

# FUJITSU Software Systemwalker Software Configuration Manager

## Message Guide

Windows/Linux

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# Preface

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## Purpose of this Document

This document explains the messages output by Systemwalker Software Configuration Manager V15.2.0.

## Intended Readers

This document is intended for those who want to determine the appropriate responses for messages output by Systemwalker Software Configuration Manager.

It is assumed that readers of this document already have the following knowledge:

- Basic knowledge of the operating system being used

## Structure of this Document

The structure of this document is as follows:

### [Chapter 1 Overview](#)

This chapter provides an overview of the messages output by Systemwalker Software Configuration Manager.

### [Chapter 2 Message List](#)

This chapter provides message descriptions and the appropriate responses for the messages output.

## Conventions Used in this Document

Refer to the *Documentation Road Map* for information on the names, abbreviations, and symbols used in this manual.

### Abbreviations and Generic Terms Used for Operating Systems

This document uses the following abbreviations and generic terms to indicate operating systems.

| Official name  | Abbreviation           |         |
|--|------------------------|---------|
| Microsoft(R) Windows Server(R) 2012 Datacenter<br>Microsoft(R) Windows Server(R) 2012 Standard   | Windows Server 2012    | Windows |
| Microsoft(R) Windows Server(R) 2012 R2 Datacenter<br>Microsoft(R) Windows Server(R) 2012 R2 Standard   | Windows Server 2012 R2 |         |
| Microsoft(R) Windows Server(R) 2008 Standard<br>Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V<br>Microsoft(R) Windows Server(R) 2008 Enterprise<br>Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V                         | Windows Server 2008    |         |
| Microsoft(R) Windows Server(R) 2008 R2 Standard<br>Microsoft(R) Windows Server(R) 2008 R2 Enterprise   | Windows Server 2008 R2 |         |
| Microsoft(R) Windows Server(R) 2003 R2, Standard Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition | Windows Server 2003 R2 |         |
| Red Hat(R) Enterprise Linux(R) (for x86)   | RHEL (x86)             |         |
| Red Hat(R) Enterprise Linux(R) (for Intel64)   | RHEL (Intel64)         |         |

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## Issue Date and Version

| Version                     | Manual code                                 |
|-----------------------------|---|
| July 2012: First edition    | B1X1-0131-02ENZ0(00) / B1X1-0131-02ENZ2(00) |
| July 2012: Second edition   | B1X1-0131-03ENZ0(00) / B1X1-0131-03ENZ2(00) |
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# Chapter 1 Overview

This chapter explains the messages output by Systemwalker Software Configuration Manager.

## 1.1 Message Overview

The messages output by Systemwalker Software Configuration Manager are classified into the following messages:

- Messages output to event logs for Windows operating systems
- Messages output to syslogs for UNIX
- Messages output to the standard output as command responses or processing results
- Messages displayed as pop-up messages as part of the processing in each window

## 1.2 Message Output Format

This section explains the formats in which messages are output.

### Message output formats

The messages that are output to event logs use the following format:

```
<Label>+<Message number> <Message text>
```

Note: The error type is displayed in the **Level** column.

The messages that are output to syslogs use the following formats:

```
<Label>: <Error type>: <Message number>: <Message text>
```

```
<Label>: <Error type>: [<Message number>] <Message text>
```

Messages output to the standard output or as popup messages use either of the following formats.

```
<Label>+<Message number>: <Error type>: <Message text>
```

```
<Message text>
```

A combination of a colon and a space (": ") is used as a separator between the <Label>+<Message number> and the <Error type>, and between the <Error type> and the <Message text>.

### The elements of messages, and the meaning of each element

#### <Label>

The label is information that identifies the program that outputs the message.

The messages that are output to syslogs use the format "UX: <Label>".

The explanations in this document use a format that omits the "UX:" string.

#### <Message number>

A message number is a unique identifier assigned to each label.

Use the message number to find the explanation for the corresponding message in this manual.

#### <Error type>

The error type indicates the state of the error in the message. The following error types are displayed. For event logs, the error type is displayed in the **Level** column.

- INFO

This error type indicates that the processing has completed. No particular action is required.

- WARNING

A problem has occurred with the internal processing. Take the action indicated by the message.

- ERROR

A problem has occurred with the internal processing. Take the action indicated by the message.

#### **<Message text>**

The message text is used to notify the user of the system state or a system error.

## **1.3 How Messages are Described**

---

This section explains how messages are described.

### **Message text**

The messages that are output use the following format:

|  |
|--|
| <code>&lt;Label&gt;+&lt;Message number&gt; &lt;Message text&gt;</code> |
|--|

### **Error type**

The error type indicates the states of the error in the message.

### **Output to event logs or syslogs**

This item indicates whether the message is output to an event log or syslog.

### **Description**

This item explains the meaning of the message or the reason why the message was output.

### **Parameters**

This section explains information that is set to variable parameters such as "{0}" or "{1}" that may exist in the message text. This section is omitted if the message does not contain variable parameters.

### **Action method**

This section explains how to take the action that may be required in response to the message that is output.

## Chapter 2 Message List

### 2.1 Parameter Settings/Collection-related Messages

---

#### **CFMGA00001 XML parser error. file={0} detail={1}**

Message Type

ERROR

Event Log

No

Description

Failed to analyze the XML file.

Parameter

{0}: XML file path

{1}: Details

Corrective Action

Check whether the format of the displayed XML file is correct.

---

#### **CFMGA00002 Required file is missing. file={0}**

Message Type

ERROR

Event Log

No

Description

The required file cannot be found.

Parameter

{0}: File path

Corrective Action

Check whether the displayed file exists. If the file exists, check privileges. If the file does not exist, contact Fujitsu technical support.

---

#### **CFMGA00003 Failed to write log file. file={0}**

Message Type

ERROR

Event Log

No

Description

Failed to output logs.

Parameter

{0}: File path

Corrective Action

Contact Fujitsu technical support.

---

**CFMGA00004 The current directory is incorrect. directory={0}**

Message Type

ERROR

Event Log

No

Description

The current directory was set incorrectly.

Parameter

{0}: Directory path

Corrective Action

Contact Fujitsu technical support.

---

**CFMGA00099 An unexpected error has occurred. detail={0}**

Message Type

ERROR

Event Log

No

Description

An unexpected error has occurred.

Parameter

{0}: Details

Corrective Action

Contact Fujitsu technical support.

---

**CFMGA10001 Processing was successful.**

Message Type

INFO

Event Log

No

Description

Parameter settings were successful.

Corrective Action

No action is required.

---

**CFMGA10002 Parameter settings were successful. index={0} softwareName={1} version={2} ret={3}  
[stdout]  
{4}  
[stderr]  
{5}**



#### Message Type

INFO

#### Event Log

No

#### Description

The script that sets parameters ran successfully.

#### Parameter

{0}: Configuration order of software for which parameters were set

{1}: Name of product for which parameters were set

{2}: Version of product for which parameters were set

{3}: Return value of the script that sets parameters

{4}: Standard output of the script that sets parameters

{5}: Standard error of the script that sets parameters

#### Corrective Action

No action is required.

---

**CFMGA10003 Failed to setup parameter. index={0} softwareName={1} version={2} ret={3}**

**[stdout]**

**{4}**

**[stderr]**

**{5}**

#### Message Type

ERROR

#### Event Log

No

#### Description

The script that sets parameters failed.

#### Parameter

{0}: Configuration order of software for which parameters were set

{1}: Name of product for which parameters were set

{2}: Version of product for which parameters were set

{3}: Return value of the script that sets parameters

{4}: Standard output of the script that sets parameters

{5}: Standard error of the script that sets parameters

#### Corrective Action

Take one of the following actions according to whether the product name of the displayed software has been pre-registered in this product, or whether the software was registered using the Software Information Management Command.

- If the software is pre-registered in this product

Refer to the topic for the relevant software product in the Parameter Reference and take action accordingly.

- If the software was registered using the Software Information Management Command

Check the error information for the displayed return value, standard output, and standard error, and take action accordingly.

---

**CFMGA10004 Invoked from automated operation process. processInstanceName={0}**

Message Type

INFO

Event Log

No

Description

Starts the parameter setting process.

Parameter

{0}: Process instance name

Corrective Action

No action is required.

---

**CFMGA20001 Processing was successful.**

Message Type

INFO

Event Log

No

Description

Parameter collection was successful.

Corrective Action

No action is required.

---

**CFMGA20002 A warning occurred while parameter information was being collected.**

Message Type

WARNING

Event Log

No

Description

An error occurred during parameter collection.

Corrective Action

Take action according to the error or warning message output before this message.

---

**CFMGA20003 An error occurred while parameter information was being collected.**

Message Type

ERROR

Event Log

No

Description

An error occurred during parameter collection.

## Corrective Action

Take action according to the error or warning message output before this message.

---

**CFMGA20005 Failed to collect parameter. index={0} softwareName={1} version={2} softwareId={3} subKey={4} definitionID={5} definitionName={6} definitionVersion={7} scriptVersion={8} ret={9}[newline][stdout][newline]{10}[newline][stderr][newline]{11}**

## Message Type

ERROR

## Event Log

No

## Description

The script that collects parameters failed.

## Parameter

{0}: Collection order of software for which parameters were collected

{1}: Name of product for which parameters were collected

{2}: Version of product for which parameters were collected

{3}: ID of product for which parameters were collected

{4}: Subkey of product for which parameters were collected

{5}: Collection definition ID

{6}: Collection definition name

{7}: Collection definition version

{8}: Collection script version

{9}: Return value of script that collects parameters

{10}: Standard output of script that collects parameters

{11}: Standard error of script that collects parameters

## Corrective Action

Take one of the following actions according to whether the product name of the displayed software has been pre-registered in this product, or whether the software was registered using the Software Information Management Command.

- If the software is pre-registered in this product

Refer to the topic for the relevant software product in the Parameter Reference and take action accordingly.

- If the software was registered using the Software Information Management Command

Check the error information for the displayed return value, standard output, and standard error, and take action accordingly.

---

**CFMGA20006 Param agent starts.**

## Message Type

INFO

## Event Log

No

## Description

Starts the Param agent.

Corrective Action

No action is required.

---

**CFMGA20007 {0}**

Message Type

INFO

Event Log

No

Parameter

{0}: Standard output of the external command

Corrective Action

No action is required.

---

**CFMGA20008 {0}**

Message Type

ERROR

Event Log

No

Parameter

{0}: Error output of the external command

Corrective Action

Refer to the output message and take action.

---

**CFMGA20009 The specified command options are invalid.**

**USAGE : swcfmg\_param\_collecting -dir <output directory path> [-log <log file path>]**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Enter the command correctly.

---

## 2.2 Command-related Messages

---

**CFMGC00001 You do not have the privileges required to execute this command.**

Message Type

ERROR

Event Log

Yes

Description

You do not have the privileges required to execute this command.

Corrective Action

Execute the command as a user with administrator privileges.

---

**CFMGC00002 An environment for Systemwalker Software Configuration Manager has not been created.**

Message Type

ERROR

Event Log

Yes

Description

An environment for Systemwalker Software Configuration Manager has not been created.

Corrective Action

Systemwalker Software Configuration Manager has not been set up. Perform the setup or, if it is underway, wait for it to finish and then execute the command again.

---

**CFMGC00003 Processing cannot be executed because another command is executing.**

Message Type

ERROR

Event Log

Yes

Description

Processing cannot be executed because another command is executing.

Corrective Action

Wait until the command finishes, and then execute it again.

---

**CFMGC00004 The specified command options are invalid.  
USAGE :swcfgm\_retry\_sendmail [-f <Output file path>]**

Message Type

ERROR

Event Log

Yes

Description

The specified command options are invalid.

Corrective Action

Enter the command correctly.

---

**CFMGC00007 The file cannot be opened. File path={0}**

Message Type

ERROR

Event Log

No

Description

The file cannot be opened.

Parameter

{0}: File path

Corrective Action

Check the file at the path displayed.

---

**CFMGC00011 An error has occurred with the startup processing.**

Message Type

ERROR

Event Log

No

Description

An error has occurred with the startup processing.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00016 An error has occurred with the stop processing.**

Message Type

ERROR

Event Log

No

Description

An error has occurred with the stop processing.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00020 Systemwalker Software Configuration Manager has not been set up.**

Message Type

ERROR

Event Log

Yes

Description

Systemwalker Software Configuration Manager has not been set up.

Corrective Action

Systemwalker Software Configuration Manager has not been set up. Perform the setup or, if it is underway, wait for it to finish and then execute the command again.

---

**CFMGC00021 Systemwalker Software Configuration Manager is not running.**

## Message Type

INFO or ERROR

## Event Log

Yes

## Description

Systemwalker Software Configuration Manager is not running.

## Corrective Action

If the Status Display Command (swcfmg\_status) has been executed, no action is required.

If this message is displayed with a command other than the Status Display Command, execute the Start Command (swcfmg\_start) to start Systemwalker Software Configuration Manager.

---

**CFMGC00025 The specified output destination path is incorrect.**

## Message Type

ERROR

## Event Log

No

## Description

The specified output destination path is incorrect.

## Corrective Action

Either create the output path or review the privileges.

When specifying the output path that includes the current directory, specify the current directory as ".\" in Windows or "./" in Linux.

---

**CFMGC00026 The specified output destination path already contains files or directories.**

## Message Type

ERROR

## Event Log

No

## Description

The specified output destination path already contains files or directories.

## Corrective Action

Delete the file or directory at the output path.

---

**CFMGC00027 The specified output destination path is not writable.**

## Message Type

ERROR

## Event Log

No

#### Description

The specified output destination path is not writable.

#### Corrective Action

Change the privileges for the output path.

---

#### **CFMGC00028 An error has occurred during product information collection. Creating a directory has failed.**

#### Message Type

ERROR

#### Event Log

No

#### Description

An error has occurred during product information collection. \nCreating a directory has failed.

#### Corrective Action

Check the disk capacity and the write privileges for the output path.

If the user does not have write privileges, change the privileges. If there is not enough free space, delete any unnecessary files before executing the command again.

If the problem persists, contact Fujitsu technical support.

---

#### **CFMGC00029 An error has occurred during log information collection. Creating a directory failed.**

#### Message Type

ERROR

#### Event Log

No

#### Description

An error has occurred during log information collection.

Creating a directory failed.

---

#### **CFMGC00031 There is not enough free space at the specified output destination path.**

#### Message Type

ERROR

#### Event Log

No

#### Description

There is not enough free space at the specified output destination path.

#### Corrective Action

Delete any unnecessary files, and then try again.

---

#### **CFMGC00034 An error has been detected while information about the execution infrastructure was being collected.**



Message Type

ERROR

Event Log

No

Description

An error has been detected while information about the execution infrastructure was being collected.

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00035 An error has been detected during product information collection.**

Message Type

ERROR

Event Log

No

Description

An error has been detected during product information collection.

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00038 An error has been detected during log information collection.**

Message Type

ERROR

Event Log

No

Description

An error has been detected during log information collection.

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00050 An error has occurred with the backup processing.**

Message Type

ERROR

Event Log

No

#### Description

An error has occurred with the backup processing.

#### Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

### **CFMGC00051 An error has occurred with the restoration processing.**

#### Message Type

ERROR

#### Event Log

No

#### Description

An error has occurred with the restoration processing.

#### Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

### **CFMGC00052 The retry folder does not exist. Folder path={0}**

#### Message Type

ERROR

#### Event Log

No

#### Description

The retry folder does not exist.

#### Parameter

{0}: Folder path

#### Corrective Action

Check the settings in the email transmission configuration file.

---

### **CFMGC00053 The failure folder does not exist. Folder path={0}**

#### Message Type

ERROR

#### Event Log

No

#### Description

The failure folder does not exist.

#### Parameter

{0}: Folder path

Corrective Action

Check the settings in the email transmission configuration file.

---

**CFMGC00057 Failed to move the files. Source={0} Destination={1}**

Message Type

ERROR

Event Log

No

Description

Failed to move the files.

Parameter

{0}: Path to the file to move from

{1}: Path to the file to move to

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00062 The process of resending an email has failed.**

Message Type

ERROR

Event Log

No

Description

The process of resending an email has failed.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00064 An error has occurred during the collection of investigation data for Systemwalker Software Configuration Manager.**

Message Type

ERROR

Event Log

No

Description

An error has occurred during the collection of investigation data for Systemwalker Software Configuration Manager.

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00072 The disk has run out of free space during the restoration processing.**

Message Type

ERROR

Event Log

No

Description

The disk has run out of free space during the restoration processing.

Corrective Action

Delete any unnecessary files and then try again.

---

**CFMGC00079 Failed to move some files.**

Message Type

WARNING

Event Log

No

Description

Failed to move some files.

Corrective Action

If this problem occurs frequently, contact Fujitsu technical support.

---

**CFMGC00080 A system error has occurred.**

Message Type

ERROR

Event Log

No

Description

A system error has occurred.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00081 Failed to copy the files.**

Message Type

ERROR

Event Log

No

Description

Failed to copy the files.

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00082 Failed to copy the file. File={0}**

Message Type

ERROR

Event Log

No

Description

Failed to copy the file.

Parameter

{0}: File

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00083 Failed to execute the command.**

Message Type

ERROR

Event Log

No

Description

Failed to execute the command.

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00084 Failed to execute the command. Command={0}**

Message Type

ERROR

Event Log

No

Description

Failed to execute the command.

Parameter

{0}: Command

Corrective Action

Check the disk capacity for the output path. If there is not enough free space, delete any unnecessary files and then execute the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00085 The specified path to the folder containing backup data is incorrect.**

Message Type

ERROR

Event Log

No

Description

The specified path to the folder containing backup data is incorrect.

Corrective Action

Specify an existing path as the folder containing backup data.

---

**CFMGC00086 The specified path to the folder for backup data does not contain files or directories.**

Message Type

ERROR

Event Log

No

Description

The specified path to the folder for backup data does not contain files or directories.

Corrective Action

Specify the path to the files obtained by the backup command as the folder containing backup data.

---

**CFMGC00087 The specified path to the folder containing backup data is not readable.**

Message Type

ERROR

Event Log

No

Description

The specified path to the folder containing backup data is not readable.

Corrective Action

Assign read permissions to the backup path.

---

**CFMGC00090 The specified command options are invalid.**

**USAGE : swcfmg\_patch\_importrpmolicy -f <Input file path> [-e <Character encoding for the input file>]**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Enter the command correctly.

---

**CFMGC00091 The specified input file path is incorrect.**

Message Type

ERROR

Event Log

No

Description

The specified input file path is incorrect.

Corrective Action

Specify an existing path for the input file.

---

**CFMGC00092 The specified character encoding is incorrect.**

Message Type

ERROR

Event Log

No

Description

The specified character encoding is incorrect.

Corrective Action

Specify the correct character encoding.

---

**CFMGC00093 Failed to read the file.**

Message Type

ERROR

Event Log

No

Description

Failed to read the file.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00094 The definition in line {0} is incorrect. (Cause: {1})**

Message Type

ERROR

Event Log

No

Description

The definition in line {0} is incorrect.

Parameter

{0}: Line number

{1}: Cause

Corrective Action

The syntax of the line indicated in the input file is incorrect.

Take one of the following actions, depending on the cause of the problem.

- For "Number of elements", review the number of elements in the line indicated.
- For "Rpm-name required.", specify the value of rpm-name in the line indicated.
- For "Rpm-version required in case rpm-release is defined.", specify the value of rpm-version in the line indicated.

---

**CFMGC00095 The following definition has been disabled by a priority judgment.**

Message Type

WARNING

Event Log

No

Description

The following definition has been disabled by a priority judgment.

Corrective Action

Check the data.

---

**CFMGC00096 Failed to write the Linux patch management target configuration file.**

Message Type

ERROR

Event Log

No

Description

Failed to write the Linux patch management target configuration file.

Corrective Action

Check the disk capacity and the write privileges for the output path directory.

If the user does not have write privileges, change the privileges. If there is not enough free space, delete any unnecessary files before executing the command again.

If the problem persists, contact Fujitsu technical support.

---

**CFMGC00097 The specified command options are invalid.**

**USAGE : swcfmg\_patch\_exportrpmolicy [-back] [-f <Output file path>] [-e <Character encoding for the output file>]**

Message Type

ERROR

Event Log

No



Description

The specified command options are invalid.

Corrective Action

Enter the command correctly.

---

**CFMGC00098 Failed to write the file.**

Message Type

ERROR

Event Log

No

Description

Failed to write to the file.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00111 The specified command options are invalid.**

**USAGE : swcfmg\_uam\_update -f <Path to the update application management registry configuration file>**

Message Type

ERROR

Event Log

No

Corrective Action

Enter the command correctly.

---

**CFMGC00112 The specified registration file path is incorrect.**

Message Type

ERROR

Event Log

No

Description

The specified registration file path is incorrect.

Corrective Action

Specify the path to an existing registration file.

---

**CFMGC00113 The specified update application management registry configuration file is incorrect.**

Message Type

ERROR

Event Log

No

#### Description

The specified update application management registry configuration file is incorrect.

#### Corrective Action

Specify the correct update application management registry configuration file.

Do not change the name of the update application management registry configuration file that has been downloaded from the UpdateSite.

When specifying the path of update application management registry configuration file that includes the current directory, specify the current directory as "." in Windows or "/" in Linux.

---

### **CFMGC00114 The UpdateAdvisor asset registration processing has failed.**

#### Message Type

ERROR

#### Event Log

No

#### Description

The UpdateAdvisor asset registration processing has failed.

#### Corrective Action

The UpdateAdvisor asset registration processing has failed. The failure could have been caused by exclusive control, so execute the processing again. If it fails again, contact Fujitsu technical support.

---

### **CFMGC00115 The specified command options are invalid.**

**USAGE : swcfmg\_fjmwpatch\_update -f <Path to the released patches storage directory>**

#### Message Type

ERROR

#### Event Log

No

#### Description

The specified command options are invalid.

#### Corrective Action

Enter the command correctly.

---

### **CFMGC00116 The specified input directory path is incorrect.**

#### Message Type

ERROR

#### Event Log

No

#### Description

The specified input directory path is incorrect.

#### Corrective Action

Specify the path to an existing directory.

---

**CFMGC00117 There is no information about released patches for Fujitsu middleware.**

Message Type

ERROR

Event Log

No

Description

There is no information about released patches for Fujitsu middleware.

Corrective Action

Specify the correct path to the released patches storage directory as a command option.

---

**CFMGC00118 Registering released patches for Fujitsu middleware has failed.**

Message Type

ERROR

Event Log

No

Description

Registering released patches for Fujitsu middleware has failed.

Corrective Action

The processing that registers released patches for Fujitsu middleware has failed. The failure could have been caused by exclusive control, so execute the processing again. If it fails again, contact Fujitsu technical support.

---

**CFMGC00119 The specified command options are invalid.**

**USAGE : swcfmg\_fjmwpatch\_getinfo -o <Path to the patch management information storage folder>**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Enter the command correctly.

---

**CFMGC00120 The processing that gets patch management information has failed.**

Message Type

ERROR

Event Log

No

Description

The processing that gets patch management information has failed.

#### Corrective Action

The processing that gets patch management information has failed. The failure could have been caused by either insufficient disk space at the output destination or exclusive control. Check the disk capacity at the output destination and then execute the processing again. If it fails again, contact Fujitsu technical support.

---

#### **CFMGC00121 Systemwalker Software Configuration Manager will start.**

##### Message Type

INFO

##### Event Log

No

##### Description

Systemwalker Software Configuration Manager will start.

##### Corrective Action

No action is required.

---

#### **CFMGC00122 Systemwalker Software Configuration Manager will stop.**

##### Message Type

INFO

##### Event Log

No

##### Description

Systemwalker Software Configuration Manager will stop.

##### Corrective Action

No action is required.

---

#### **CFMGC00123 Systemwalker File Transfer Library Control (SWCFMG) will start.**

##### Message Type

INFO

##### Event Log

No

##### Description

Startup processing for the file transfer infrastructure will start.

##### Corrective Action

No action is required.

---

#### **CFMGC00124 Systemwalker File Transfer Library Control (SWCFMG) will stop.**

##### Message Type

INFO

##### Event Log

No

Description

Stop processing for the file transfer infrastructure will start.

Corrective Action

No action is required.

---

**CFMGC00125 The following update numbers have been unregistered:**

Message Type

WARNING

Event Log

No

Description

The following update numbers have been unregistered:

Corrective Action

Execute the released patch acquisition tool and this command again. If this problem still occurs, contact Fujitsu technical support.

---

**CFMGC00126 Unable to send an email to [user:{0}]. [Details:{1}]**

Message Type

ERROR

Event Log

No

Description

Unable to send an email to the user.

Parameter

{0}: User ID

{1}: Message ID for the email transmission function

Corrective Action

The message ID (CFMGMxxxxx) for the email transmission function will be output in the message details. Take the appropriate action based on this message ID.

---

**CFMGC00127 The disk has run out of space.**

Message Type

ERROR

Event Log

No

Description

The disk has run out of space.

Corrective Action

Resolve the lack of disk space for the media library according to the procedure in "Moving the Media Library" in the Operation Guide.

---

**CFMGC00135 The specified command options are invalid.**

**USAGE : swcfmg\_define\_serverinfo [-import <path of the input file> [-e <character encoding of the input file>] [-t] | -export <path of the output file> [-e <character encoding of the output file>] | -delete <IP address>]**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Enter the command correctly.

---

**CFMGC00136 The information in line {0} is incorrect. (Cause: [{1}])**

Message Type

ERROR

Event Log

No

Description

The information is incorrect.

Parameter

{0}: Line number

{1}: Cause

Corrective Action

The syntax of the given line is incorrect in the input file.

Review the file, depending on the cause of the problem.

---

**CFMGC00137 Failed to write to the managed server information configuration file.**

Message Type

ERROR

Event Log

No

Description

Failed to write to the managed server information configuration file.

Corrective Action

Check the permission for the managed server information configuration file storage directory, and the disk capacity.

---

**CFMGC00138 Failed to delete the managed server information. (Cause: {0})**

Message Type

ERROR

Event Log

No

Description

Failed to delete the managed server information.

Parameter

{0}: Cause

Corrective Action

The managed server information could not be deleted.

---

**CFMGC00142 Unable to communicate ({0}).**

Message Type

ERROR

Event Log

No

Description

Unable to communicate.

Parameter

{0}: IP address

Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- This function cannot be used for an earlier version of the agent. Check the version of the installed agent.
- Check whether the admin server and managed server are connected.  
This message displays the IP address of the managed server. Check whether the admin server can connect to the given IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC00143 Failed to transfer the collected information ({0}).**

Message Type

ERROR

Event Log

No

Description

Failed to transfer the collected information.

Parameter

{0}: IP address

## Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server and managed server are connected.

This message displays the IP address of the managed server. Check whether the admin server can connect to the given IP address.

- Review the firewall settings of the admin server and the managed server.

To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.

- Restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGC00144 Failed to receive the basic information ({0}).**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to receive the basic information.

#### Parameter

{0}: IP address

#### Corrective Action

Check whether Systemwalker Software Configuration Manager has been installed correctly.

---

### **CFMGC00145 Failed to receive the platform information ({0}).**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to receive the platform information.

#### Parameter

{0}: IP address

#### Corrective Action

Check whether it is a WSUS managed server.

---

### **CFMGC00146 Failed to register the collected information ({0}).**

#### Message Type

ERROR

#### Event Log

No



Description

Failed to register the collected information.

Parameter

{0}: IP address

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00147 A system error has occurred ({0}).**

Message Type

ERROR

Event Log

No

Description

A system error has occurred.

Parameter

{0}: IP address

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00148 An error has occurred while searching CMDB.**

Message Type

ERROR

Event Log

No

Description

An error has occurred while searching CMDB.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00149 An error has occurred while registering CMDB.**

Message Type

ERROR

Event Log

No

Description

An error has occurred while registering CMDB.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00150 An error has occurred while deleting CMDB.**

Message Type

ERROR

Event Log

No

Description

An error has occurred while deleting CMDB.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00151 Failed to delete the platform information.**

Message Type

INFO

Event Log

No

Description

Failed to delete the platform information.

Corrective Action

No action is required.

---

**CFMGC00152 This is not the managed server managed by Systemwalker Software Configuration Manager ({0}).**

Message Type

ERROR

Event Log

No

Description

The given IP address does not belong to the managed server managed by Systemwalker Software Configuration Manager.

Parameter

{0}: IP address

Corrective Action

Run the command by specifying the IP address of the managed server managed by Systemwalker Software Configuration Manager.

---

**CFMGC00153 An error has occurred while connecting to CMDB.**

Message Type

ERROR

Event Log

No

Description

An error has occurred while connecting to CMDB.

### Corrective Action

- Execute the following command to check whether the CMDB manager is running normally.  
If it is not running normally, restart Systemwalker Runbook Automation.  
If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

```
%SWCMDB_INSTALL_PATH%\FJSVcmdbm\bin\cmdbwatch.bat
```

| Standard output result | Status  |
|------------------------|---|
| CMDB OK                | The CMDB manager is running normally.   |
| CMDB NORMAL STOP       | The CMDB manager has stopped normally.  |
| CMDB NG                | The CMDB manager has not been set up correctly or has been identified as not in being a normal state. |

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### CFMGC00154 Failed to receive the user information.

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to receive the user information.

#### Corrective Action

- Ensure the service for ServerView Operations Manager is running.
- If linked to ServerView Resource Orchestrator, ensure the service for ServerView Resource Orchestrator is running.
- If this message is output after executing swcfmg\_define\_serverinfo (Managed Server Information Definition Command), check whether the owner specified in the managed server information configuration file has one of the following permissions:
  - Tenant-name (tenant) administrator specified in the managed server information configuration file
  - Tenant-name (tenant) user specified in the managed server information configuration file
  - Dual-role administratorSpecify tenant-name (tenant) administrator or user, or dual-role administrator for the owner.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### CFMGC00155 Some managed server information could not be output.

#### Message Type

ERROR

#### Event Log

No

#### Description

Some managed server information could not be output.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC00156 There are multiple instances of server information with the same client ID. (Client ID={0}, Server={1})**

Message Type

ERROR

Event Log

No

Description

There are multiple instances of server information with the same client ID.

Parameter

{0}: Client ID

{1}: List of IP addresses

Corrective Action

Delete unnecessary servers using the "delete" command, which is included in the Managed Server Information Definition Command.

---

**CFMGC00157 The file settings are invalid. ({0})**

Message Type

ERROR

Event Log

No

Description

The file settings are invalid.

Parameter

{0}: File name

Corrective Action

Check the given file at the displayed path.

---

**CFMGC00158 The connection test failed.**

Message Type

ERROR

Event Log

No

Description

The connection test failed.

Corrective Action

Specify the IP address of the relevant managed server managed by Systemwalker Software Configuration Manager.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC10001 The parameter is illegal. param={0}**

Message Type

ERROR

Event Log

No

Description

The parameter is illegal.

Parameter

{0}: Item number for the invalid parameter

Corrective Action

Parameter {0} is incorrect. Review the specified parameters and then execute the command again.

---

**CFMGC10002 An indispensable parameter is not specified. param={0}**

Message Type

ERROR

Event Log

No

Description

An indispensable parameter is not specified.

Parameter

{0}: Mandatory parameter

Corrective Action

Specify the mandatory parameter and then execute the command again.

---

**CFMGC10003 Failed to set the value to the registry. key={0}**

Message Type

ERROR

Event Log

No

Description

Failed to set the value to the registry.

Parameter

{0}: Key name

Corrective Action

Check whether the user that executed the command has the privileges required to set up registries. Review the privileges and then try again.

---

**CFMGC20001 The specified file path is incorrect.**

Message Type

ERROR

Event Log

No

Description

The specified file path is incorrect.

Corrective Action

Specify a valid input file path and execute again.

---

**CFMGC20002 The specified output file is not writable.**

Message Type

ERROR

Event Log

No

Description

The specified output file is not writable.

Corrective Action

Change the privileges for the output file.

---

**CFMGC20003 Failed to read the file.**

Message Type

ERROR

Event Log

No

Description

Failed to read the file.

Corrective Action

Ensure that the file is not being operated by other software and that it can be opened.

---

**CFMGC20004 Failed to write to the file.**

Message Type

ERROR

Event Log

No

Description

Failed to write to the file.

Corrective Action

Check the privileges and disk capacity of the file output directory.

---

**CFMGC20005 The file description is incorrect. [Line number:{0}][Cause:{1}]**

Message Type

ERROR

Event Log

No

Description

The file description is incorrect.

Parameter

{0}: Line number

{1}: Cause

Corrective Action

Check the file description details. Revise the error displayed in the message "Cause" and execute again.

---

**CFMGC20202 The specified command options are invalid.**

**USAGE : swcfmg\_param\_settingdef**

**{ -add -file <parameter settings definition file path> |  
-update -id <parameter settings definition id> -file <parameter settings definition file path> |  
-delete -id <parameter settings definition id>,... |\n-list [-file <output file path>] [-e <character encoding>] |\n-get -id <parameter settings definition id> -file <output file path> |\n-upload -id <parameter settings definition id> -file <script package file path> |\n-download -id <parameter settings definition id> -dir <output directory path> }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Specify options correctly and execute again.

---

**CFMGC20203 The root elements or version attributes of the XML file do not exist.**

Message Type

ERROR

Event Log

No

Description

The root elements or version attributes of the XML file do not exist.

Corrective Action

The specified XML file format is incorrect. Review the details and execute again.

---

**CFMGC20204 The format version specified in the version attributes of the root element is not supported. [Version: {0}]**

Message Type

ERROR

Event Log

No

Description

The format version specified in the version attributes of the root element is not supported.

Parameter

{0}: Version

Corrective Action

The version attributes of the root element in the specified XML file are incorrect. Review the details and execute again.

---

**CFMGC20205 An error occurred during XML file validation. [Details:{0}]**

Message Type

ERROR

Event Log

No

Description

An error occurred during XML file validation.

Parameter

{0}: Details

Corrective Action

Check the description details of the specified XML file. Revise the error displayed in "Details" and execute again.

---

**CFMGC20206 A parameter key is duplicated. [Key:{0}]**

Message Type

ERROR

Event Log

No

Description

A parameter key is duplicated.

Parameter

{0}: Key

Corrective Action

Check the description details of the specified XML file. Revise the duplication of the key displayed in "Key" and execute again.

---

**CFMGC20207 A parameter key does not conform to the rules.**

[Key:{0}]

Message Type

ERROR

Event Log

No



#### Description

A parameter key does not conform to the rules.

#### Parameter

{0}: Key

#### Corrective Action

Check the description details of the specified XML file. Revise the key displayed in "Key" so that it conforms to the rules and execute again.

---

### **CFMGC20208 A parameter value is not valid as a type. [Key:{0} Type:{1} Value:{2}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

A parameter value is not valid as a type.

#### Parameter

{0}: Key

{1}: Type

{2}: Value

#### Corrective Action

Check the description details of the specified XML file. Revise the type and value of the key displayed in "Key" and execute again.

---

### **CFMGC20209 The parameter value is incorrect. [Key:{0} Type:{1} Value:{2}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

The parameter value is incorrect.

#### Parameter

{0}: Key

{1}: Type

{2}: Value

#### Corrective Action

Check the description details of the specified XML file. Revise the value of the key displayed in "Key" and execute again.

---

### **CFMGC20210 The key name cannot be changed because the parameter key is being used in the predefined parameters. [Key:{0}]**

#### Message Type

ERROR

Event Log

No

Description

The key name cannot be changed because the parameter key is being used in the predefined parameters.

Parameter

{0}: Key

Corrective Action

Check the description details of the specified XML file. Revise the key displayed in "Key" and execute again.

---

**CFMGC20211 The parameter type cannot be changed because it will cause parameter values in the predefined parameters to become invalid. [Parameter information ID:{0} Key:{1} Type:{2} Value:{3}]**

Message Type

ERROR

Event Log

No

Description

The parameter type cannot be changed because it will cause parameter values in the predefined parameters to become invalid.

Parameter

{0}: Parameter information

{1}: Key

{2}: Type

{3}: Value

Corrective Action

Check the description details of the specified XML file. Revise the type displayed in "Key" and execute again.

---

**CFMGC20212 The package file extension is incorrect.**

Message Type

ERROR

Event Log

No

Description

The package file extension is incorrect.

Corrective Action

Check the extension of the specified package file. Revise and execute again.

---

**CFMGC20213 The package file size has exceeded the upper limit.**

Message Type

ERROR

Event Log

No

Description

The package file size has exceeded the upper limit.

Corrective Action

Check the size of the specified package file. Revise and execute again.

---

**CFMGC20214 The package file format is incorrect.**

Message Type

ERROR

Event Log

No

Description

The package file format is incorrect.

Corrective Action

Check whether the specified package file is in ZIP format and whether the file content is correct. Revise and execute again.

---

**CFMGC20215 The specified ID does not exist. [ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified ID does not exist.

Parameter

{0}: ID

Corrective Action

The specified definition ID does not exist. Specify an existing definition ID and execute again.

---

**CFMGC20216 The specified ID is already predefined in the product. [ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified ID is already predefined in the product.

Parameter

{0}: ID

Corrective Action

The specified ID is already predefined in the product. Therefore, it cannot be updated or deleted.

---

**CFMGC20217 The specified ID does not have a registered package. [ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified ID does not have a registered package.

Parameter

{0}: ID

Corrective Action

The specified definition ID does not have a registered package. Specify a definition ID with a registered package and execute again.

---

**CFMGC20218 The specified ID does not have a correctly registered package. [ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified ID does not have a correctly registered package.

Parameter

{0}: ID

Corrective Action

The specified definition ID does not have a correctly registered package. Upload a package.

---

**CFMGC20219 The specified parameter settings definition is associated with the predefined parameters and cannot be deleted.**

Message Type

ERROR

Event Log

No

Description

The specified parameter settings definition is associated with the predefined parameters and cannot be deleted.

Corrective Action

To delete the parameter settings definition, first delete all associated predefined parameters and then execute.

---

**CFMGC20220 Failed to copy to the temporary directory. [Path:{0}]**

Message Type

ERROR

Event Log

No

Description

Failed to copy to the temporary directory.

Parameter

{0}: Path

Corrective Action

Failed to copy to the temporary directory. Check the disk size in "Path".

---

**CFMGC20221 The disk has run out of space in the media library.**

Message Type

ERROR

Event Log

No

Description

The disk has run out of space in the media library.

Corrective Action

Resolve the lack of disk space for the media library according to the procedure in "Moving the Media Library" in the Operation Guide.

---

**CFMGC20222 A system error has occurred in CMDB. [ID:{0} Message:{1}]**

Message Type

ERROR

Event Log

No

Description

A system error has occurred in CMDB.

Parameter

{0}: Message

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC20223 A system error has occurred in the media library. [Return value:{0}]**

Message Type

ERROR

Event Log

No

Description

A system error has occurred in the media library.

Parameter

{0}: Return value

Corrective Action

Contact Fujitsu technical support.

---

**CFMGC20224 The specified ID is not predefined in the product. [ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified ID is not predefined in the product.

Parameter

{0}: ID

Corrective Action

The specified definition ID is not predefined in the product. It cannot be updated or deleted by specifying the -force option.

---

**CFMGC20225 Failed to move the files from the temporary directory. [Path:{0}]**

Message Type

ERROR

Event Log

No

Description

Failed to move the files from the temporary directory.

Parameter

{0}: Path

Corrective Action

Failed to move the files from the temporary directory. Check the privileges and disk size in "Path".

---

**CFMGC20226 The method cannot be changed if the software and a parameter definition are associated or a script package is registered.**

Message Type

ERROR

Event Log

No

Description

The method cannot be changed if the software and a parameter definition are associated or a script package is registered.

Corrective Action

The method cannot be changed if the software and a parameter definition are associated or a script package is registered. Check if the contents of the file are correct. If not, correct the file and then execute it.

---

**CFMGC20227 You cannot specify a duplicate key if multiple parameter collection definitions are associated with the software. [Software ID:{0} Parameter collection definition ID:{1}]**

Message Type

ERROR

Event Log

No

Description

You cannot specify a duplicate key if multiple parameter collection definitions are associated with the software.

Parameter

{0}: ID of the software associated with the parameter collection definition that has a duplicate key

{1}: ID of the parameter collection definition (not associated) for which a duplicate key exists

Corrective Action

You cannot specify a duplicate key if multiple parameter collection definitions are associated with the software. Check if the parameter collection definition is correct. If not, correct it and then execute it.

---

**CFMGC20252 The specified command options are invalid.**

**USAGE : swcfmg\_param\_collectingdef**

**{ -add -file <parameter collection definition file path> |**

**-update -id <parameter collection definition id> -file <parameter collection definition file path> |**

**-delete -id <parameter collection definition id>,... |\n-list [-file <output file path>] [-e <character encoding>] |\n-**

**get -id <parameter collection definition id> -file <output file path> |\n-upload -id <parameter collection definition**

**id> -file <script package file path> |\n-download -id <parameter collection definition id> -dir <output directory**

**path> }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Specify options correctly and execute again.

---

**CFMGC20302 The specified command options are invalid.**

**USAGE : swcfmg\_param\_defassoc. { -attach -softid <software id> -sdefid <parameter settings definition id> |**

**-attach -softid <software id> -cdefid <parameter collection definition id> |**

**-detach -softid <software id> -sdefid <parameter settings definition id> |\n-detach -softid <software id> -cdefid**

**<parameter collection definition id> |\n-list [-sdef] [-cdef] [-file <output file path>] [-e <character encoding>] }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Specify options correctly and execute again.

---

**CFMGC20303 The specified software is associated with a different parameter definition.**

Message Type

ERROR

Event Log

No

Description

The specified software is associated with a different parameter definition.

Corrective Action

The specified software ID is associated with a different definition ID. Check the specified ID.

---

**CFMGC20304 The parameter definition format is not compatible with the OS type of the software.**

Message Type

ERROR

Event Log

No

Description

The parameter definition format is not compatible with the OS type of the software.

Corrective Action

The parameter definition format is not compatible with the OS type of the software. Check the specified ID.

---

**CFMGC20305 The software is not associated with the parameter definition.**

Message Type

ERROR

Event Log

No

Description

The software is not associated with the parameter definition.

Corrective Action

The specified software ID is not associated with the definition ID. Check the specified ID.

---

**CFMGC20306 The software is already associated with the parameter definition.**

Message Type

ERROR

Event Log

No

Description

The software is already associated with the parameter definition.

Corrective Action

The specified software ID is already associated with the definition ID.



---

**CFMGC20307 You cannot specify a duplicate key if multiple parameter collection definitions are associated with the software. [Software ID:{0} Parameter collection definition ID:{1}]**

Message Type

ERROR

Event Log

No

Description

You cannot specify a duplicate key if multiple parameter collection definitions are associated with the software.

Parameter

{0}: ID of the software associated with the parameter collection definition that has a duplicate key

{1}: ID of the parameter collection definition (not associated) for which a duplicate key exists

Corrective Action

You cannot specify a duplicate key if multiple parameter collection definitions are associated with the software. Check if the associated parameter collection definition is correct. If not, correct it and then execute it.

---

**CFMGC20352 The specified command options are invalid.**

**USAGE : swcfmg\_param\_predef**

**{ -add -sdefid <parameter settings definition id> -file <parameter information csv file path> [-e <character encoding>] |**

**-add -sdefid <parameter settings definition id> -xml <parameter information xml file path> |\n-update -id <parameter information id> -file <parameter information csv file path> [-e <character encoding>] |\n-update -id <parameter information id> -xml <parameter information xml file path> |\n-delete -id <parameter information id>,... |\n-list [-sdefid <parameter settings definition id>] [-file <output file path>] [-e <character encoding>] |\n-get -id <parameter information id> -file <output file path> [-e <character encoding>] |\n-get -id <parameter information id> -xml <output file path> |\n-upload -id <parameter information id> -file <parameter package file path> |\n-download -id <parameter information id> -dir <output directory path> }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Specify options correctly and execute again.

---

**CFMGC20353 A key that does not exist in the parameter settings definition has been specified. [Key:{0}]**

Message Type

ERROR

Event Log

No

Description

A key that does not exist in the parameter settings definition has been specified.

#### Corrective Action

Check the description details of the specified XML file. Revise the key displayed in "Key" to one that exists in the parameter settings definition and execute again.

---

#### **CFMGC20402 The specified command options are invalid.**

**USAGE : swcfmg\_param\_export{ -csv -ip <ip address> [-snap <snapshot name>] -file <output file path> [-e <character encoding>] |  
-csv -ip <ip address> -softid <software id> [-snap <snapshot name>] -file <output file path> [-e <character encoding>] |\n-pkg -ip <ip address> [-snap <snapshot name>] -dir <output directory path> |\n-pkg -ip <ip address> -softid <software id> [-snap <snapshot name>] -dir <output directory path> }**

#### Message Type

ERROR

#### Event Log

No

#### Description

The specified command options are invalid.

#### Corrective Action

Specify options correctly and execute again.

---

#### **CFMGC20403 The specified snapshot does not exist.**

#### Message Type

ERROR

#### Event Log

No

#### Description

The specified snapshot does not exist.

#### Corrective Action

The specified snapshot does not exist. Specify an existing snapshot name and execute again.

---

#### **CFMGC20404 Systemwalker Software Configuration Manager DataBase Service(SWCFMGDB) will start.**

#### Message Type

INFO

#### Event Log

No

#### Description

Startup processing for Systemwalker Software Configuration Manager DataBase Service (SWCFMGDB) will start.

#### Corrective Action

No action is required.

---

#### **CFMGC20405 Systemwalker Software Configuration Manager DataBase Service(SWCFMGDB) will stop.**

#### Message Type

INFO

Event Log

No

Description

Stop processing for Systemwalker Software Configuration Manager DataBase Service (SWCFMGDB) will start.

Corrective Action

No action is required.

---

**CFMGC20452 The specified command options are invalid.**

**USAGE : swcfmg\_param\_startsetting -userid <user ID> -ip <IP address> -softid <software ID>,... -predefid <parameter information ID>,... [-prescript <script file path before execution>] [-postscript <script file path after execution>] [-reboot]**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Configure the options correctly, and then execute the command.

---

**CFMGC20453 The specified software is not set as the installed software. [IP address:{0}][Software ID:{1}]**

Message Type

ERROR

Event Log

No

Description

The specified software is not set as the installed software.

Parameter

{0}: IP address

{1}: Software ID

Corrective Action

The indicated software is not set as the installed software. Specify the software that has been set as the installed software.

---

**CFMGC20454 The specified predefined parameter cannot be used. [Software ID:{0}][Parameter information ID:{1}]**

Message Type

ERROR

Event Log

No

Description

The specified predefined parameter cannot be used.

Parameter

{0}: Software ID

{1}: Parameter information ID of the predefined parameter

Corrective Action

Check if the parameter setting definition associated with the indicated predefined parameter is associated with the indicated software.

You can check parameter setting definitions associated with predefined parameters in the list displayed by swcfmg\_param\_predef (predefined parameter management command). View the list displayed by swcfmg\_param\_settingdef (parameter setting definition management command) to check if the parameter setting definition and the software are associated.

**CFMGC20455 The script package is not registered. [Parameter information ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The script package is not registered.

Parameter

{0}: Parameter information ID of the predefined parameter

Corrective Action

The script package is not registered in the parameter setting definition associated with the indicated predefined parameter.

Register the script package, and then execute the command again.

Check the parameter setting definitions associated with predefined parameters in the list displayed by swcfmg\_param\_predef (predefined parameter management command).

**CFMGC20456 You do not have the privileges required to set parameters. [User ID:{0}][IP address:{1}]**

Message Type

ERROR

Event Log

No

Description

You do not have the privileges required to set parameters.

Parameter

{0}: User ID

{1}: IP address

Corrective Action

The indicated user does not have the privileges required to set parameters. Take the following action:

- Refer to "Login Users" in the Operator's Guide, and check if the indicated user has the privileges required to set parameters.
- If the indicated user is a tenant user, check if the user owns the L-Platform of the indicated server. If the indicated user is a tenant administrator, check if the L-Platform of the indicated server in the managed tenant belongs to the user.

**CFMGC20457 The specified script file path is incorrect. [Script file path:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified script file path is incorrect.

Parameter

{0}: Script file path

Corrective Action

Specify an existing file path.

---

**CFMGC20458 The specified script file is incorrect. [Script file:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified script file is incorrect.

Parameter

{0}: Script file

Corrective Action

- Ensure that only printable ASCII code characters are used in the script file name.
- If the OS type of the server for which the script will be run is "Windows", ensure that the extension of the script file is "bat" or "cmd".

---

**CFMGC20459 A combination with the same IDs is already specified. [Software ID:{0}][Parameter information ID: {1}]**

Message Type

ERROR

Event Log

No

Description

A combination with the same IDs is already specified.

Parameter

{0}: Software ID

{1}: Parameter information ID of the predefined parameter

Corrective Action

The combination of the indicated software and the predefined parameter is specified more than once. Specify a different combination.

---

**CFMGC20460 Operation not permitted for admin server. [IP address:{0}]**

Message Type

ERROR

Event Log

No

Description

The operation is not permitted for the admin server.

Parameter

{0}: IP address

Corrective Action

The indicated server is the admin server. Execute the command for a different server.

---

**CFMGC30002 The specified command is invalid.**

**USAGE : swcfmg\_account**

**{ -add -file <user information file> [-e <character encoding>] |  
update -file <user information file> [-e <character encoding>] |  
move -file <user information file> [-e <character encoding>] |  
chpasswd -file <user information file> [-e <character encoding>] |  
delete -id <user ID>,... |  
list [-file <output file path>] [-e <character encoding>] [-sort tenant-name] }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Configure the options correctly, and then execute the command.

---

**CFMGC30003 The specified user does not exist. [User ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified user does not exist.

Parameter

{0}: User ID

Corrective Action

- Check if the indicated user exists on the directory service.
- You cannot delete a process control user. Do not specify a process control user.
- You cannot delete a user who is not registered using Systemwalker Software Configuration Manager.

---

**CFMGC30004 An L-Platform owned by the specified user exists. [User ID:{0}]**

Message Type

ERROR

Event Log

No

Description

An L-Platform owned by the specified user exists.

Parameter

{0}: User ID

Corrective Action

Delete the L-Platform owned by the indicated user, and then execute the command.

---

**CFMGC30005 The Systemwalker Software Configuration Manager role corresponding to the ServerView Resource Orchestrator role cannot be found. [Role:{0}]**

Message Type

ERROR

Event Log

No

Description

The Systemwalker Software Configuration Manager role corresponding to the ServerView Resource Orchestrator role cannot be found.

Parameter

{0}: Role of ServerView Resource Orchestrator

Corrective Action

Refer to "Login Users" in the Operator's Guide, and check if the indicated ServerView Resource Orchestrator role corresponds to the Systemwalker Software Configuration Manager role.

---

**CFMGC30052 The specified command is invalid.**

**USAGE : swcfmg\_tenant**

**{ -add -file <tenant information file> [-e <character encoding>] |  
update -file <tenant information file> [-e <character encoding>] |  
delete -name <tenant name>,... |  
list [-file <output file path>] [-e <character encoding>] }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Configure the options correctly, and then execute the command.

---

**CFMGC30053 The specified tenant does not exist. [Tenant name:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified tenant does not exist.

Parameter

{0}: Tenant name

Corrective Action

The indicated tenant does not exist. Specify an existing tenant.

---

**CFMGC30054 A user or L-Platform exists in the specified tenant. [Tenant name:{0}]**

Message Type

ERROR

Event Log

No

Description

A user or L-Platform exists in the specified tenant.

Parameter

{0}: Tenant name

Corrective Action

Delete the user or L-Platform belonging to the indicated tenant, and then execute the command.

---

**CFMGC30102 The specified command is invalid.**

**USAGE : swcfmg\_lplatform**

**{ -add -file <L-Platform information file> [-e <character encoding>] |  
update -file <L-Platform information file> [-e <character encoding>] |  
move -file <L-Platform information file> [-e <character encoding>] |  
delete -id <L-Platform ID>,... |  
list [-file <output file path>] [-e <character encoding>] [-sort tenant-name] [-all] }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Configure the options correctly, and then execute the command.

---

**CFMGC30103 The specified L-Platform does not exist. [L-Platform ID:{0}]**



Message Type

ERROR

Event Log

No

Description

The specified L-Platform does not exist.

Corrective Action

The indicated L-Platform does not exist. Specify an existing L-Platform.

---

**CFMGC30104 A server exists on the specified L-Platform. [L-Platform ID:{0}]**

Message Type

ERROR

Event Log

No

Description

A server exists on the specified L-Platform.

Corrective Action

Delete the server belonging to the indicated L-Platform, and then execute the command.

---

**CFMGC30105 The operation is not permitted for an L-Platform managed by ServerView Resource Orchestrator. [L-Platform ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The operation is not permitted for an L-Platform managed by ServerView Resource Orchestrator.

Corrective Action

The operation is not permitted for the indicated L-Platform. Execute for a different L-Platform.

---

**CFMGC30152 The specified command is invalid.**

**USAGE : swcfmg\_server**

**{ -add -file <server information file> [-e <character encoding>] [-t] |**

**update -file <server information file> [-e <character encoding>] [-t] |**

**delete -ip <IP address>,... |**

**list [-file <output file path>] [-e <character encoding>] [-sort |platform-id] [-all] }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Configure the options correctly, and then execute the command.

---

**CFMGC30153 The specified server does not exist. [IP address:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified server does not exist.

Parameter

{0}: IP address

Corrective Action

The indicated server does not exist. Execute for an existing server.

---

**CFMGC30154 The operation is not permitted for a server managed by ServerView Resource Orchestrator. [IP address: {0}]**

Message Type

ERROR

Event Log

No

Description

The operation is not permitted for a server managed by ServerView Resource Orchestrator.

Parameter

{0}: IP address

Corrective Action

The operation is not permitted for the indicated server. Execute for a different server.

---

**CFMGC30201 The operation is not permitted during linkage to ServerView Resource Orchestrator.**

Message Type

ERROR

Event Log

No

Description

The operation is not permitted during linkage to ServerView Resource Orchestrator.

Corrective Action

Perform the operation using ServerView Resource Orchestrator.

---

**CFMGC30202 Failed to connect to ServerView Resource Orchestrator.**

## Message Type

ERROR

## Event Log

No

## Description

Connection to ServerView Resource Orchestrator failed.

## Corrective Action

Check if ServerView Resource Orchestrator is running.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC30203 Failed authentication to the directory service.**

## Message Type

ERROR

## Event Log

No

## Description

Directory service authentication failed.

## Corrective Action

- Check if the directory service is operating normally.
- Check if the password of the directory service administrator is set correctly. Refer to "Changing the Password of an LDAP Administrator DN" in the Operation Guide for information on how to change the password of the directory service administrator.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC30204 Failed to connect to the directory service.**

## Message Type

ERROR

## Event Log

No

## Description

Connection to the directory service failed.

## Corrective Action

Check if the directory service is operating normally.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC30252 The specified command is invalid.****USAGE : swcfmg\_job**

```
{ -list [-file <job information file path>] [-e <character encoding>] [-type <job type>] [-status <status>] [-owner <user ID>] [-tenant <tenant name>] [-startdate <start date>] [-enddate <end date>] [-targettype <target type>] [-target <target>] |  
get -id <job ID> [-getstatus] -file <output file path> |
```

**select -id <job ID> -action <action> |  
delete -id <job ID> }**

Message Type

ERROR

Event Log

No

Description

The specified command options are invalid.

Corrective Action

Specify the options correctly, and then execute the command.

---

**CFMGC30253 Failed to connect to the database.**

Message Type

ERROR

Event Log

No

Description

Connection to the database failed.

Corrective Action

- Ensure that Systemwalker Software Configuration Manager is running. Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC30254 The specified job does not exist. [Job ID:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified job does not exist.

Parameter

{0}: Job ID

Corrective Action

The indicated job does not exist. Specify an existing job.

---

**CFMGC30255 The specified action does not exist. [Job ID:{0}][Action:{1}]**

Message Type

ERROR

Event Log

No

#### Description

The specified action does not exist.

#### Parameter

{0}: Job ID

{1}: Action

#### Corrective Action

You cannot execute the indicated action for the indicated job. Specify an executable action.

---

### **CFMGC30256 The specified job cannot be deleted. [Job ID:{0}][Status:{1}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

The specified job cannot be deleted.

#### Parameter

{0}: Job ID

{1}: Status

#### Corrective Action

The indicated job cannot be deleted. Specify a job that can be deleted.

---

### **CFMGC30257 Failed to obtain detailed information about the job. [Job ID:{0}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Acquisition of detailed information about the job failed.

#### Parameter

{0}: Job ID

#### Corrective Action

- Ensure that Systemwalker Software Configuration Manager is running. Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If linked to ServerView Resource Orchestrator, ensure that ServerView Resource Orchestrator is running. Refer to "Starting and Stopping Managers" in the ServerView Resource Orchestrator Cloud Edition Operation Guide for information on how to start ServerView Resource Orchestrator.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGC30258 Failed to update job information.**

#### Message Type

ERROR

Event Log

No

Description

Updating of job information failed.

Corrective Action

- Ensure that Systemwalker Software Configuration Manager is running. Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If linked to ServerView Resource Orchestrator, ensure that ServerView Resource Orchestrator is running. Refer to "Starting and Stopping Managers" in the ServerView Resource Orchestrator Cloud Edition Operation Guide for information on how to start ServerView Resource Orchestrator.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC30259 The specified parameter value is invalid. [Parameter:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified parameter value is invalid.

Parameter

{0}: Parameter

Corrective Action

The value specified for the indicated parameter is invalid. Specify the correct value.

---

**CFMGC30260 Failed to execute the action. [Job ID:{0}][Action:{1}]**

Message Type

ERROR

Event Log

No

Description

Execution of the action failed.

Parameter

{0}: Job ID

{1}: Action

Corrective Action

- Ensure that Systemwalker Software Configuration Manager is running. Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If linked to ServerView Resource Orchestrator, ensure that ServerView Resource Orchestrator is running. Refer to "Starting and Stopping Managers" in the ServerView Resource Orchestrator Cloud Edition Operation Guide for information on how to start ServerView Resource Orchestrator.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC30261 Failed to delete the job. [Job ID:{0}]**

## Message Type

ERROR

## Event Log

No

## Description

Deletion of the job failed.

## Parameter

{0}: Job ID

## Corrective Action

- Ensure that Systemwalker Software Configuration Manager is running. Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If linked to ServerView Resource Orchestrator, ensure that ServerView Resource Orchestrator is running. Refer to "Starting and Stopping Managers" in the ServerView Resource Orchestrator Cloud Edition Operation Guide for information on how to start ServerView Resource Orchestrator.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGC30302 The specified command is invalid.**

USAGE : swcfmg\_environment -set -key &lt;parameter&gt; -value &lt;value&gt;

## Message Type

ERROR

## Event Log

No

## Description

The specified command options are invalid.

## Corrective Action

Configure the options correctly, and then execute the command.

---

**CFMGC30303 The parameter cannot be changed during linkage to ServerView Resource Orchestrator. [Parameter: {0}]**

## Message Type

ERROR

## Event Log

No

## Description

The parameter cannot be changed during linkage to ServerView Resource Orchestrator.

## Parameter

{0}: Parameter

## Corrective Action

You cannot change the indicated parameter if linking to ServerView Resource Orchestrator. Specify a different parameter.

---

**CFMGC30304 The specified parameter does not exist. [Parameter:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified parameter does not exist.

Parameter

{0}: Parameter

Corrective Action

Specify an existing parameter.

## 2.3 Discovery-related Messages

---

**CFMGD00001 Failed to read the discovery definition file. Path ={0}**

Message Type

ERROR

Event Log

Yes

Description

Failed to read the discovery definition file.

Parameter

{0}: Path to the discovery definition file

Corrective Action

Check whether the discovery definition file exists, and whether the definition format is correct.

---

**CFMGD00003 An error has occurred while patch information was being updated.**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred while patch information was being updated.

Corrective Action

Check the trace log.

---

**CFMGD00005 Finished updating patch information.**

Message Type

INFO



Event Log

Yes

Description

Finished updating patch information.

Corrective Action

No action is required.

---

**CFMGD00006 The processing for updating patch information has started.**

Message Type

INFO

Event Log

Yes

Description

The processing for updating patch information has started.

Corrective Action

No action is required.

---

**CFMGD00007 OS Type : {0} Target : {1}**

Message Type

INFO

Event Log

Yes

Parameter

{0}: Patch type. "NONE" if there is no patch type.

{1}: Discovery target If there are multiple targets, the targets will be concatenated by commas (",").

Corrective Action

No action is required.

---

**CFMGD00008 A warning has occurred while patch information was being updated.**

Message Type

WARNING

Event Log

Yes

Description

A warning has occurred while patch information was being updated.

Corrective Action

Discovery has terminated with a warning.

Take action according to the error or warning message output before this message.

---

**CFMGD00010 The processing that updates parameter information has started.**

Message Type

INFO

Event Log

Yes

Description

The processing that updates parameter information has started.

Corrective Action

No action is required.

---

**CFMGD00011 Finished updating parameter information.**

Message Type

INFO

Event Log

Yes

Description

Finished updating parameter information.

Corrective Action

No action is required.

---

**CFMGD00012 A warning occurred while parameter information was being updated.**

Message Type

WARNING

Event Log

Yes

Description

A warning occurred while parameter information was being updated.

Corrective Action

Discovery has terminated with a warning.

Take action according to the error or warning message output before this message.

---

**CFMGD00013 An error occurred while parameter information was being updated.**

Message Type

ERROR

Event Log

Yes

Description

An error occurred while parameter information was being updated.

Corrective Action

Check the trace log.

---

**CFMGD00014 Failed to update the parameter information on all servers.**

Message Type

ERROR

Event Log

Yes

Description

Failed to update the parameter information on all servers.

Corrective Action

Check the trace log.

---

**CFMGD00015 Software with an unregistered parameter collection definition exists.**

Message Type

INFO

Event Log

Yes

Description

Software with an unregistered parameter collection definition exists.

Corrective Action

Register the unregistered parameter collection definition.

---

**CFMGD04001 The processing that gets information about applied patches has failed.**

Message Type

ERROR

Event Log

Yes

Description

The processing that gets information about applied patches has failed.

Corrective Action

File acquisition failed.

Contact Fujitsu technical support.

---

**CFMGD04002 The processing that gets information about released patches has failed.**

Message Type

ERROR

Event Log

Yes

Description

The processing that gets information about released patches has failed.

Corrective Action

File acquisition failed.

Contact Fujitsu technical support.

---

**CFMGD04003 The processing that gets the authorization status has failed.**

Message Type

ERROR

Event Log

Yes

Description

The processing that gets the authorization status has failed.

Corrective Action

File acquisition failed.

Contact Fujitsu technical support.

---

**CFMGD04004 The processing that registers information about applied patches has failed.**

Message Type

ERROR

Event Log

Yes

Description

The processing that registers information about applied patches has failed.

Corrective Action

File registration failed.

Contact Fujitsu technical support.

---

**CFMGD04005 Failed to create a data folder.**

Message Type

ERROR

Event Log

Yes

Description

Failed to create a data folder.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04006 The processing that registers information about released patches has failed.**

Message Type

ERROR

Event Log

Yes

Description

The processing that registers information about released patches has failed.

Corrective Action

File registration failed.

Contact Fujitsu technical support.

---

**CFMGD04007 An unexpected error has occurred.**

Message Type

ERROR

Event Log

Yes

Description

An unexpected error has occurred.

Corrective Action

An unexpected error has occurred.

Contact Fujitsu technical support.

---

**CFMGD04008 Unable to analyze the file.**

Message Type

ERROR

Event Log

Yes

Description

Unable to analyze the file.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04009 Failed to read the file.**

Message Type

ERROR

Event Log

Yes

Description

Failed to read the file.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04010 The file does not contain one of the required tags. Tag name={0}**

Message Type

ERROR

Event Log

Yes

Description

The file does not contain one of the required tags.

Parameter

{0}: Name of the required tag

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04011 More than one required tag has been detected. The first tag detected will be regarded as valid. Tag name={0}**

Message Type

WARNING

Event Log

Yes

Description

More than one required tag has been detected. The first tag detected will be regarded as valid.

Parameter

{0}: Name of the required tag

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04012 WSUS discovery was not performed.**

Message Type

WARNING

Event Log

Yes

Description

WSUS discovery was not performed.

Corrective Action

Specify the "-repository" option when WSUS discovery is executed.

---

**CFMGD04014 The number of business servers subject to discovery is 0. [Patch type: {0}]**

Message Type

WARNING

Event Log

Yes

#### Description

The number of business servers subject to discovery is 0.

#### Parameter

{0}: Patch type

#### Corrective Action

No action is required.

---

### **CFMGD04015 Failed to take a backup of a business server. [IP address:{0}]**

#### Message Type

WARNING

#### Event Log

No

#### Description

Failed to take a backup of a business server.

#### Parameter

{0}: IP address of the business server

#### Corrective Action

If a CFMGD05017 or CFMGD05024 message was recorded in the log before this message, take the necessary action in response to the CFMGD05017 or CFMGD05024 message. Otherwise, contact Fujitsu technical support.

---

### **CFMGD04016 Business server discovery has failed. [Number:{0}][Patch type:{1}]**

#### Message Type

WARNING

#### Event Log

Yes

#### Description

The number of business servers for which discovery has failed.

#### Parameter

{0}: Number of business servers

{1}: Patch type

#### Corrective Action

If a CFMGD05017 or CFMGD05024 message was recorded in the log before this message, take the necessary action in response to the CFMGD05017 or CFMGD05024 message. Otherwise, contact Fujitsu technical support.

---

### **CFMGD04017 Failed to create a backup of a business server.**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to create a backup of a business server.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04018 Repository information has not been set up in the discovery definition file.**

Message Type

ERROR

Event Log

Yes

Description

Repository information has not been set up in the discovery definition file.

Corrective Action

Specify WSUS server information in the discovery definition file.

---

**CFMGD04019 An error has occurred with the processing that analyzes middleware information.**

Message Type

ERROR

Event Log

No

Description

An error has occurred with the processing that analyzes the update application management registry configuration file.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04020 Failed to get the update application management registry configuration file.**

Message Type

ERROR

Event Log

Yes

Description

Failed to get the update application management registry configuration file.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD04021 The configuration of the update application management registry configuration file that has been acquired is invalid. [OS:{0}]**

Message Type

ERROR

Event Log

Yes



#### Description

Failed to get the update application management registry configuration file.

#### Parameter

{0}: The name of the operating system for which acquisition failed

#### Corrective Action

Contact Fujitsu technical support.

---

### **CFMGD04022 Failed to retrieve the UpdateAdvisor installation path.**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to retrieve the UpdateAdvisor installation path.

#### Corrective Action

Check whether UpdateAdvisor has been installed correctly.

Contact Fujitsu technical support.

---

### **CFMGD05006 Failed to transfer the result files for the program that collects information about applied patches. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to transfer the result files for the program that collects information about applied patches.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. The IP address of the repository server is displayed in the message details, so check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.

---

### **CFMGD05007 Failed to transfer the result files for the program that collects information about released patches. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to transfer the result files for the program that collects information about released patches.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. The IP address of the repository server is displayed in the message details, so check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.

---

**CFMGD05008 Failed to transfer the result files for the program that collects authorization status information. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to transfer the result files for the program that collects authorization status information.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. The IP address of the repository server is displayed in the message details, so check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.

---

**CFMGD05009 The program that collects information about applied patches has terminated abnormally. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

The program that collects information about applied patches has terminated abnormally.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.

- Check whether the admin server can communicate with the repository server. the IP address of the repository server is displayed in the message details, so Check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.
- Check that the WSUS (IIS) service for the WSUS server is running.
- The program that collects information about applied patches may have failed to collect information from WSUS. Check the following:
  - Ensure that the WSUS (IIS) service for the WSUS server is running.
  - Ensure that the loopback address of the WSUS server is specified. (Example hosts file specification: 127.0.0.1 localhost)

---

**CFMGD05010 The program that collects information about released patches has terminated abnormally. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

Yes

Description

The program that collects information about released patches has terminated abnormally.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. the IP address of the repository server is displayed in the message details, so Check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.
- The program that collects information about released patches may have failed to collect information from WSUS. Check the following:
  - Ensure that the WSUS (IIS) service for the WSUS server is running.
  - Ensure that the loopback address of the WSUS server is specified. (Example hosts file specification: 127.0.0.1 localhost)
- Check that the WSUS (IIS) service for the WSUS server is running.
- Check the settings in the /etc/yum.conf file to see whether the business server can access the yum repository server.
- Check that the communications protocol (such as ftp or http) for the yum repository server is running.

---

**CFMGD05011 The program that collects authorization status information has terminated abnormally. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

Yes

Description

The program that collects authorization status information has terminated abnormally.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. the IP address of the repository server is displayed in the message details, so Check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.
- The program that collects authorization status information may have failed to collect information from WSUS. Check the following:
  - Ensure that the WSUS (IIS) service for the WSUS server is running.
  - Ensure that the loopback address of the WSUS server is specified. (Example hosts file specification: 127.0.0.1 localhost)
- Check that the WSUS (IIS) service for the WSUS server is running.
- Check the settings in the /etc/yum.conf file to see whether the business server can access the yum repository server.
- Check that the communications protocol (such as ftp or http) for the yum repository server is running.

---

**CFMGD05012 Failed to get update information for WSUS. The execution environment or calling method for the Systemwalker Software Configuration Manager agent is invalid. The Systemwalker Software Configuration Manager agent failed to output trace logs. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to get update information for WSUS. The execution environment or calling method for the Systemwalker Software Configuration Manager agent is invalid. The Systemwalker Software Configuration Manager agent failed to output trace logs.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. The IP address of the repository server is displayed in the message details, so check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.

---

**CFMGD05013 Failed to get update information for WSUS. The execution environment or calling method for the Systemwalker Software Configuration Manager agent is invalid. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

Yes

## Description

Failed to get update information for WSUS. The execution environment or calling method for the Systemwalker Software Configuration Manager agent is invalid.

## Parameter

{0}: IP address of the server

{1}: OS name

## Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. The IP address of the repository server is displayed in the message details, so check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.

---

**CFMGD05014 Failed to get update information for WSUS. The Systemwalker Software Configuration Manager agent has timed out. [IP address:{0}][OS:{1}]**

## Message Type

ERROR

## Event Log

Yes

## Description

Failed to get update information for WSUS. The Systemwalker Software Configuration Manager agent has timed out.

## Parameter

{0}: IP address of the server

{1}: OS name

## Corrective Action

The Systemwalker Software Configuration Manager agent may not have terminated, so check the status of the Systemwalker Software Configuration Manager agent.

Set a longer timeout time and then try again.

---

**CFMGD05015 Failed to get update information for WSUS. Calling the Systemwalker Software Configuration Manager agent has failed. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

## Message Type

ERROR

## Event Log

Yes

## Description

Failed to get update information for WSUS. Calling the Systemwalker Software Configuration Manager agent has failed.

## Parameter

{0}: IP address of the server

{1}: OS name

{2}: Error category

{3}: Error code

{4}: Detail code

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server.  
The IP address of the repository server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the repository server.  
To communicate with the repository server, port 9764 for the file transfer infrastructure must be open.
- Restart the Systemwalker File Transfer Library Control (SWCFMG) service and then Systemwalker Software Configuration Manager.  
Use the Services dialog box in the Control Panel to restart the Systemwalker File Transfer Library Control (SWCFMG) service.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

#### **CFMGD05016 Failed to get update information for WSUS. [IP address:{0}][OS:{1}]**

##### Message Type

ERROR

##### Event Log

No

##### Description

Failed to get update information for WSUS.

##### Parameter

{0}: IP address of the server

{1}: OS name

##### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the repository server. The IP address of the repository server is displayed in the message details, so check whether it is possible to connect to that IP address from the admin server.
- Check that the file transfer services for the admin server and the repository server are both running.

---

#### **CFMGD05017 Failed to get Linux package information. Calling the Systemwalker Software Configuration Manager agent has failed. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

##### Message Type

ERROR

##### Event Log

No

##### Description

Failed to get Linux package information. Calling the Systemwalker Software Configuration Manager agent has failed.

##### Parameter

{0}: IP address of the server

- {1}: OS name
- {2}: Error category
- {3}: Error code
- {4}: Detail code

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether it is possible to connect to that IP address from the admin server.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGD05018 Failed to get Linux package information. The execution environment or calling method for the Systemwalker Software Configuration Manager agent is invalid. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to get Linux package information. The execution environment or calling method for the Systemwalker Software Configuration Manager agent is invalid.

#### Parameter

- {0}: IP address of the server
- {1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether it is possible to connect to that IP address from the admin server.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGD05019 Failed to get Linux package information. The Systemwalker Software Configuration Manager agent has timed out. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to get Linux package information. The Systemwalker Software Configuration Manager agent has timed out.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

The Systemwalker Software Configuration Manager agent may not have terminated, so check the status of the Systemwalker Software Configuration Manager agent.

Set a longer timeout time and then try again.

---

**CFMGD05020 Failed to get Linux package information. Package information has already started being collected from the Systemwalker Software Configuration Manager agent. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to get Linux package information. Package information has already started being collected from the Systemwalker Software Configuration Manager agent.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

The Systemwalker Software Configuration Manager agent may not have terminated or either the rpm command or yum command may be executing on the managed server, so check the status of the Systemwalker Software Configuration Manager agent.

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**CFMGD05021 Failed to get update information for WSUS.**

Message Type

ERROR

Event Log

Yes

Description

Failed to get update information for WSUS.

Corrective Action

Contact Fujitsu technical support.

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**CFMGD05022 Failed to get Linux package information.**



Message Type

ERROR

Event Log

Yes

Description

Failed to get Linux package information.

Corrective Action

Contact Fujitsu technical support.

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**CFMGD05023 Failed to get middleware information.**

Message Type

ERROR

Event Log

Yes

Description

Failed to get middleware information.

Corrective Action

Contact Fujitsu technical support.

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**CFMGD05024 Failed to get middleware information. Calling the Systemwalker Software Configuration Manager agent has failed. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

Message Type

ERROR

Event Log

No

Description

Failed to get middleware information. Calling the Systemwalker Software Configuration Manager agent has failed.

Parameter

{0}: IP address of the server

{1}: OS name

{2}: Error category

{3}: Error code

{4}: Detail code

Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.

- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05025 Failed to get middleware information. The file reception process for the Systemwalker Software Configuration Manager agent has failed to start. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to get middleware information. The file reception process for the Systemwalker Software Configuration Manager agent has failed to start.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 must be open for the file transfer infrastructure.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05026 Failed to get middleware information. Transferring the UpdateAdvisor assets has failed. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

Message Type

ERROR

Event Log

No

Description

Failed to get middleware information. Transferring the UpdateAdvisor assets has failed.

Parameter

{0}: IP address of the server

{1}: OS name

{2}: Error category

{3}: Error code

{4}: Detail code

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05027 Failed to get middleware information. The file reception process for the Systemwalker Software Configuration Manager agent has failed to stop. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to get middleware information. The file reception process for the Systemwalker Software Configuration Manager agent has failed to stop.

#### Parameter

{0}: IP address of the server

{1}: OS name

{2}: Error category

{3}: Error code

{4}: Detail code

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05028 Failed to get middleware information. Transferring the acquisition result file has failed. [IP address: {0}][OS:{1}]****Message Type**

ERROR

**Event Log**

No

**Description**

Failed to get middleware information. Transferring the acquisition result file has failed.

**Parameter**

{0}: IP address of the server

{1}: OS name

**Corrective Action**

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 must be open for the file transfer infrastructure.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05029 Failed to get middleware information. UpdateAdvisor setup (uam setup) has failed. [IP address:{0}][OS:{1}]****Message Type**

ERROR

**Event Log**

No

**Description**

Failed to get middleware information. UpdateAdvisor setup (uam setup) has failed.

**Parameter**

{0}: IP address of the server

{1}: OS name

**Corrective Action**

- Check whether UpdateAdvisor has been installed correctly.
- If the UpdateAdvisor has been installed correctly, register the latest update application management registry configuration file with Systemwalker Software Configuration Manager and then execute the command again. Refer to "swcfmg\_uam\_update (UpdateAdvisor Asset Registration Command)" in the Reference Guide for information on how to register the latest update application management registry configuration file.

---

**CFMGD05030 Failed to get middleware information. The UpdateAdvisor setup process (uam setup) has been suspended because another command is running. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to get middleware information. The UpdateAdvisor setup process (uam setup) has been suspended because another command is running.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Check whether an UpdateAdvisor command is executing on the managed server.

---

**CFMGD05031 Failed to get middleware information. The process for getting the update application management registry file (uamdic copy) has failed. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to get middleware information. The process for getting the update application management registry file (uamdic copy) has failed.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Check whether UpdateAdvisor has been installed correctly.

---

**CFMGD05032 Failed to get middleware information. The process for getting the update application management registry file (uamdic copy) has been suspended because another command is running. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to get middleware information. The process for getting the update application management registry file (uamdic copy) has been suspended because another command is running.

Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

Check whether an UpdateAdvisor command is executing on the managed server.

---

### **CFMGD05033 Failed to get middleware information. The program that collects middleware information has terminated abnormally. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to get middleware information. The program that collects middleware information has terminated abnormally.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether UpdateAdvisor has been installed correctly.
- If the UpdateAdvisor has been installed correctly, register the latest update application management registry configuration file with Systemwalker Software Configuration Manager and then execute the command again. Refer to "swcfmg\_uam\_update (UpdateAdvisor Asset Registration Command)" in the Reference Guide for information on how to register the latest update application management registry configuration file.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGD05034 Failed to get middleware information. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to get middleware information.

#### Parameter

{0}: IP address of the server

{1}: OS name

## Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.

The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.

- Review the firewall settings of the admin server and the managed server.

To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.

- Restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGD05036 Failed to convert the files for middleware information. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to get middleware information.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

Contact Fujitsu technical support.

---

### **CFMGD05037 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. The given IP address could not be found. [IP address: {0}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

The given IP address could not be found.

#### Parameter

{0}: IP address

#### Corrective Action

Specify the IP address of the managed server managed by Systemwalker Software Configuration Manager.

---

### **CFMGD05038 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. Failed to register the connection test result. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to register the connection test result.

Parameter

{0}: IP address

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05039 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. An error has occurred while starting the connection test.**

Message Type

ERROR

Event Log

No

Description

An error has occurred while starting the connection test.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05040 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. An error has occurred while generating the connection test result.**

Message Type

ERROR

Event Log

No

Description

An error has occurred while generating the connection test result.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05041 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No



Description

The connection test failed.

Parameter

{0}: IP address

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05042 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. [IP address: {0}]**

Message Type

ERROR

Event Log

No

Description

The connection test failed.

Parameter

{0}: IP address

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05043 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. Failed to retrieve the product information for Systemwalker Software Configuration Manager. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to retrieve the product information for Systemwalker Software Configuration Manager.

Parameter

{0}: IP address

{1}: OS name

Corrective Action

Check whether Systemwalker Software Configuration Manager has been installed correctly.

---

**CFMGD05044 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. Failed to retrieve the platform information. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to retrieve the platform information.

Parameter

{0}: IP address

{1}: OS name

Corrective Action

Check whether it is a WSUS managed server.

---

**CFMGD05045 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. Failed to transfer the file that contains the collected information. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to transfer the file that contains the collected information.

Parameter

{0}: IP address

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05046 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. A system error has occurred. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

A system error has occurred.

Parameter

{0}: IP address

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05047 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. Unable to connect to the target server. [IP address: {0}][OS: {1}][Error category: {2}][Error code: {3}][Detail code: {4}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Unable to connect to the target server.

#### Parameter

{0}: IP address

{1}: OS name

{2}: Error category

{3}: Error code

{4}: Detail code

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- This function cannot be used for an earlier version of the agent. Check the version of the installed agent.
- Check whether the admin server and managed server are connected.

This message displays the IP address of the managed server. Check whether the admin server can connect to the given IP address.

- Review the firewall settings of the admin server and the managed server.

To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.

- Restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGD05048 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. A system error has occurred.**

#### Message Type

ERROR

#### Event Log

No

#### Description

A system error has occurred.

#### Corrective Action

Contact Fujitsu technical support.

---

### **CFMGD05049 The connection test for the managed server managed by Systemwalker Software Configuration Manager failed. Failed to register the connection test result.**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to register the connection test result.

#### Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05050 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to start the process for receiving files on a managed server. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to start the process for receiving files on a Systemwalker Software Configuration Manager agent.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05051 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to call the process for receiving files on a managed server. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to call the process for receiving files on a Systemwalker Software Configuration Manager agent.

#### Parameter

{0}: IP address of the server

- {1}: OS name
- {2}: Error category
- {3}: Error code
- {4}: Detail code

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05052 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to transfer the Parameter Collection Command. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to transfer the Parameter Collection Command.

#### Parameter

- {0}: IP address of the server
- {1}: OS name
- {2}: Error category
- {3}: Error code
- {4}: Detail code

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- This function cannot be used for an earlier version of the agent. Check the version of the installed agent.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05053 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to stop the process for receiving files on a managed server. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

Message Type

ERROR

Event Log

No

Description

Failed to stop the process for receiving files on a Systemwalker Software Configuration Manager agent.

Parameter

{0}: IP address of the server

{1}: OS name

{2}: Error category

{3}: Error code

{4}: Detail code

Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.  
The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.
- Review the firewall settings of the admin server and the managed server.  
To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.
- Restart Systemwalker Software Configuration Manager.  
Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05054 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to stop the process for receiving files on a managed server. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to stop the process for receiving files on a Systemwalker Software Configuration Manager agent.

Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check the capacity of the disk.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

#### **CFMGD05055 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to compress collection results. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server.  
Failed to compress collection results.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check the capacity of the disk on the managed server.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

#### **CFMGD05056 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to decompress the Parameter Collection Command. [IP address:{0}][OS:{1}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server.  
Failed to decompress the Parameter Collection Command.

#### Parameter

{0}: IP address of the server

{1}: OS name

#### Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check the capacity of the disk on the managed server.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

#### **CFMGD05057 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to execute the Parameter Collection Command. [IP address:{0}][OS:{1}]**

## Message Type

ERROR

## Event Log

No

## Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server.

Failed to execute the Parameter Collection Command.

## Parameter

{0}: IP address of the server

{1}: OS name

## Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check the capacity of the disk on the managed server.
- Check whether the script for each software collecting the parameters is correct.
- Check whether the script execution privileges for each software collecting the parameters are correct.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

## **CFMGD05058 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to transfer the parameter collection results. [IP address:{0}][OS:{1}]**

## Message Type

ERROR

## Event Log

No

## Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to transfer the parameter collection results.

## Parameter

{0}: IP address of the server

{1}: OS name

## Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.

The IP address of the managed server is displayed in the parameters of the message. Check whether the admin server can connect to that IP address.

- Review the firewall settings of the admin server and the managed server.

To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.

- Restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.

- If the cause of the problem is other than the above, contact Fujitsu technical support.



---

**CFMGD05059 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. A system error has occurred on a managed server. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. A system error has occurred on a managed server.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05060 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to export the Parameter Collection Command. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to export the Parameter Collection Command.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Refer to "Definition of Parameters to be Collected" in "Definition of Parameter Information" in the Developer's Guide, and ensure that the parameters to be collected have been correctly defined.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05061 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to import the parameter collection results. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to import the parameter collection results.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Refer to "Definition of Parameters to be Collected" in "Definition of Parameter Information" in the Developer's Guide, and ensure that the parameters to be collected have been correctly defined.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05062 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to compress the Parameter Collection Command. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to compress the Parameter Collection Command.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05063 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to decompress the parameter collection results. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to decompress the parameter collection results.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05064 A warning occurred while parameter information was being updated on a Systemwalker Software Configuration Manager managed server. Failed to collect parameters for some software. [IP address:{0}][OS:{1}]**

Message Type

WARNING

## Event Log

No

## Description

A warning occurred during parameter collection on a Systemwalker Software Configuration Manager managed server. Failed to collect parameters for some software.

## Parameter

{0}: IP address of the server

{1}: OS name

## Corrective Action

Take action according to the following message output before this message:

| Message number   | Description   | Action method  |
|--|---|--|
| CFMGIS02304<br>CFMGIS02318                               | The parameter collection script is not registered.  | <ul style="list-style-type: none"><li>- If this message is output during the collection of parameter information for software pre-registered with this product, contact Fujitsu technical support.</li><li>- If this message is output during the collection of parameter information for software uniquely defined by the user, refer to "swcfmg_param_collectingdef (Parameter Collection Definition Management Command)" in the <i>Developer's Guide</i> and register the parameter collection script.</li></ul>  |
| CFMGIS02313<br>CFMGIS02316<br>CFMGIS02317<br>CFMGIS02323 | There is conflict between the collected parameter information and the parameter collection definition.<br><br>Or, the parameter information to be collected by the parameter collection script contains an invalid value. | <ul style="list-style-type: none"><li>- If this message is output during the collection of parameter information for software pre-registered with this product, contact Fujitsu technical support.</li><li>- If this message is output during the collection of parameter information for software uniquely defined by the user, refer to "Definition of Parameters to be Collected" in the <i>Developer's Guide</i> and ensure that there are no errors in the parameter collection definition or the discovery script.</li></ul>   |
| CFMGIS02326  | Execution of the parameter collection script failed.  | <ul style="list-style-type: none"><li>- If the software is pre-registered with this product, refer to the topic for the relevant software product in the <i>Parameter Reference</i> and take action accordingly.</li><li>- If the software was uniquely defined by the user, check the return value, standard output, and the standard error information displayed in the message to ensure that the parameters to be collected have been correctly defined. If required, refer to "Definition of Parameters to be Collected" in the <i>Developer's Guide</i> and take action accordingly.</li></ul> |

If the above message is not output, check the log (swcfmg\_param\_collecting\_log) on the business server indicated by the IP address. Refer to "Logs Output on the Business Server" in the Operation Guide for information on logs. Refer to "Parameter Settings/Collection-related Messages" for information on messages output to logs.

If the cause of the problem is other than the above, contact Fujitsu technical support.

**CFMGD05065 A warning occurred while parameter information was being updated on a Systemwalker Software Configuration Manager managed server. Failed to collect all software parameters. [IP address:{0}][OS:{1}]**

Message Type

WARNING

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to analyze the parameter collection results.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Take action according to the following message output before this message:

| Message number   | Description  | Action method   |
|--|--|---|
| CFMGIS02304<br>CFMGIS02318                               | The parameter collection script is not registered.   | <ul style="list-style-type: none"> <li>- If this message is output during the collection of parameter information for software pre-registered with this product, contact Fujitsu technical support.</li> <li>- If this message is output during the collection of parameter information for software uniquely defined by the user, refer to "swcfmg_param_collectingdef (Parameter Collection Definition Management Command)" in the <i>Developer's Guide</i> and register the parameter collection script.</li> </ul>                |
| CFMGIS02313<br>CFMGIS02316<br>CFMGIS02317<br>CFMGIS02323 | <p>There is conflict between the collected parameter information and the parameter collection definition.</p> <p>Or, the parameter information to be collected by the parameter collection script contains an invalid value.</p> | <ul style="list-style-type: none"> <li>- If this message is output during the collection of parameter information for software pre-registered with this product, contact Fujitsu technical support.</li> <li>- If this message is output during the collection of parameter information for software uniquely defined by the user, refer to "Definition of Parameters to be Collected" in the <i>Developer's Guide</i> and ensure that there are no errors in the parameter collection definition or the discovery script.</li> </ul> |
| CFMGIS02326  | Execution of the parameter collection script failed.   | <ul style="list-style-type: none"> <li>- If the software is pre-registered with this product, refer to the topic for the relevant software product in the <i>Parameter Reference</i> and take action accordingly.</li> <li>- If the software was uniquely defined by the user, check the return value, standard output, and the standard error information displayed in the message to ensure that the parameters to be collected have been correctly defined. If required,</li> </ul>  |

| Message number | Description | Action method  |
|----------------|-------------|--|
|                |             | refer to "Definition of Parameters to be Collected" in the <i>Developer's Guide</i> and take action accordingly. |

If the above message is not output, check the log (swcfmga\_param\_collecting\_log) on the business server indicated by the IP address. Refer to "Logs Output on the Business Server" in the Operation Guide for information on logs. Refer to "Parameter Settings/Collection-related Messages" for information on messages output to logs.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGD05066 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server.**

Message Type

ERROR

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server.

Corrective Action

Contact Fujitsu technical support.

---

### **CFMGD05067 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. [IP address:{0}][OS:{1}]**

Message Type

ERROR

Event Log

No

Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server.

Parameter

{0}: IP address of the server

{1}: OS name

Corrective Action

Contact Fujitsu technical support.

---

### **CFMGD05068 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to obtain managed server information. [IP address:{0}]**

Message Type

ERROR

Event Log

No

#### Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to obtain managed server information.

#### Parameter

{0}: IP address of the server

#### Corrective Action

Specify the IP address of the managed server managed by Systemwalker Software Configuration Manager.

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### **CFMGD05069 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. The specified IP address format is invalid. [IP address:{0}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. The specified IP address format is invalid.

#### Parameter

{0}: IP address of the server

#### Corrective Action

Specify the IP address of the managed server managed by Systemwalker Software Configuration Manager.

---

### **CFMGD05070 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. The specified option is incorrect.**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. The specified option is incorrect.

#### Corrective Action

Specify the correct option.

---

### **CFMGD05071 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to obtain managed server information.**

#### Message Type

ERROR

#### Event Log

No

## Description

Failed to collect parameters on a Systemwalker Software Configuration Manager managed server. Failed to obtain managed server information.

## Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05072 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to execute a parameter collection processing job. [IP address:{0}][OS:{1}][Error category:{2}][Error code:{3}][Detail code:{4}]**

## Message Type

ERROR

## Event Log

No

## Description

Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to execute a parameter collection processing job.

## Parameter

{0}: IP address of the server

{1}: OS name

{2}: Error category

{3}: Error code

{4}: Detail code

## Corrective Action

- Check whether the Systemwalker Software Configuration Manager agent has been installed correctly.
- Check whether the admin server can communicate with the managed server.

The IP address of the managed server is displayed in the parameters of the message. Check whether it is possible to connect to that IP address from the admin server.

- Review the firewall settings of the admin server and the managed server.

To communicate with the managed server, port 9764 for the file transfer infrastructure must be open.

- Restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD05073 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to move the files. [IP address:{0}][OS:{1}][Source:{2}][Destination:{3}]**

## Message Type

ERROR

## Event Log

No

#### Description

Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. Failed to move the files.

#### Parameter

{0}: IP address of the server  
{1}: OS name  
{2}: Path to the file to move from  
{3}: Path to the file to move to

#### Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05074 Failed to receive middleware information. Failed to move the files. [IP address:{0}][OS:{1}][Source:{2}][Destination:{3}]**

#### Message Type

ERROR

#### Event Log

No

#### Description

Failed to get middleware information. Failed to move the files.

#### Parameter

{0}: IP address of the server  
{1}: OS name  
{2}: Path to the file to move from  
{3}: Path to the file to move to

#### Corrective Action

Contact Fujitsu technical support.

---

**CFMGD05081 A warning occurred while parameter information was being updated on a Systemwalker Software Configuration Manager managed server. The specified IP address is duplicated. [IP address:{0}]**

#### Message Type

WARNING

#### Event Log

No

#### Description

A warning occurred while parameter information was being updated on a Systemwalker Software Configuration Manager managed server. The specified IP address is duplicated.

The parameter information update process will be executed normally even if a duplicate IP address is specified.

#### Parameter

{0}: IP address of the server

#### Corrective Action

Correct the IP address specified in the command so that it is not duplicated.



---

**CFMGD05082 Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. The managed server belonging to the specified L-Platform does not exist. [L-Platform:{0}]**

Message Type

ERROR

Event Log

No

Description

Failed to update parameter information on a Systemwalker Software Configuration Manager managed server. The managed server belonging to the specified L-Platform does not exist.

Parameter

{0}: L-Platform name

Corrective Action

If the L-Platform does not exist, add it.

Add the managed server that belongs to the L-Platform.

---

**CFMGD05083 The given IP address could not be found. [IP address: {0}]**

Message Type

ERROR

Event Log

No

Description

The given IP address could not be found.

Parameter

{0}: IP address of the server

Corrective Action

Specify the IP address of the server managed by Systemwalker Software Configuration Manager.

Alternatively, Systemwalker Software Configuration Manager may not have yet recognized the managed server information. Wait for a while, and then retry.

If managed server information has not been registered in a non ROR-managed server, use `swcfmg_server` (server information management command) to register the managed server information in Systemwalker Software Configuration Manager. Refer to the Reference Guide for information on `swcfmg_server` (server information management command).

---

**CFMGD05084 The specified option is incorrect.**

Message Type

ERROR

Event Log

No

Description

The specified option is incorrect.

Corrective Action

Specify the correct option.

---

**CFMGD05085 The specified IP address format is invalid. [IP address:{0}]**

Message Type

ERROR

Event Log

No

Description

The specified IP address format is invalid.

Parameter

{0}: IP address of the server

Corrective Action

Specify the IP address of the managed server managed by Systemwalker Software Configuration Manager.

---

**CFMGD05086 The specified IP address is duplicated. [IP address:{0}]**

Message Type

WARNING

Event Log

No

Description

The specified IP address is duplicated.

Parameter

{0}: IP address of the server

Corrective Action

No action is required.

---

**CFMGD08001 An error has occurred with the IP address conversion processing for registering information about applied patches.**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the IP address conversion processing for registering information about applied patches.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD08002 An error has occurred with the IP address conversion processing for registering information about applied patches. [File path:{0}]**

Message Type

ERROR

## Event Log

Yes

## Description

An error has occurred with the IP address conversion processing for registering information about applied patches.

## Parameter

{0}: File path

## Corrective Action

- Check the privileges for the path output in the message.
- Check the capacity of the disk.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD08003 An error has occurred with the IP address conversion processing for registering information about applied patches. [Details: An error has occurred with the API for acquiring the creation date/time.]**

## Message Type

ERROR

## Event Log

Yes

## Description

An error has occurred with the IP address conversion processing for registering information about applied patches.

## Corrective Action

- If linked to ServerView Resource Orchestrator, check that the ServerView Resource Orchestrator service is running.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD08004 An error has occurred with the IP address conversion processing for registering information about applied patches. [Details: An error has occurred with the IP address conversion API.]**

## Message Type

ERROR

## Event Log

Yes

## Description

An error has occurred with the IP address conversion processing for registering information about applied patches.

## Corrective Action

- Check that the Systemwalker Runbook Automation service is running.
- If linked to ServerView Resource Orchestrator, check that the ServerView Resource Orchestrator service is running.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD09004 An error has occurred with ciimport processing. [Details:{0}]**

## Message Type

ERROR

Event Log

No

Description

An error has occurred with ciimport processing.

Parameter

{0}: Detail code for ciimport processing

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD09007 Failed to write the arrival date for released patch information. [File path:{0}]**

Message Type

ERROR

Event Log

No

Description

Failed to write the arrival date for released patch information.

Parameter

{0}: Path to "arriveDate.txt"

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD09015 An error has occurred with the processing that generates the work file for registering released patch information. [File path:{0}]**

Message Type

ERROR

Event Log

No

Description

An error has occurred with the processing that generates the work file for registering released patch information.

Parameter

{0}: File path

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD09016 Failed to read the released patch information file. [File path:{0}]**

Message Type

ERROR

Event Log

No

Description

Failed to read the released patch information file.

Parameter

{0}: File path

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD09017 Failed to read the arrival date for released patch information. [Released patch information arrival date:{0}]**

Message Type

ERROR

Event Log

No

Description

Failed to read the arrival date for released patch information.

Parameter

{0}: Released patch information arrival date

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD10001 An error has occurred with the IP address conversion processing for registering patch authorization information.**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the IP address conversion processing for registering patch authorization information.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD10002 An error has occurred with the processing for registering patch authorization information.**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the processing for registering patch authorization information.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD10003 Unable to send an email to [user:{0}]. [Details:{1}]**

Message Type

ERROR

Event Log

Yes

Description

Unable to send an email to the user.

Parameter

{0}: User ID

{1}: Message ID for the email transmission function

Corrective Action

The message ID (CFMGMxxxxx) for the email transmission function will be output in the message details. Take the appropriate action based on this message ID.

---

**CFMGD10004 Unable to send an email because the user ID for the administrator cannot be acquired from the IP address [{0}] of the managed server.**

Message Type

ERROR

Event Log

Yes

Description

Unable to send an email because the user ID for the administrator cannot be acquired from the IP address of the managed server.

Parameter

{0}: IP address

Corrective Action

- Execute the following command to check whether the CMDB manager is running normally.  
If it is not, restart Systemwalker Runbook Automation and ServerView Operations Manager.  
If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

```
%SWCMDB_INSTALL_PATH%\FJ\SV\cmdbm\bin\cmdbwatch.bat
```

| Standard output result | Status  |
|------------------------|---|
| CMDB OK                | The CMDB manager is running normally.   |
| CMDB NORMAL STOP       | The CMDB manager has stopped normally.  |
| CMDB NG                | The CMDB manager has not been set up correctly or has been identified as not in being a normal state. |

- Check that an administrator has been registered for the managed server output in the message.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD10005 An error has occurred with the IP address conversion processing for registering patch authorization information. [File path:{0}]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

An error has occurred with the IP address conversion processing for registering patch authorization information.

#### Parameter

{0}: File path

#### Corrective Action

- Check the privileges for the path output in the message.
- Check the capacity of the disk.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD10006 An error has occurred with the IP address conversion processing for registering patch authorization information. [Details: An error has occurred with the API for acquiring the creation date/time.]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

An error has occurred with the IP address conversion processing for registering patch authorization information. An error has occurred with the API for acquiring the creation date/time.

#### Corrective Action

- If linked to ServerView Resource Orchestrator, check that the ServerView Resource Orchestrator service is running.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD10007 An error has occurred with the IP address conversion processing for registering patch authorization information. [Details: An error has occurred with the IP address conversion API.]**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

An error has occurred with the IP address conversion processing for registering patch authorization information. An error has occurred with the IP address conversion API.

#### Corrective Action

- Check that the Systemwalker Runbook Automation service is running.
- If linked to ServerView Resource Orchestrator, check that the ServerView Resource Orchestrator service is running.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD11001 An error has occurred with the processing for deleting patch authorization information.**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the processing for deleting patch authorization information.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD11002 An error has occurred with the processing for deleting patch authorization information. [Details: An error has occurred with the file copy processing. Source:{0} Destination:{1}]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the processing for deleting patch authorization information. An error has occurred with the file copy processing.

Parameter

{0}: Path to the file to copy from

{1}: Path to the file to copy to

Corrective Action

- Check the privileges for the path output in the message.
- Check the capacity of the disk.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD11003 An error has occurred with the processing for deleting patch authorization information. [Details: An error has occurred with the processing that generates the work files for deletion processing. File path:{0}]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the processing for deleting patch authorization information. An error has occurred with the processing that generates the work files for deletion processing.

Parameter

{0}: File path

Corrective Action

- Check the privileges for the path output in the message.



- Check the capacity of the disk.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD11004 An error has occurred with the processing for deleting patch authorization information. [Details: An error has occurred with the processing that generates the work files for deletion processing.]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the processing for deleting patch authorization information. An error has occurred with the processing that generates the work files for deletion processing.

Corrective Action

- Check the capacity of the disk.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD12001 An error has occurred with CMDB search processing. [Details: An error has occurred with {0}.]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with CMDB search processing.

Parameter

{0}: CMDB process name

Corrective Action

- Execute the following command to check whether the CMDB manager is running normally - if it is not, restart Systemwalker Runbook Automation.

If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

```
%SWCMDB_INSTALL_PATH%\FJSVcmdbm\bin\cmdbwatch.bat
```

| Standard output result | Status  |
|------------------------|---|
| CMDB OK                | The CMDB manager is running normally.   |
| CMDB NORMAL STOP       | The CMDB manager has stopped normally.  |
| CMDB NG                | The CMDB manager has not been set up correctly or has been identified as not in being a normal state. |

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD12002 An error has occurred with CMDB connection processing. [Details: An error has occurred with {0}.]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with CMDB connection processing.

Parameter

{0}: CMDB process name

Corrective Action

- Execute the following command to check whether the CMDB manager is running normally - if it is not, restart Systemwalker Runbook Automation.

If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

```
%SWCMDB_INSTALL_PATH%\FJSVcmdbm\bin\cmdbwatch.bat
```

| Standard output result | Status  |
|------------------------|---|
| CMDB OK                | The CMDB manager is running normally.   |
| CMDB NORMAL STOP       | The CMDB manager has stopped normally.  |
| CMDB NG                | The CMDB manager has not been set up correctly or has been identified as not in being a normal state. |

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD12003 An error has occurred with CMDB deletion processing. [Details: An error has occurred with {0}.]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with CMDB deletion processing.

Parameter

{0}: CMDB process name

Corrective Action

- Execute the following command to check whether the CMDB manager is running normally - if it is not, restart Systemwalker Runbook Automation.

If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

```
%SWCMDB_INSTALL_PATH%\FJSVcmdbm\bin\cmdbwatch.bat
```

| Standard output result | Status  |
|------------------------|---|
| CMDB OK                | The CMDB manager is running normally.   |
| CMDB NORMAL STOP       | The CMDB manager has stopped normally.  |
| CMDB NG                | The CMDB manager has not been set up correctly or has been identified as not in being a normal state. |

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD12004 An error has occurred with CMDB edit processing. [Details: An error has occurred with {0}.]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with CMDB edit processing.

Parameter

{0}: CMDB process name

Corrective Action

- Execute the following command to check whether the CMDB manager is running normally - if it is not, restart Systemwalker Runbook Automation.

If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

|   |
|---|
| %SWCMDB_INSTALL_PATH%\FJSVcmdbm\bin\cmdbwatch.bat |
|---|

| Standard output result | Status  |
|------------------------|---|
| CMDB OK                | The CMDB manager is running normally.   |
| CMDB NORMAL STOP       | The CMDB manager has stopped normally.  |
| CMDB NG                | The CMDB manager has not been set up correctly or has been identified as not in being a normal state. |

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD12005 An error has occurred with CMDB registration processing. [Details: An error has occurred with {0}.]**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with CMDB registration processing.

Parameter

{0}: CMDB process name

Corrective Action

- Execute the following command to check whether the CMDB manager is running normally - if it is not, restart Systemwalker Runbook Automation.

If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

|   |
|---|
| %SWCMDB_INSTALL_PATH%\FJSVcmdbm\bin\cmdbwatch.bat |
|---|

| Standard output result | Status                                |
|------------------------|---------------------------------------|
| CMDB OK                | The CMDB manager is running normally. |

| Standard output result | Status  |
|------------------------|---|
| CMDB NORMAL STOP       | The CMDB manager has stopped normally.  |
| CMDB NG                | The CMDB manager has not been set up correctly or has been identified as not in being a normal state. |

- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGD14001 An error has occurred with the cleanup processing for released patch information.**

Message Type

ERROR

Event Log

Yes

Description

An error has occurred with the cleanup processing for released patch information.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGD90000 The program for receiving files has terminated abnormally. The program failed to accept file transfers. [Error category:{0}], [Error code: {1}], [Detail code:{2}]**

Message Type

ERROR

Event Log

Yes

Description

The program for receiving files has terminated abnormally. The program failed to accept file transfers.

Parameter

{0}: Error category

{1}: Error code

{2}: Detail code

Corrective Action

- Restart the Systemwalker File Transfer Library Control (SWCFMG) service and then Systemwalker Software Configuration Manager.
- Use the Services dialog box in the Control Panel to restart the Systemwalker File Transfer Library Control (SWCFMG) service.
- Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGD90001 The program for receiving files has terminated abnormally. The Systemwalker File Transfer Library Control (SWCFMG) has stopped. [Error category:{0}], [Error code: {1}], [Detail code:{2}]**

Message Type

ERROR

Event Log

Yes

## Description

The program for receiving files has terminated abnormally. The Systemwalker File Transfer Library Control (SWCFMG) has stopped.

## Parameter

{0}: Error category

{1}: Error code

{2}: Detail code

## Corrective Action

- Restart the Systemwalker File Transfer Library Control (SWCFMG) service and then Systemwalker Software Configuration Manager.
- Use the Services dialog box in the Control Panel to restart the Systemwalker File Transfer Library Control (SWCFMG) service.
- Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGD90002 The program for receiving files has terminated abnormally. The program failed to accept a file transfer start request. [Error category:{0}], [Error code: {1}], [Detail code:{2}]**

## Message Type

ERROR

## Event Log

Yes

## Description

The program for receiving files has terminated abnormally. The program failed to accept a file transfer start request.

## Parameter

{0}: Error category

{1}: Error code

{2}: Detail code

## Corrective Action

- Restart the Systemwalker File Transfer Library Control (SWCFMG) service and then Systemwalker Software Configuration Manager.
- Use the Services dialog box in the Control Panel to restart the Systemwalker File Transfer Library Control (SWCFMG) service.
- Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGD90003 The program for receiving files has terminated abnormally. The program failed to accept file transfer completion. [Error category:{0}], [Error code: {1}], [Detail code:{2}]**

## Message Type

ERROR

## Event Log

Yes

## Description

The program for receiving files has terminated abnormally. The program failed to accept file transfer completion.

#### Parameter

{0}: Error category

{1}: Error code

{2}: Detail code

#### Corrective Action

- Restart the Systemwalker File Transfer Library Control (SWCFMG) service and then Systemwalker Software Configuration Manager.
- Use the Services dialog box in the Control Panel to restart the Systemwalker File Transfer Library Control (SWCFMG) service.
- Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

### **CFMGD90004 The program for receiving files has terminated abnormally.**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

The program for receiving files has terminated abnormally.

#### Corrective Action

- Restart the Systemwalker File Transfer Library Control (SWCFMG) service and then Systemwalker Software Configuration Manager.
- Use the Services dialog box in the Control Panel to restart the Systemwalker File Transfer Library Control (SWCFMG) service.
- Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

### **CFMGD90005 The program for receiving files failed to start.**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

The program for receiving files failed to start.

#### Corrective Action

- Restart the Systemwalker File Transfer Library Control (SWCFMG) service and then Systemwalker Software Configuration Manager.
- Use the Services dialog box in the Control Panel to restart the Systemwalker File Transfer Library Control (SWCFMG) service.
- Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

## **2.4 Setup-related Messages**

---

### **CFMGE50003 Failed to find the installation directory.**

Message Type

ERROR

Event Log

No

Description

The installation directory could not be found.

Corrective Action

Ensure that Systemwalker Software Configuration Manager is installed correctly.

---

**CFMGE50004 Failed to register the software information.**

Message Type

ERROR

Event Log

No

Description

The registration of software information failed.

Corrective Action

Ensure that Systemwalker Software Configuration Manager is running.

A Software Information Management command message is displayed before this message. Remove the cause of the error, and then retry. Refer to "Command-related Messages" for information on messages.

---

**CFMGE50005 Failed to add the definition. [id={0}, file={0}]**

Message Type

ERROR

Event Log

No

Description

The addition of parameter definition failed.

Parameter

{0}: Definition ID

{1}: File name of parameter definition

Corrective Action

A Parameter Settings Definition Management command message is displayed before this message. Remove the cause of the error, and then retry. Refer to "Command-related Messages" for information on messages.

---

**CFMGE50006 Failed to upload the script package. [id={0}, file={1}]**

Message Type

ERROR

Event Log

No

## Description

The registration of the script package failed.

## Parameter

{0}: Definition ID

{1}: File name of script package

## Corrective Action

A Parameter Settings Definition Management command message is displayed before this message. Remove the cause of the error, and then retry. Refer to "Command-related Messages" for information on messages.

---

### **CFMGE50007 Failed to associate software and parameter definition. [softid={0}, defid={1}]**

## Message Type

ERROR

## Event Log

No

## Description

The association of software information and parameter definition has failed.

## Parameter

{0}: Software ID

{1}: Definition ID

## Corrective Action

A command to Associate Software and Parameter Definitions message is displayed before this message. Remove the cause of the error, and then retry. Refer to "Command-related Messages" for information on messages.

## 2.5 Email-related Messages

---

### **CFMGM00001 The email transmission configuration file does not exist. File path={0}**

## Message Type

ERROR

## Event Log

Yes

## Description

The email transmission configuration file does not exist.

## Parameter

{0}: File path

## Corrective Action

Create the email transmission configuration file again or restore it from backup.

---

### **CFMGM00002 Failed to read the email transmission configuration file. File path={0} Details={1}**

## Message Type

ERROR



## Event Log

Yes

## Description

Failed to read the email transmission configuration file.

## Parameter

{0}: File path

{1}: Details

## Corrective Action

The path to the email transmission configuration file is displayed in the "File path". Check whether the file is readable. Remove the cause of the error, and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGM00003 Failed to read the email transmission configuration file. File path={0}. The value is invalid. Key={1} Value={2}**

## Message Type

ERROR

## Event Log

Yes

## Description

Failed to read the email transmission configuration file.

## Parameter

{0}: File path

{1}: Key

{2}: Value

## Corrective Action

Set the correct values for the key items, and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGM00004 Failed to read the email transmission configuration file. File path={0}. A required parameter has not been entered.**

## Message Type

ERROR

## Event Log

Yes

## Description

Failed to read the email transmission configuration file. A required parameter has not been entered.

## Parameter

{0}: File path

## Corrective Action

Set up the mandatory specification items in the email transmission configuration file, and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

### **CFMGM20001 A parameter has not been entered. Parameter={0}**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

A parameter has not been entered.

#### Parameter

{0}: Parameter

#### Corrective Action

Contact Fujitsu technical support.

---

### **CFMGM20002 Failed to save the file. File path={0} Details={1}**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to save the file.

#### Parameter

{0}: File path

{1}: Details

#### Corrective Action

Check whether the "storage directory for email awaiting resend attempts" defined in the email transmission configuration file is writable. If the definitions in the email transmission configuration file are incorrect, correct the file and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

### **CFMGM20003 Failed to send an email. Details={0}**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to send an email.

Parameter

{0}: Details

Corrective Action

Check whether it is possible to connect to the mail server defined in the email transmission configuration file. If the definitions in the email transmission configuration file are incorrect, correct the file and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGM20004 User information could not be found. User ID={0}**

Message Type

ERROR

Event Log

Yes

Description

User information could not be found.

Parameter

{0}: User ID

Corrective Action

Contact Fujitsu technical support.

---

**CFMGM20006 Unable to send email because an email address has not been set. User ID={0}**

Message Type

ERROR

Event Log

Yes

Description

Unable to send email because an email address has not been set.

Parameter

{0}: User ID

Corrective Action

Specify the email address in the user information for the user to be contacted.

---

**CFMGM30001 Failed to read the file. File path={0} Details={1}**

Message Type

ERROR

Event Log

Yes

Description

Failed to read the file.

#### Parameter

{0}: File path

{1}: Details

#### Corrective Action

Check whether the "storage directory for email awaiting resend attempts" defined in the email transmission configuration file is readable. If the definitions in the email transmission configuration file are incorrect, correct the file and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

### **CFMGM30002 Failed to delete the file. File path={0} Details={1}**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to delete the file.

#### Parameter

{0}: File path

{1}: Details

#### Corrective Action

Check whether the "storage directory for email awaiting resend attempts" defined in the email transmission configuration file is deletable. If the definitions in the email transmission configuration file are incorrect, correct the file and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

### **CFMGM30003 Failed to move the file. File path={0} Details={1}**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Failed to move the file.

#### Parameter

{0}: File path

{1}: Details

#### Corrective Action

Check whether the "storage directory for failed email" defined in the email transmission configuration file is writable. If the definitions in the email transmission configuration file are incorrect, correct the file and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGM30004 The email will be moved to the failure folder because the maximum number of retries has been reached. File path={0}**

Message Type

ERROR

Event Log

Yes

Description

The email will be moved to the failure folder because the maximum number of retries has been reached.

Parameter

{0}: File path

Corrective Action

To send the email again, execute the email resend command.

---

**CFMGM30005 An unexpected error has occurred. Details={0}**

Message Type

ERROR

Event Log

Yes

Description

An unexpected error has occurred.

Parameter

{0}: Details

Corrective Action

Contact Fujitsu technical support.

---

**CFMGM30006 An exception has occurred with the thread. Details={0}**

Message Type

ERROR

Event Log

Yes

Description

An exception has occurred with the thread.

Parameter

{0}: Details

Corrective Action

Contact Fujitsu technical support.

---

**CFMGM30007 Folders have not been specified. Retry folder={0} Failure folder={1}**

Message Type

ERROR

Event Log

Yes

Description

Folders have not been specified.

Parameter

{0}: Retry folder

{1}: Failure folder

Corrective Action

Review the settings in the email transmission configuration file.

The following items may not exist, or values may not have been specified.

"retrybox-path", "failbox-path"

Refer to the Reference Guide for information on the email transmission configuration file.

---

**CFMGM30008 No retries will be attempted because the maximum number of retries is 0.**

Message Type

INFO

Event Log

Yes

Description

No retries will be attempted because the maximum number of retries is 0.

Corrective Action

Review the settings in the email transmission configuration file.

To retry, set "smtp-retry-count" to a value greater than 0.

Refer to the Reference Guide for information on the email transmission configuration file.

---

**CFMGM40001 A parameter has not been entered. Parameter={0}**

Message Type

ERROR

Event Log

Yes

Description

A parameter has not been entered.

Parameter

{0}: Parameter

Corrective Action

Contact Fujitsu technical support.

---

**CFMGM40002 Failed to read the file. File path={0} Details={1}**

Message Type

ERROR

Event Log

Yes

Description

Failed to read the file.

Parameter

{0}: File path

{1}: Details

Corrective Action

Check whether the storage directory for email template files is readable. If the definitions in the email transmission configuration file are incorrect, correct the file and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

**CFMGM40003 Failed to obtain the subject. File path={0}**

Message Type

ERROR

Event Log

Yes

Description

Failed to obtain the subject.

Parameter

{0}: File path

Corrective Action

The format of the email template file is invalid. Set up a subject and then restart Systemwalker Software Configuration Manager.

Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Systemwalker Software Configuration Manager Operation Guide for information on how to start Systemwalker Software Configuration Manager.

---

## 2.6 Processes-related Messages

---

**CFMGP00001 An error has occurred with the startup processing within the automated operation process for patch application. Detailed information={0}**

Message Type

ERROR

Event Log

Yes

Description

The startup processing within the automated operation process has failed.

Parameter

{0}: Detailed information

#### Corrective Action

Check whether Systemwalker Runbook Automation is running correctly. If linked to ServerView Resource Orchestrator, check whether ServerView Resource Orchestrator is running correctly.

If it is running correctly, contact Fujitsu technical support.

---

#### **CFMGP00002 An error has occurred with the initialization processing within the automated operation process for patch application. Detailed information={0}**

##### Message Type

ERROR

##### Event Log

Yes

##### Description

The initialization processing within the automated operation process has failed.

##### Parameter

{0}: Detailed information

##### Corrective Action

Check whether Systemwalker Runbook Automation is running correctly. If linked to ServerView Resource Orchestrator, check whether ServerView Resource Orchestrator is running correctly.

If it is running correctly, contact Fujitsu technical support.

---

#### **CFMGP00003 An error has occurred with the post-processing within the automated operation process for patch application. Keyword={0} Message={1} returnCode={2}**

##### Message Type

ERROR

##### Event Log

Yes

##### Description

Post-processing has failed.

##### Parameter

{0}: Keyword

{1}: Message

{2}: Return value

##### Corrective Action

Some unnecessary files may remain undeleted, but they do not affect the system.

---

#### **CFMGP00004 An error occurred during startup in the automated operation process that sets parameters. Detailed information={0}**

##### Message Type

ERROR

##### Event Log

Yes



#### Description

Startup has failed in the automated operation process.

#### Parameter

{0}: Detailed information

#### Corrective Action

Check whether Systemwalker Software Configuration Manager is running correctly. If running correctly, contact Fujitsu technical support.

---

**CFMGP00005 An error occurred during post-processing in the automated operation process that sets parameters. Keyword={0} Message={1} returnCode={2}**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Post-processing has failed.

#### Parameter

{0}: Keyword

{1}: Message

{2}: Return value

#### Corrective Action

Some unnecessary files may remain undeleted, but they do not affect the system.

---

**CFMGP00006 An error occurred during startup in the automated operation process that executes scripts. Detailed information={0}**

#### Message Type

ERROR

#### Event Log

Yes

#### Description

Startup has failed in the automated operation process.

#### Parameter

{0}: Detailed information

#### Corrective Action

Check whether Systemwalker Software Configuration Manager is running correctly. If running correctly, contact Fujitsu technical support.

---

**CFMGP00007 An error occurred during post-processing in the automated operation process that executes scripts. Keyword={0} Message={1} returnCode={2}**

#### Message Type

ERROR

Event Log

Yes

Description

Post-processing has failed.

Parameter

{0}: Keyword

{1}: Message

{2}: Return value

Corrective Action

Some unnecessary files may remain undeleted, but they do not affect the system.

---

**CFMGP00008 An internal error has occurred during process startup processing.**

Message Type

ERROR

Event Log

Yes

Description

An internal error has occurred during process startup processing.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGP10000 Acceptance processing has completed normally.**

Message Type

INFO

Event Log

No

Description

Acceptance processing has completed normally.

Corrective Action

No action is required.

---

**CFMGP10001 Schedule standby is in progress.**

Message Type

INFO

Event Log

No

Description

Schedule standby is in progress.

Corrective Action

No action is required.

---

**CFMGP10002 The check to confirm that the server is operating has completed normally.**

Message Type

INFO

Event Log

No

Description

The check to confirm that the server is operating has completed normally.

Corrective Action

No action is required.

---

**CFMGP10003 Patch application processing has completed normally.**

Message Type

INFO

Event Log

No

Description

The processing to apply patches has completed normally.

Corrective Action

No action is required.

---

**CFMGP10004 Patch distribution processing has completed normally.**

Message Type

INFO

Event Log

No

Description

The processing to distribute patches has completed normally.

Corrective Action

No action is required.

---

**CFMGP10005 Parameter setting processing has completed normally. [Setting order:{0}][Software name:{1}][Version:{2}][Return value:{3}][Standard output:{4}][Standard error:{5}]**

Message Type

INFO

Event Log

No

#### Description

The processing to set parameters has completed normally.

#### Parameter

{0}: Setting order

{1}: Software name

{2}: Version

{3}: Return value of parameter setting script

{4}: Standard output of parameter setting script

{5}: Standard error of parameter setting script

#### Corrective Action

No action is required.

---

**CFMGP10006 Script execution has completed normally. [Return value:{0}][Standard output:{1}][Standard error:{2}]**

#### Message Type

INFO

#### Event Log

No

#### Description

Script execution has completed normally.

#### Parameter

{0}: Return value of script

{1}: Standard output of script

{2}: Standard error of script

#### Corrective Action

No action is required.

---

**CFMGP10007 OS restart processing has completed normally.**

#### Message Type

INFO

#### Event Log

No

#### Description

The processing to restart the operating system has completed normally.

#### Corrective Action

No action is required.

---

**CFMGP10008 Parameter setting processing has completed normally. Failed to obtain detailed results.**

#### Message Type

WARNING

Event Log

No

Description

The processing to set parameters has completed normally. Acquisition of detailed results has failed.

Corrective Action

No action is required.

When checking the detailed results of parameter setting, check the log of the server for which parameters were set.

---

**CFMGP10009 Schedule standby processing has completed normally.**

Message Type

INFO

Event Log

No

Description

Schedule standby processing has completed normally.

Corrective Action

No action is required.

---

**CFMGP20000 Failed to execute acceptance processing.**

Message Type

ERROR

Event Log

No

Description

Acceptance processing has failed.

Corrective Action

- Ensure that Systemwalker Software Configuration Manager is running. Refer to "Starting and Stopping Systemwalker Software Configuration Manager" in the Operation Guide for information on how to start Systemwalker Software Configuration Manager.
- If linked to ServerView Resource Orchestrator, ensure that ServerView Resource Orchestrator is running. Refer to "Starting and Stopping Managers" in the ?ServerView Resource Orchestrator Cloud Edition Operation Guide for information on how to start ServerView Resource Orchestrator.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

---

**CFMGP20001 Failed to confirm server operation. [Return value:{0}][Details:{1}]**

Message Type

ERROR

Event Log

No

Description

Confirmation of server operation has failed.

Parameter

{0}: Return value

{1}: Details

Corrective Action

If the return value and details that are output are as follows, take the corresponding action.

| Return value | Details   | Corrective action   |
|--------------|---|---|
| 189          | <p>- If the following values are output:</p> <p>[LinkExpRBA] CategoryCode: 50</p> <p>[LinkExpRBA] ErrorCode: 80</p> | <p>The network communication connection with the business server failed.</p> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>- The file transfer infrastructure may not have been set up on the business server. Ensure that the file transfer infrastructure has been set up.</li> <li>- The business server may have stopped. Ensure that the business server is running.</li> <li>- The file transfer infrastructure may not be running on the business server. Start the file transfer infrastructure.</li> </ul> <p><b>[Windows]</b></p> <p>Restart the Systemwalker File Transfer Library Control service.</p> <p><b>[Linux]</b></p> <p>Execute the following command:</p> <pre># service FJSVInkbs start</pre> <ul style="list-style-type: none"> <li>- An invalid IP address may have been specified in the "hosts" file for the business server name. Check the IP address specified in the "hosts" file.</li> <li>- If the remote server is a PC server with a TCP/IP connection, the number of connection requests on the business server may have exceeded the maximum number of requests that can be simultaneously processed by WinSock.</li> <li>- The connection may have been blocked by a firewall on the communication path.</li> <li>- If the business server is running Windows, the connection may have been blocked by security settings such as the Windows firewall.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |
|              | <p>- If the following values are output:</p> <p>[LinkExpRBA] CategoryCode: 50</p> <p>[LinkExpRBA] ErrorCode: 60</p> | <p>A timeout occurred during communication processing with the business server.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>- The business server has stopped.</li> <li>- The business server has slowed down.</li> <li>- The communications environment is experiencing high load.</li> </ul>  |

| Return value | Details | Corrective action  |
|--------------|---------|--|
|              |         | If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support. |

If the cause of the problem is other than the above, contact Fujitsu technical support.

## CFMGP20002 An error has occurred with file transfer processing. [Return value:{0}][Details:{1}]

### Message Type

ERROR

### Event Log

No

### Description

An error has occurred with file transfer processing.

### Parameter

{0}: Return value

{1}: Details

### Corrective Action

If the return value and details that are output are as follows, take the corresponding action.

| Return value | Details   | Corrective action  |
|--------------|---|--|
| 189          | <p>- If the following values are output:</p> <p>[LinkExpRBA] CategoryCode: 50</p> <p>[LinkExpRBA] ErrorCode: 80</p> | <p>The network communication connection with the business server failed.</p> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>- The file transfer infrastructure may not have been set up on the business server. Ensure that the file transfer infrastructure has been set up.</li> <li>- The business server may have stopped. Ensure that the business server is running.</li> <li>- The file transfer infrastructure may not be running on the business server. Start the file transfer infrastructure.</li> </ul> <p><b>[Windows]</b></p> <p>Restart the Systemwalker File Transfer Library Control service.</p> <p><b>[Linux]</b></p> <p>Execute the following command:</p> <pre># service FJSVlnkbs start</pre> <ul style="list-style-type: none"> <li>- An invalid IP address may have been specified in the "hosts" file for the business server name. Check the IP address specified in the "hosts" file.</li> <li>- If the remote server is a PC server with a TCP/IP connection, the number of connection requests on the business server may have exceeded the maximum number of requests that can be simultaneously processed by WinSock.</li> </ul> |

| Return value | Details  | Corrective action  |
|--------------|--|--|
|              |  | <ul style="list-style-type: none"> <li>- The connection may have been blocked by a firewall on the communication path.</li> <li>- If the business server is running Windows, the connection may have been blocked by security settings such as the Windows firewall.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p>  |
|              | <ul style="list-style-type: none"> <li>- If the following values are output:<br/>[LinkExpRBA] CategoryCode: 50<br/>[LinkExpRBA] ErrorCode: 60</li> </ul> | <p>A timeout occurred during communication processing with the business server.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>- The business server has stopped.</li> <li>- The business server has slowed down.</li> <li>- The communications environment is experiencing high load.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |

If the cause of the problem is other than the above, contact Fujitsu technical support.

**CFMGP20003 An error has occurred with patch application processing. [Return value:{0}][Details:{1}][Execution result:{2}][Failed patch:{3}][Non-existent patch:{4}]**

Message Type

ERROR

Event Log

No

Description

An error has occurred with patch application processing.

Parameter

{0}: Return value

{1}: Details

{2}: Execution result

{3}: Failed patch

{4}: Non-existent patch

Corrective Action

If the return value and details that are output are included in the following list, take the corresponding action.

| Return value | Details | Corrective action  |
|--------------|---------|--|
| 171          | All     | <p>Application of one or more patches has failed.</p> <p>Try again. If the problem is still not resolved, the patch cannot be applied.</p> |
| 172          | All     | The server needs to be restarted and application of patches has failed.  |



| Return value | Details   | Corrective action   |
|--------------|---|---|
|              |   | <p>If the server needs to be restarted and has been set to reboot after application of patches, it will be restarted automatically. The problem is recorded as a log, but the server will be restarted and the processing to apply the patches that failed will be retried automatically.</p> <p>If patch application still fails for a patch, try again. If the problem is still not resolved, the patch cannot be applied.</p>  |
| 173          | All   | <p>Execution of the yum command failed during the pre-application preparations.</p> <p>Try again. If the problem is still not resolved, there may be an issue with the environment of the yum repository server. Check the status of the linkage server.</p>  |
| 189          | <p>- If the following values are output:<br/> [LinkExpRBA] CategoryCode: 50<br/> [LinkExpRBA] ErrorCode: 80</p> | <p>The network communication connection with the business server failed.</p> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>- The file transfer infrastructure may not have been set up on the business server. Ensure that the file transfer infrastructure has been set up.</li> <li>- The business server may have stopped. Ensure that the business server is running.</li> <li>- The file transfer infrastructure may not be running on the business server. Start the file transfer infrastructure.</li> </ul> <p><b>[Windows]</b></p> <p>Restart the Systemwalker File Transfer Library Control service.</p> <p><b>[Linux]</b></p> <p>Execute the following command:</p> <pre># service FJSVlnkbs start</pre> <ul style="list-style-type: none"> <li>- An invalid IP address may have been specified in the "hosts" file for the business server name. Check the IP address specified in the "hosts" file.</li> <li>- If the remote server is a PC server with a TCP/IP connection, the number of connection requests on the business server may have exceeded the maximum number of requests that can be simultaneously processed by WinSock.</li> <li>- The connection may have been blocked by a firewall on the communication path.</li> <li>- If the business server is running Windows, the connection may have been blocked by security settings such as the Windows firewall.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |
|              | <p>- If the following values are output:<br/> [LinkExpRBA] CategoryCode: 50</p>                                 | <p>A timeout occurred during communication processing with the business server.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>- The business server has stopped.</li> </ul>   |

| Return value | Details                    | Corrective action   |
|--------------|----------------------------|---|
|              | [LinkExpRBA] ErrorCode: 60 | <ul style="list-style-type: none"> <li>- The business server has slowed down.</li> <li>- The communications environment is experiencing high load.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |

Information about patches that failed to be applied is output in the displayed details, execution result, failed patch, or non-existent patch.

| Item name            | Meaning  |
|----------------------|--|
| Details              | <p>The error is output as a string.</p> <p>The following examples show the output, including the output format, generated when application processing is performed for all the specified patches but the application of at least one patch fails. Refer to the Microsoft website for details on the "code" part of the error.</p> <ul style="list-style-type: none"> <li>- When a patch is applied to a Windows server</li> </ul> <p>Failed to install the update. detail="updateNumber(code),updateNumber(code)..."</p> <p>[Output example]</p> <p>Failed to install the update. detail="KB00001(0x8024402c),..."</p> <p>Note: Refer to "Application of Windows cumulative patches" below.</p> <ul style="list-style-type: none"> <li>- When a patch is applied to a Linux server</li> </ul> <p>Failed to install the update.</p> <p>detail="packageName(errorMessage),packageName(errorMessage)..."</p> <p>[Output example]</p> <p>Failed to install the update. detail="openssh.i386(Error: Missing Dependency: openssh.i386 &gt;= 1.0 is needed by package openssh-askpass.i386 (Server)),..."</p> |
| Execution result     | <p>The result of applying the patch is output.</p> <p>The output format is as follows:</p> <p>[RC(patchApplicationReturnCode)], [PatchNo(appliedPatchNumber)], [Message(message)]</p>  |
| Failed patches       | <p>If the process of applying patches fails or is interrupted, or the patches to be applied are not in the list of applicable patches, the following information will be output in CSV format. Information is output in the order specified by the option.</p> <p>Patches to be output are included in non-existent patches.</p> <ul style="list-style-type: none"> <li>- Windows patches: Patch IDs</li> <li>- Linux patches: Package names</li> </ul>  |
| Non-existent patches | <p>If the specified patch is not in the list of applicable patches returned by WSUS, the following information will be output in CSV format. Information is output in the order specified by the option.</p> <ul style="list-style-type: none"> <li>- Patch ID</li> </ul>  |



### Application of Windows cumulative patches

Windows patches to be applied may have been absorbed into the latest patch (cumulative patch).

In this case, you must apply the latest cumulative patch containing the patches to be applied.

If the patch is not the latest patch, application may fail with the following message output as detailed information:

```
message:Failed to install the update. detail='updateNumber(code)'  
execution_result:  
RC,PatchNo,Message  
4,patchNumber,"The specified update does not exist."
```

Apply the latest cumulative patch containing the patch that failed to be applied. Check the Microsoft website for information on the latest cumulative patch.

If you attempt to apply multiple patches and some fail to be applied for the above reason, ignore the failure.

---

**CFMGP20004 Failed to set parameters. [Setting order:{0}][Software name:{1}][Version:{2}][Return value:{3}][Standard output:{4}][Standard error:{5}]**

Message Type

ERROR

Event Log

No

Description

The processing to set parameters has failed.

Parameter

{0}: Setting order

{1}: Software name

{2}: Version

{3}: Return value of parameter setting script

{4}: Standard output of parameter setting script

{5}: Standard error of parameter setting script

Corrective Action

Take one of the following actions according to whether the name of the indicated software was pre-registered in this product or was registered using the software information management command.

- If the software was pre-registered in this product  
Refer to the topic for the relevant software product in "Parameter Reference" in the Reference Guide, and take action accordingly.
- If the software was registered using the software information management command  
Check the error information for the displayed return value, standard output, and standard error, and take action accordingly.

---

**CFMGP20005 An error has occurred during parameter setting.**

Message Type

ERROR

Event Log

No

Description

An error has occurred during parameter setting.

Corrective Action

Check the logs on the server for which the parameters are being set, and take action accordingly.  
If the problem is still not resolved, contact Fujitsu technical support.

---

**CFMGP20006 Failed to execute the script. [Return value:{0}][Standard output:{1}][Standard error:{2}]**

Message Type

ERROR

Event Log

No

Description

Execution of the script has failed.

Parameter

- {0}: Return value of script
- {1}: Standard output of script
- {2}: Standard error of script

Corrective Action

Check the error information for the displayed return value, standard output, and standard error, and take action accordingly.

---

**CFMGP20007 An error has occurred during OS restart. [Return value:{0}][Details:{1}]**

Message Type

ERROR

Event Log

No

Description

An error has occurred while the operating system was restarting.

Parameter

- {0}: Return value
- {1}: Details

Corrective Action

If the return value and details that are output are included in the following list, take the corresponding action.

| Return value | Details  | Corrective action  |
|--------------|--|--|
| 189          | <ul style="list-style-type: none"> <li>- If the following values are output:</li> <li>[LinkExpRBA] CategoryCode: 50</li> <li>[LinkExpRBA] ErrorCode: 80</li> </ul> | <p>The network communication connection with the business server failed.</p> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>- The file transfer infrastructure may not have been set up on the business server. Ensure that the file transfer infrastructure has been set up.</li> </ul> |

| Return value | Details  | Corrective action   |
|--------------|--|---|
|              |  | <ul style="list-style-type: none"> <li>- The business server may have stopped. Ensure that the business server is running.</li> <li>- The file transfer infrastructure may not be running on the business server. Start the file transfer infrastructure.</li> </ul> <p><b>[Windows]</b></p> <p>Restart the Systemwalker File Transfer Library Control service.</p> <p><b>[Linux]</b></p> <p>Execute the following command:</p> <pre># service FJSVlnkbs start</pre> <ul style="list-style-type: none"> <li>- An invalid IP address may have been specified in the "hosts" file for the business server name. Check the IP address specified in the "hosts" file.</li> <li>- If the remote server is a PC server with a TCP/IP connection, the number of connection requests on the business server may have exceeded the maximum number of requests that can be simultaneously processed by WinSock.</li> <li>- The connection may have been blocked by a firewall on the communication path.</li> <li>- If the business server is running Windows, the connection may have been blocked by security settings such as the Windows firewall.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |
|              | <ul style="list-style-type: none"> <li>- If the following values are output:</li> </ul> <p>[LinkExpRBA] CategoryCode: 50</p> <p>[LinkExpRBA] ErrorCode: 60</p> | <p>A timeout occurred during communication processing with the business server.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>- The business server has stopped.</li> <li>- The business server has slowed down.</li> <li>- The communications environment is experiencing high load.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p>  |

If the cause of the problem is other than the above, contact Fujitsu technical support.

**CFMGP20008 An error has occurred during command execution. [Return value:{0}][Command:{1}][Details:{2}]**

Message Type

ERROR

Event Log

No

## Description

An error has occurred during command execution.

## Parameter

{0}: Return value

{1}: Command

{2}: Details

## Corrective Action

If the return value and details that are output are included in the following list, take the corresponding action.

| Return value | Details   | Corrective action   |
|--------------|---|---|
| 189          | <p>- If the following values are output:</p> <p>[LinkExpRBA] CategoryCode: 50</p> <p>[LinkExpRBA] ErrorCode: 80</p> | <p>The network communication connection with the business server failed.</p> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>- The file transfer infrastructure may not have been set up on the business server. Ensure that the file transfer infrastructure has been set up.</li> <li>- The business server may have stopped. Ensure that the business server is running.</li> <li>- The file transfer infrastructure may not be running on the business server. Start the file transfer infrastructure.</li> </ul> <p><b>[Windows]</b></p> <p>Restart the Systemwalker File Transfer Library Control service.</p> <p><b>[Linux]</b></p> <p>Execute the following command:</p> <pre># service FJSVlnkbs start</pre> <ul style="list-style-type: none"> <li>- An invalid IP address may have been specified in the "hosts" file for the business server name. Check the IP address specified in the "hosts" file.</li> <li>- If the remote server is a PC server with a TCP/IP connection, the number of connection requests on the business server may have exceeded the maximum number of requests that can be simultaneously processed by WinSock.</li> <li>- The connection may have been blocked by a firewall on the communication path.</li> <li>- If the business server is running Windows, the connection may have been blocked by security settings such as the Windows firewall.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |
|              | <p>- If the following values are output:</p> <p>[LinkExpRBA] CategoryCode: 50</p> <p>[LinkExpRBA] ErrorCode: 60</p> | <p>A timeout occurred during communication processing with the business server.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>- The business server has stopped.</li> </ul>   |

| Return value | Details | Corrective action   |
|--------------|---------|---|
|              |         | <ul style="list-style-type: none"> <li>- The business server has slowed down.</li> <li>- The communications environment is experiencing high load.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |

If the cause of the problem is other than the above, contact Fujitsu technical support.

**CFMGP20009 An error has occurred during processing. [Component name:{0}][Return value:{1}][Details:{2}]**

Message Type

ERROR

Event Log

No

Description

An error has occurred during processing.

Parameter

{0}: Component name

{1}: Return value

{2}: Details

Corrective Action

If the return value and details that are output are included in the following list, take the corresponding action.

| Return value | Details  | Corrective action  |
|--------------|--|--|
| 189          | <ul style="list-style-type: none"> <li>- If the following values are output:</li> </ul> <p>[LinkExpRBA] CategoryCode: 50</p> <p>[LinkExpRBA] ErrorCode: 80</p> | <p>The network communication connection with the business server failed.</p> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>- The file transfer infrastructure may not have been set up on the business server. Ensure that the file transfer infrastructure has been set up.</li> <li>- The business server may have stopped. Ensure that the business server is running.</li> <li>- The file transfer infrastructure may not be running on the business server. Start the file transfer infrastructure.</li> </ul> <p><b>[Windows]</b></p> <p>Restart the Systemwalker File Transfer Library Control service.</p> <p><b>[Linux]</b></p> <p>Execute the following command:</p> <pre># service FJSVInkbs start</pre> <ul style="list-style-type: none"> <li>- An invalid IP address may have been specified in the "hosts" file for the business server name. Check the IP address specified in the "hosts" file.</li> </ul> |

| Return value | Details  | Corrective action   |
|--------------|--|---|
|              |  | <ul style="list-style-type: none"> <li>- If the remote server is a PC server with a TCP/IP connection, the number of connection requests on the business server may have exceeded the maximum number of requests that can be simultaneously processed by WinSock.</li> <li>- The connection may have been blocked by a firewall on the communication path.</li> <li>- If the business server is running Windows, the connection may have been blocked by security settings such as the Windows firewall.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p> |
|              | <ul style="list-style-type: none"> <li>- If the following values are output:<br/>[LinkExpRBA] CategoryCode: 50<br/>[LinkExpRBA] ErrorCode: 60</li> </ul> | <p>A timeout occurred during communication processing with the business server.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>- The business server has stopped.</li> <li>- The business server has slowed down.</li> <li>- The communications environment is experiencing high load.</li> </ul> <p>If the situation does not change even after you have taken the appropriate action and then retried the processing, collect the investigation data by using swcfmg_collectinfo (problem investigation data collection command), and then contact Fujitsu technical support.</p>  |

If the cause of the problem is other than the above, contact Fujitsu technical support.

---

### CFMGP20010 An unexpected error has occurred during processing.

Message Type

ERROR

Event Log

No

Description

An unexpected error has occurred during processing.

Corrective Action

Contact Fujitsu technical support.

---

### CFMGP20011 Processing was terminated. [Return value:{0}][Details:{1}]

Message Type

ERROR

Event Log

No

Description

The processing was terminated.



#### Parameter

{0}: Return value

{1}: Details

#### Corrective Action

A timeout may have occurred during processing. Take one of the following actions:

- If the script was registered before the command was executed, script processing may have entered the standby mode due to interactive processing and may not have completed. Refer to "Creating Scripts" in the Operation Guide, review the script, and request processing again.
- A timeout may have occurred during communication processing with the business server. Possible causes are listed below. Check each possible cause, and then request processing again.
  - The business server has stopped.
  - The business server has slowed down.
  - The communication environment is experiencing high load.
- If the cause of the problem is other than the above, contact Fujitsu technical support.

## 2.7 Media Library-related Messages

---

### **CFMGR00010 You do not have the privileges required to execute this command.**

#### Message Type

ERROR

#### Event Log

No

#### Description

You do not have the privileges required to execute this command.

#### Corrective Action

Execute the command as a user with administrator privileges.

---

### **CFMGR00011 Systemwalker Software Configuration Manager is running.**

#### Message Type

ERROR

#### Event Log

No

#### Description

Systemwalker Software Configuration Manager is running.

#### Corrective Action

Stop Systemwalker Software Configuration Manager by executing the stop command (swcfmg\_stop).

---

### **CFMGR00022 There is no option. Parameter={0}**

#### Message Type

ERROR

Event Log

No

Description

There is no option.

Parameter

{0}: The parameter for which an option has not been specified

Corrective Action

Enter the command correctly.

---

**CFMGR00023 A parameter has been specified more than once. Parameter={0}**

Message Type

ERROR

Event Log

No

Description

A parameter has been specified more than once.

Parameter

{0}: The parameter that has been specified more than once

Corrective Action

Enter the command correctly.

---

**CFMGR00025 A mandatory parameter has not been specified. Parameter={0}**

Message Type

ERROR

Event Log

No

Description

A mandatory parameter has not been specified.

Parameter

{0}: Mandatory parameter

Corrective Action

Enter the command correctly.

---

**CFMGR00026 There is no option value. Parameter={0}**

Message Type

ERROR

Event Log

No

Description

There is no option value.

Parameter

{0}: The parameter for which a value has not been specified

Corrective Action

Enter the command correctly.

---

**CFMGR00028 An unnecessary parameter has been specified. Parameter={0}**

Message Type

ERROR

Event Log

No

Description

An unnecessary parameter has been specified. Parameter={0}

Parameter

{0}: Unnecessary parameter

Corrective Action

Enter the command correctly.

---

**CFMGR00030 The specified path does not exist. Directory path={0}**

Message Type

ERROR

Event Log

No

Description

The specified path does not exist.

Parameter

{0}: Directory path

Corrective Action

Specify an existing path.

---

**CFMGR00032 The specified path cannot be accessed. Directory path={0}**

Message Type

ERROR

Event Log

No

Description

The specified path cannot be accessed. Directory path={0}

Parameter

{0}: Directory path

Corrective Action

Check the privileges for the path output in the message.

---

**CFMGR00036 The specified path already contains files or directories. Directory path={0}**

## Message Type

ERROR

## Event Log

No

## Description

The specified path already contains files or directories.

## Parameter

{0}: Directory path

## Corrective Action

Delete the file or directory at the path shown in the message.

---

**CFMGR00060 Processing cannot be executed because another process is executing.**

## Message Type

ERROR

## Event Log

No

## Description

Processing cannot be executed because another process is executing.

## Corrective Action

Stop Systemwalker Software Configuration Manager by executing the stop command (swcfmg\_stop). If the Systemwalker Software Configuration Manager is already stopped, wait a while and then execute the process again.

---

**CFMGR00090 There is not enough free space for the media library.**

## Message Type

ERROR

## Event Log

No

## Description

There is not enough free space for the media library.

## Corrective Action

Check the disk space for the media library. If there is not enough free space, take one of the following actions before executing the process again:

- Delete any unnecessary files on the disk for the media library.
- Add more disk space for the media library.
- Move the media library to another disk with sufficient space.

Refer to "Moving the Media Library" in the Operation Guide for information on how to move the media library.

---

**CFMGR00092 There is not enough free space at the output destination.**

Message Type

ERROR

Event Log

No

Description

There is not enough free space at the output destination.

Corrective Action

Delete any unnecessary files, and then try again.

---

**CFMGR00100 Backup data already exists at the path specified for the backup data storage directory. Directory path={0}**

Message Type

ERROR

Event Log

No

Description

Backup data already exists at the path specified for the backup data storage directory.

Parameter

{0}: Directory path

Corrective Action

Specify a path with no backup data.

---

**CFMGR00101 Backup data does not exist at the path specified for the backup data storage directory. Directory path={0}**

Message Type

ERROR

Event Log

No

Description

Backup data does not exist at the path specified for the backup data storage directory.

Parameter

{0}: Directory path

Corrective Action

Specify the path to the files obtained by the backup command as the folder containing backup data.

---

**CFMGR00299 An unexpected error has occurred. Details={0}**

Message Type

ERROR

Event Log

No

### Description

An unexpected error has occurred.

The setup for Systemwalker Software Configuration Manager may have been canceled.

### Parameter

{0}: Details

### Corrective Action

- Perform the setup for Systemwalker Software Configuration Manager.
- If the problem persists despite taking the action above, contact Fujitsu technical support.

## 2.8 Other Messages

---

### **CFMGS00001 A parameter has not been entered. Parameter: {0}**

#### Message Type

ERROR

#### Event Log

No

#### Description

A parameter has not been entered.

#### Parameter

{0}: Parameter

#### Corrective Action

A conflict has occurred during operation.

Contact Fujitsu technical support.

---

### **CFMGS00002 User information could not be found. User ID: {0}**

#### Message Type

ERROR

#### Event Log

No

#### Description

The connection cannot be established when connecting to ServerView Resource Orchestrator using the specified user ID.

#### Parameter

{0}: User ID

#### Corrective Action

Check that the entered user ID has been registered with the system.

---

### **CFMGS00003 Either the user ID or password is incorrect.**

#### Message Type

ERROR

Event Log

No

Description

Either the user ID or password is incorrect.

Corrective Action

Specify the correct user ID and password.

---

**CFMGS00004 LDAP user authentication has failed. User ID: {0}**

Message Type

ERROR

Event Log

No

Description

LDAP user authentication has failed.

Corrective Action

Contact Fujitsu technical support.

---

**CFMGS00005 Failed to read the file. Path={0}**

Message Type

ERROR

Event Log

No

Description

Failed to read the file.

Parameter

{0}: File path

Corrective Action

Contact Fujitsu technical support.

---

**CFMGS00006 Systemwalker Software Configuration Manager privileges corresponding to ROR privileges could not be found. Privileges: {0}**

Message Type

ERROR

Event Log

No

Description

Roles that can be converted to roles for Systemwalker Software Configuration Manager have not been set in the XML data received from ServerView Resource Orchestrator.

Parameter

{0}: Privileges

#### Corrective Action

Check whether the user privileges registered with ServerView Resource Orchestrator correspond to the privileges for Systemwalker Software Configuration Manager.

---

#### **CFMGS00007 An unexpected error has occurred. Details={0}**

##### Message Type

ERROR

##### Event Log

No

##### Description

An unexpected error has occurred.

##### Parameter

{0}: Details

##### Corrective Action

A conflict has occurred during operation.

Contact Fujitsu technical support.

---

#### **CFMGS00008 ROR connection has failed. Status={0} User ID={1}**

##### Message Type

ERROR

##### Event Log

No

##### Description

ROR connection has failed.

##### Parameter

{0}: HTTP status returned from ServerView Resource Orchestrator

{1}: User ID

##### Corrective Action

A conflict has occurred during operation.

Contact Fujitsu technical support.

---

#### **CFMGV09999 Unexpected error.{0}**

##### Message Type

ERROR

##### Event Log

No

##### Description

An unexpected error has occurred in the management console.

##### Parameter

{0}: Details



### Corrective Action

Restart Systemwalker Software Configuration Manager and Systemwalker Runbook Automation.  
If linked to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.  
If the problem is not resolved after restart, contact Fujitsu technical support.

## 2.9 Released Patch Acquisition Tool-related Messages

---

### Not downloaded: {Update information ID}

#### Event Log

No

#### Description

The update file or update information file has not been downloaded.  
{Update information ID}

#### Parameter

{Update information ID}: The ID of the update file or update information file

#### Corrective Action

The update file or update information file indicated by the {Update information ID} has not been downloaded.  
If this message has been output, do not execute the Fujitsu middleware patch registration command (swcfmg\_fjmwpatch\_update).  
If downloading the update file or update information file with the same update information ID fails multiple times, collect the log for this tool and contact Fujitsu technical support.  
The log for this tool is the following file:

*<Storage directory for the swcfmg\_usm\_get (released patch acquisition tool)>\log\swcfmg\_usm\_get.log*

---

### Command successful!

#### Event Log

No

#### Description

The command has been executed successfully.

#### Corrective Action

If this message has been output together with "Partly failed to get product information." or "Not downloaded:", do not execute the  
Fujitsu middleware patch registration command (swcfmg\_fjmwpatch\_update).

---

### The specified command options are invalid.

#### Failed to execute the command.

**USAGE :** swcfmg\_usm\_get.cmd -u <UpdateSite URL> -i <Patch application status information folder path> -o <Latest patch folder path> -id <UserID> -password <Password> [-proxy <Proxy server name> or <Proxy server ip address> -proxyport <Proxy server port number>]

#### Event Log

No

#### Description

The specified command options are invalid.  
Executing the command has failed.

#### Corrective Action

Check the options specified when the command was executed.

---

#### **The input files could not be found. Failed to execute the command.**

#### Event Log

No

#### Description

The input directory could not be found.  
Executing the command has failed.

#### Corrective Action

Check the path to the directory specified by the "-i" option.  
Also, check the access privileges for this directory.  
Specify the directory using the absolute path.

---

#### **The output directory is invalid. Failed to execute the command.**

#### Event Log

No

#### Description

The output directory is incorrect.  
Executing the command has failed.

#### Corrective Action

Check the path to the directory specified by the "-o" option.  
Also, check the access privileges for this directory.  
Specify an empty directory using the absolute path.

---

#### **A network error has occurred. [Unknown host] Failed to execute the command.**

#### Event Log

No

#### Description

A network error (unknown host) has occurred.  
Executing the command has failed.

#### Corrective Action

Check the URL of the UpdateSite specified by the "-u" option.  
Also, check name resolution.

---

**Either the user ID or password is incorrect.  
Failed to execute the command.**

Event Log

No

Description

Either the user ID or password is incorrect.

Corrective Action

Check the user ID and password.

Check the correct user ID and password, and execute the command again.

---

**Partly failed to get product information.**

Event Log

No

Description

The acquisition of some product information has failed.

Corrective Action

If this message has been output, do not execute the Fujitsu middleware patch registration command (swcfmg\_fmwpatch\_update).

Collect the log for this tool and then contact Fujitsu technical support.

The log for this tool is the following file:

|  |
|--|
| <i>&lt;Storage directory for the swcfmg_usm_get (released patch acquisition tool)&gt;\log\swcfmg_usm_get.log</i> |
|--|

---

**A network error has occurred. [Time out]  
Failed to execute the command.**

Event Log

No

Description

A network error (timeout) has occurred.

Executing the command has failed.

Corrective Action

Check the proxy server and the port number.

Also, check name resolution.

If the problem is still not resolved, contact the network administrator.

---

**A network error has occurred. [Protocol mismatch]  
Failed to execute the command.**

Event Log

No

Description

A network error has occurred.

Executing the command has failed.

#### Corrective Action

Check the proxy server and the port number.

If the problem is still not resolved, contact the network administrator.

---

**A network error has occurred.  
Failed to execute the command.**

#### Event Log

No

#### Description

A network error has occurred.

Executing the command has failed.

#### Corrective Action

Check the proxy server and the port number.

If the problem is still not resolved, contact the network administrator.

## 2.10 Install/Uninstall-related Messages

---

### 2.10.1 Messages output by FJSVcir

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 101: CIRINST101: Administrator privilege is required.**

#### Description

The user does not have administrator privileges.

#### Action method

Login with administrator privileges and run the command again.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 102: CIRINST102: Failed to create %s**

#### Parameters

%s: Directory name

#### Description

Failed to create a directory during the installation.

#### Action method

Creating the directory might have failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 103: CIRINST103: It is required at least %dMB**

#### Parameters

%d: Disk spaces

#### Description

Insufficient disk space.

#### Action method

Confirm that the system has sufficient disk spaces.

---

**[Windows]FSP\_FJSVCIR\_CIRINST: ERROR: 104: CIRINST104: Failed to copy CIR files.**

---

**[Linux]FSP\_FJSVCIR\_CIRINST: ERROR: 104: CIRINST104: Failed to copy CIR installer files.****Description**

Failed to copy files required for the installation.

**Action method**

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 105: CIRINST105: Failed to copy JRE.****Description**

Failed to copy JRE required for installation.

**Action method**

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 106: CIRINST106: Failed to copy CIR****Description**

Failed to copy files during the installation.

**Action method**

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 107: CIRINST107: invalid option.****Description**

An invalid option was specified.

**Action method**

Specify a valid option. [-c]: CUI

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 108: CIRINST108: JRE which should be deployed is not bundled.****Description**

An appropriate JRE for this system is not bundled.

**Action method**

Confirm that the product supports the platform.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 109: CIRINST109: Unsupported OS.****Description**

Unsupported operating system.

**Action method**

Confirm that the product supports the operating system.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 185: CIRINST185: lsb\_release was not found. Please install the package below. - redhat-lsb****Description**

lsb\_release command was not found.

Action method

Add redhat-lsb package and then execute install again.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 186: CIRINST186: lsb\_release was not found.**

Description

lsb\_release command was not found.

Action method

Add the relevant package and then execute install again.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 201: CIRINST201: Administrator privilege is required.**

Description

The user does not have administrator privileges.

Action method

Login with administrator privileges and run the command again.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 203: CIRINST203: Failed to delete files.**

Description

Failed to delete FJSvcir files.

Action method

Deleting the files failed for some reason. Run cirremove command again. If the problem persists, check the system log.

---

**FSP\_FJSVCIR\_CIRINST: ERROR: 205: CIRINST205: invalid option.**

Description

Invalid option is specified.

Action method

No option is supported. Retry without any options.

---

**Specified installation parameters file was not found.**

Description

Specified installation parameters file was not found. (silent mode)

Action method

Specify the installation parameters file.

---

**It failed to install. See log for details**

Description

An error occurred during install. (silent mode)

Action method

Collect the files stored in the following directories.

**[Linux]**

/var/opt/FJSvcir/cir/logs/cirlog0.log.0

**[Windows]**

%ProgramData%\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0

%ALLUSERSPROFILE%\Application Data\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0 (Windows XP/Windows 2003)

---

**Parameters are invalid. Please specify valid parameters.**

Description

Invalid option is specified. (silent mode)

Action method

Specify a valid option.

---

**Internal data is broken.**

Description

Internal data used by this product is corrupt.

Action method

Collect the files stored in the following directories and contact Fujitsu technical support:

**[Linux]**

/var/opt/FJVCIR/cir/

/etc/opt/FJVCIR/cir/CIR.properties

**[Windows]**

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

%ALLUSERSPROFILE%\Application Data\Fujitsu\FujitsuF4CR\cir\ (Windows XP/Windows 2003)

## 2.10.2 Messages output by Uninstall (middleware)

---

**It has already been running in another process.**

Description

An attempt was made to start Uninstall (middleware) more than once. Alternatively, an attempt was made to start Uninstall (middleware) while the installer was starting.

Action method

End any Uninstall (middleware) that have already started. Alternatively, start Uninstall (middleware) after the installer has ended.

---

**Specified option is invalid.**

Description

An invalid option was specified.

Action method

Specify valid options and run the command again.

---

**Please enter a valid option.**

Description

An invalid character was entered. Valid characters are y, n, or item numbers.

Action method

Enter a valid character.

---

**Failed to uninstall of the following software packages:**

#### Description

Failed to uninstall the software listed in this message.

#### Action method

Confirm the information shown after this message and take the appropriate action.

---

### Unable to uninstall the software as it is referred from more than one software.

#### Description

Failed to uninstall the software because it is used by other software.

#### Action method

No specific action is required.

---

### Unable to uninstall the software as the software is mandatory.

#### Description

Failed to uninstall the software because it is required by another program.

#### Action method

No specific action is required.

---

### Internal data is broken.

#### Description

Internal data used by this product is corrupt.

#### Action method

Collect the files stored in the following directories and contact Fujitsu technical support:

#### **[Linux]**

/var/opt/FJSVCIR/cir/

/etc/opt/FJSVCIR/cir/CIR.properties

#### **[Windows]**

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

%ALLUSERSPROFILE%\Application Data\Fujitsu\FujitsuF4CR\cir\ (Windows XP/Windows 2003)

---

### Unable to uninstall the software you were about to uninstall as the existence of the software is a precondition for the operation of another software.

#### Description

Failed to uninstall the software because it is required by another program.

#### Action method

No specific action is required.

---

### The program terminated abnormally.

#### Description

The program has terminated abnormally.

#### Action method

Collect the files stored in the following directories and contact Fujitsu technical support:



**[Linux]**

/var/opt/FJVCIR/cir/

/etc/opt/FJVCIR/cir/CIR.properties

**[Windows]**

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

%ALLUSERSPROFILE%\Application Data\Fujitsu\FujitsuF4CR\cir\ (Windows XP/Windows 2003)

---

**An unexpected error has occurred during uninstall.**

## Description

An error occurred during uninstall.

## Action method

Collect the files stored in the following directories and contact Fujitsu technical support:

**[Linux]**

/var/opt/FJVCIR/cir/

/etc/opt/FJVCIR/cir/CIR.properties

**[Windows]**

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

%ALLUSERSPROFILE%\Application Data\Fujitsu\FujitsuF4CR\cir\ (Windows XP/Windows 2003)

---

**It failed to uninstall. See log for details.**

## Description

An error occurred during uninstall. (silent mode)

## Action method

Collect the files stored in the following directories.

**[Linux]**

/var/opt/FJVCir/cir/logs/cirlog0.log.0

**[Windows]**

%ProgramData%\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0

%ALLUSERSPROFILE%\Application Data\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0 (Windows XP/Windows 2003)

---

**Failed to initialize the temp directory.**

## Description

Can not start Uninstall (middleware) because failed to initialize the temp directory.

## Action method

Run Uninstall (middleware) again. If the problem persists, check whether other processes have accessed the files in the following directories.

**[Linux]**

/var/opt/FJVCir/cir/temp/meta\_db

**[Windows]**

%ProgramData%\Fujitsu\FujitsuF4CR\cir\temp\meta\_db

%ALLUSERSPROFILE%\Application Data\Fujitsu\FujitsuF4CR\cir\temp\meta\_db (Windows XP/Windows 2003)

---

**[Notice]Need to restart for uninstall completion.**

Description

Uninstallation was completed. (silent mode)

Action method

Restart the system.