FUJITSU

FUJITSU Software
Systemwalker Desktop Keeper

Troubleshooting Guide

Windows

Preface

<u>**Overview**</u>

This guide describes the resolutions for problems that occur when any of the following versions of Systemwalker Desktop Keeper are used:

- Systemwalker Desktop Keeper Base Edition V12.0L10

- Systemwalker Desktop Keeper Base Edition V12.0L20

- Systemwalker Desktop Keeper Standard Edition V12.0L20

- Systemwalker Desktop Keeper Base Edition V13.0.0

- Systemwalker Desktop Keeper Standard Edition V13.0.0

- Systemwalker Desktop Keeper Base Edition V13.2.0

- Systemwalker Desktop Keeper Standard Edition V13.2.0

- Systemwalker Desktop Keeper Standard Edition V13.2.1

- Systemwalker Desktop Keeper Base Edition V13.3.0

- Systemwalker Desktop Keeper Standard Edition V13.3.0

- Systemwalker Desktop Keeper V14g (14.0.0)

- Systemwalker Desktop Keeper V14g(14.0.1)

- Systemwalker Desktop Keeper V14g(14.1.0)

- Systemwalker Desktop Keeper V14g(14.2.0)

<u>**Target readers and prerequisite knowledge**</u>

This guide is for <u>targets</u> who construct/apply information protection systems using Systemwalker Desktop Keeper.
This guide assumes readers have the following knowledge:

- General knowledge of PCs

- General knowledge of Microsoft(R) Windows

- General knowledge of the Internet

- General knowledge of Microsoft(R) SQL Server (when using the product prior to V12.0L20 or updating from V12.0L20)

<u>**Contents**</u>

This guide describes the causes and resolutions of abnormal events.

<u>**How to read the Guide**</u>

This guide describes the following items corresponding to a variety of problems:

- The problem will be described.

    Example:
    1. When policy is updated, the information "0 case out of 1 case has been updated" will be displayed.

- The error message displayed when the problem occurred will be displayed.

    Example:

Error message

"[SYEN-ERR050] When error occurred in database construction process, check the log."

- The target version/edition will be displayed.

Example:

Target **Version/Edition**

BE V12.0L10	**BE V12.0L20**	**BE V13.0.0**	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	**SE V13.0.0**	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

The cell parts with bold font and colored background are the version/edition in which the phenomenon occurred.
For the formal name of Version/Edition, refer to the "Abbreviations ".

- Causes of the phenomenon will be explained.

Example:
Cause 1
CT is not started.

- The setting of the problem that caused the incorrect information and the location that requires investigation for solving the issue will be described.

Example:
[Confirmation Points]
After CT has been installed under the work group environment, check whether logon has not been done in the domain environment.

- Method and procedure for solving the problem will be described.

Example:
[Resolution]
Set [Judgment Condition of Same CT at CT Registration] on the [System Settings] window of the Server Settings Tool, and registers the client (CT) again to the Management Server.

Abbreviations

This guide uses abbreviations of the following products.

Product Name	Abbreviation
Systemwalker Desktop Keeper Base Edition V12.0L10	BE V12.0L10
Systemwalker Desktop Keeper Base Edition V12.0L20	BE V12.0L20
Systemwalker Desktop Keeper Base Edition V13.0.0	BE V13.0.0
Systemwalker Desktop Keeper Base Edition V13.2.0	BE V13.2.0
Systemwalker Desktop Keeper Base Edition V13.3.0	BE V13.3.0
Systemwalker Desktop Keeper Standard Edition V12.0L20	SE V12.0L20
Systemwalker Desktop Keeper Standard Edition V13.0.0	SE V13.0.0
Systemwalker Desktop Keeper Standard Edition V13.2.0	SE V13.2.0
Systemwalker Desktop Keeper Standard Edition V13.2.1	SE V13.2.1
Systemwalker Desktop Keeper Standard Edition V13.3.0	SE V13.3.0
Systemwalker Desktop Keeper V14g (V14.0.0)	V14.0.0
Systemwalker Desktop Keeper V14g (V14.0.1)	V14.0.1
Systemwalker Desktop Keeper V14g (V14.1.0)	V14.1.0

Product Name	Abbreviation
Systemwalker Desktop Keeper V14g (V14.2.0)	V14.2.0
Microsoft(R) Internet Explorer(R) 6.0 Windows(R) Internet Explorer(R) 7 Windows(R) Internet Explorer(R) 8 Windows(R) Internet Explorer(R) 9	Internet Explorer(R)

This guide uses abbreviations of the following operation systems.

OS	Abbreviation
Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium	Windows(R) 7 (*)
Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008, Standard Edition Microsoft(R) Windows Server(R) 2008, Enterprise Edition Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise	Windows Server(R) 2008 (*)
Microsoft(R) Windows Server(R) 2003, Standard Edition Microsoft(R) Windows Server(R) 2003, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition	Windows Server(R) 2003 (*)
Microsoft(R) Windows(R) 2000 Professional operating system Microsoft(R) Windows(R) 2000 Server operating system Microsoft(R) Windows(R) 2000 Advanced Server operating system	Windows(R) 2000
Microsoft(R) Windows NT(R) Server Version 4.0 Microsoft(R) Windows NT(R) Workstation Version 4.0	Windows NT(R)
Microsoft(R) Windows(R) XP Professional Microsoft(R) Windows(R) XP Home Edition	Windows(R) XP (*)
Windows Vista(R) Home Basic Windows Vista(R) Home Premium Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate	Windows Vista(R) (*)
Microsoft(R) Windows(R) Millennium Edition	Windows(R) ME
Microsoft(R) Windows(R) 98 Second Edition	Windows(R) 98
Microsoft(R) Windows(R) 95 operating system	Windows(R) 95
Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008, Standard Edition Microsoft(R) Windows Server(R) 2008, Enterprise Edition Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard	Windows

OS	Abbreviation
Microsoft(R) Windows Server(R) 2008 R2 Enterprise	
Microsoft(R) Windows Server(R) 2003, Standard Edition	
Microsoft(R) Windows Server(R) 2003, Enterprise Edition	
Microsoft(R) Windows Server(R) 2003 R2, Standard Edition	
Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition	
Microsoft(R) Windows Server(R) 2003, Standard x64 Edition	
Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition	
Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition	
Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition	
Microsoft(R) Windows(R) 2000 Professional operating system	
Microsoft(R) Windows(R) 2000 Server operating system	
Microsoft(R) Windows(R) 2000 Advanced Server operating system	
Microsoft(R) Windows NT(R) Server Version 4.0	
Microsoft(R) Windows NT(R) Workstation Version 4.0	
Microsoft(R) Windows(R) XP Professional	
Microsoft(R) Windows(R) XP Home Edition	
Windows Vista(R) Home Basic	
Windows Vista(R) Home Premium	
Windows Vista(R) Business	
Windows Vista(R) Enterprise	
Windows Vista(R) Ultimate	
Windows(R) 7 Ultimate	
Windows(R) 7 Enterprise	
Windows(R) 7 Professional	
Windows(R) 7 Home Premium	
Microsoft(R) Windows(R) Millennium Edition	
Microsoft(R) Windows(R) 98 Second Edition	

*) For commands and file saving locations, especially when they are differentially noted under 64 bit edition, the abbreviations are as follows.

- Windows ServerR 2008 64-bit Edition

- Windows ServerR 2008 R2

- Windows ServerR 2003 x64 Edition

- Windows ServerR 2003 R2 x64 Edition

- Windows(R) XP 64-bit Edition

- Windows Vista(R) 64-bit Edition

- Windows(R) 7 64-bit Edition

Export Restriction

Our documentation may contain certain technologies subject to regulation by the Foreign Exchange and Foreign Trade Control Law. Export of any documents that contains such technologies and supply of such documents to any nonresident require an appropriate export license under the above law.

General Restriction

The following functions are recorded in this manual but cannot be used.

(These functions can be used in the Japanese version, but are not available in V14.2.0 English and Chinese versions.)

- Prohibition Function

- Encryption Function in File Export

    - Encryption Function in E-mail Attachment

    - Logon Prohibition Function

    - E-mail Attachment Prohibition Function

    - E-mail Recipient Address Confirmation Function

    - USB Device Individual Identification Function

- Record Function

    - Command Prompt Operation

    - Citrix XenApp Monitoring Function

- Others

    - Notification to Client

    - All-in-one Machine Linkage Report

In addition, for the specification of characters recorded in this manual, pay attention to the following points:

- For character code, replace Shift-JIS with local character code (character code that corresponds to the code page on OS).

- Replace "Japanese" or "Double-byte" with multi-byte character.

- For number of characters that can be used, multi-byte characters such as double-byte in this manual are calculated as 2 bytes, but when actually saving to database, one character may occupy 2~6 bytes, pay attention.

The following versions do not exist, ignore relevant record.

- Systemwalker Desktop Keeper Base Edition V12.0L10

- Systemwalker Desktop Keeper Base Edition V12.0L20

- Systemwalker Desktop Keeper Base Edition V13.0.0

- Systemwalker Desktop Keeper Base Edition V13.2.0

- Systemwalker Desktop Keeper Base Edition V13.3.0

- Systemwalker Desktop Keeper Standard Edition V13.2.1

- Systemwalker Desktop Keeper Standard Edition V13.3.0

- Systemwalker Desktop Keeper V14g (14.0.0)

- Systemwalker Desktop Keeper V14g (14.0.1)

- Systemwalker Desktop Keeper V14g (14.1.0)

For example, when it is described as "V13.3.0 or later", since V13.3.0 does not exist, replace it with "V14.2.0 or later. In addition, when it is described as "V14.0.0 or earlier", replace it with "V13.2.0 or earlier" for the same reason.

Trademarks

July, 2015

Revision History
February 2012, First Edition
July, 2015 Second Edition

Contents

Chapter 1 Resolution When Trouble Occurs

Refer to the Troubleshooting Guide and find the resolution for the problem from the operation contents for users engaged in installation, operation and maintenance.

In this guide, the following situations are considered, and the resolution can be found by taking the stated action when the trouble occurs.

- When no correspondent content has been found at the phase when trouble occurred

- When the phase when trouble occurred cannot be distinguished

- When the phase when trouble occurred and the function being used is clear and can be searched efficiently

- When the function being used at the time of the trouble's occurrence can be used as a condition to search.

For example: when trouble occurs in the process of using the Management Server/Master Management Server and one must investigate the cause of the trouble, refer to the contents (troubles during installation and policy-related troubles, etc.) displayed in the row of "Management Server/Master Management Server" of "Function Operation". The reference content shows the list of trouble phenomena. Select the correspondent phenomenon and investigate the resolution.

<table>
<tr><td rowspan="2" colspan="2"></td><td colspan="4">Phase</td></tr>
<tr><td>Installation</td><td>Operation</td><td>Maintenance</td><td>Uninstallation</td></tr>
<tr><td rowspan="4">Operation functions</td><td>Installer
DB Construction</td><td>Troubles at Database Construction</td><td>-</td><td>-</td><td>-</td></tr>
<tr><td>Management Server
Master Management Server</td><td>Troubles at Installation of Management Server/Master Management Server</td><td>Troubles Relating to Configuration Information

Troubles Relating to Policy Application/ Update

Troubles Relating to Prohibition Operation

Troubles Relating to Operating Environment Setting/ Modification</td><td>-</td><td>-</td></tr>
<tr><td>Management Console</td><td>-</td><td>Troubles Relating to Configuration Information

Troubles Relating to Policy Application/ Update

Troubles Relating to Prohibition Operation</td><td>-</td><td>-</td></tr>
</table>

		Troubles Relating to Information Searching Troubles Relating to Operating Environment Setting/ Modification Troubles Relating to Log Collection Other Troubles		
Log Viewer	-	Troubles Relating to Log Viewing Troubles Relating to Information Searching Troubles Relating to Operating Environment Setting/ Modification	-	-
Server Settings Tool	-	Troubles Relating to Operating Environment Setting/ Modification	-	-
Backup Restoration	-	Troubles Relating to Operating Environment Setting/ Modification	Troubles relating to assets backup Troubles relating to assets restoration	-
Command (except backup/ restoration)	-	-	-	-
CT **File Export Utility**	Troubles at Installation of CT	Troubles Relating to Policy Application/ Update Troubles Relating to Prohibition Operation Troubles Relating to	-	Troubles at uninstallation

		Operating Environment Setting/ Modification Troubles Relating to File Export Utility		
Others	Troubles at Version Update	Troubles Relating to Policy Application/ Update Troubles Relating to Prohibition Operation Troubles Relating to Log Collection Other Troubles	Troubles relating to the application of corrections	-
Log Analyzer		Troubles Relating to Log Analyzer		

Chapter 2 Troubles at Installation

Troubles at Installation of Management Server/Master Management Server

1. Error was displayed at restarting after installation.

Troubles at Database Construction

1. Error occurred when DB creation script (DTKCreateDB.sql) is being executed.

2. After the makeuser command is input, the message of "Default management user is not registered" appears, and user cannot be added.

3. Error occurred at 95% of processing during the database construction.

4. Database construction fails.

Troubles at Installation of CT

1. After image copy distribution has been performed in the environment with CT installed, client (CT) will not be registered.

2. When installing CT, in the terminals within the same network segment, some entries to server can be performed and some cannot.

3. During silent installation of CT, an error of "Stop uninstallation" is output.

4. CT installation fails and error message is output. (1)

5. CT installation fails and error message is output. (2)

6. CT installation fails and error message is output. (4)

7. After VPN software has been installed, it will not be able to connect to network when installing Desktop Keeper.

8. After CT has been installed on the PC with Symantec AntiVirus Corporate Edition installed, blue screen will occur and OS window will be frozen.

9. After Systemwalker Desktop Keeper has been installed, blue screen will occur (STOP CODE: 0x35).

10. When upgrading from XP to Vista, it will be impossible to connect the network. Afterwards, LAN card will not be recognized after uninstalling CT.

Troubles at Version Update

1. When database transfer command is added in the process of version update, the error "One abnormal DSI exists, it is unable to transfer" will be output. Database transfer will not be able to be performed.

2.1 Troubles at Installation of Management Server/Master Management Server

1. Error was displayed at restarting after installation.

<u>Error message</u>

```
"Failed to start SWServerService."
```

<u>Target Version/Edition</u>

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1

	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

No database has been constructed. Error occurred at the start of service.

[Resolution]

Construct database and start service.

2. Error displayed at installation of Management Server/Master Management Server.

Error message

"[I121-ERR015] Failed to set the idle timeout of DefaultAppPool of IIS(Internet Information Services). Set IIS according to troubleshooting manual."

"[I121-ERR016] Failed to register one or more ISAPI extension modules of IIS (Internet Information Services). Set IIS according to troubleshooting manual."

"[I121-ERR017] Failed to set the processing program mapping of IIS (Internet Information Services). Set IIS according to troubleshooting manual."

"[I121-ERR018] Cannot start 32-bit compatible mode of IIS (Internet Information Services). Set IIS according to troubleshooting manual."

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Error occurred during the setting of IIS.

[Resolution]

Execute processing according to the error messages.

- In case of [I121-ERR015]

- Under IIS6.0

1. From the [Start] menu, select [All Programs] - [Administrative Tools] - [Internet Information Services (IIS) Manager].

-> The [Internet Information Services (IIS) Manager] window is displayed.

2. Select [PC Name] - [Application Pools] - [DefaultAppPool] in the tree view, and right-click [Properties].

   -> The [DefaultAppPool Properties] window is displayed.
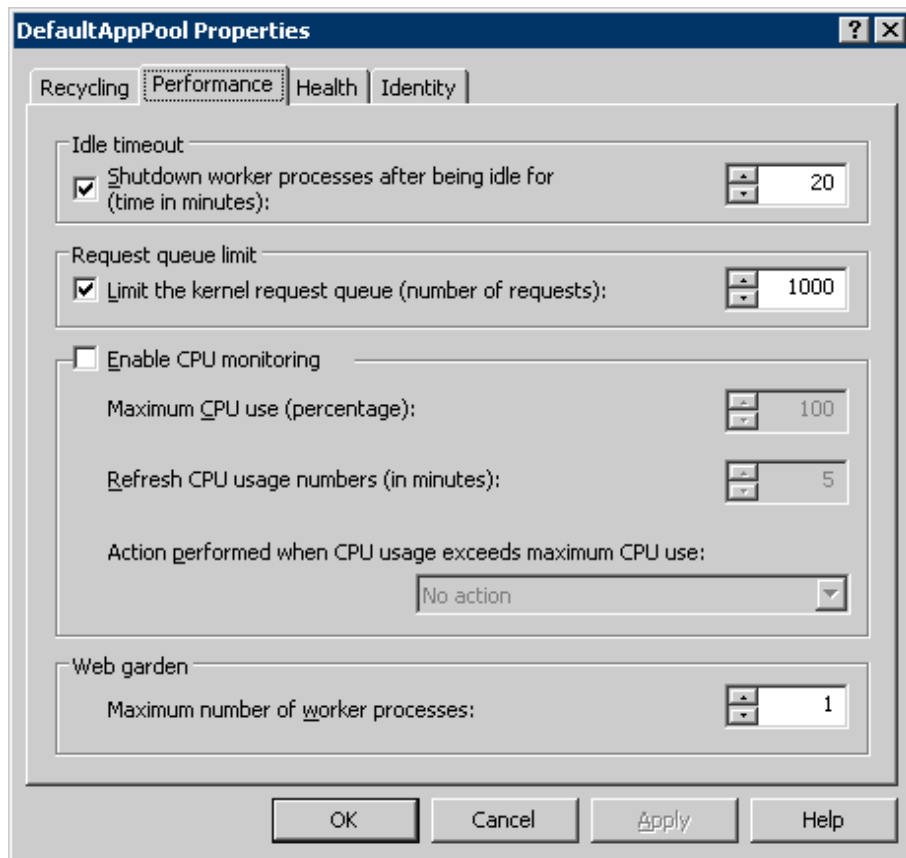
3. Select the [Performance] tab and cancel the check of [Shutdown worker processes after being idle for (time in minutes)].

4. Click the [OK] button or the [Cancel] button to exit.

5. Then, perform the settings at the time of [I121-ERR016].

- Under IIS7.0/7.5

   1. From the [Start] menu, select [All Programs] - [Administrative Tools] - [Internet Information Services (IIS) Manager].

2. In the tree on the left of the [Internet Information Services (IIS) Manager] window, select [Machine Name] - [Application Pools], right-click [DefaultAppPool] on the right and select [Advanced Settings].
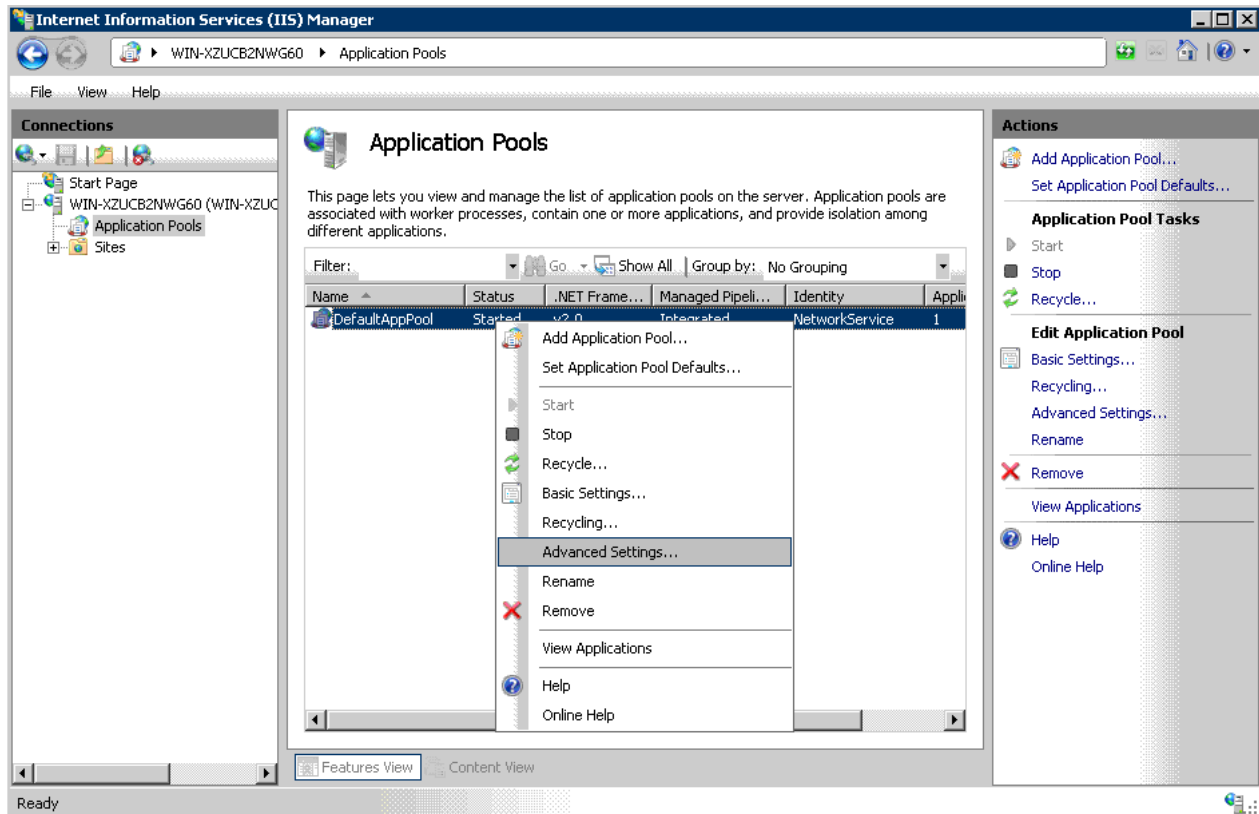
3. Specify [Timeout of Idle Status (Minute)] to "0".

4. Click the [OK] button to exit.

5. Then, perform the settings at the time of [I121-ERR016].

- In case of [I121-ERR016]

    - Under IIS6.0

        1. From the [Start] menu, select [All Programs] - [Administrative Tools] - [Internet Information Services (IIS) Manager].

        -> The [Internet Information Services (IIS) Manager] window is displayed.

2. Select [PC Name] - [Web Service Extensions] in the tree view.

-> The [Web Service Extensions] window is displayed in [Internet Information Services (IIS) Manager].
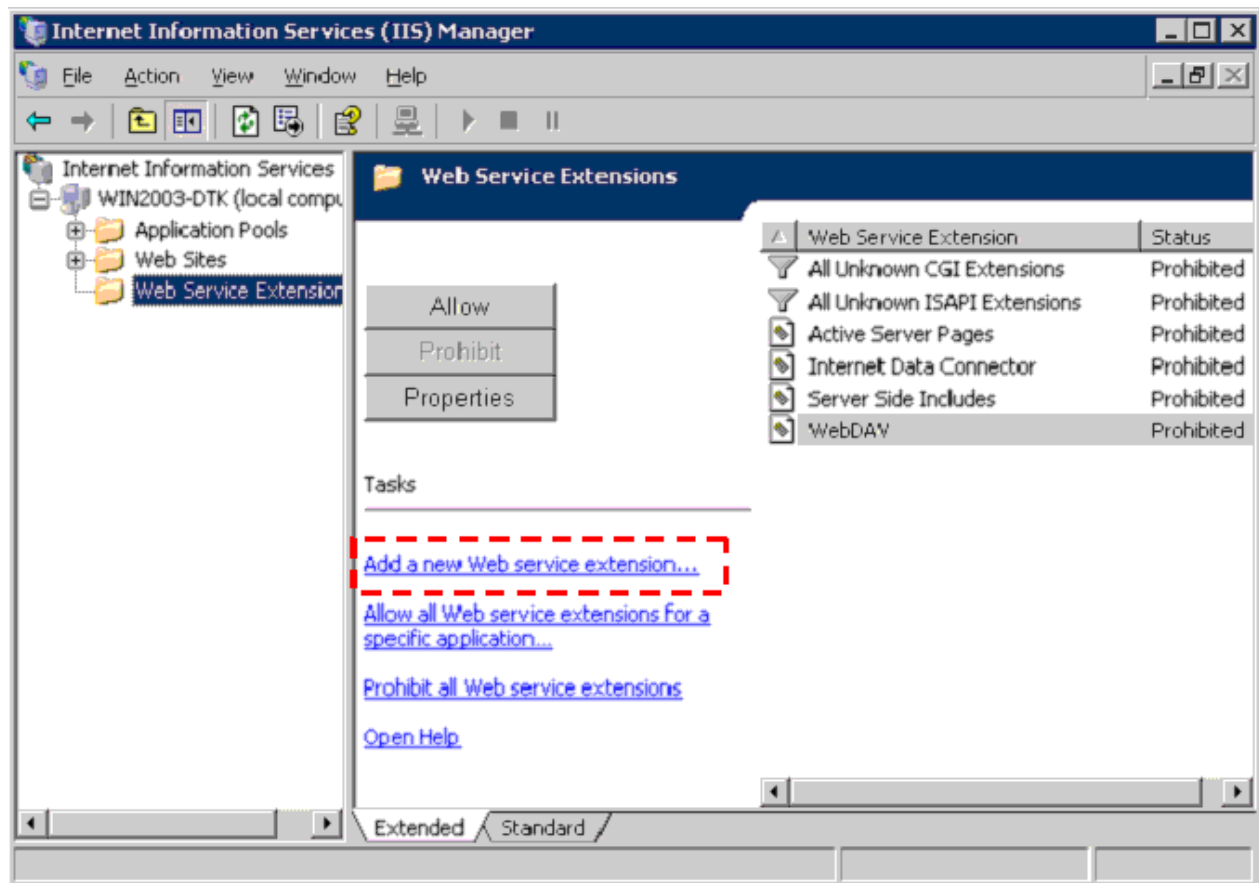
3. If "DTK" exists in Web service extension, delete "DTK".

4. Click the [Add a new Web service extension] button.

-> The [New Web Service Extension] window is displayed.

5. Enter "DTK" in [Extension name].
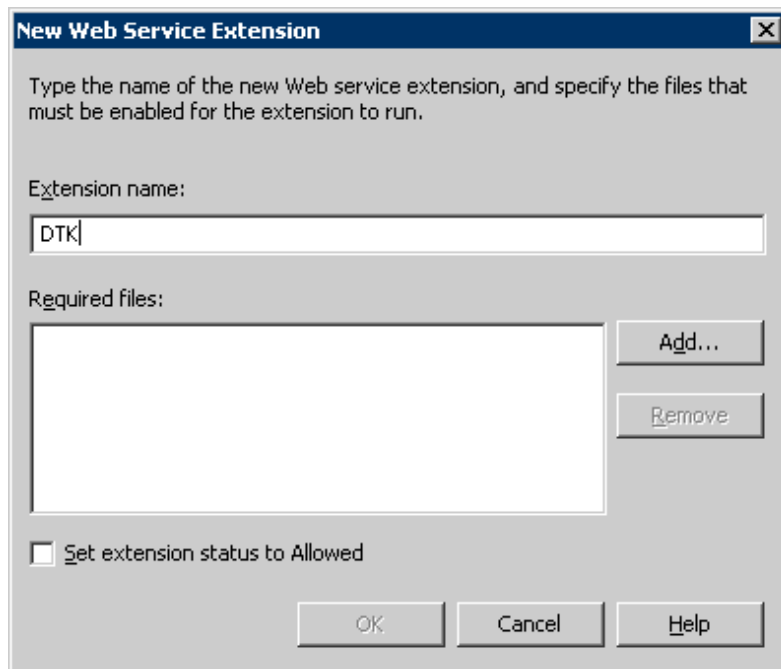
6. Click the [Add] button.

   -> The [Add File] window is displayed.
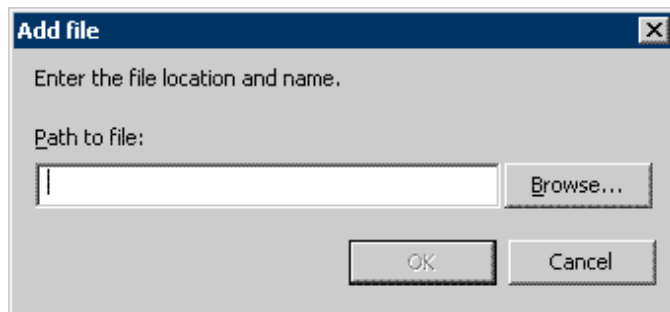
7. Click the [Browse] button and select the following file in the [Open] window, and click the [Open] button.

```
[IIS Installation Folder] \Scripts\DTK\F3JM1TOP.dll
```

8. Click the [OK] button.

9. For all the files with the extension name as dll in the same folder ([IIS Installation Folder]), repeat Step 6-7.
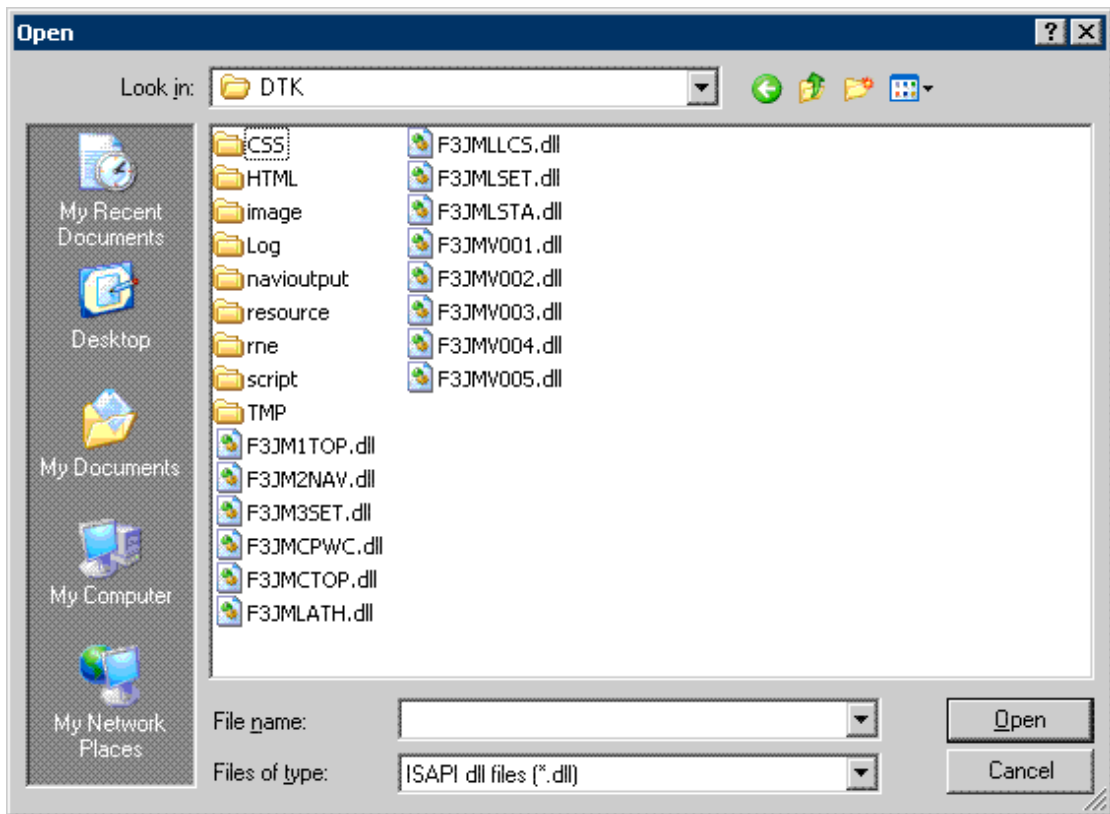
10. 20.After all the files have been set, select the [Set extension status to Allowed] check box.
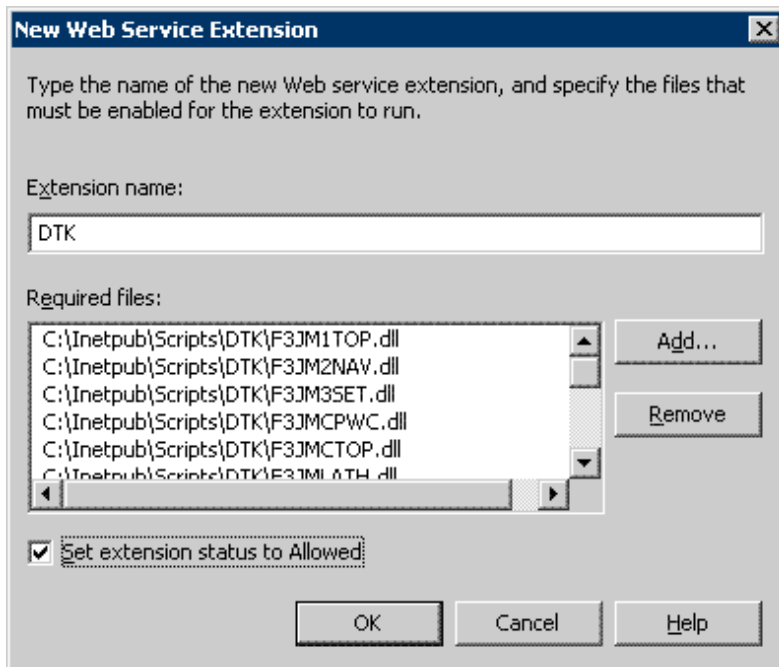
11. Click the [OK] button.

    -> "DTK" is created in the [Web Service Extensions] window, and change [Status] to [Allowed].
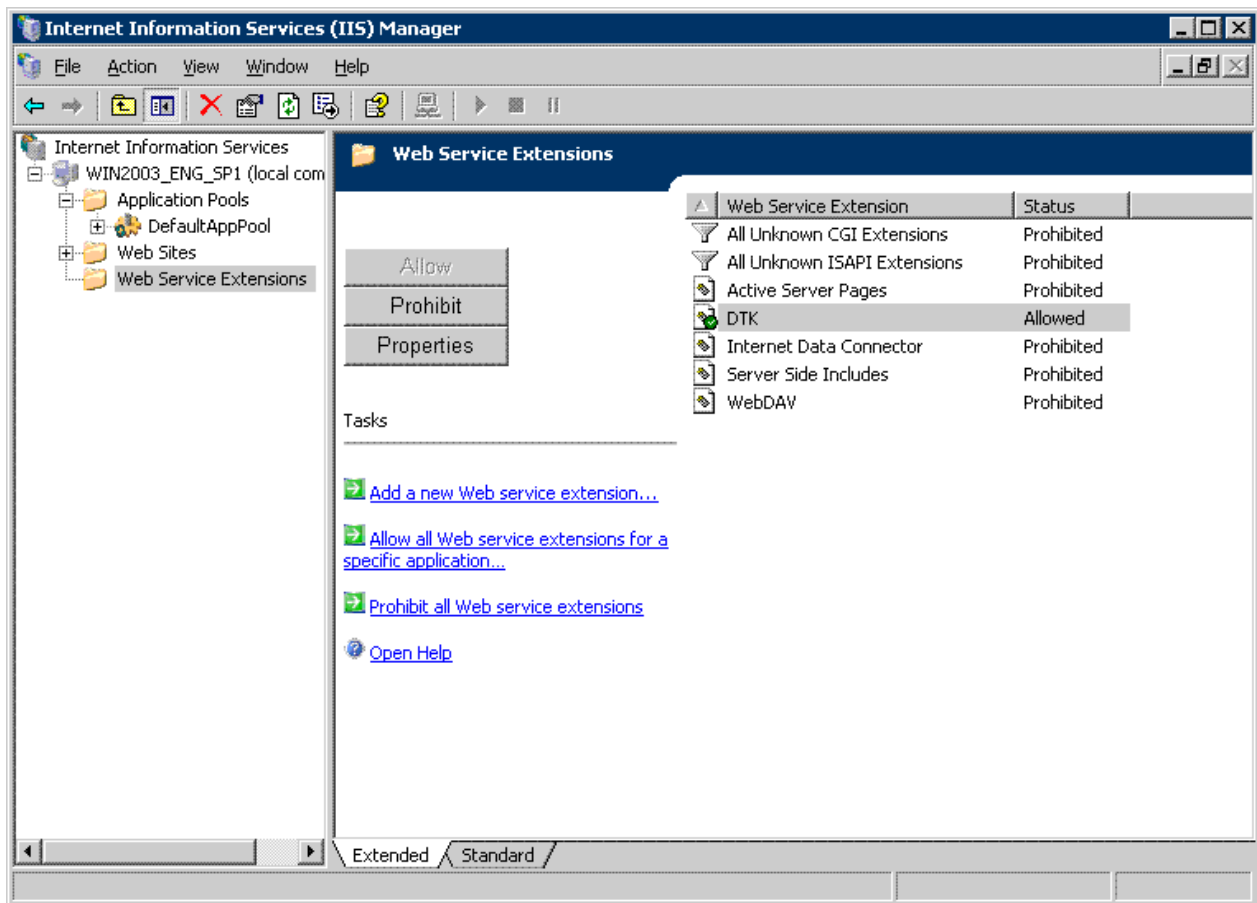
12. Then, perform the settings at the time of [I121-ERR017].

- Under IIS7.0/7.5

    1. From the [Start] menu, Select [All Programs] - [Administrative Tools] - [Internet Information Services (IIS) Manager].

2. Select [Machine Name] in the tree on the left of the [Internet Information Services (IIS) Manager] window, and double-click the [ISAPI and CGI Restrictions] icon on the right.
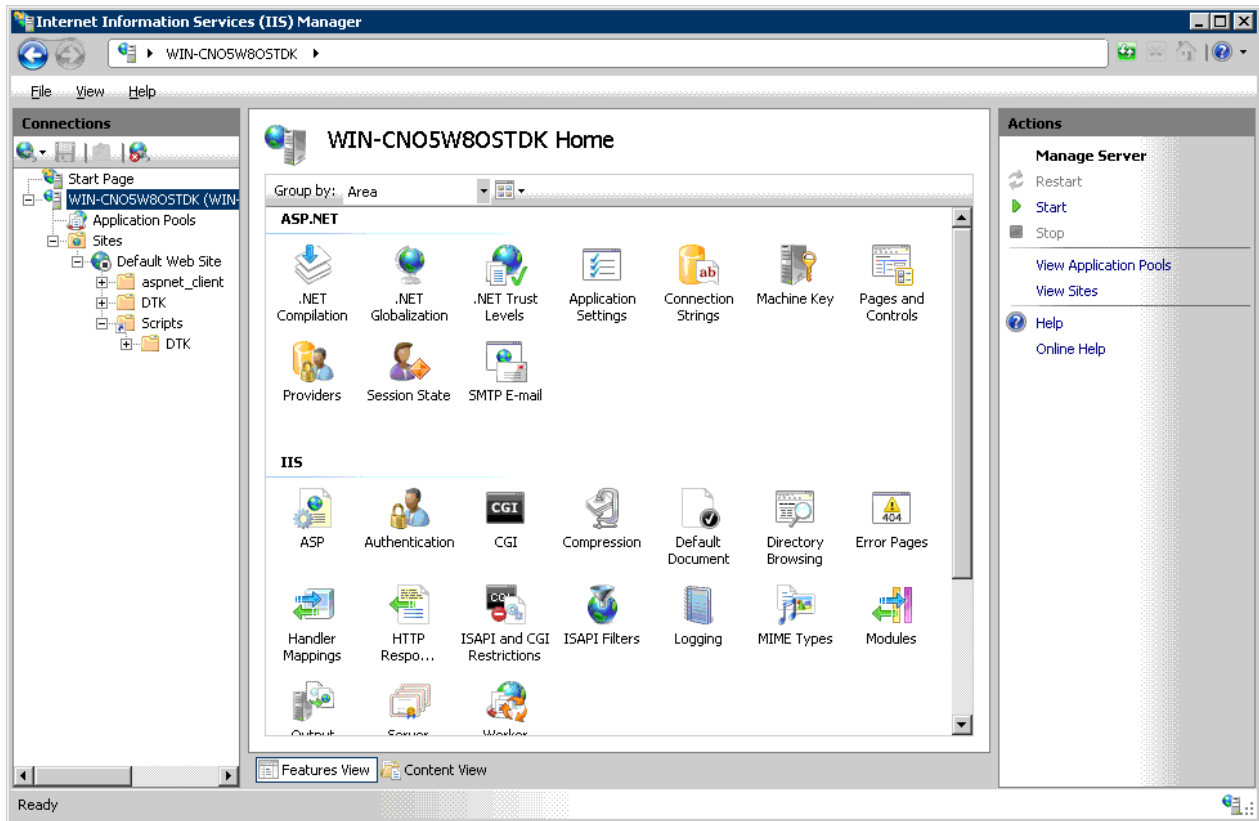
3. Right-click and select [Edit Feature Settings] in [ISAPI and CGI Restrictions].
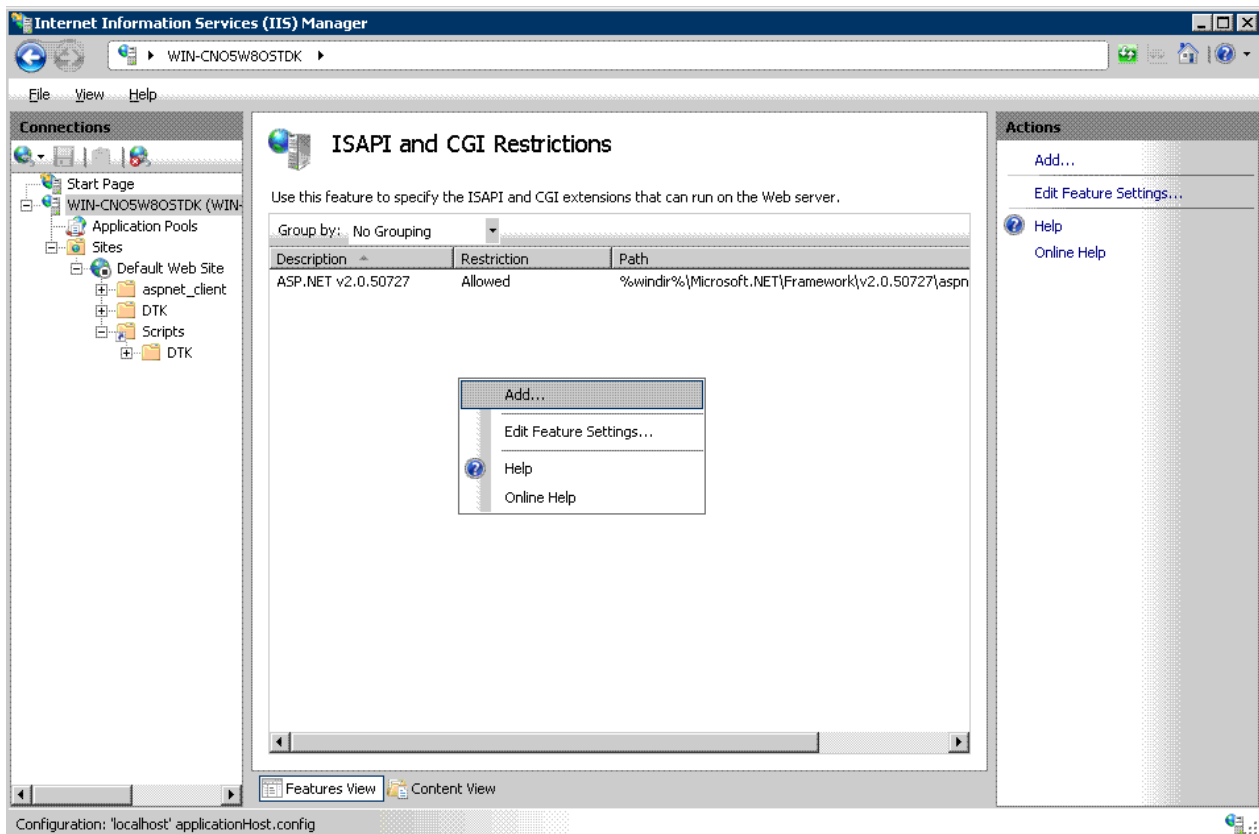
4. In the [Add ISAPI or CGI Restriction] window, register all the files with the extension as dll to [IIS Home Directory \Scripts \DTK]. At this time, enter "DTK" in [Description], or select the checkbox of [Allow extension path to execute].
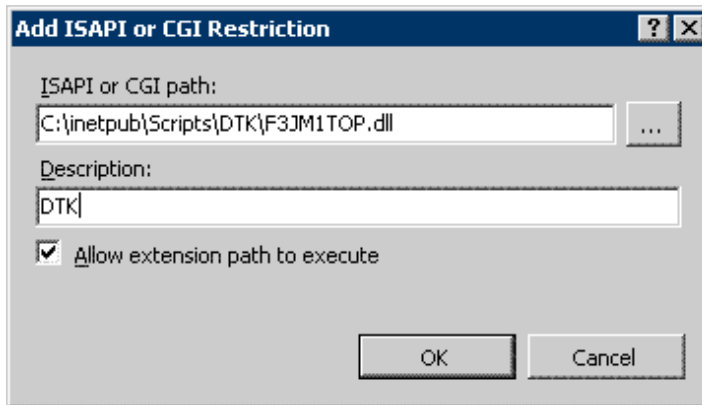
-> The registered content will be displayed in [ISAPI and CGI Restrictions].
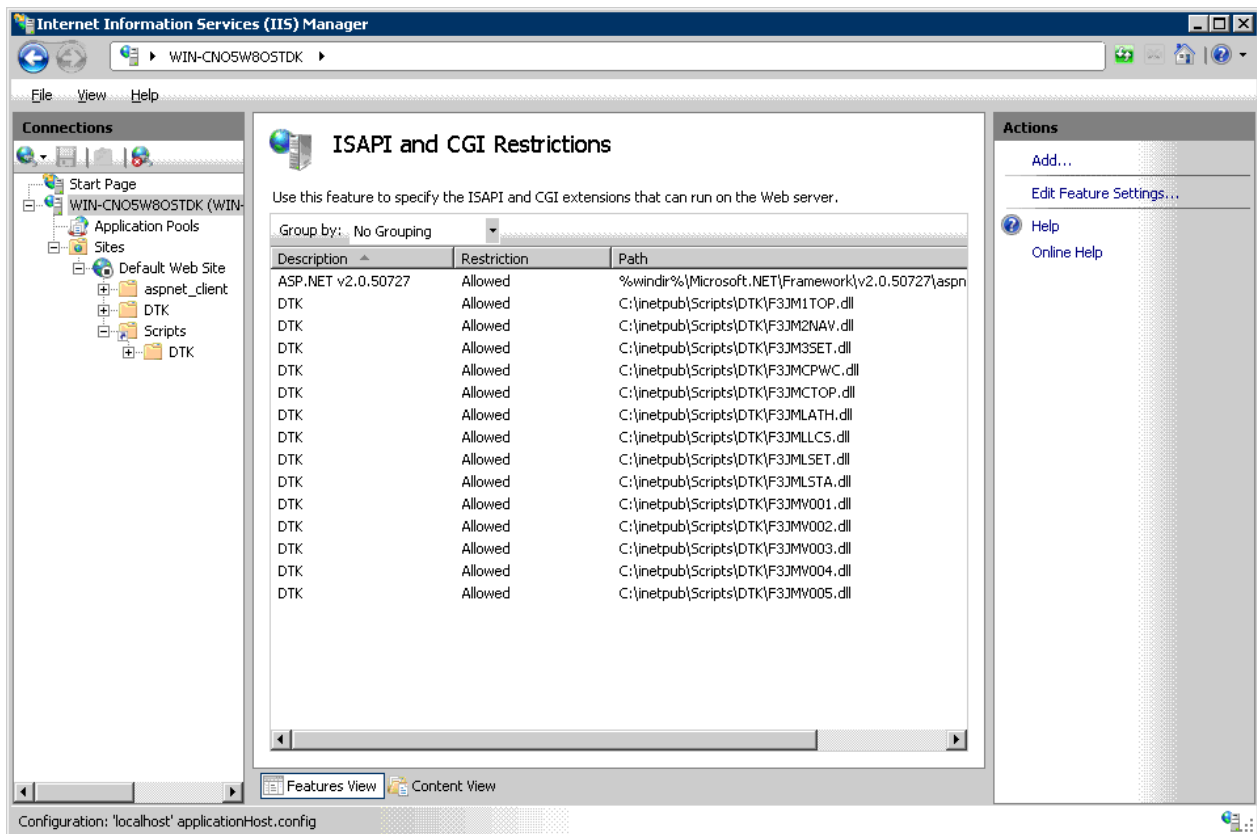

5. Then perform setting during [I121-ERR017].

- In case of [I121-ERR017]

  - Under IIS7.0/7.5

    1. From the [Start] menu, select [All Programs] - [Administrative Tools] - [Internet Information Services (IIS) Manager].

2. Select [Machine Name] - [Sites] - [Default Web Site] - [Scripts] - [DTK] in the tree on the left side of the [Internet Information Services (IIS) Manager] window, and double-click the [Handler Mapping] icon on the right.
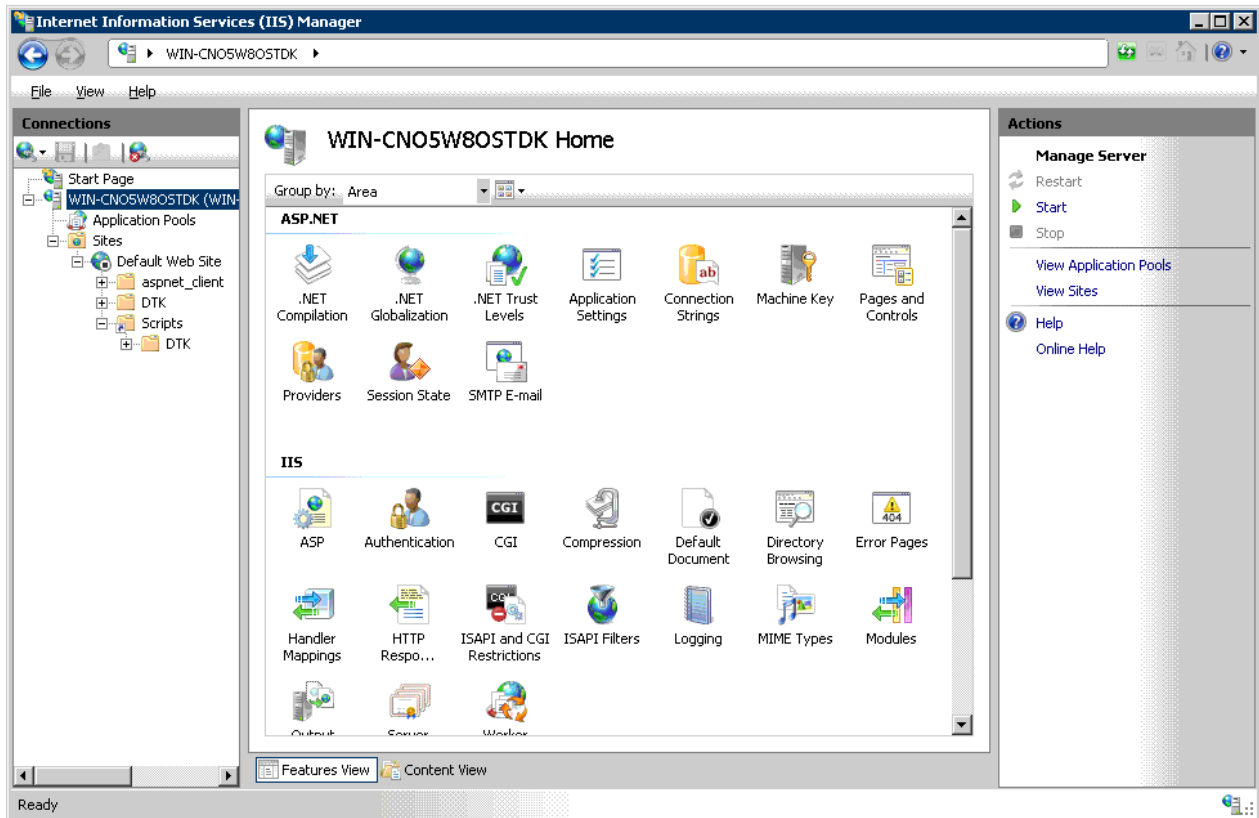
3. When ISAPI-dll is disabled, right-click ISAPI-dll to select [Edit Feature Permissions].
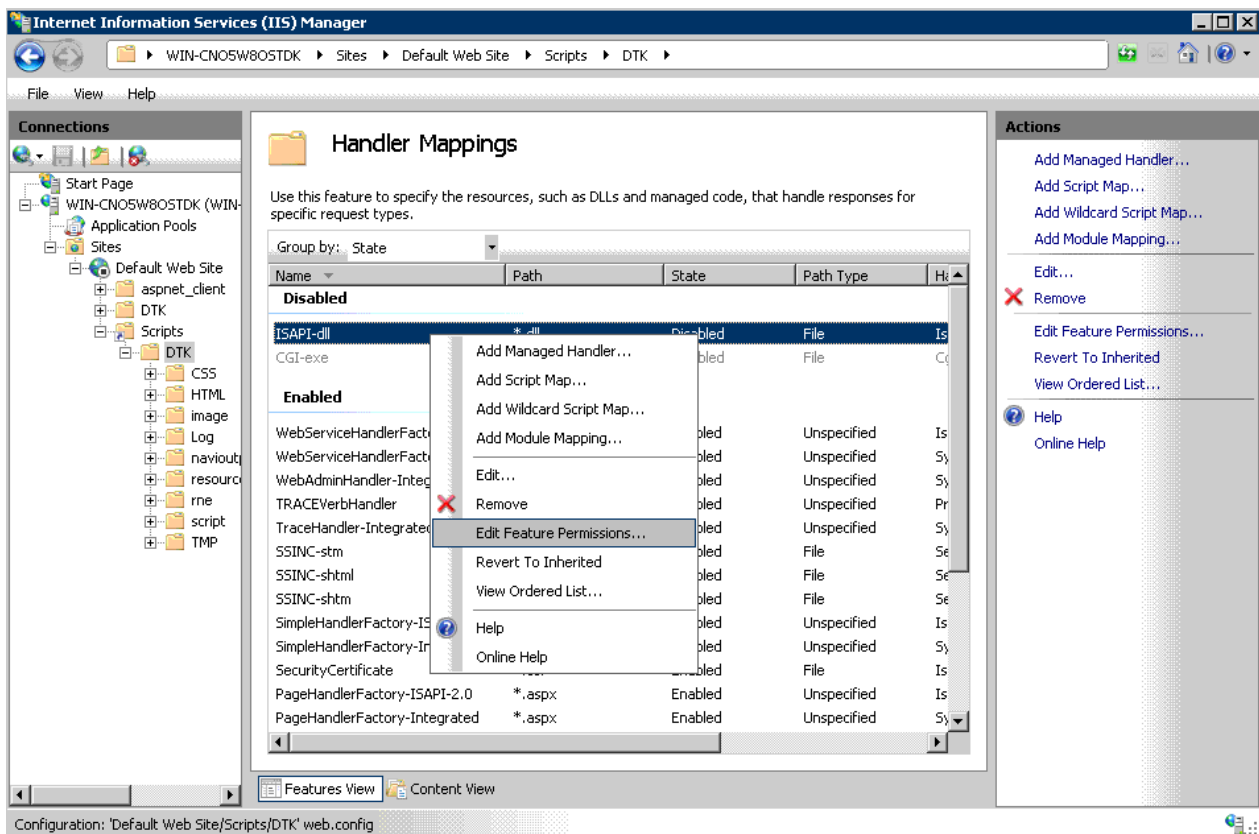
4. Select all of [Read] [Script] [Execute] in [Edit Feature Permissions] window, and click the [OK] button.

Edit Feature Permissions

Permissions:

☑ Read

☑ Script

   ☑ Execute

    OK   Cancel
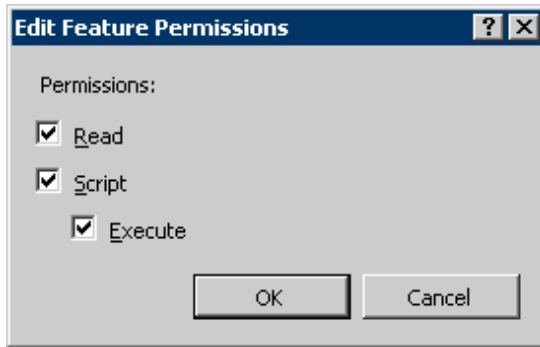
5. Then, perform the setting at the time of [I121-ERR018].

- In case of [I121-ERR018]

  - Under IIS6.0 (in the case Windows Server(R) 2003 x64 Edition)

    1. Log on to Windows as a user that belongs to the Administrators group or a user that belongs to the Domain Admins group.

    2. Select [Run] from the [Start] menu.
       Enter "cmd" in [Name] and click the [OK] button.
       -> The command prompt window is displayed.

    3. Execute the following command in the command prompt window.

```
cscript %SYSTEMDRIVE%\Inetpub\AdminScript\adsutil.vbs SET W3SVC/AppPools/
Enable32bitAppOnWin64 1
```

%SYSTEMDRIVE%: installation drive of OS (example: C:)

The warning dialog will pop up when running for the first time. Click the [OK] button.

🄶 Note

Attentions under 64-bit environment

-When this setting is performed, the 64-bit application will not be able to be used IIS.
Perform the following setting when returning to 64-bit mode.

```
cscript %SYSTEMDRIVE%\Inetpub\AdminScript\adsutil.vbs SET W3SVC/AppPools/Enable32bitAppOnWin64
0
```

-Under 64-bit environment, do not select "Execute WWW Service under IIS5.0 Process Separation Mode" in [Properties of WEB Site] - [Service] - [Process Separation Mode]. If it is selected, the WEB Console will not be able to run.

- Under IIS7.0/7.5 (Windows Server(R) 2008 64-bit version/Windows Server(R) 2008 R2)

  1. From the [Start] menu, select [All Programs] - [Administrative Tools] - [Internet Information Services (IIS) Manager].

2. Select [Machine Name] - [Application Pools] in the tree on the left of the [Internet Information Services (IIS) Manager] window. Right-click [DefaultAppPool] on the right and select [Advanced Settings].
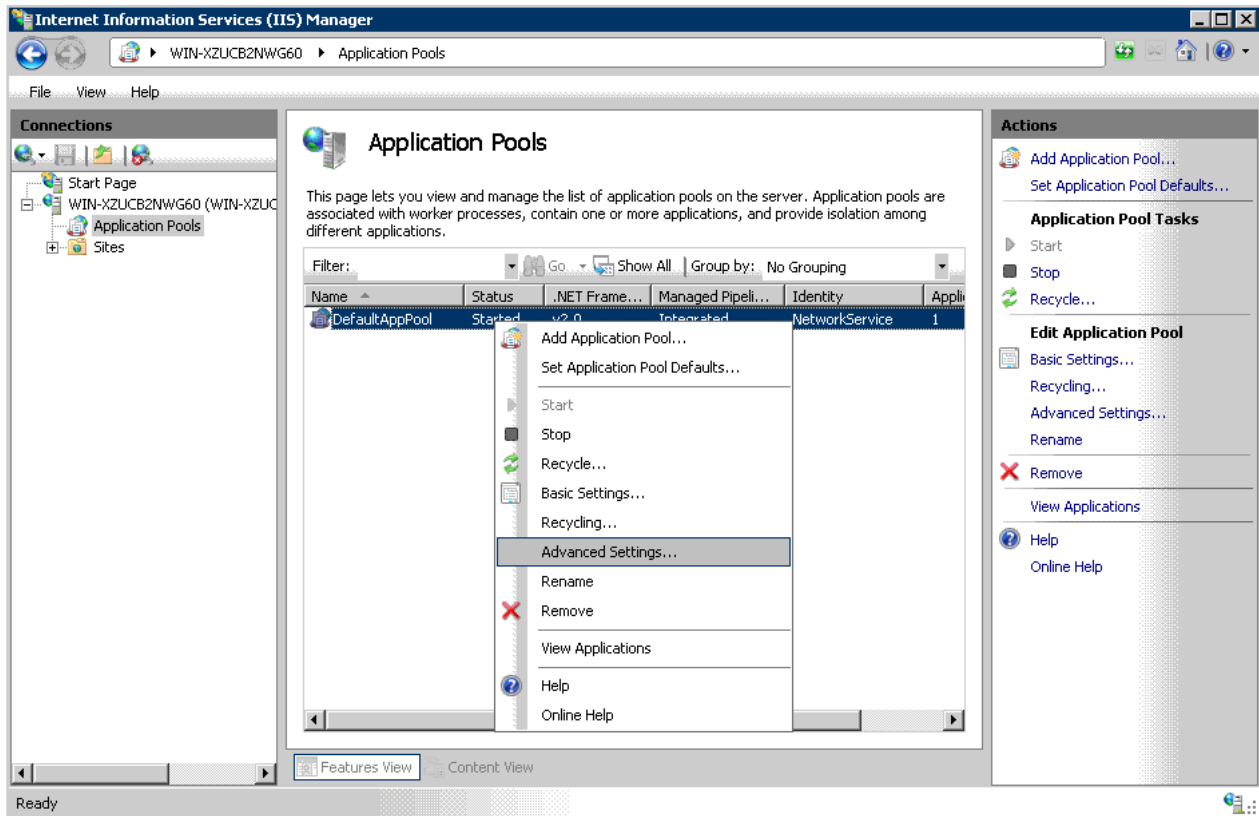
3. Set [Enable 32-Bit Applications] as [True] and click the [OK] button.
   If this setting is performed, the 64-bit application will not be able to be used in IIS.
   Select [False] to return to the 64-bit mode.
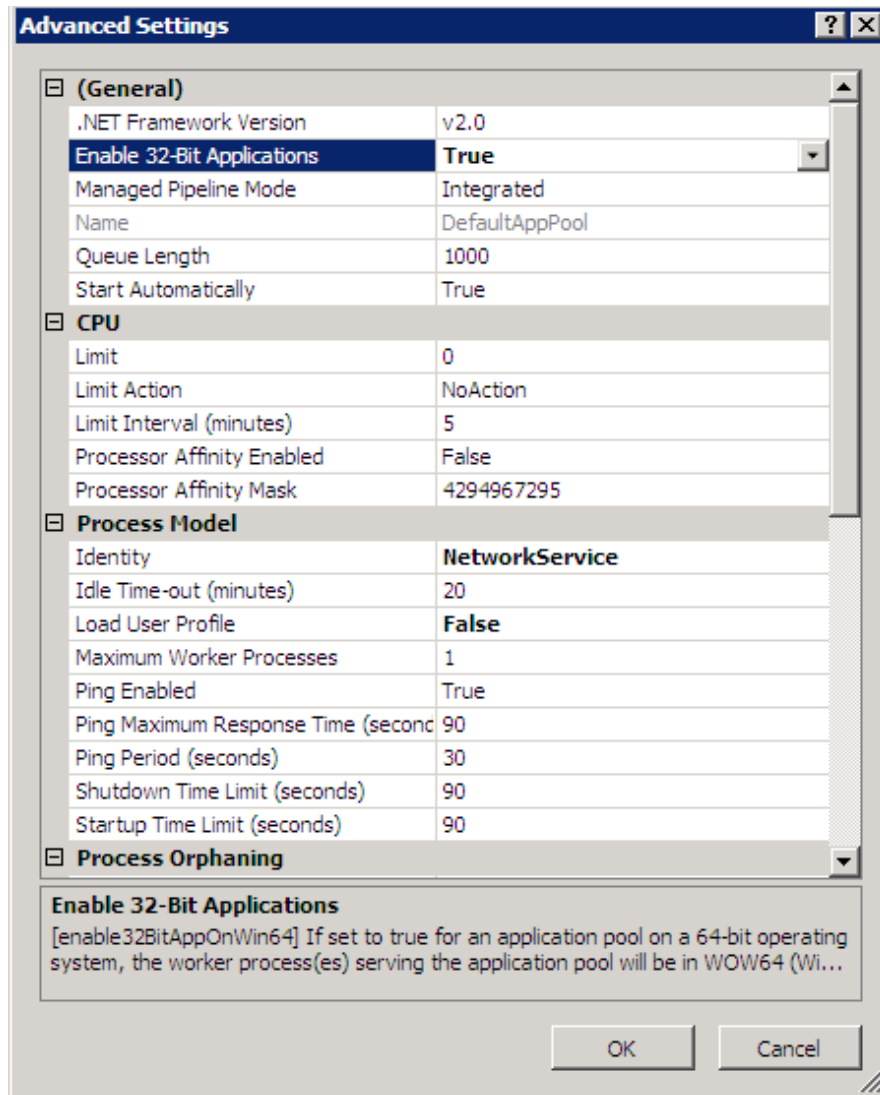
2.2 Troubles at Database Construction

1. Error occurred when DB creation script (DTKCreateDB.sql) is being executed.

Error message

```
"SQL Server does not exist or access has been denied".

  * Error message of the SQL Server.
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0

V14.2.0						

<u>**Cause**</u>

It is output when it is unable to access to SQL Server for some reasons.

[Confirmation Points]

Execute the following command and confirm if the error message "SQL Server does not exist or access has been denied" is displayed.

```
osql -U sa -P pass -S Server Name\Instance name

Specify capital letters for option switch (-U -P -S).
```

[Resolution]

The error that occurs in the execution result of the osql command is not caused by Systemwalker Desktop Keeper. Consult Microsoft Corporation about SQL Server.

---

2. After the makeuser command is input, the message of "Default management user is not registered" appears, and user cannot be added.

<u>**Error message**</u>

```
"Default management user is not registered"
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

<u>**Cause**</u>

The installation method of the SQL Server used in Systemwalker Desktop Keeper may contain mistakes.

[Resolution]

Install after setting [Default Installation] in the parameters during installation of the SQL Server.

During customized installation, do not modify the initial value in the setting of [Collation Sequence] (specified name of collation sequence: [Japanese], sort: [Distinguish Accent]).

---

3. Error occurred at 95% of processing during the database construction.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1

	SE V12.0L20	**SE V13.0.0**	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Error occurs when the maximum value can be set is exceeded in the setting process of DSI automatic extension of the database being used.

Specific conditions of occurrence are:

[Occurrence Conditions]

When specifying the log cases during database construction, the case number of file operation logs (Note 1) or number of non-file operation logs (Note 2) is specified to over 62,000,000 cases.

Note 1: Calculation method of "Number of File Operation Logs": number of sets x number of file operation logs x number of months to be saved x 31.

Note 2: Calculation method of "Number of Non-file Operation Logs": number of sets x number of non-file operation logs x number of months to be saved x 31.

[Resolution]

Apply the content after emergency correction of T000302WP-01.

---

4. Database construction fails.

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

An error may occur when the Windows logon ID does not satisfy the following condition.

- Alphanumeric characters beginning with alphabets within 18 characters.

[Resolution]

Login with the user ID that satisfies the following condition and execute again.

- Alphanumeric characters beginning with alphabets within 18 characters.

2.3 Troubles at Installation of CT

1. After image copy distribution has been performed in the environment with CT installed, client (CT) will not be registered.

Target Version/Edition

BE V12.0L10	**BE V12.0L20**	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**

V14.2.0						

Cause

After copying the environment that has been installed, the only identification ID set in every PC through Systemwalker Desktop Keeper will be copied. Therefore, it will be recognized as the same client (CT) on the Management Server.

[Resolution]

- Resolution after occurrence of phenomenon.

    Execute the following command for re-registration after deleting the main client (CT) on the Management Console.

    ```
    fsw11ej7 [Password] /R
    ```

    [Password]: Enter the password specified during installation of CT.

- Countermeasures for preventing the phenomenon.

    Take out the LAN Cable before installing CT, and the copying image.

---

2. When installing CT, in the terminals within the same network segment, some entries to server can be performed and some cannot.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

An error may exist in the setting of "NetBIOS over TCP/IP" defined by Internet properties.

[Resolution]

Modify the setting of "NetBIOS over TCP/IP" defined by Internet properties to "Enable NetBIOS over TCP/IP".

---

3. During silent installation of CT, an error of "Stop uninstallation" is output.

Error message

"[I402-ERR105] The parameter format specified in the command line is incorrect. Record in the correct format. The uninstallation is cancelled."

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0

V14.2.0						

Cause

Error exists in the parameters set during silent installation.

Under the environment that Systemwalker Desktop Keeper has been installed, it will be judged whether to install with overwriting or uninstall when Installer is started. However, according to specified parameters, an error will be indicated when the system cannot judge whether to install with overwriting or uninstall.

[Resolution]

Set the parameters of overwriting installation and execute again.

[Version V13.0.0 or later]

```
D:\win32\DTKClient\Setup.exe /Silent "C:\Dtk\InstConf.ini"
```

[Version V12.0L20 or earlier]

```
D:\win32\DTKClient\Setup.exe /z"Reboot:<Parameter 1>,PrinterMode:< Parameter 2>"

< Parameter 1>:

  Specify to restart after installation.

  "0": when not to restart;

  "1": when displaying dialog

  "2": when restarting by force.

< Parameter 2>:

  Printing auditing mode.

  "0": input when collecting the printing operation logs of every CT.
    Printing operation logs will be collected from every CT.

  "1": Same as the printer server, input when the printing operation configured on CT under Master
Management Server or Management Server is implemented by printer server. CT should also be installed
to the printer server.
When printing is not performed through the CT of the printer server, printing operation logs will not
be collected.

Printing operation logs are collected from the printer server.
```

---

4. CT installation fails and error message is output. (1)

Error message

```
"[I401-ERR106] The previous installation/uninstallation is not completed. Reinstall after restarting.
The installation is cancelled."
```

Target Version/Edition

BE V12.0L10	**BE V12.0L20**	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**

	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

The following may be the causes of installation failure.

Generally, when it is expected to update the file being used at the startup of Windows, after Windows has been restarted, set the following values in the registry to replace the file.

[Key]

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager
```

[Value Name]

```
PendingFileRenameOperations
```

When some value is set in the registry, it will be judged as the file that has not been updated exists. The installer of Systemwalker Desktop Keeper will stop processing, and the message indicating the restart of Windows will be displayed. Usually, the content in the registry will disappear due to the restart of Windows, but sometimes it may remain after the restart of Windows if the modified file name or the deletion operation is remained.

```
http://support.microsoft.com/default.aspx?scid=kb;en-us;310335
```

[Resolution 1]

Install CT after restarting Windows.

If the same error occurs after restarting, execution [Resolution 2].

[Resolution 2]

This problem can be avoided by temporarily modifying the name of PendingFileRenameOperations.

Install Systemwalker Desktop Keeper and restore the registry after restarting.

---

5. CT installation fails and error message is output. (2)

Error message

```
"Error occurred in execution of setup (-5003: 0x5)"
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Error occurs because the initialization of Install Shield engine fails.

[Resolution]

Process according to the following order.

1. Rename the following underlined parts to any folder name.

   - C:\Program Files\Common Files\InstallShield\<u>Engine</u>

   - C:\Program Files\Common Files\InstallShield\professional\<u>Runtime</u>

2. Install CT. Sometimes uninstallation is required according to the previous installation status. Then, uninstall first before installing again.

---

6. CT installation fails and error message is output. (4)

Error message

```
"C:\WINNT\system32\swgstring.dll class is not registered."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Phenomenon occurs when the required DLL file is not registered in Windows.

In order to enable swgstring.dll to run, the atl.dll file should be set to be usable in Windows (called as COM registration). Usually, COM registration has been implemented for atl.dll on Windows, but such phenomenon will occur when registration disappears.

[Resolution]

Execute the following command and implement COM registration of atl.dll, then perform installation.

```
regsvr32 C:\WINNT\system32\atl.dll
```

---

7. After VPN software has been installed, it will not be able to connect to network when installing Desktop Keeper.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

Conflict occurs between VPN (Virtual Private Network) software and the drive of Systemwalker Desktop Keeper, so it is unable to connect to the network.

Now, confirm that it is the following software that cannot be connected to network.

- Netscreen Remote

- Cisco VPN Adapter

- Nortel VPN Client

[Resolution]

If the software mentioned above has been installed, it cannot co-exist with Systemwalker Desktop Keeper.

However, if Netscreen Remote has been installed, when Virtual Adapter function is not used, it can co-exist after uninstalling Virtual Adapter.

---

8. After CT has been installed on the PC with Symantec AntiVirus Corporate Edition installed, blue screen will occur and OS window will be frozen.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Error message

```
"STOP error
STOP 0x0000007f (0x00000008, 0x00000000, 0x00000000, 0x00000000)
UNEXPECTED_KERNEL_MODE_TRAP"
```

Cause

In Symantec AntiVirus Corporate Edition, the function that enables Auto-Protect exists before starting the service of Symantec (it is the situation in which the startup option of Auto-Protect is set to [At System Startup]. Therefore, the load of driver of Systemwalker Desktop Keeper is blocked.

[Resolution]

After the service of Symantec has started, modify the setting to enable Auto-Protect.

In Symantec AntiVirus Corporate Edition, the startup option of Auto-Protect is set to [At Startup of Symantec Anti Virus].

For information on how to set, refer to the Manual of Symantec AntiVirus Corporate Edition.

---

9. After Systemwalker Desktop Keeper has been installed, blue screen will occur (STOP CODE: 0x35).

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1

	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

The existence of known defects has been proved in Windows XP SP2 or later as well as Windows 2003 Server SP1 (including Windows 2003 Server R2) or later.

http://support.microsoft.com/kb/906866/en-us/

Because the Mup.sys that has distributed file system does not take situation with over four filter drive into consideration, it lead to insufficient IRP memory when the four filter drives are imported.

[Resolution]

After downloading modification module from the above URL, the registry will be updated and the available IRP Stack Capacity of the Mup.sys file will be increased. The above URL also records how to edit the registry.

---

10. When upgrading from XP to Vista, it will be impossible to connect the network. Afterwards, LAN card will not be recognized after uninstalling CT.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

The reason is the upgrading OS to Windows Vista(R) or Windows(R) 7 after CT has been installed on WindowsXP.

[Resolution]

Install the CT again after restore the PC to clean status by restoration DISK .etc,

2.4 Troubles at Version Update

1. When database transfer command is added in the process of version update, the error "One abnormal DSI exists, it is unable to transfer" will be output. Database transfer will not be able to be performed.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Error message

```
"One abnormal DSI exists, it is unable to transfer"
```

- 26 -

Cause

When the DB transfer command is executed, the Windows Logon user ID is different from the user that has logged in during DB construction.

[Resolution]

Log on with the user that constructed the DB and execute the DB transfer command again.

Chapter 3 Troubles during Operation

Troubles Relating to Configuration Information

1. The client (CT) that has been installed cannot be displayed on the Management Console and Log Viewer.

2. The same client (CT) has been registered multiple times on the Management Console.

3. After modifying the group on the Management Server and restarting the service, the modified information is not reflected to the Master Management Server.

Troubles relating to Active Directory Linkage

1. After information has been imported from Active Directory, user policy will be created and applied automatically, but it is not expected to use the user policy.

Troubles Relating to Policy Application/Update

1. When policy is updated immediately, the message of "0 case in 1 case has finished normally" is displayed.

2. The priority of user policy and CT policy is unknown.

3. The user policy has been set to the Master Management Server, so it cannot be applied to the client (CT) under each Management Server.

4. Logon prohibition is cancelled on the client (CT) with logon prohibition and "Update at Next Startup" is set, but it is still logon prohibited after restart.

5. Client (CT) has been started but policy is not reflected.

6. Terminal operation settings has not been applied.

Troubles Relating to Prohibition Operation

1. After the function of printing prohibition has been set to "Prohibit", printing still can be performed through "Windows picture and FAX viewer".

2. The logon prohibition function cannot be operated.

3. Policy is not set, but the logon prohibition message is displayed and shutdown (logoff) is performed.

4. E-mail attachment prohibition has been set, but the E-mail with attachment can still be forwarded.

5. File export to SAMBA cannot be prohibited.

6. In the setting of export prohibition, [Removable] is selected, but export to the HDD connected through USB cannot be prohibited.

7. In export prohibition function, [Yes (allow normal export)] or [Yes (allow encryption export)] is selected for DVD/CD, but the recordable CD-R will be ejected when it is inserted and cannot be viewed.

8. DVD-ROM cannot be viewed.

9. On the client (CT) with the policy of E-mail attachment prohibition applied, after double-clicking the original ".eml" file, the message indicating to prohibit the file attachment will be displayed.

10. On the client (CT) with the policy of E-mail attachment prohibition applied, when opening the E-mail sent using the style sheet, the message indicating to prohibit the file attachment will be displayed.

11. In customization of the start menu of Windows(R) XP, the E-mail client cannot be modified.

12. The link of E-mail in the [Start] menu disappears.

Troubles Relating to Logs

Troubles Relating to Log Collection

1. Logs of the client (CT) have not been collected.

2. Printing operation logs have not been collected.

3. In command log, the log of *.bat file cannot be collected.

4. Logs of Systemwalker Desktop Keeper cannot be collected through the remote operation of Live Help.

5. E-mail sending logs cannot be obtained.

6. File operation logs cannot be obtained.

7. Device configuration change log is not collected.

8. Error message is displayed after logging on to Windows.

9. The service of Management Server (SWServerService) cannot be stopped.

10. Management Console and Log Viewer hang up.

11. After AntiVirus and the CT of Systemwalker Desktop Keeper have been installed, it may take longer time for printing PDF file.

12. The logoff log cannot be displayed.

13. The months to keep data has passed, old logs cannot be deleted while new logs will be saved.

Troubles Relating to Log Viewing

1. The same log is displayed repeatedly in Log Viewer.

2. Error message is displayed when searching command login Log Viewer.

3. Additional information cannot be viewed.

4. After the error message is displayed during log search in Log Viewer, the window is frozen.

5. Part of the logon ID of logon/logoff log becomes double-byte.

6. The "URL" information in the collected log has been deleted as virus.

Troubles Relating to Log Analyzer

Logs can be confirmed in Log Viewer, but cannot be confirmed in report in the information disclosure prevention diagnosis window and aggregation by objectives of Log Analyzer.

Troubles Relating to Information Searching

1. The search result such as unknown log type, violated classification, dates, computer name, content of log that is not displayed will be displayed in the Log Viewer.

2. The keyword [Removable] is entered in Log Viewer, and no target data will be displayed no matter if there is a hit.

Troubles Relating to Operating Environment Setting/Modification

1. SQL Server service is not started. It cannot be started at startup of OS or even the service is started manually.

2. When Management Server is restarted and "LVDB-ERROR003 Failed to open the database. Please check the content of SWDB.ini file" is displayed, the service of Management Server cannot be started.

3. The error of "Failed to open the database." is output. The service cannot be started.

4. Error occurred when Server Settings Tool, backup tool and restoration tool are operated in remote desktop connection.

5. When remote operation is performed through remote desktop connection, logs cannot be obtained in Systemwalker Desktop Keeper.

6. The /C /I option of the fsw11ej7 command has been used to modify Management Server. It is not restarted, and will continue sending logs to the Management Server before modification.

7. After the client of Systemwalker Desktop Keeper has been installed, printing cannot be performed. In addition, it is unable to connect to the network.

8. Since the IP address and computer name of Management Server has been modified, it is unable to run.

9. Under the status that the LAN cable is not connected, Log Viewer or Management Console cannot run.

10. No matter if the connected Management Server has been modified, the CT policy of the Management Server connected before will be reflected at all times.

11. After version update of Systemwalker Desktop Keeper V13.0.0 and stopping the SQL Server used in the old V/L, the services of [SWServerService] and [SWLevelControlService] will also be stopped.

12. Error occurs, and Symfoware cannot be stopped.

13. Every time when the client (CT) is started, the message of "S101-ASK001" will be output, If [Yes] is selected. it will restart automatically and enter a loop.

14. The server service is stopped. Timeout error occurred.

15. In 3-level environment, authentication error occurred when connecting from Management Console to the Management Server.

16. When using the data transfer command to transfer log information to Log Analyzer Server, failed auditing logs "Attempted to confirm the qualification information of domain controller account" is output in the event log of Log Analyzer Server.

Troubles Relating to File Export Utility

1. Unable to perform export to DVD/CD.

2. When the file encrypted by the Export Utility is sent as an attachment of E-mail, the recipient will not be able to decrypt the file.

3. When trying to use the Export Utility to encrypt and export the file to the USB of U3 specification, the error message of "Unable to create directory" is displayed and files cannot be exported.

4. After File Export Utility has been executed, the [Execute as Other User] window will be displayed. Then, after the utility is started and [File] of the menu is pressed, [Access has been denied] error will occur and the file cannot be exported.

5. Select multiple files on the desktop and select "Export Utility" from the right-click menu, but the Export Utility cannot be started.

Other Troubles

1. Windows cannot be started under the environment with Acronis True Image installed.

2. Under the status that IME 2000/2002 (Office XP) is not displayed through the taskbar, IME cannot be used.

3. It takes too long to start Management Console.

4. When the USB memory, external HDD with USB connection are shared on network, no USB device can be accessed from other PCs and error message is displayed.

5. Run-time error occurs many times in Windows Vista(R).

6. Application error occurred in fsw11ej9.exe.

7. Sometimes printing is not possible through Acrobat X.

8. After version upgrade of Management Server/Master Management Server, the error event log "Failed to access to level control service." is output.

9. After the installation of Management Server/Master Management Server, the error event log "Settings relating to status are not initialized or have been damaged. Please login to Web Console first. Or, execute the settings relating to status again." is output.

10. In version upgrade of Management Server/Master Management Server, or after uninstallation of Log Analyzer Server, the error event log "Failed to access to Log Analyzer Server database during batch processing of linkage with all-in-one PC" is output.

3.1 Troubles Relating to Configuration Information

1. The client (CT) that has been installed cannot be displayed on the Management Console and Log Viewer.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

Perform image copy for the PC that has been registered on the Management Server, and take image as master to construct the client (CT). Even if the PC has been registered once in Systemwalker Desktop Keeper Management Server as master and the image copy is distributed, Management Server will consider it as the same client (CT), so the client (CT) cannot be registered.

[Resolution]

Resolution after occurrence of phenomenon

After deleting the client (CT) as master from the Management Console, execute the re-registration command in the PC.

```
fsw11ej7 [Password] /R

   [Password]: Enter the password specified at installation of CT.
```

Resolution for preventing the occurrence of phenomenon

Remove the LAN cable, install CT, and copy the image.

Cause 2

Use the authority of department administrator to confirm the cause of the client (CT) under the root directory.
Department administrator can only confirm the clients in the group that has department administrator authority. Right after the registration of the client (CT), the client (CT) will be configured into the root directory. Department administrator cannot confirm the client (CT) under root directory, so the client (CT) that is newly registered cannot be confirmed.

[Resolution]

System administrator is required to login to the Management Console and move the client (CT) to the group of department administrator authority.

Afterwards, login to the Management Console as a department administrator.

Cause 3

The confirmation location on the Management Console may be incorrect. Confirm on the Management Console again according to the following description.

New registration:

Client (CT) is registered to the root directory.

Re-registration:

Register as follows according to the version of Management Server of Systemwalker Desktop Keeper.

V12.0L10:

It is registered to the root directory.

Version of V12.0L20 and later:

It is displayed in the group registered before re-registration.

Version V13.2.0 and later, and linked with Active Directory:

It is displayed in the root directory of the local group.

[Confirmation Points]

Confirm the location recorded in Cause 3.

* Search can be performed through the search function on the Management Console of Systemwalker Desktop Keeper V12.0L20 or later.

[Resolution]

No resolution is required.

Cause 4

IP address connected during installation of CT may contain mistakes.

[Confirmation Points]

Execute the following command through command prompt, and confirm the IP address of the target to be connected.

```
fsw11ej7 [Password] /D /D
```

[Password]: enter the Password specified at the installation of CT

IP address of Master Management Server or Management Server connected to the client (CT) will be displayed.

[Resolution]

Correctly enter the IP address of (Master) Management Server connected.

For detailed procedure, refer to "Modify the Settings of Management Server/Master Management Server Connected" in *Systemwalker Desktop Keeper User's Guide for Administrator*.

Cause 6

It is also likely that the firewall of Management Server has closed the communication port used by Systemwalker Desktop Keeper, so it is unable to connect with Management Server.

[Confirmation Points]

Execute the following command on the client (CT), and confirm if communication between client (CT) and Management Server can be performed through the port (initial value 10010) set at installation of CT.

```
telnet [IP Address of Management Server Connected] 10010
```

If it is unable to connect, an error will be displayed.

If it is able to connect, the words on the window will disappear, and only the flashing cursor is displayed.

[Resolution]

When it is confirmed that connection is impossible through the above procedure, open the firewall port of the Management Server side.

Cause 7

It is also possible that name cannot be analyzed between the Management Server and the client (CT), so Management Server cannot be connected.

[Resolution]

Use DNS server to perform reverse analysis, or use hosts file to perform name analysis.

(However, name analysis is not required in versions after V13.0.0).

---

2. The same client (CT) has been registered multiple times on the Management Console.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

Installation and uninstallation are performed repeatedly. The same client (CT) has been registered repeatedly. (Only exists in V12.0L10 version.)

[Resolution]

Process according to the following steps.

1. Use backup command to backup the log information of the old client (CT).

2. Delete old client (CT) on the Management Console.

3. Install client (CT) again.

Cause 2

The re-registration command is executed on client (CT), registration is performed repeatedly. (Only in V12.0L10)

```
fsw11ej7 [Password] /R
```

[Password]: enter the Password specified at installation of CT.

[Resolution]

1. Use backup command to backup the log information of the old client (CT).

2. Delete the old client (CT) on the Management Console.

3. Install the client (CT) again.

Cause 3

When port is closed due to the reason such as firewall of the client (CT) is opened, even "the client (CT) -> Management Server" can communicate, "Management Server -> client (CT)" cannot be connected. Therefore, when client (CT) is started, although it is registered to the Management Server, the registration information sent from the Management Server is not received. Therefore, every time when the client (CT) is started, it will be registered to the Management Server. Therefore, client (CT) is registered repeatedly.

[Confirmation Points]

Execute the following command on the client (CT), and confirm if communication between client (CT) and Management Server can be performed through the port (initial value 10010) set at installation of CT.

```
telnet [IP Address of Management Server Connected] 10010
```

If it is unable to connect, an error will be displayed.

If it is able to connect, words on the window will disappear, and only the flashing cursor will be displayed.

[Resolution]

Close the firewall of the client (CT) or open the port used by Systemwalker Desktop Keeper.

Cause 4

Due to reasons such as the client machine is replaced, under the status that one item in the following "judgment conditions for same CT at CT registration" is inconsistent; the registration command (fsw11ej7.exe [Password]/R) is executed again.

Judgment conditions for same CT at CT registration

- Machine name

- MAC address

- OS

- Owner's name

[Confirmation Points]

In the above judgment conditions for same CT at CT registration, it can be judged as the same CT when all the conditions are matched.

The others will be considered as different CT and will be registered again.

From V13.3, administrator can set such judgment condition as one item in it.

[Resolution]

Modify the setting through the Server Settings Tool so that the client (CT) registered at this time will be judged as the same client (CT) of last registration.
After that, execute the re-registration command.

Modification methods of Server Settings Tool are as follows.
Start the Server Settings Tool. In the [Judgment Conditions for Same CT at CT Registration] of the [System Settings] window, select [Do not Use] for the item that has different conditions between last time and this time.

---

3. After modifying the group on the Management Server and restarting the service, the modified information is not reflected to the Master Management Server.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In the version earlier than V13.0, configuration information will not be sent to the Master Management Server when the service is started. Therefore, the information will not be reflected when the service is restarted.

(In V13.2 or later, configuration information will be sent to the Master Management Server when the service is started. so information will be reflected.)

[Resolution]

When the latest information under the Management Server is reflected to the Master Management Server, select [Refresh] from the [Tree Settings] menu in the Management Console of Master Management Server.

3.1.1 Troubles Relating to Active Directory Linkage

1. After information has been imported from Active Directory, user policy will be created and applied automatically, but it is not expected to use the user policy.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

In Systemwalker Desktop Keeper, when information is imported from Active Directory, user policy will be created.

[Resolution]

When information is imported from Active Directory, the user policy that is created automatically will be disabled.

When starting the Server Settings Tool of Management Server, select the [System Settings] button. Select [Do not Apply User Policy] in the setting item of [Active Directory Linkage].

3.2 Troubles Relating to Policy Application/Update

1. When policy is updated immediately, the message of "0 case in 1 case has finished normally" is displayed.

Error message

```
"[MGCM-INF002]Immediate update has finished. (%d cases in %d cases has finished normally).
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

It is likely that the power supply of the client (CT) is not connected or it is not connected to the network.

[Resolution]

Connect the power supply of the client (CT). Or connect to the network.

Cause 2

It is likely that the communication port of the client (CT) or the port used for name analysis (V12 version) is not opened.

- 137 - 138 (BE V12.0L10, BE V12.0L20, SE V12.0L20)

- 10010 (initial value at installation)

[Confirmation Points]

```
Confirm if the above port has been opened when the following command is executed on the Management
Server.
  telnet [IP Address of CT] port number
```

If it is unable to connect, an error will be disabled.

If it is able to connect, words on the window will disappear, and only the flashing cursor will be displayed.

[Resolution]

Open the following ports in the setting of firewall.

- 137 - 138 (BE V12.0L10, BE V12.0L20, SE V12.0L20)

- 10010 (initial value at installation)

Cause 3

It is likely that name analysis of the client (CT) has not been performed.

(However, name analysis is not required in V13.0.0 or later.)

[Resolution]

- Record IP address and host name to the hosts and lmhosts of the client (CT).

- Confirm if reverse analysis on DNS server has been set on client (CT).

Cause 4

It is likely to be operated under NAT environment.

[Resolution]

Systemwalker Desktop Keeper does not support target the operation in NAT environment.

Cause 5

It is likely that the IP address of Management Server connected by client (CT) is incorrect.

[Confirmation Points]

Execute the following command through the command prompt of the client (CT) that requires modification of IP address of the connected (Master) Management Server, and confirm the IP address of the (Master) Management Server is correct.

```
fsw11ej7.exe <Password> /D /D
```

[Resolution]

Correctly set the IP address of the Management Server connected to the target client according to the following procedure.

1. Execute the following command through the command prompt of the client (CT) that requires modification of the IP address of the connected (Master) Management Server.

   ```
   fsw11ej7.exe <Password> /C /I <IP Address of Modified (Master) Management Server >
   ```

2. Execute the following command through the command prompt of the client (CT), so that CT information will be notified to (Master) Management Server that is connected with the client (CT).

   ```
   fsw11ej7.exe <Password> /R
   ```

3. Restart the client (CT).

---

2. The priority of user policy and CT policy is unknown.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

For the repeated items in user policy and CT policy, user policy is in priority and effective.

However, when item only exists in CT policy, the CT policy is effective.

In addition, in the versions after V13.2.0, the user policy that has already been registered can be set to invalid, and CT policy is set as in priority.

[Resolution]

None

---

3. The user policy has been set to the Master Management Server, so it cannot be applied to the client (CT) under each Management Server.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

The user policy set in Master Management Server is only effective to the client (CT) under the root directory of Master Management Server.

When applying policy to the client (CT) under each Management Server, user policy should be set on each Management Server.

However, in V13.2.0 or later, collective unified management of user policy will be performed.

[Resolution 1]

Set user policy for each Management Server.

[Resolution 2]

In V13.2.0 or later, unified management can be outperformed for user policy on Master Management Server. To modify settings, refer to "Perform System Settings" in the "Systemwalker Desktop Keeper Installation Guidance" to set the [User Information Management] to "Collective Management in Master Management Server (Recommended)".

---

4. Logon prohibition is cancelled on the client (CT) with logon prohibition and "Update at Next Startup" is set, but it is still logon prohibited after restart.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

After restarting the OS of the client (CT), the service of Systemwalker Desktop Keeper will be started. It will take some time for client (CT) to receive policy from the Management Server.

During logon, before the policy receiving has completed, the pervious terminal policy will still be effective, so it will be logon prohibited.

[Resolution]

After OS is restarted, it will take several minutes for client (CT) to receive policy from the Management Server. Log on again after this time.

Or, restart twice.

---

5. Client (CT) has been started but policy is not reflected.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

Service of Management Server may have been stopped.

[Resolution]

Start the service of Management Server.

Start [Server Settings Tool] and select [Start Service] from the [Service] menu.

Cause 2

It is likely that the communication port of the client (CT) or the following ports used for name analysis is not opened.

- 137 - 139

- 445

- 10010 (initial value at installation)

[Resolution]

Execute the following command on the Management Server to confirm if the above port has been opened.

```
telnet [IP Address of Management Server Connected] Port number
```

If it is unable to connect, error will be displayed.

If it is able to connect, words on the window will disappear, and only the flashing cursor will be displayed.

[Resolution]

Open the following ports in the setting window of firewall (including personal firewall).

- 137 -139

- 445

- 10010 (initial value at installation)

Cause 3

In the Installer of Systemwalker Desktop Keeper, only the port used for profile that has logged in will be opened. Therefore, when another profile is used to login after installation, the port used by Systemwalker Desktop Keeper will be closed. Communication from the Management Server to the client will not be performed, and policy cannot be reflected.

Cause 4

In versions earlier than SE V12.0L20, it is likely that no name analysis has been performed for the Management Server (Master Management Server) and client (CT).

In Systemwalker Desktop Keeper, during the reflection of policy, the following communications should be used to perform name analysis (analyze computer name from IP address (reverse analysis)).

- Communication between Master Management Server and Management Server.

- Communication between Management Server and client (CT)

- Communication between Master Management Server and client (CT)

[Resolution]

- Record IP address and host name to the hosts and Imhosts of Management Server and client (CT).

- Confirm if reverse analysis on DNS server has been set on the Management Server and client (CT).

Cause 5

It is likely that the operation is performed in NAT environment (the environment under which communication from the Management Server to the client (CT) cannot be performed).

[Resolution]

Systemwalker Desktop Keeper does not support target the operation on NAT environment.

Cause 6

It is likely that the IP address of the Management Server connected with the client (CT) is incorrect.

[Resolution]

Set a correct IP address of Management Server connected to the target client (CT).

For detailed procedure, refer to "Modify the Connected Management Server/Master Management Server" in *Systemwalker Desktop Keeper User's Guide for Administrator*.

Cause 7

In CT policy and user policy, the user policy is applied in priority. Therefore, it is likely that CT policy has not been reflected.

[Confirmation Points]

Confirm if user policy has been set on client (CT).

[Resolution]

If it is the user policy that is reflected, perform the following operations.

- Delete this user.

- Set user policy to invalid for V13.2.0 or later.

- Set the same content for user policy and CT policy.

- Modify the user that logs on to the client (CT).

Cause 8

In BE V12.0L10 version, PG38786 may occur.

[Resolution]

Apply the content of emergency correction of BE V12.0L10 (after TP07761).

Cause 9

Group policy might have been applied. CT policy and user policy have their own group policy respectively. Therefore, the policy intended to be applied is not reflected.

[Resolution]

- In V13.2.0-V14.2.0, start Management Console and confirm the policies applied to this client (CT) and the user.
  When the [Applied Policy] of the client (CT) or user is [Group], the group policy will be applied in priority.

- When group policy is being applied, confirm the intended policy.

---

6. Terminal operation settings has not been applied.

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

When performing [Terminal Operation Settings], the settings of the client (CT) after policy has been applied will only be effective after restarting.

[Resolution]

When it is set to update immediately, restart the client (CT) after policy has been applied.

When it is set to apply at next startup, restart the client (CT) twice.

3.3 Troubles Relating to Prohibition Operations

1. After the function of printing prohibition has been set to "Prohibit", printing still can be performed through "Windows picture and FAX viewer".

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Because the function of "Windows picture and FAX viewer" attached to Windows performs printing through other program, it cannot be prohibited.

[Resolution]

Upgrade to V14.1.0 or later. Printing through "Windows picture and FAX Viewer" can be prohibited.

---

2. The logon prohibition function cannot be operated.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In the Systemwalker Desktop Keeper prior of V13.0.0, only the user information of local group is managed target. Therefore, when the user managed by domain is logged in, the function of logon prohibition will not be operated.

Users of the following groups are not managed target s.

- Domain Admins
- Domain Guests
- Domain Users
- Enterprise Admins
- Group Policy Creator Owners

[Resolution 1]

Create a user that is the same as the user managed in domain under local environment as well, and make it belong to the group of the logon prohibition target s. After that, when the user ID that has the same name in domain is used to login, the function of logon prohibition will be operated.

[Resolution 2]

Update to version after V13.2.0. The group mentioned above will be managed target.

3. Policy is not set, but the logon prohibition message is displayed and shutdown (logoff) is performed.

Error message

```
"[E601-INF001] The logon of this user is prohibited.  Log off by force after 30 seconds." Or

"[E602-INF002] The logon of this user is prohibited.  Shut down by form after 30 seconds."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In the client (CT) that is shut down (logoff) during logon after logon prohibition has been set, after logon prohibition is cancelled, click the [Update at Next Startup] button, but it will still shut down (logoff) at logon after restart.

When "Update Policy at Next Startup" is selected, it will take certain time to start from the startup of Systemwalker Desktop Keeper service to the time when the modified policy takes effect. After the login to the client (CT) has completed before the policy is distributed from the Management Server, the previous policy is still effective, so it will be shut down (logoff).

[Resolution]

When modifying the logon prohibition setting as "Update Policy at Next Startup", login for a while after OS is restarted.

In addition, if updating by clicking the [Update Immediately] button, this phenomenon will not occur.

---

4. E-mail attachment prohibition has been set, but the E-mail with attachment can still be forwarded.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Systemwalker Desktop Keeper will judge whether to prohibit the detected operation of attaching a file or not. At E-mail transmission, if no file is attached, the file attachment operation cannot be detected.

However, in V13.2.0 or later, when the method of E-mail attachment prohibition is modified to [Port Monitor Mode (Recommended)], this phenomenon will not occur.

[Resolution]

SE V13.0.0 or earlier:

No resolution. Update to V13.2.0 version. At installation of the client (CT), set the method of E-mail attachment prohibition to [Port Monitor Mode (Recommended)].

SE V13.2.0 or later:

Install client (CT) again. Set the method of E-mail attachment prohibition to [Port Monitor Mode (Recommended)].

---

5. File export to SAMBA cannot be prohibited.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Export to the server on network will not be prohibited target. Therefore, export to SAMBA server cannot be prohibited.

However, in SE V12.0L20 and the versions later than V13.0.0, the function of network disk file operation recording has been added, and logs relating to file export to network server can be extracted.

For printing prohibition, files on the network are also in the range of prohibition target s. Printing of file on SAMBA server can also be prohibited.

[Resolution]

Update to version V14.2.0 or later. Prohibition of file export on SAMBA is supported.

---

6. In the setting of export prohibition, [Removable] is selected, but export to the HDD connected through USB cannot be prohibited.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In versions earlier than V12.0L20, even if [Removable] is selected, export to HDD connected by USB cannot be prohibited .

[Resolution]

In case of V12.0L20 or earlier, select the drive letter to prohibit.

In case of V13.0.0 or later, prohibition can be achieved by selecting removable disk.

---

7. In export prohibition function, [Yes (allow normal export)] or [Yes (allow encryption export)] is selected for DVD/CD, but the recordable CD-R will be ejected when it is inserted and cannot be viewed.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

In case of V12.0L20 or earlier, as long as the writable media is inserted, Systemwalker Desktop Keeper will eject the media by force.

[Resolution]

Use one of the following resolutions.

- Set policy, cancel the prohibition of file export only when viewing the content of CD.

- View CD on the computer (server .etc) without setting of file export prohibition by following the policy.

Cause 2

When inserting writable DVD/CD media, if session is not closed on DVD/CD (writing/postscript is possible at Track AT Once), the disk is in the status that can continue to be written. However, because additional burning is prohibited, it is ejected by force.

[Resolution]

If it is desired not to eject CD-R and view, close the session of CD-R (complete Finalization/prohibit burning).

Because CD-RW can be erased and re-burned, even session is closed (complete Finalization/prohibit adding), it will be ejected.

In the version of V13.0.0 or later, viewing is achievable without CD-R of session or CD-R is closed.

---

8. DVD-ROM cannot be viewed.

Error message

```
"System Administrator prohibits the writing of data into DVD,CD."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

On the DVD multi-drive of the client (CT) in which the export prohibition has been set, this phenomenon will occur when WinDVD5 software is used to view DVD-ROM.

Because the operating system of WinDVD5 is different from other player software, the normal operation of WinDVD5 cannot be ensured in Systemwalker Desktop Keeper.

[Resolution]

Use other DVD software.

---

9. On the client (CT) with the policy of E-mail attachment prohibition applied, after double-clicking the original ".eml" file, the message indicating to prohibit the file attachment will be displayed.

Error message

```
"[D1F1-INF001] Adding this file as E-mail attachment is prohibited by system administrator. (File
prohibited to be added: <File Name>)"
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In V13.0.0 or earlier and V13.2.0 or later (when the method of E-mail attachment prohibition is in compatible mode from V12.0L20 to V13.0.0), the operation of double-clicking the .eml file and attaching file to E-mail are judged as the same operation (same event as prohibition pattern occurs) inside the system, this phenomenon occurs.

However, in V13.2.0 or later, when the method of E-mail attachment prohibition is specified to [Port Monitor Mode (Recommended)], this phenomenon will not occur any more.

[Resolution 1]

Do not view the E-mail by double-clicking the file. View by double-clicking the list of E-mails from the E-mailer.

[Resolution 2]

In case of SE V13.0.0 or earlier:

Update to V13.2.0, and set the method of E-mail attachment prohibition to [Port Monitor Mode (Recommended)] when client (CT) is installed.

In case of SE V13.2.0 or later:

Install client (CT) again, and set the method of E-mail attachment prohibition as [Port Monitor Mode (Recommended)].

---

10. On the client (CT) with the policy of E-mail attachment prohibition applied, when opening the E-mail sent using the style sheet, the message indicating to prohibit the file attachment will be displayed.

Error message

```
"[D1F1-INF001] Adding this file as E-mail attachment is prohibited by system administrator. (File
prohibited to be added: <File Name>)"
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

In V13.0.0 or earlier and V13.2.0 or later (when the method of E-mail attachment prohibition is in compatible mode from V12.0L20 to V13.0.0), the operation of opening E-mails sent using style sheet and attaching file to E-mail are judged as the same operation (same event as prohibition pattern occurs) inside the system, this phenomenon occurs.

However, in V13.2.0 or later, when the method of E-mail attachment prohibition is specified to [Port Monitor Mode (Recommended)], this phenomenon will not occur any more.

[Resolution]

Versions earlier than SE V13.0.0:

No resolution. Update the version to V13.2.0, and set the method of E-mail attachment prohibition to [Port Monitor Mode (Recommended)] at the installation of the client (CT).

Version SE V13.2.0 and later:

Install client (CT) again and set the method of E-mail attachment prohibition to [Port Monitor Mode (Recommended)].

---

11. In customization of the start menu of Windows(R) XP, the E-mail client cannot be modified.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	**SE V13.0.0**	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In Systemwalker Desktop Keeper program, in order to realize the function of E-mail attachment prohibition, the system will monitor the information set in the customized [Start] menu and delete the information. Therefore, the original E-mail will view the information set in Internet options.

[Resolution]

Modify the program of Internet Options to modify the regulated E-mail.

For modifying the regulated E-mails, login to the client (CT) with the user of PowerUser/Administrator authority.

---

12. The link of E-mail in the [Start] menu disappears.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	**SE V13.0.0**	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In Systemwalker Desktop Keeper prior to V13.0.0, in order to achieve the function of E-mail attachment prohibition, after the Edition (SE) that has the function of E-mail attachment prohibition, the link to E-mail will be deleted from the [Start] menu.

[Resolution 1]

In order to activate the link to E-mail inform the [Start] menu, restart after uninstalling Systemwalker Desktop Keeper.

[Resolution 2]

Update to V13.2.0 and later. During version update, select [Port Monitor Mode] in the [E-mail Attachment Prohibition (E-mail Attachment Prohibition)] window.

3.4 Troubles Relating to Logs

3.4.1 Troubles Relating to Log Collection

1. Logs of the client (CT) have not been collected.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

Since the service of Management Server is stopped, log information sent from client (CT) may not be received.

[Resolution]

Check if the service of Management Server has started. If it is stopped, start the service.

Confirm the startup of the service. Select [Service Status Confirmation] from the [Service] menu of the Server Settings Tool.

Select [Start Service] from the [Service] menu of the Server Settings Tool to start the service.

Cause 2

Network communication cannot be performed due to the following reasons:

- IP address of Management Server to be connected is incorrect.

- Port of Management Server has been closed by firewall.

- No name analysis has been performed between Management Server and client (CT). (In V12)

[Confirmation Points]

- Confirm the IP address of the Management Server to be connected. Execute the following command:

```
fsw11ej7 [Password] /D /D

[Password]: enter the Password specified at installation of CT.

The IP address of Master Management Server or Management Server connected to the client (CT) will
be displayed in the command prompt.
```

- Check the status of the port of Management Server or the client (CT)

Check if communication between client (CT) and Management Server can be performed through the port (initial value 10010) set at the installation of CT. Execute the following command on client (CT).

```
telnet [IP Address of Management Server Connected] 10010
```

If it is unable to connect, an error will be displayed.

If it is able to connect, words on the window will disappear, and only the flashing cursor will be displayed.

[Resolution]

- If the IP address of the Management Server to be connected is incorrect

  Set a correct IP address.

- If the port of Management Server or client (CT) is closed by firewall

  Open the port.

- Name analysis is not performed between Management Server <--> client (CT)

Use DNS server to perform reverse name analysis (register both Management Server and client (CT)), or use the hosts file to perform name analysis.

However, the name analysis is not required in V13.0.0 or later.

Cause 3

It is likely that the logs cannot be registered due to insufficient disk capacity.

Up till V12.0L20, the service of Management Server will keep running. Since the logs are failed to be saved, the information of logs will be aborted.

In V13.0.0 or later, if the log information is full, the service of Management Server will be stopped. Log sending from client (CT) will not be performed, and logs will be accumulated at client (CT).

[Resolution]

- In V12.0L20 or earlier, expand the database space according to the following procedure.

  [Data Capacity]

  1. From the start menu, start [Microsoft SQLServer] - [Enterprise Manager].

  2. Select [Database] - [DTKDB] from the tree on the left and right-click to display the [Properties] window.

  3. Select the [Data File] tab.

  4. Expand [Upper Limit (MB) of File Expansion] in the maximum size group of file.

  [Transaction Log Capacity]

  Backup transaction logs according to the following information.

1. From the start menu, start [Microsoft SQLServer] - [Enterprise Manager].

2. From the tree on the left, select [console root] - [Microsoft SQL Servers] - [SQL Server Group] - [(Local) (Windows NT)] - [Database] - [DTKDB (Database Name of Desktop Keeper)] and right-click to select "Backup of Database".

3. Perform the following settings in the [General] tab.

    - [Database]: specify [DTKDB].

    - [Backup]: specify [Transaction Log].

    - [Output Target]: specify the file name to backup the transaction logs.

4. From the [Options] tab, select [Delete Non-Active Entry from Transaction Logs].

5. Click [OK] to perform the backup of transaction logs.

*For detailed procedure, refer to the manual of SQL server.

- In V12.0L20 or earlier, when the disk space is insufficient, perform database self-compression according to the following steps to increase the remained space of the disk.

    1. From the start menu, start [Microsoft SQLServer] - [Enterprise Manager].

    2. From the tree on the left, select [Database] - [DTKBD]. Right-click to display [All Tasks] - [Database Compression] window, and perform compression.

- In V13.0.0 or later, refer to the content in "Re-construct Database" in the product accompanied manual to expand the database.

Cause 4

System date and time of the client (CT) are recorded in log. When the calendar of Management Server and client (CT) are not consistent, it might cause the system record as log of other date.

[Resolution]

Set dates and times of Management Server and client (CT) in consistency.

Cause 5

When the client (CT) is replaced and multiple OSs have been installed on one client, one computer name will be displayed multiple times in Log Viewer.

It is likely that the log content to be confirmed may be collected as the log of the client (CT) apart from the client (CT) that you want to confirm.

Or it is likely that the log searched by user is the log of the old client (CT).

[Resolution]

Confirm if the problem of multi-display of the same computer name exists on the Log Viewer . If multi-display exists, confirm the log content displayed multiple times.

In Systemwalker Desktop Keeper V12.0L20 or later, the search function of Management Console can be used to search client (CT).

Cause 6

User expects to run after applying CT policy, but in fact the user policy has already been applied. Or the user expects to apply user policy, but CT policy has been applied in fact.

[Resolution]

Execute the following command to confirm what policy is being applied now.

```
fsw11ej7 [Password] /D /Y
```

```
[Password]: enter the Password specified at installation of CT.
```

When the policy applied is different from the operational guideline of the system, apply policy according to the operational guideline.

Cause 7

The remote operation is performed through remote desktop connection.

[Resolution]

Operation log collection on the remote desktop is not supported.

However, in V14.0.0/V14.0.1/V14.1.0, remote desktop connection of Windows Vista(R), Windows(R) 7, Windows Server(R) 2008 is supported.

In addition, in V14.2.0 or later, operation log collection of remote desktop is supported.

Cause 8

Execute the following command on client (CT) to modify the IP address of the connected Management Server or Master Management Server. However, because client (CT) is not restarted, logs are still sent to the original Management Server.

```
fsw11ej7 [Password] /C /I
```

```
    [Password] : enter the Password specified at installation of CT.
```

[Resolution]

After client (CT) is restarted, execute the following command in the command prompt of the client (CT) to register again so that the client (CT) will notify CT information to the connected Management Server or Master Management Server.

```
fsw11ej7 [Password]/R
```

```
[Password]: enter the Password specified at installation of CT.
```

---

2. Printing operation logs have not been collected.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

When all the following conditions are satisfied, the printing operation logs cannot be collected.

- Subnet printed and set via printer server is different from that of the client (CT).

- Name analysis between client (CT) and printer server is not performed.

[Resolution]

Perform name analysis between client (CT) and printer server.

Cause 2

In the window of Local Area Connection Properties, the [File and Printer Sharing for Microsoft Networks] check box is not selected.

[Resolution]

Select [File and Printer Sharing for Microsoft Networks] in the Local Area Connection Properties.

Cause 3

The [File and Printer Sharing] of the [Exception] tab of Windows firewall has not been selected.

[Resolution]

Select [File and Printer Sharing] of the [Exception] tab of Windows firewall.

---

3. In command log, the log of *.bat file cannot be collected.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In the command logs, log cannot be recorded for bat file and CMD file.

[Resolution]

No resolution.

---

4. Logs of Systemwalker Desktop Keeper cannot be collected through the remote operation of Live Help.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

When remote operation is performed through Live Help, logs on PC that is running cannot be collected.

The operated PC is supported target.

[Resolution]

Although the logs of LiveHelp itself cannot be collected, the logs of Systemwalker Desktop Keeper can be collected.

However, our company has not verified the applications of other remote operations, so we cannot guarantee their normal operation.

---

5. E-mail sending logs cannot be obtained.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

Systemwalker Desktop Keeper does not support Web mails.

[Resolution]

No resolution. If possible, change to use the E-mail system of SMTP protocol (E-mailer).

Cause 2

The monitor port of Systemwalker Desktop Keeper is port No. 25 that uses standard SMTP protocol port number. When the SMTP port number is specified to No. 25 port, collection of E-mail sending logs is not supported in Systemwalker Desktop Keeper V13.0.0 or earlier.

[Resolution]

Versions earlier than V13.0.0 have no resolution. Update to V13.2.0.

Cause 3

E-mails sent by group software using TeamWARE and Lotus Notes are not supported.

[Resolution]

No resolution. If possible, change to use the E-mail system of SMTP protocol (E-mailer).

---

6. File operation logs cannot be obtained.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In the [File Operation Flow] tab in the [Terminal Initial Settings] window of the Management Console, the settings of [Process EXE Name] and [Select According to Extension] are not correct.

[Resolution]

Correctly set the items [Process EXE Name] and [Select According to Extension].

When [Select Extension] is selected in the [Select According to Extension], select [Sub-extension] in the [File Operation Extension] tab.

---

7. Device configuration change log is not collected.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

This phenomenon occurs when removable disk equipment connected by USB is mounted on NTFS, set as not added to drive letter.

Only when auditing drive letter and drive letter is increased, device configuration change log of Systemwalker Desktop Keeper will be collected.

Therefore, when mount is performing for the folders, drive letter is not changed, so the logs will not be collected.

[Resolution]

No resolution.

---

8. Error message is displayed after logging on to Windows.

Error message

```
"The E-mails sent after MM/DD/YYYY HH:MM:SS may not have been sent correctly. The E-mail server with
exception cannot be found in the network."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

E-mail data is abnormal. E-mail server cannot delivery E-mails.

This phenomenon occurs under the following situation.

- Due to E-mail receiving capacity restriction at the E-mail server, E-mails are not sent

- Encrypted communication (SSL,TLS.S/MIME) is performed

- Encode of the E-mail system (E-mailer) is not JIS:ISO-2022-JP, UTF-7, UTF-8 or US-ASCII.

[Resolution]

Check if the size of E-mail is too large, or if encrypted communication is performed. Or, confirm the encode of the E-mailer.

In addition, confirm the transaction result log of the E-mail server and check if communication abnormality has occurred with client (CT).

---

9. The service of Management Server (SWServerService) cannot be stopped.

Error message

```
"1053 The service is required to start within the specified time, or no response from control request."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Trouble of the SQL Server caused time out, so SWServerService cannot be stopped.

[Confirmation Points]

Confirm SQL Server log.
Directory to be confirmed: C:\Program files\MSSQL\Log\ERRORLOG
Content of log:

2008-09-12 09:06:41.51 spid129 Timeout occurred while waiting for buffer latch type 2,bp 0x11068c0, page 1:1886205) , stat 0xb,

Target ID 7:1413580074:7, EC 0x35763538 : 0, waittime 300. Not continuing to wait.

If the above log exists, it means SQL Server has encountered trouble.

[Resolution]

Application of the SQL Server SP4 can avoid this problem.

---

10. Management Console and Log Viewer hang up.

Error message

The following information is displayed in the event log.

```
"Error: 5180, level : 22, status: 1
Invalid field ID 29184, database 'DTKDB' cannot open FCB ."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

It is the trouble of the SQL Server. [KB 815183]

[Resolution]

Application of the SQL Server SP4 can avoid this problem.

---

11. After AntiVirus and the CT of Systemwalker Desktop Keeper have been installed, it may take longer time for printing PDF file.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

When collecting the file operation logs of the printing PDF file, AntiVirus software will generate the real-time scanned Systemwalker Desktop Keeper to internal file.

[Resolution]

Set the installation folder of Systemwalker Desktop Keeper out of the real-time scanning target.

---

12. The logoff log cannot be displayed.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

It occurs when PC is shut down due to disconnection of power supply . etc. (except in V14.1.0/V14.2.0).

[Resolution]

Shut down the computer according to correct steps.

---

13. The months to keep data has passed, old logs cannot be deleted while new logs will be saved.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

The "number of months to save" value set in operating environment maintenance wizard is the estimated value input according to the estimated database capacity.

Even the number of months to save is exceeded, logs will still be saved. Therefore, it is necessary to perform log backup/deletion in the operation.

[Resolution]

Use backup command and backup tool to perform backup and deletion.

3.4.2 Troubles Relating to Log References

1. The same log is displayed repeatedly in Log Viewer.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

When restoration tool is used to restore the log information, it is for adding data (no initialization). As reference, the management information of database will be restored after initialization, so it will not be repeated.

[Resolution]

When log information is restored, execute after confirming the data of the backup period has been deleted so as to avoid repeated registration.

When confirming if the log information has been deleted, use the Log Viewer to search if the log during such period is 0 case to make the judgment.

---

2. Error message is displayed when searching command login Log Viewer.

Error message

`"[SVSY-ERR012] The log saving file of specified session ID does not exist. SessionID"`

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Because the entity files of command logs have been backed up, files have been deleted from the server.

[Resolution]

Restore the entity files of the command logs that have been deleted.

---

3. Additional information cannot be viewed.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause 1

In the [User Information Setting] of Server Settings Tool, [View/Save Attached Information] window, it is not allowed for the set user.

[Resolution]

In the [User Information Settings] window of Server Settings Tool, select the [View/Save Attached Information] displayed in [Log Viewer] of the [Detailed Authority] for the user to be set.

Cause 2

Attached information might not have been sent to the Management Server.

[Resolution]

When sending logs and attached information to the Management Server, sometimes time difference (maximum 1 minute) will occur. Wait for about 1 minute and then check the Log Viewer .

---

4. After the error message is displayed during log search in Log Viewer, the window is frozen.

Error message

`"[ERR-RT005] Required memory cannot be ensured. Cancel the processing."`

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Because the range of search is too large during log search, the required memory cannot be ensured on PC when Log Viewer is executed.

[Resolution]

Narrow the conditions of log search and reduce the amount of logs to be displayed.

---

5. Part of the logon ID of logon/logoff log becomes double-byte.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

After domain logon in Windows, according to the rules of Active Directory, even the logged ID is registered with single-byte, logon can be performed with double-byte. Actually, logon/logoff log is created according to the data operated on the keyboard. Therefore, when logging on with double-byte logon ID, the ID of logon/logoff log will become double-byte.

[Resolution]

No resolution.

---

6. The "URL" information in the collected log has been deleted as virus.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

During backup, the URL in the log information output as text file number has been judged as virus by the antivirus software by mistake and deleted.

[Resolution]

The antivirus software incorrectly detected that information in text file contains virus, it cannot be processed at Systemwalker Desktop Keeper side. Consideration to take out the backup command from the <u>target</u> of monitor by antivirus software.

"[LWCL-ERR001] Failed to communicate with Level Control Service. Cancel the processing." is displayed in Log Viewer.

Error message

- V13.0.0-V13.2.1

```
[LWCL-ERR001] Failed to communicate with Level Control Service. Cancel the processing.
```

- V13.3.0-V14.2.0

```
[LWCL-ERR001] Failed to communicate with Level Control Service. Cancel the processing.
The service of Management Server might have stopped. Confirm it.
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

[Resolution]

3.5 Troubles Relating to Log Analyzer

Logs can be confirmed in Log Viewer, but cannot be confirmed in report in the information disclosure prevention diagnosis window and aggregation by objectives of Log Analyzer.

Error Message

- Message output to the result of aggregation by operation of the information disclosure prevention diagnosis window

The aggregation target data does not exist.

- Message output at aggregation by objectives

  The data corresponding to the condition does not exist.

- Message output in report

  Message is not output, but the number of logs is displayed as 0.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	**V14.1.0**
V14.2.0						

Cause

It may be the following reasons.

- Log transmission/migration from Management Server to Log Analyzer Server is not executed.

- In the process of log transmission/migration from Management Server to Log Analyzer Server, the option for transmitting/migrating administrator information only (-u option) has been specified during execution.

[Resolution]

Execute the following resolution.

- Schedule the log transmission/migration from Management Server to Log Analyzer Server and execute regularly.

- For log transmission /migration process from Management Server to Log Analyzer Server, do not specify the -u option.

For the procedure of setting log transmission/migration from Management Server to Log Analyzer Server, refer to "2.8.2.1 Schedule Log Transmission" of *Systemwalker Desktop Keeper User's Guide for Administrator*.

3.6 Troubles Relating to Information Searching

1. The search result such as unknown log type, violated classification, dates, computer name, content of log that is not displayed will be displayed in the Log Viewer.

Target Version/Edition

BE V12.0L10	**BE V12.0L20**	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

SQL Server 2000 Desktop Engine is the database of Management Server. SQL Server 2000 Desktop Engine is not the target that ensures the operation in Systemwalker Desktop Keeper.

[Resolution]

Install the SQL Server 2000 to be operated target.

2. The keyword [Removable] is entered in Log Viewer, and no target data will be displayed no matter if there is a hit.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In Systemwalker Desktop Keeper, drive type of file operation log and file export log is not in the search target of Log Viewer .

In file operation log and file export log, the drive type of "removable" and "remote", etc. are not managed by characters but according to the drive type. Therefore, no result will be found if such characters are used as keywords for searching.

[Resolution]

There is no resolution for file operation logs and file export logs.

However, for device configuration change logs, strings of "removable" and "remote" exist in the above search table, so search can be performed.

3.7 Troubles Relating to Operating Environment Setting/ Modification

1. SQL Server service is not started. It cannot be started at startup of OS or even the service is started manually.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

It might be caused by logon trouble when the service of the SQL Server is started.

When logon of service of the SQL Server is set to use general account (such as administrator) instead of local system account, after the password of the account is modified, the account that could login before will fail to login, and the result will not be able to start the service.

[Resolution]

Set service logon to logon with local system account.

---

2. When Management Server is restarted and "LVDB-ERROR003 Failed to open the database. Please check the content of SWDB.ini file" is displayed, the service of Management Server cannot be started.

Error message

```
"[LVDB-ERR003] Failed to open the database. Confirm the content in SWDB.ini file."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

When the application with server function such as Desktop Patrol has dependency with SQL Server, when OS is started, large amount of memory will be reserved in the memory on SQL Server. Systemwalker Desktop Keeper should also ensure memory. As a result, consider stop the service to ensure the memory for SQL Server.

[Resolution]

Add mounted memory.

Cause 2

It is possible that when OS is started, SQL Server shall be restored from the previous status. The start of the SQL Server is later than the start of Systemwalker Desktop Keeper server, which caused timeout of Systemwalker Desktop Keeper.

[Resolution]

Confirm after extend the timeout setting at startup. Modify the value of ConnectionTimeout in SWDB.ini file.

---

3. The error of "Failed to open the database." is output. The service cannot be started.

Error message

```
"[LVDB-ERR003] Failed to open the database. Confirm the content of DB configuration file."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

It is expected to expand database automatically when the capacity is full. However, expansion cannot be performed within specified time due to reasons such as the specified value of automatic expansion volume is too large. This phenomenon occurred.

In SQL Server log, the following information will be input continuously.

```
Automatic expansion in file 'DTK_dat' of database 'DTKDB' is cancelled, or exceeds 29359MS. Use LTER
DATABASE to set the value of FILEGROWTH smaller or use LTER DATABASE to specify another size.
```

[Resolution]

Reduce the size of automatic expansion capacity according to the following procedure.

1. Select [Start] - [Program] - [Microsoft SQL Server] - [Enterprise Manager] to start the "Enterprise Manager" of Microsoft(R) SQL Server.

2. In the tree view on the left of the "Enterprise Manager" window, select [console root] - [Microsoft SQL Servers] - [SQL Server Group] - [(Local) (Windows NT)] - [Database] - [DTKDB (Database Name of Desktop Keeper)].

3. Right-click [DTKDB (Database Name of Desktop Keeper)] to select [Properties].

4. Reduce the value of [File Expansion] of the [Data File] tab in the displayed window.

---

4. Error occurred when Server Settings Tool, backup tool and restoration tool are operated in remote desktop connection.

Error message

Version later than V13.3.0:

No error will occur.

Version of V13.2.0:

```
"[xxxx-ERRyyy] This application cannot be used through the remote connection function of the terminal
service."

  xxxx,yyy: It is alphanumeric characters of error code.
```

Version of V13.0.0:

Error message is not displayed. Access to database failed.

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Due to the restrictions of the database used in Systemwalker Desktop Keeper, when remote desktop connection is used, an error will occur when command is executed for database.

[Resolution]

Operate the server directly instead of connecting through remote desktop, or use remote connection software such as Live Help.

---

5. When remote operation is performed through remote desktop connection, logs cannot be obtained in Systemwalker Desktop Keeper.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Systemwalker Desktop Keeper only collects operation logs of the operation performed on actual terminal. The contents operated in remote desktop cannot be collected as logs.

However, in the versions later than V14.0.0, operations performed by connecting through remote desktop on Windows Vista(R), Windows(R) 7 and Windows Server(R) 2008 will be collected as logs.

[Resolution]

No resolution

---

6. The /C /I option of the fsw11ej7 command has been used to modify Management Server. It is not restarted, and will continue sending logs to the Management Server before modification.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

After restart, the changed server is recognized by executing the registration command.

[Resolution]

After restart of the client (CT), use the /R option of the fsw11ej7 command to register the client (CT) again.

---

7. After the client of Systemwalker Desktop Keeper has been installed, printing cannot be performed. In addition, it is unable to connect to the network.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

When using the printing prohibition function, the client (CT) of Systemwalker Desktop Keeper should always be connected with the printer server. When OS of the client (CT) series is used on printer server (Windows(R) XP and Windows 2000 Professional, etc.), the maximum connection numbers (10) of the server will be exceeded.

[Resolution]

Version BE V12.0L10:

Use OS of server series on the printer server (Windows 2000 Server and Windows Server 2003, etc.)

Version V12.0L20 and later:

- Modify the printing auditing mode to "Monitor Printing on Local Printer Only". However, printing is performed by printer server on the client (CT) without Systemwalker Desktop Keeper installed cannot be recorded.

- Use OS of server series on the printer server (Windows 2000 Server and Windows Server 2003, etc.)

---

8. Since the IP address and computer name of Management Server has been modified, it is unable to run.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

On Systemwalker Desktop Keeper, after the IP address and computer name of Management Server are modified, Management Server must be installed again and IP address and computer name of database must be changed.

[Resolution]

In V12.0L20 or earlier, modify the IP address and the computer name of the Master Management Server/Management Server according to the following steps.

1. Modify IP address and computer name of database.

   The modification contents vary according to the Management Server or Master Management Server.

   For the Management Server of a 2-level structure and Master Management Server, modify "IPADDRESS" and "NAME" of the PHYSICALNODELIST (table).

   Because the Management Server of a 3-level structure has information of the server itself and the information of Master Management Server, modify "IPADDRESS" and "NAME" of the PHYSICALNODELIST (table) with change.

2. Re-register all the clients (CT) registered on the original Management Server.

From V12.0L20, the above modification methods are specified on the manual.

1. In V13.0.0 or later, modification can be done by Server Settings Tool. After the setting is modified, re-register all the clients (CT) registered on the original Master Management Server.

In addition, IP address of the Management Server shall also be modified on the Management Console and the Log Viewer .

In version V12.0L10, setting can be modified by reinstalling Management Console and the Log Viewer .

In V12.0L10 or later, in the [Modify/Delete Programs] window of the Control Panel, click [Systemwalker Desktop Keeper Management Console] and the [Modify] button of [Systemwalker Desktop Keeper Log Viewer)] to modify the settings.

9. Under the status that the LAN cable is not connected, Log Viewer or Management Console cannot run.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

When the cable is disconnected, the level control service connection error will occur.

This is because that communication of Systemwalker Desktop Keeper is performed by IP. The system attempts to connect to the Management Server, but it is not connected to the cable, so an error occurs.

[Resolution]

Login to the Log Viewer and the Management Console after connecting the cable.

10. No matter if the connected Management Server has been modified, the CT policy of the Management Server connected before will be reflected at all times.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

When updating policy to the client (CT) from the Management Server, communication shall be performed according to the previous IP address and client (CT). After the Management Server is modified, the information of the client (CT) has not been informed to the Management Server after modification, the client (CT) cannot be recognized. Therefore, the client is still using the policy of the previous Management Server.

Information
. . . .
Client (CT) on version later than V13.0.0 will distribute a recognition ID to itself, and then judge if there is communication from correct Management Server through this ID. Therefore, CT policy of the previous Management Server will not be reflected.
. . . .

[Resolution]

Do not implement policy issuance to the client (CT) from the server before modification.

When policy has already been issued, after restarting client (CT), policy of the Management Server connected will be applied.

11. After version update of Systemwalker Desktop Keeper V13.0.0 and stopping the SQL Server used in the old V/L, the services of [SWServerService] and [SWLevelControlService] will also be stopped.

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

Services of Systemwalker Desktop Keeper have a dependency with SQL Server until the version V12.0L20. starting from V13.0.0, the dependency will be changed to with Symfoware.

In Systemwalker Desktop Keeper V13.0.0, for properties of Symfoware service, the overwriting installation and update from V12 to V13 will not change the above-mentioned dependency (the service dependency with SQL Server changed to with SymfoWARE service), but will change the service dependency when the database is constructed. In addition, in the DB re-construction tool, the operation is also based on the precondition of dependency with Symfoware. Therefore, even dependency with Symfoware is not established, the above dependency will not be changed.

After database is created, known trouble PG54335 occurs. No matter the dependency is changed or not, service will be stopped due to error. Furthermore, when creation is made by using DB re-construction tool, the dependency will not change. Thus, this phenomenon occurs.

[Resolution]

Modify the registry according to the following procedure and then modify the dependency.

1. From the [Start] menu, select [Run].

   -> The [Run] window is displayed.

2. Enter "REGEDT32" in [Name], and click the [OK] button.

   -> The [Registry Editor] window will be displayed.

3. Select the following keys.

   Key name: "HKLM\SYSTEM\CurrentControlSet\Services\fsw21sj0"
   key name:"HKLM\SYSTEM\CurrentControlSet\Services\fsw21sj1"
   Character value: "DependOnService"

4. Set the following value to "DependOnService".

   "SymfoWARE RDB SWDTK"

5. Close the [Registry Editor] window.

---

12. Error occurs, and Symfoware cannot be stopped.

Error message

```
"Cannot stop qdg12426u:RDBII  Reason: in running"
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

Before Systemwalker Desktop Keeper stopped completely, the Symfoware is being stopped, so this error occurs.

[Resolution]

After use commands such as batch command to stop the service of Systemwalker Desktop Keeper, execute the command to stop Symfoware in around 5 minutes after the service of Systemwalker Desktop Keeper (SWLevelControlService, SWServerService) is stopped.

---

13. Every time when the client (CT) is started, the message of "S101-ASK001" will be output, If [Yes] is selected. it will restart automatically and enter a loop.

Error message

```
"[S101-ASK001] The latest module is provided. To update to the latest version, click "Yes". If not,
click "No". When "Yes" is selected, after the update has completed, it will automatically restart, so
close the application in advance."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause 1

In 2-level structure, SWLevelControlService is stopped.

[Resolution]

Start SWLevelControlService.

Cause 2

The reason is in 2-level structure, when installing Management Server (=Master Management Server), it is not installed on Master Management Server by mistake.

In 2-level structure, Management Server should be installed as Master Management Server. When one of the following operations is executed, installation procedure is incorrect.

- When DTKCreateInitData_Root.sql should be executed, CeateInitData_NotRoot.sql has been executed.

- When installation is performed in wizard style, when server service/level control service is installed, the check box of [The Server Is the Server at Top Level] has been set to OFF (default is ON).

[Resolution]

No matter what is the situation in the above, re-install according to the following procedure.

1. Uninstall server service/level control service.

2. Delete the created database.
   It is unable to delete the database from Systemwalker Desktop Keeper. Use Enterprise Manager of SQL-SERVER or SQL command to execute the operation of Drop Database.

3. Install server service/level control service after database is created according to the manual.

Cause 3

The reason for 3-level structure might be because that Management Server and Master Management Server cannot be distinguished (disconnection, Master Management Server not installed with Systemwalker Desktop Keeper service, service not running or setting error, etc.)

Client (CT) judges if there is the latest module by comparing to the information inside the Master Management Server through Management Server, so that it is unable to judge the status.

[Resolution]

Check if the cable is disconnected. In addition, in the case setting error, turn on the communication with Master Management Server. Confirm if the IP address is set correctly and if the port to be used has been opened.

If Systemwalker Desktop Keeper service of Master Management Server is not installed, install this service.
If level control service is not started, start it (SWLevelControlService).

---

14. The server service is stopped. Timeout error occurred.

Error message

```
"Timeout occurs while waiting for transaction response from the fsw21sj0 service (30000MS)."
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

It takes too long to stop the DB access thread, the timeout value (30s) of SCM (service control manager) has been exceeded, which caused this error.

[Resolution]

Though timeout occurs, the processing of stopping service still continues. After the DB access thread processing has terminated, service will be stopped, so no processing is required.

---

15. In 3-level environment, authentication error occurred when connecting from Management Console to the Management Server.

Error message

```
[MGLD-ERR004] Authentication failed. Confirm user ID or password.
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

Because of collective management of user, the password of Management Server will be overwritten by the password of Master Management Server.

[Resolution]

Enter the password of Master Management Server.

---

16. When using the data transfer command to transfer log information to Log Analyzer Server, failed auditing logs "Attempted to confirm the qualification information of domain controller account" is output in the event log of Log Analyzer Server.

Error message

The following event log will be displayed.

```
Name of log: security
source: Microsoft Windows security auditing.
Time ID: 4776
Task category: confirmation of authority information
Keyword: failed monitor
Content: domain controller attempted to confirm the qualification information of the account.
   Authentication package: MICROSOFT_AUTHENTICATION_PACKAGE_V1_0
   Logon account: account name (*1)
   source workstation: computer name (*2)
   errorcode: 0xc0000064
  *1: the account name specified in "Windows Account for Connecting Shared Folders" in the Log
Analyzer settings.
  *2: name of the computer that executes data transfer command.
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	**V14.1.0**
V14.2.0						

Cause

When all the following conditions are satisfied, the above log information will be output.

- The "Windows Account for Connecting Shared Folders" in the Log Analyzer settings is specified as domain account.

- Record log at the time when auditing failed is set in the account logon event of the monitor policy of Log Analyzer Server.

[Resolution]

When running in the above environment, specify the format of "Windows Account for Connecting Shared Folders" and "Domain Name \Account Name" set in the Log Analyzer.

In addition, even the above logs occur, the operation of executing data transfer command itself has no problem.

3.8 Troubles Relating to File Export Utility

1. Unable to perform export to DVD/CD.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

The version you are using now does not support file export to DVD/CD, or the OS that is not supported is used.

[Relationship between Version and OS]

- V12.0L10/V12.0L20 version

  Not allow file export to DVD/CD.

- V13.0.0/V13.2.0/V13.2.1 version

  - Windows(R) XP

    Allow file export to CD-R/RW (DVD is not allowed).

  - Other OS

    Not allow file export to DVD/CD.

- V13.3.0/V14.0.0 version

  - Windows(R) XP

    Allow file export to CD-R/RW (DVD is not allowed).

  - Windows Vista(R)

    Allow file export to CD-R/RW and DVD-R/RW.

- Other OS

Not allow file export to DVD/CD.

- Version V14.0.1 and later

- Windows(R) XP

Allow file export to CD-R/RW (DVD is not allowed).

- Windows Vista(R)

Allow file export to CD-R/RW and DVD-R/RW.

- Windows(R) 7

Allow file export to CD-R/RW and DVD-R/RW.

- Other OS

Not allow file export to DVD/CD.

[Resolution]

When the version is V13.0.0 and later, if Windows(R) XP system is used, the encryption export to CD/Normal export functions will be installed.

When the version is V13.0.0 and later, if Windows Vista(R) system is used, the encryption export to DVD/CD/ Normal export functions will be installed.

When the version is V14.0.1 and later, if Windows(R) 7 system is used, the encryption export to DVD/CD/Normal export functions will be installed.

---

2. When the file encrypted by the Export Utility is sent as an attachment of E-mail, the recipient will not be able to decrypt the file.

Error message

```
"Specified equipment, path or file cannot be accessed. It is likely that the access authority is not
acquired".

  *It is Windows' error message.
```


Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Security function Windows is started, so the program of adding E-mail attachment cannot be executed.

[Confirmation Points]

This phenomenon will occur when the version of Windows(R) XP SP2 or later is used.

[Resolution]

When the properties of the file to be executed is displayed, select the [Security] item in [General] tab and click the [Remove Block] button. The file will be decrypted.

However, before executing the attachment of E-mail, confirm this program is a safe.

---

3. When trying to use the Export Utility to encrypt and export the file to the USB of U3 specification, the error message of "Unable to create directory" is displayed and files cannot be exported.

Error message

`"The created directory cannot be shown."`

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Same as a real USB, this USB disk has a CD-ROM area inside (writable memory, in fact it is the CD-R area). When the program in the CD-ROM area for authentication is used, the CD-ROM will be ejected because the authentication program cannot run normally and it is unable to write to memory.

[Resolution]

- Cancel the prohibition to DVD/CD.

- Set the authentication function of USB as OFF.

---

4. After File Export Utility has been executed, the [Execute as Other User] window will be displayed. Then, after the utility is started and [File] of the menu is pressed, [Access has been denied] error will occur and the file cannot be exported.

Error message

`"Access denied."`

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

It is likely that the check box of "Execute with Other Qualification Information" on the properties window of the shortcut of File Export Utility on desktop is set to ON.

[Resolution]

"Set the check box of "Execute with Other Qualification Information" to OFF.

---

5. Select multiple files on the desktop and select "Export Utility" from the right-click menu, but the Export Utility cannot be started.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

It is restricted item of Windows Vista(R).

According to the following report, when there are parameter data over 260 characters on Vista, the program will not be exported.

http://support.microsoft.com/kb/943059/en-us

[Resolution]

Avoid using the "Send" of the right-click menu.

3.9 Other Troubles

1. Windows cannot be started under the environment with Acronis True Image installed.

Target Version/Edition

BE V12.0L10	**BE V12.0L20**	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

When the old version of "Acronis True Image" is installed, sometimes this phenomenon will occur (sometimes also occur on Acronis True Image Lite).

[Resolution]

Update "Acronis True Image" to a version later than V9.0

2. Under the status that IME 2000/2002 (Office XP) is not displayed through the taskbar, IME cannot be used.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

This phenomenon might be caused due to trouble of IME.

[Resolution]

Save IME on the task tray.

---

3. It takes too long to start Management Console.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

If the Management Console has been connected to the Master Management Server, when the Management Console is started, it will be connected with Management Servers under the Master Management Server and collects information.

However, when communication is not performed with the Management Server due to some reasons, the connection will continue until timeout.

This phenomenon will occur when the Management Server cannot be connected due to the following reasons.

- Management server is not started.

- Although the Management Server has been started, the communication between Master Management Server and Management Server encountered problem.

[Resolution]

- Confirm if the Management Server under the Master Management Server runs normally.

  If OS has been started normally

  If the service of Systemwalker Desktop Keeper is started

- Use the commands such as ping to confirm if the network environment between the Master Management Server and Management Servers has problem.

-

[Resolution]

- Start the Management Server.

- Keep the connection between the Master Management Server and Management Server on.

---

4. When the USB memory, external HDD with USB connection are shared on network, no USB device can be accessed from other PCs and error message is displayed.

Target Version/Edition

BE V12.0L10	**BE V12.0L20**	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Error message

```
"Memory area required for this processing cannot be ensured on the server"
```

Cause

Stack space insufficiency of IRP occurs.
Not only Systemwalker Desktop Keeper, but also all products that have filter disk use the Stack space of IRP. When viewing the shared folders of USB media, this space will also be used. Due to space insufficiency, the shared folders cannot be accessed from other PC.

[Resolution]

Expand the Stack space of IRP in the registry editor.
Refer to the following for the method of modification.

http://support.microsoft.com/kb/177078/en-us/

---

5. Run-time error occurs many times in Windows Vista(R).

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	SE V13.0.0	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Error message

One of the following error messages will be displayed.

1st information

```
"Runtime Error!
Program:C:\Windows\system32\fsw21ej4.exe
R6034
```

```
An Application has made an attempt to load the C runtime library incollectly.
Contract the application's support team for more information."
```

2nd information

```
"Runtime Error!
Program:C:\Windows\system32\fsw11ej8.exe
R6034
An Application has made an attempt to load the C runtime library incollectly.
Contract the application's support team for more information."
```

Cause

In system32 folder, the copied file of MSVCR80.DLL exists (under normal conditions, MSVCR80.DLL is installed to other folders by the method of side by side).
Systemwalker Desktop Keeper encounters timeout error because it has to refer to the MSVCR80.DLL file in the system32 folder.

[Resolution]

After modifying the name of the MSVCR80.DLL file under system32, confirm if Systemwalker Desktop Keeper runs normally.

---

6. Application error occurred in fsw11ej9.exe.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Error message

The following event logs will be displayed.

```
"Error occurred in application fsw11ej9.exe, version 2.5.0.1.
Error module ntdll.dll, version 5.2.3790.3959, error address 0x0004afb2"
```

Cause

The following OS errors

- Windows(R) XP

- Windows Server(R) 2003

[Resolution]

Apply the following patch.
http://support.microsoft.com/kb/950094/en-us

7. When co-existing with Symantec LiveState Recovery 6.0 (backup software), sometime blue screen appears. (STOP CODE: 0x24)

8. When B's Clip 4.0 (CD burning software) exists at the same time, sometimes blue screen appears.

7. Sometimes printing is not possible through Acrobat X.

8. After version upgrade of Management Server/Master Management Server, the error event log "Failed to access to level control service." is output.

Error Message

The following event log will be displayed on Management Server/Master Management Server.

```
Source: SWDTK_LC
Event ID: 3401
Type: Error
Content: Failed to access to level control service. (Physical node=%1 Result Code=%2 Response Code=%3
Response Details=%4)
     %1:   Physical node ID of access target
     %2:   Result code of access to level control service
     %3:   Response code of access to level control service
     %4:   Response details of access to level control service
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	**V14.1.0**
V14.2.0						

Cause

When the processing of operation (backup, restore and data transfer .etc) that stops the level control service overlaps with the aggregation processing of status window required for startup of level control service, this error may occur.

For example, when upgrading the version from V14.0.1 or earlier, aggregation processing of status window will run at 1:00. Therefore, if backup and restoration or data transfer is scheduled to run at the same time frame, error may occur.

[Resolution]

Confirm whether the aggregation processing of status window overlaps with the operation (backup, restore and data transfer .etc) that stops the level control service. If the processing overlaps, modify the schedule of operation that stops the level control service, or modify the aggregation schedule of status window. For how to modify, refer to "Prepare for Using Status Window" of *Systemwalker Desktop Keeper User's Guide for Administrator*.

---

9. After the installation of Management Server/Master Management Server, the error event log "Settings relating to status are not initialized or have been damaged. Please login to Web Console first. Or, execute the settings relating to status again." is output.

Error Message

The following event log will be displayed on Management Server/Master Management Server.

```
Source: SWDTK_LC
Event ID: 3403
Type: Error
Content: Settings relating to status are not initialized or have been damaged. Login to Web Console
first.
      Or, execute the settings relating to status again.
      *In case of V14.1.0, it will become "Settings relating to status have been damaged. Execute
settings relating to status again.".
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	**V14.1.0**
V14.2.0						

Cause

After the installation of Management Server/Master Management Server, when you never logged in to Web console, this error may occur.

[Resolution]

Login to Web Console and display the status window. For how to login to Web Console, refer to "Display Status Window" of *Systemwalker Desktop Keeper User's Guide for Administrator*.

---

10. In version upgrade of Management Server/Master Management Server, or after uninstallation of Log Analyzer Server, the error event log "Failed to access to Log Analyzer Server database during batch processing of linkage with all-in-one PC" is output.

Error Message

The following event log will be displayed on Management Server/Master Management Server.

```
Source: SWDTK_PB
Event ID: 3421
Type: Error
Content: Failed to access to Log Analyzer Server database during batch processing of linkage with all-
in-one PC
      (Server IP address=%1 Result Code=%2 Result message=%3 Result details=%4)
      %1:   IP address of Log Analyzer Server to be connected
      %2:   Result code of access to database
      %3:   Result message of access to database
      %4:   Result details of access to database
```

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	**V14.1.0**
V14.2.0						

Cause

It may be the following causes.

- In the environment in which Log Analyzer is used, when upgrading the version of Log Analyzer Server after the version upgrade of Management Server/Master Management Server, this error may occur.

- When the Log Analyzer Server information on Management Server/Master Management Server is not deleted during uninstallation of Log Analyzer, this error may occur.

[Resolution]

Execute the following resolution.

- During version upgrade of Systemwalker Desktop Keeper, upgrade the version of Log Analyzer Server.

- When uninstalling Log Analyzer, delete the Log Analyzer information on Management Server/Master Management Server. For how to delete, refer to "Uninstall Log Analyzer Server" of *Systemwalker Desktop Keeper Installation Guide*.

Chapter 4 Troubles at Maintenance Operation

Troubles relating to assets backup

1. After backing up data using backup command, the command log is not backed up.

2. The executed backup command is ended due to error.

3. The executed log deletion process has ended due to error.

Troubles relating to assets restoration

1. Restoration process is performed using the database backup command, but error occurred during the operation of management console.- After setting the policies, click [Update Immediately], "X items in X have been updated" will be displayed. However, no matter whether policy is updated or not, "0 items in X" is displayed, and "No Update" is displayed afterwards. Policy cannot be reported.- Client (CT) cannot be moved. After client (CT) has been moved, click [Updating Configuration], "[LVSY-ERR003] This physical node information has not been found." will be displayed. Information after moving cannot be shown.

2. Error occurs after domain user starts Server Settings Tool and backup/Restoration Tool.

Troubles relating to the application of corrections

1. When emergency correction in UpdateSite format is expected to be used, an error occurs to prevent its application.

4.1 Troubles Relating to Assets Backup

1. After backing up data using backup command, the command log is not backed up.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

Command prompt operation log has not been evacuated through backup command.

[Resolution]

Perform backup operation by referring to the following manual. In version V13.0.0 or later, the command log is already the target of collection of backup command.

[Refer to Operation Manual]

4.1 Assets Backup/Restoration in Systemwalker Desktop Keeper Importing Guidance
Table of File Backup/Restoration

[Data of Backup]

All data under the folder PromptLog

---

2. The executed backup command is ended due to error.

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Error message

The following information will be displayed in the event log.

```
"qdg12148e: Serious error has been detected in the execution of SQL statements:'JYP5007E RDBII memory
of server space is insufficient.' (System name= SWDTK)."
```

```
"qdg12102u:RDBII local memory in space is insufficient (System name=SWDTK)"
```

Cause

There are too many cases of logs in backup at one time, which causes insufficiency in memory.

[Resolution]

Shorten the period of backup and perform backup again.

---

3. The executed log deletion process has ended due to error.

Target Version/Edition

BE V12.0L10	**BE V12.0L20**	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Error message

The following information will be displayed in the event log.

```
"Error: 9002, level: 17, status: 6 log files in database 'DTKDB' is already full. Back up the database
transaction logs in order to release the log space."
```

Cause

It is likely that logs cannot be deleted due to insufficient of transaction capacity of database.

[Resolution]

Back up the transaction log space according to the following procedure.

1. From the start menu, start [Microsoft SQL Server] - [Enterprise Manager].

2. From the tree on the left, select [console root] - [Microsoft SQL Servers] - [SQL Server Group] - [(Local) (Windows NT)] - [Database] - [DTKDB (Database Name of Desktop Keeper)], and right-click to select "Database Backup".

3. Perform the following settings in the [General] tab.

   - [Database]: Specify [DTKDB].

   - [Backup]: Specify [Transaction Log].

   - [End at]: Specify the file name of backup transaction log.

4. Select [Delete Inactive Entries from Transaction Logs] in the [Options] tab.

5. Click [OK] to backup the transaction logs.

*Refer to the Manual of the SQL Server for detailed procedure.

4.2 Troubles Relating to Assets Recovery

1. Restoration process is performed using the database backup command, but error occurred during the operation of management console.
- After setting the policies, click [Update Immediately], "X items in X have been updated" will be displayed. However, no matter whether policy is updated or not, "0 items in X" is displayed, and "No Update" is displayed afterwards. Policy cannot be reported.
- Client (CT) cannot be moved. After client (CT) has been moved, click [Updating Configuration], "[LVSY-ERR003] This physical node information has not been found." will be displayed. Information after moving cannot be shown.

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

The restoration procedure is incorrect.

[Resolution]

The text modifier may be restored directly under the status of double quotes. Specify the text modifier to <No>. Refer to the section "5.1.2 How to Restore Data" in *Systemwalker Desktop Keeper Installation Guide*, use backup command to perform recovery transaction.

2. Error occurs after domain user starts Server Settings Tool and backup/Restoration Tool.

Error message

"[RSSY-ERR001] Administrator authority is required for using this program."

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

In V13.0.0, Server Settings Tool and backup/restoration tool can only be executed by local user with Administrators authority.

[Resolution 1]

Login with as user with Administrators authority in local group.

[Resolution 2]

Update to V13.2.0 version. User of the DomainAdmins group in V13.2.0 can also execute.

4.3 Troubles Relating to Application of Correction

1. When emergency correction in UpdateSite format is expected to be used, an error occurs to prevent its application.

Error message

"Target product or component is not installed, or not registered to correction application management book."

Target Version/Edition

BE V12.0L10	BE V12.0L20	**BE V13.0.0**	**BE V13.2.0**		**BE V13.3.0**	**V14.0.0/V14.0.1**
	SE V12.0L20	**SE V13.0.0**	**SE V13.2.0**	**SE V13.2.1**	**SE V13.3.0**	**V14.1.0**
V14.2.0						

Cause

The correction application management book is not the latest version, which may cause this error.

[Resolution]

Execute the following command. Update the correction application management book, and then perform application modification.

```
uam setup -C  <Correct Application Management Book Setting File>
```

<Correct Application Management Book Setting File> means to download the latest correction application management book file from the website.

Chapter 5 Troubles at Uninstallation

Troubles at uninstallation

1. When double-byte user is used to login, uninstallation of "Systemwalker Desktop Keeper CT" failed.

---

1. When double-byte user is used to login, uninstallation of "Systemwalker Desktop Keeper CT" failed.

Error message

"Format of parameters specified in command log is incorrect. Modify to correct format."

Target Version/Edition

BE V12.0L10	BE V12.0L20	BE V13.0.0	BE V13.2.0		BE V13.3.0	V14.0.0/V14.0.1
	SE V12.0L20	SE V13.0.0	SE V13.2.0	SE V13.2.1	SE V13.3.0	V14.1.0
V14.2.0						

Cause

According to the specification of Install Shield, double-byte user (including "default" users) cannot be processed.

[Resolution]

Login with single-byte user and perform uninstallation.