

# FUJITSU Software

## Systemwalker Desktop Patrol

# Reference Manual

Windows

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# Preface

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## Purpose of this guide

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

- Systemwalker Desktop Patrol V15.1.0

## Intended readers

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

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

- General knowledge regarding Internet Information Services(IIS)
- General knowledge regarding personal computers
- General knowledge regarding Windows
- General knowledge regarding the Internet

## Structure of this guide

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

### [Chapter 1 Command Reference](#)

This chapter describes commands used in Systemwalker Desktop Patrol.

### [Chapter 2 CSV File Reference](#)

This chapter describes CSV files used in Systemwalker Desktop Patrol.

### [Chapter 3 Message List](#)

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

### [Chapter 4 Port Number and Service](#)

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

### [Chapter 5 Collecting Information for Investigation](#)

This chapter describes how to collect information for investigation by using FJQSS (Information Collection Tool) and the log collection tool.

### [Appendix A About Software Dictionary](#)

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

## Location of this guide

In Systemwalker Desktop Patrol manual, location of this guide is shown as follows.

Manual Name	Contents
Systemwalker Desktop Patrol User's Guide	Basic knowledge of Systemwalker Desktop Patrol, such as overview, features, functions, etc.
Systemwalker Desktop Patrol Installation Guide	How to perform installation settings, change operation environment, maintain and manage Systemwalker Desktop Patrol.
Systemwalker Desktop Patrol Operation Guide: for Administrators	How to collect PC information, install security patches, distribute software, license management, management ledger, and environment setup of Systemwalker Desktop Keeper.

Manual Name	Contents
Systemwalker Desktop Patrol Operation Guide: for Clients	How to install, operate and change the settings of the client side. In addition, it explains how to handle error messages output from client side.
Systemwalker Desktop Patrol Reference Manual (This Guide)	Commands, files and port numbers used in Systemwalker Desktop Patrol. In addition, it explains how to handle error message output from Systemwalker Desktop Patrol.

Also, the following manuals are enclosed as Systemwalker Live Help manuals. Refer to them when you use the remote operation function (Systemwalker Live Help Function).

Manual Name	Contents
Systemwalker Live Help User's Guide	It explains how to install Systemwalker Live Help, how to use the hardware and software and set the support center. In addition, it also explains how to manage by Live Help Connection Manager.
Systemwalker Live Help Client Guide	It explains how to install, use and set Systemwalker Live Help Client.

## Symbols used in this guide

This guide uses the following names, symbols and abbreviations for explications.

### Symbols used in commands

This subsection describes the symbols used in the examples of commands.

#### Meaning of symbols

Symbol	Meaning
[ ]	Indicates that the items enclosed in these brackets can be omitted.
	Indicates that one of the items separated by this symbol should be specified.
{ }	Indicates that one of the items enclosed in these symbols should be specified.

### Symbols used in this guide

The following symbols are used in this guide.

#### Meaning of symbols

Symbol	Meaning
<i>n</i>	Indicates variable value.



Note

Indicates an item requires special attention.



Point

Indicates useful information.

## DTP installation directory

The directory in which Systemwalker Desktop Patrol CS, Systemwalker Desktop Patrol DS, Systemwalker Desktop Patrol AC, Systemwalker Desktop Patrol ADT, Systemwalker Desktop Patrol CT or Systemwalker Desktop Patrol SS is installed is indicated as the DTP installation directory.

## Abbreviations

In this guide, the product names are abbreviated as follows.

Product Name	Abbreviation
Systemwalker Desktop Patrol CS	CS
Systemwalker Desktop Patrol DS	DS
Systemwalker Desktop Patrol AC	AC
Systemwalker Desktop Patrol ADT	ADT
Systemwalker Desktop Patrol CT	CT
Systemwalker Desktop Patrol SS	SS
Systemwalker Desktop Patrol Client	Smart device CT

In this guide, the operating system names are abbreviated as follows.

Abbreviation	Full Name
Windows Server(R) 2012 R2	Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter
Windows Server(R) 2012	Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter
Windows Server(R) 2008 R2	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) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise 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(R) 8.1	Windows(R) 8.1 Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise
Windows(R) 8	Windows(R) 8 Windows(R) 8 Pro Windows(R) 8 Enterprise Windows(R) 8.1

Abbreviation	Full Name
	Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise
Windows(R) 7	Windows(R) 7 Enterprise Windows(R) 7 Ultimate Windows(R) 7 Professional Windows(R) 7 Home Premium
Windows Vista(R)	Microsoft(R) Windows Vista(R) Ultimate Microsoft(R) Windows Vista(R) Enterprise Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Home Premium Microsoft(R) Windows Vista(R) Home Basic Microsoft(R) Windows Vista(R) Ultimate 64-bit Edition Microsoft(R) Windows Vista(R) Enterprise 64-bit Edition Microsoft(R) Windows Vista(R) Business 64-bit Edition Microsoft(R) Windows Vista(R) Home Premium 64-bit Edition Microsoft(R) Windows Vista(R) Home Basic 64-bit Edition
Windows	Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise 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(R) 8.1 Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise Windows(R) 8 Windows(R) 8 Pro Windows(R) 8 Enterprise Windows(R) 7 Enterprise Windows(R) 7 Ultimate Windows(R) 7 Professional Windows(R) 7 Home Premium Microsoft(R) Windows Vista(R) Ultimate Microsoft(R) Windows Vista(R) Enterprise Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Home Premium Microsoft(R) Windows Vista(R) Home Basic Microsoft(R) Windows Vista(R) Ultimate 64-bit Edition Microsoft(R) Windows Vista(R) Enterprise 64-bit Edition Microsoft(R) Windows Vista(R) Business 64-bit Edition Microsoft(R) Windows Vista(R) Home Premium 64-bit Edition Microsoft(R) Windows Vista(R) Home Basic 64-bit Edition
IIS	Internet Information Services 6.0 Internet Information Services 7.0 Internet Information Services 7.5

Abbreviation	Full Name
	Internet Information Services 8.0 Internet Information Services 8.5
IE	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 Windows(R) Internet Explorer(R) 10 Windows(R) Internet Explorer(R) 11
Android	Android(TM) 3.0 - Android(TM) 5.0
iOS	iOS 5.0 - iOS 8.1

### Shortcuts in the Start window of Windows(R) 8 and Windows Server(R) 2012

To check which product a shortcut in the **Start** window is for, right-click the shortcut and click **Open File Location** from the menu at the bottom of the screen. This will open the file location in **Windows Explorer**, where the product name can be checked.

### Halfwidth characters

In this guide, the "halfwidth characters to be handled" refer to the following ASCII characters, except in places where limitations for the halfwidth characters that can be used are described.

- Halfwidth spaces

- Halfwidth symbols

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

- Halfwidth numbers

0 1 ... 9

- Halfwidth alphabetic characters

A B ... Z

a b ... z

Characters other than the above are treated as fullwidth characters.

### Version notation

The following versions of this product do not have an English version - ignore references to them.

- Systemwalker Desktop Patrol V12.0L10
- Systemwalker Desktop Patrol V13.3.0
- Systemwalker Desktop Patrol V14.0.0
- Systemwalker Desktop Patrol V14.0.1
- Systemwalker Desktop Patrol V14.1.0
- Systemwalker Desktop Patrol V14.3.0
- Systemwalker Desktop Patrol V14.3.1
- Systemwalker Desktop Patrol V15.0.0
- Systemwalker Desktop Patrol V15.0.1

For example, read "V15.0.1 or later" as "V14.2.0 or later", because V15.0.1 does not have an English version.

Likewise, read "V14.0.0 or earlier" as "V13.2.0 or earlier", because V14.3.1 does not have an English version.

The table below shows the available versions:

Japanese version	English version
V11.0L10	V11.0L10
V12.0L10	V11.0L10
V13.0.0	V13.0.0
V13.2.0/V13.2.1	V13.2.0
V13.3.0	V13.2.0
V14.0.0/V14.0.1	V13.2.0
V14.1.0	V13.2.0
V14.2.0	V14.2.0
V14.3.0	V14.2.0
V14.3.1	V14.2.0
V15.0.0	V14.2.0
V15.0.1	V14.2.0
V15.1.0	V15.1.0

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# Chapter 1 Command Reference

This chapter describes the commands used in Systemwalker Desktop Patrol.

## 1.1 Notes in Command Execution

Note the following when executing the commands:

- When Windows Vista(R), Windows(R) 7 or Windows Server(R) 2008 executes this command, select **Run as Administrator** in the right click menu, and execute this command in the started command.
- To use a command in Windows(R) 8 or Windows Server(R) 2012, display the desktop and execute this command on a Command Prompt window that has been started by selecting **Run as Administrator**.
- When double quote is used to enclose command line, enclose the executable file name in it.  
Example) "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\AtoolETPGT.exe"
- When specifying the host name or server name as an option in the following commands, specify the host name or IPv4 address:
  - CustomPolicy.exe (modifying policy for custom setup command)
  - DSDelete.exe (delete registered DS command)
  - dtpadset.exe (Active Directory linkage environment setup command)
  - DtpKitingCT.exe (changing CT operating environment command)
  - logcheckcs.exe (detection command of CT operating status in CS)
  - MBPolicy.exe (mobile environment setup command)
  - updateregist.exe (registering and updating command)

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

### Functionality

This command is used when applying a "Software Dictionary" (SoftwareDictionary.zip file) sent by e-mail from the Systemwalker support center.

### Record format

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

### Option

Folder name

Specify the absolute path that has saved the folder of "Software Dictionary" sent by e-mail from the Systemwalker support center.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

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

### Authority required for execution/executing environment

- Administrator authority is required.

- This command shall be executed in CS.
- This command is executed by administrator.

**Cautions**

- You do not need to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).
- You do not need to extract the software dictionary (SoftwareDictionary.zip file).

**Command execution example**

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

**Execution result/output format**

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

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

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

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

**Functionality**

The following functions are temporarily prohibited in CT.

- Service stop prohibition function of CT
- Uninstall prohibition function of CT
- Connection server modification prohibition function of CT

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

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

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

**Record format**

CTControl.exe	[-service.cannot.stop off] [-cannot.uninstall off] [-edit.primaryserver off] [-clear.recognition]
---------------	------------------------------------------------------------------------------------------------------------

**Option**

Each option is not case-sensitive.

-service.cannot.stop off

Prohibit the service stop prohibition function.

-cannot.uninstall off

Prohibit the uninstallation prohibition function.

-edit.primaryserver off

Prohibit the connected target server name modification prohibition function.

-clear.recognition

Delete all rectification information distributed to security auditing diagnosis.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CT:

```
CT Installation Directory \FJSVsbtrsc\bin
```

### Authority required for execution/executing environment

This command shall be executed in CT.

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

### Cautions

Operate after confirming that the following windows are not started.

- Software download window
- Environment setup window
- Diagnosis result window of operation settings
- Service window

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

### Command execution example

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

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

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

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

- Delete the rectification information distributed to security auditing diagnosis.

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

### Execution result/output format

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

```
Command execution succeeded.
```

When the processing failed, a message indicating failure will be output. Refer to ["3.1.7 Messages Output When Using Client Prohibition Function"](#) for details.

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

---

### Functionality

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

### Record format

CTMail.exe

### Command saving location

- Retrieve from the download menu (**Command Mode CT List > When E-mail is used**)
- The following folder in CS:

Main Directory of IIS \wwwroot\DTP\offline

### Authority required for execution/executing environment

- No particular authority is required during execution.
- Confirm whether the environment variable %TMP% is set correctly in Properties under "My Computer".  
Or enter SET in command prompt to confirm whether the environment variable %TMP% is set correctly.
- The command is executed by user.

### Cautions

- When sending the e-mail, set the mail sending environment in the **E-Mail Environment Setup** dialogue box in CS.
- When omitting the Subject in **E-Mail Environment Setup**, no filtering is performed upon e-mail reception
- After setting **E-Mail Environment Setup**, be sure to refer to the following manuals and perform the record steps.
  - Step recorded in *Setup of Inventory Collection through Command Mode CT of Systemwalker Desktop Patrol Operation Guide: for Administrators*.

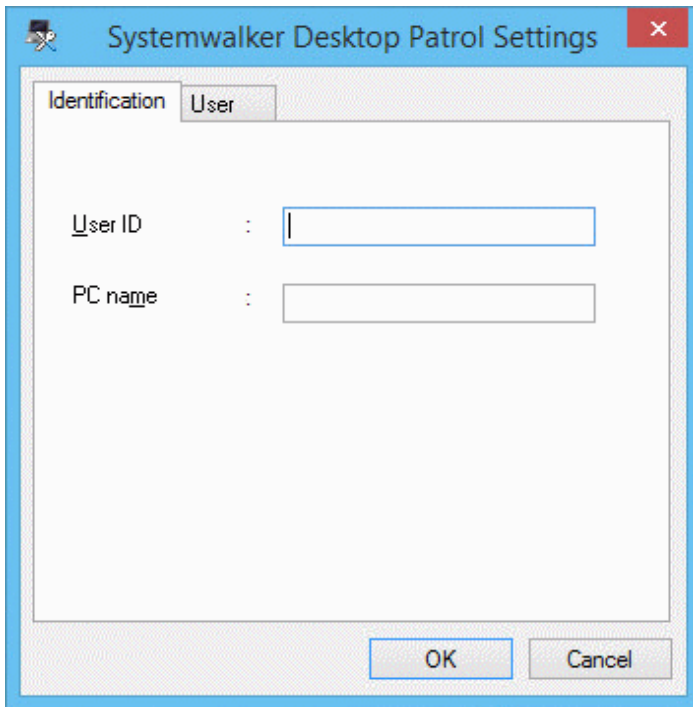
### Command execution example

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

"C:\tmp\CTMail.exe"

### Execution result/output format

The following windows will appear.



Tab	Item	Description
<b>Identification</b>	<b>User ID</b>	Specifies the User ID. This must be specified. You can specify up to 20 halfwidth alphanumeric characters and the following halfwidth symbols: - @ . _ Alphabetic characters are case-sensitive.
	<b>PC name</b>	Specifies a name to identify the PC. This must be specified. The host name is normally specified. You can specify up to 20 characters. Alphabetic characters are case-sensitive. You cannot specify fullwidth characters spaces and the following symbols: + * ? < > , ; : \ / "
<b>User</b>	<b>Item</b>	Displays the user information item names. These items cannot be changed on CT.
	<b>Contents</b>	Specify the item content as necessary. You can specify up to 256 characters. You can specify fullwidth and halfwidth alphanumeric characters, halfwidth spaces, and the following symbols: - @ . < > ; : / ( ) [ ] { }

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

When the processing fails, a message indicating failure will be output. Refer to "[3.4.4 Messages Output in Command Mode CT](#)".

### Log information

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



- iisunpack.log
- invCollect.log
- TransMail.log
- cmfpmain.log
- cmfpctl.log
- cmcltinf.log
- cmhard.log
- cmregget.log
- cmsfdic.log
- cmsfreg.log
- cmuser.log
- csvfilter.log
- regsch2.log
- errfile.inf

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

---

### Functionality

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

### Record format

CTOffline.exe
---------------

### Command saving location

- Retrieve from the download menu (**Command Mode CT List > When E-mail is not used**)
- The following folder in CS:

Main Directory of IIS \wwwroot\DTP\offline
--------------------------------------------

### Authority required for execution/executing environment

- No particular authority is required during execution.
- Confirm whether the environment variable %TMP% is set correctly in Properties under "My Computer".  
Or enter SET in command prompt to confirm whether the environment variable %TMP% is set correctly
- For correct set example, refer to "[3.4.4 Messages Output in Command Mode CT](#)".

### Cautions

Perform the recorded steps by referring to the following manual.

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

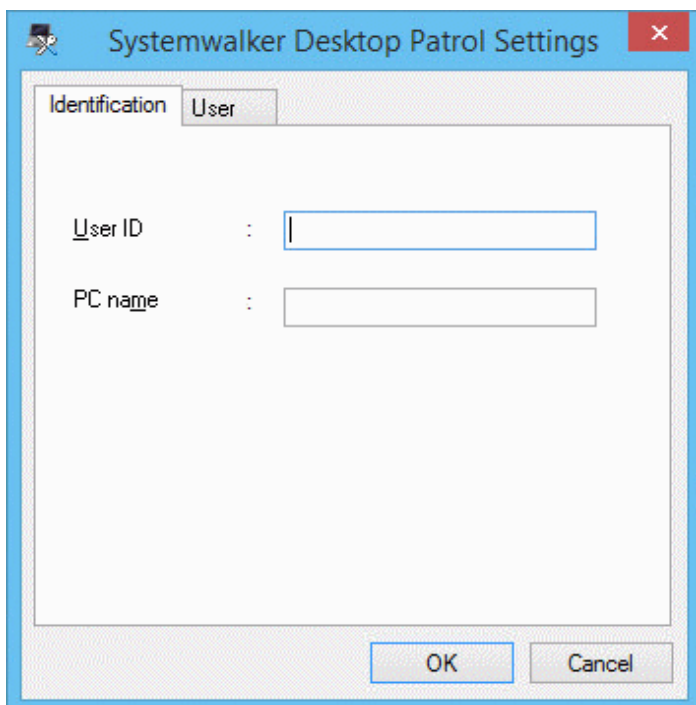
### Command execution example

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

"C:\tmp\CTOffline.exe"

## Execution result/output format

The following windows appear.



Tab	Item	Description
<b>Identification</b>	<b>User ID</b>	Specifies the User ID. This must be specified. You can specify up to 20 halfwidth alphanumeric characters and the following halfwidth symbols: - @ . _ Alphabetic characters are case-sensitive.
	<b>PC name</b>	Specifies a name to identify the PC. This must be specified. The host name is normally specified. You can specify up to 20 characters. Alphabetic characters are case-sensitive. You cannot specify fullwidth characters, spaces and the following symbols: + * ? < > , ; : \ / "
<b>User</b>	<b>Item</b>	Displays the user information item names. These items cannot be changed on CT.
	<b>Contents</b>	Specify the item content as necessary. You can specify up to 256 characters. You can specify fullwidth and halfwidth alphanumeric characters, halfwidth spaces, and the following symbols: - @ . < > , ; / ( ) [ ] { }

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

When the processing failed, a message indicating failure will be output. Refer to "[3.4.4 Messages Output in Command Mode CT](#)".

## Log information

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

- iisunpack.log
- invCollect.log
- cmfpmain.log
- cmfpcntl.log
- cmcltinf.log
- cmhard.log
- cmregget.log
- cmsfdic.log
- cmsfreg.log
- cmuser.log
- csvfilter.log
- regsch2.log
- errfile.inf

## 1.6 CTPolicy.exe (Client Environment Setup)

---

### Functionality

Enable/disable the following functions in CT.

- Service stop prohibition function of CT
- Uninstallation prohibition function of CT
- Connection server modification prohibition function of CT
- Collection function of CT operation status log

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

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

### Record format

CTPolicy.exe	[-service.cannot.stop {on off}] [-cannot.uninstall {on off}] [-edit.primaryserver {on off}] [-collect.ctlog {on off}]
--------------	--------------------------------------------------------------------------------------------------------------------------------

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

### Option

Each option is not case-sensitive.

`-service.cannot.stop {on|off}`

Enable/disable the service stop prohibition function.

On:

Enable function.

Off:

Disable function (initial value).

`-cannot.uninstall {on|off}`

Enable/disable the uninstallation prohibition function.

On:

Enable function.

Off:

Disable function (initial value).

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

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

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

`-edit.primaryserver {on|off}`

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

On:

Enable function.

Off:

Prohibit function (initial value).

`-collect.ctlog {on|off}`

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

On:

Enable function (initial value)

Off:

Prohibit function.

`-h|-help`

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

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- Administrator authority is required.

- This command shall be executed in CS.

### Cautions

- It is not required to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).
- When modifying the password of uninstallation prohibition function, specify -cannot.uninstall on option again and set password. The later set password will be valid.
- For -edit.primaryserver and -collect.ctlog option, the CT installed in CS/DS is still valid.

### Command execution example

- Enable the service startup prohibition function.

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

- Enable the uninstallation prohibition function.

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

Specify the password used in uninstallation prohibition function twice.

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

- Enable the Connection server modification prohibition function.

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

- Disable the connection server modification prohibition function.

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

- Disable the collection function of CT operation status log.

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

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

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

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

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

### Execution result/output format

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

```
Command execution succeeded.
```

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

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

---

### Functionality

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

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

Perform these settings after installing CS and DS.

### Record format

Configuration value that is only valid in CS

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

Configuration value that is valid in CS and DS

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

Configuration value that is valid in CT

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

	-host Host Name 1
--	-------------------

When displaying the set policy value

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

When displaying help

CustomPolicy.exe	-h -help
------------------	----------

## Option

**-sv.file.stragePath File Collection Saving Folder:**

This option can be specified in CS environment only.

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

Specify the folder using up to 128 fullwidth characters or 128 halfwidth characters. The following symbols cannot be specified:

/ \* ? \ " < > |

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

When viewing the collected files, view the following folder.

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

Example)

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

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

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

This option can be specified in CS environment only.

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

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

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

This option can be specified in CS environment only.

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

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

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

This option can be specified in CS environment only.

The update time of software list can be specified.

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

MM:DD
-------

MM:

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

DD:

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

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

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

This option can be specified in CS environment only.

The update interval of software list can be specified.

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

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

Specify the administrator number using up to 20 characters.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

This option can only be specified when using DS.

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

On:

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

Off:

Disable function.

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

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



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

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

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

Specify the software storage extension folder using an absolute path of up to 128 fullwidth characters or 128 halfwidth characters. The following symbols cannot be specified:

`/ * ? \ " < > |`

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

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

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

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

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

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

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

**On:**

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

**Off:**

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

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

**-sv.connect.oldEdition on|off:**

This option is used to allow connections from V15.0.1 or earlier of DS and CT.

**on:**

Enable feature. Allow connections from V15.0.1 or earlier of DS and CT.

The feature is enabled for 90 days only. After 90 days the feature will automatically become disabled.

**off:**

Disable feature. Do not allow connections from V15.0.1 or earlier of DS and CT. (Initial Value)

**-sv.connect.ctpassword on|off:**

This option is used in CT V15.1.0 or later to register inventory of allowed CTs only.

**on:**

Enable feature. It is necessary to set a password.

After setting a password, you need to register a password for authentication on the CT.

Set the password twice for input confirmation.

Specify the password using 4 to 12 halfwidth alphanumeric characters and the following halfwidth symbols. Alphabetic characters are case-sensitive.

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

**off:**

Disable feature. It is not necessary to set a password. (Initial Value)

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

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

On:

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

Off:

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

-cl.diff.collectExe on|off:

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

On:

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

Off:

Disable function. Notify all results to server each time.

In **Environment Setup > Policy Groups > Basic Operation Policy > Inventory Information** of main menu, after specifying **Collect EXE Information** as **Yes**, this option is valid. When it only disables the specific server, use this option.

-cl.logon.delay on|off:

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

On:

Enable function. Disperse timing. (Initial Value)

Off:

Disable function. Not disperse timing.

After specifying the time of **Confirmation Timing upon Logon** in **Environment Setup > Policy Groups > Basic Operation Policy > Common Setup** of main menu, this option is valid. When it only disables the specific server, use this option.

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

-cl.recollect.inventory on:

Notify all Inventory information collected in CT to server.

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

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

In addition, the specified another collection cannot be cancelled.

-cl.ctsetup.deffile on|off:

When installing CT, get "User ID" and "PC Name" automatically from the file (CesdDefaultValue.inf) where the default values are stored, and perform the settings.

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

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

Record example: "user001","pc001"

-cl.auto.change on|off:

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

On:

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

Off:

Disable function. (Initial Value)

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

`-cl.restrict.change on|off:`

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

On:

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

Off:

Disable function. (Initial Value)

`-cl.chk.guestpw on|off:`

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

On:

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

Off:

Not audit the password when auditing Guest account.

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

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

On:

Execute according to the specified user authority or service authority.

Off:

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

`-cl.patch.interrupt on|off:`

Enable the cancellation function while applying the security patch.

On:

It is able to cancel while applying the security patch.

Off:

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

`-cl.connect.retry on|off:`

Enable the retry function when exceeding synchronous connection.

On:

Retry when the synchronous connection is exceeded in connection server.

Off:

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

`-cl.transfer.retryMode 0|1`

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

0:

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

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

1:

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

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

Enable the processing and file confirmation on server.

**On:**

Confirm processing and file on server. (Initial Value)

**Off:**

Not confirm processing and file on server.

**-cl.task.getInterval Confirmation Interval**

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

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

**-host Host Name 1:**

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

Confirm the host name of CS and DS set in **Environment Setup > Setup and Operation Status** of main menu, and specify.

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

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

**-o|-out Type:**

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

**Cs:**

Display the configuration value that is valid in CS only.

**Sv:**

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

**Cl:**

Display the configuration value that is valid in CT.

**All:**

Display the option configuration value set by this command.

**-host Host Name 2:**

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

Confirm the host name of CS and DS set in **Environment Setup > Setup and Operation Status** of main menu, and specify

Several host names cannot be specified.

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

**-h|-help:**

Output how to use this command in standard output.

## Return value

0: ended normally

Other than 0: ended abnormally.

## Command saving location

The following folder under CS:

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

## Authority required for execution/executing environment

- Administrator authority is required.
- This command shall be executed in CS.

## Cautions

- It is not required to stop Systemwalker Desktop Patrol service (IT BudgetMGR (INV)).
- The policies/properties set by using this command will be valid on server and client after receiving policies/properties.
- Specifying off in -cl.chk.guestpw option can prevent the system from logging off Guest account. When the password auditing through Systemwalker Desktop Patrol is disabled, apart from -cl.chk.guestpw option, select the auditing item of security setup through Desktop Patrol Main Menu, and modify the auditing setup of **Windows Account** as **Not Audit**.
- When enabling the function of -cl.soft.exec.flag option, execute after downloading through software download window according to the following specified authority.
  - "Specify the Authority that Executes Automatically after Software Download" of distributed software set by policy group of Desktop Patrol Main Menu

In addition, UAC window will be displayed when executing the software. Refer to "Cautions While Distributing Software to PC of Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows Server(R) 2008 and Windows Server(R) 2012" of *Systemwalker Desktop Patrol Operation Guide: for Administrators* for details.

- Based on -cl.patch.applyInterrupt option, when canceling the patch application, the downloaded patches can be used again to for patch application at next patch application.
- When a feature with the -sv.connect.ctpassword option is enabled, it is also necessary to register a password for the installed CT.

## Command execution example

- For CS, set file collection saving folder.

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

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

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

- Confirm the value set for DS.

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

- Confirm all values set for DS.

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

- Display how to use this command.

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

## Execution result/output format

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

```
Command execution succeeded.
```

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

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

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

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -o cs -host
cs.example.com
Policy setup of cs.example.com
-----
File collection saving directory: D:\DTP\collect
Error retry count of patch download: 3 times
Error retry interval of patch download: 300 seconds
Update time of software list: 4:0
Update interval of software list: 60 minutes
```

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

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -o all -host
cs.example.com
Policy setup of cs.example.com
-----
File collection saving directory: D:\DTP\collect
Error retry count of patch download: 3 times
Error retry interval of patch download: 300 seconds
Update time of software list: 4:0
Update interval of software list: 60 minutes
-----
Administrator number: admin-01
Transmission buffer size: 32k
Error retry interval: 5 seconds
Error retry count: 5 times
Timeout period of error retry: 60 seconds
Transmission interval: 5 milliseconds
Polling interval: 5 minutes
Get policy in non-specified time: Yes
Software saving directory: C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\data\swc
Size of software saving directory: 3000 MB
Software saving extension directory:
Size of software saving extension directory:
Distribute patches to server: Yes
Allow connection from V14.2.0 or earlier DS and CT : 01/15/2015 - 04/14/2015
A password must be registered in V15.1.0 or later CT : Yes
-----
```

Collect increment Inventory: Yes
Collect increment EXE information: Yes
Confirmation timing to disperse software and security patch: Yes
Set time of another Inventory collection: 2009.3.17.18.39.14
Switch the download server automatically: No
Get default value from the specified file: No
Prompt that modifying the environment setup information is still limited when setting CT environment: No
Also audit password when auditing Guest account: Yes
Execute according to the authority of execution file after specifying download: Yes
Can terminate the patch application: Yes
Retry when exceeding the synchronous connection: Yes
Retry type while server cannot be connected: 1
Confirm processing and file on server: Yes
Interval of confirming processing and file on server: 10 minutes

When the processing fails, a message indicating failure will be output. Refer to "[3.3.20 Messages Output in Modification Command of Custom Settings Policy](#)" for details.

## 1.8 DSDelete.exe (Delete Registered DS)

---

### Functionality

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

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

### Record format

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

### Option

**-host Host Name**

Specify the host name of deleted DS.

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

**-lst:**

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

Specify by combining -host option.

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

**-dn DN Name:**

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

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

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

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

```
CS Installation Directory \FJSVsbtrs\bin
```

### Authority required for execution/executing environment

- Administrator authority is required.
- This command shall be executed in CS.

### Cautions

- It is not required to stop Systemwalker Desktop Patrol service (IT BudgetMGR (INV)).
- Uninstall DS after executing this command to delete the information.

### Command execution example

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

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

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

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

### Execution result/output format

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

```
Command execution succeeded.
```

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

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

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

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\DSDelete.exe" -host ds1.example.com  
The specified host name overlaps.  
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\DSDelete.exe" -host ds1.example.com -lst  
DATA1  
HostName:ds1.example.com  
ServerName: Our Company Server in Tokyo  
DN:/0aea26ed11bd363fb3628
```



```

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

```

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

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

When the processing fails, a message indicating failure will be output. Refer to "3.3.19 Messages Output in Deletion Command of Registered DS" for details.

## 1.9 dtpadmst.exe (Output Active Directory Information)

### Functionality

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

### Record format

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

### Option

/dMaster File Output Folder

Specify the folder that outputs Master data file. Specify the file by using absolute path, and when the path contains space, enclose the whole path in quotes (""). In addition, apart from quotes, the maximum string of 100 fullwidth characters or 200 halfwidth characters can be specified.

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

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

/sOU Name

Specify the name of OU that becomes extraction object. Specify the level separation by using diagonal mark, and enclose the whole path in quotes ("") when the space is contained. In addition, apart from quotes, the maximum string of 512 fullwidth characters or 1024 halfwidth characters can be specified.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

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

### Authority required for execution/executing environment

- Execute as a user with Administrator privileges.
- This command must be executed on CS.

### Cautions

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

### Command execution example

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

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

### Execution result/output format

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

Information extraction from Active Directory is successful.
-------------------------------------------------------------

When the processing fails, a message indicating failure will be output. Refer to ["3.3.12 Messages Output in Active Directory Information Output Command"](#) for details.

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

### Functionality

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

### Record format

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

### Option

None

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

/n/y

Specify whether to use Active Directory linkage function.

/n: not use Active Directory linkage function

/: use Active Directory linkage function

/dActive Directory Domain Name

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

/sActive Directory Server Name

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

/uActive Directory Server Administrator Logon ID

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

/pActive Directory Server Administrator Logon Password

Specify the connected Active Directory server administrator logon password. When specifying /y option, this option cannot be omitted. Specify from 1 to 128 halfwidth characters. When the string contains single-byte space, "&", "^", "|", "<" and ">", use "" to enclose all options. In addition, when the string contains "", specify as "".

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- Execute by using user with Administrator authority.
- This command must be executed on CS.

## Command execution example

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

- Active Directory Domain Name: ad\_domain.local
- Active Directory Server: ADSERVER
- Active Directory Administrator Logon User ID: admin
- Active Directory Administrator Logon Password: adminpwd

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

## Execution result/output format

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

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

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

**[Item Description]**

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

When the processing fails, a message indicating failure will be output. Refer to "[3.3.13 Messages Output in Active Directory Linkage Environment Setup Command](#)" for details.

## 1.11 DTPA\_DBAssetDel.exe (Deleting Asset Information)

### Functionality

This command is used to delete the management ledger.

### Record format

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



### Note

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

### Option

/a

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

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

- Device information
- Contract information
- Non-registered detection device information
- Initialization of auto-collected information
- History information
- Classification/type that is not used
- Results of security auditing
- Consume power information

/d

Delete the device information.

/n

Initialize the auto-collected information.

/h

Delete history information.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

DTP Installation Directory \DTPA

### Authority required for execution/executing environment

- Execute by using user with Administrator authority.
- This command must be executed on CS.

### Cautions

- When using "/n" and initializing the auto-collected information, the auto-collected number will be reset as "1". If the new device is registered automatically after initialization, the auto-collected asset number and registered number may be duplicated. Therefore, when specifying this option, modify the beginning characters of auto-collected asset number in advance. The beginning characters can be modified through CS by selecting **Start > Systemwalker Desktop Patrol > Environment Setup > Management Ledger Settings**, or **Apps > Systemwalker Desktop Patrol > Management Ledger Settings**.
- It is recommended to backup asset information in advance before executing this command.
- When executing this command in Windows Server(R) 2008 or Windows Server(R) 2012, select **Operate as Administrator** in the right click menu, and execute this command in the started command prompt.

### Command execution example

- When deleting the asset information uniformly

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_DBAAssetDel.exe" /a
```

- When deleting the auto-collected information

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_DBAAssetDel.exe" /n
```

- When deleting the device information and history information

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_DBAAssetDel.exe" /d /h
```

### Execution result/output format

- When the asset information has been deleted uniformly

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

- When the auto-collected information has been deleted

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_DBAAssetDel.exe" /n
```

Auto-collected value in asset number: initial value is 100.

\* The auto-collected value will output the collected value before initialization.

- When the device information and history information have been deleted

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

The information specified in variable has been deleted.

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

## 1.12 DTPA\_ExportCsv.exe (Outputting Device Information)

---

### Functionality

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

### Record format

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

### Option

/f Output Target File Name

Use the absolute path within 128 fullwidth characters or 256 halfwidth characters to specify the CSV output target file for saving CSV format information. If the path includes spaces, enclose it in quotation marks.

/I

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

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

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

### Authority required for execution/executing environment

- Execute by using user with Administrator authority.
- This command shall be executed in CS.

### Cautions

- The format of output file is the same as the format of DTPA\_ImportCsv.exe (command for uniformly registering/updating the device information).
- When the file name that has existed in output target file has been specified, the device information will be continuously output to this file contents.

### Command execution example

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

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ExportCsv.exe"  
/f C:\devlist.csv
```

### Execution result/output format

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ExportCsv.exe"  
/f C:\devlist.csv  
The output of device information has been completed.
```

- The format of output file is the same as that of "[2.7.2 Device Information File](#)".

## 1.13 DTPA\_ImportCsv.exe (Batch Processing of Registering/ Updating Device Information)

---

### Functionality

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

### Record format

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

### Option

/m Device Information File Name

Use the absolute path within 128 fullwidth characters or 256 halfwidth characters to specify the device information file for saving uniformly registered/updated device information. If the path includes spaces, enclose it in quotation marks.

/f Execution Result Output Target File Name

Use the absolute path within 128 fullwidth characters or 256 halfwidth characters to specify the execution result output target file for saving uniformly registered/updated execution results. If the path includes spaces, enclose it in quotation marks.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

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

### Authority required for execution/executing environment

- Execute by using user with Administrator authority.
- This command shall be executed in CS.

### Cautions

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

### Command execution example

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

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ImportCsv.exe"  
/m C:\devlist.csv /f C:\result.csv
```

### Execution result/output format

- When the command is ended normally:

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ImportCsv.exe"  
/m C:\devlist.csv /f C:\result.csv  
Batch Processing of Registration/Update of device information has been Completed.
```

- When an error occurs:

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

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ImportCsv.exe"  
/m C:\devlist.csv /f C:\result.csv  
An Error Occurred in Batch Processing of Registration/Update. Confirm the execution result output target file.
```

- Output example of execution result output target file

```
The first item, "A-000000108", "Item without Specified Device Name"  
The second item, "A-000000109", "Item without Specified User ID"
```

- **File format**

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

- The format of output file is the same as that of "[2.7.2 Device Information File](#)".

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

---

### Functionality

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

### Command format

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

### Option

/s/g

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

/s: register, update

/g: output



### /f File Name

While registering and updating (/s), specify the name of file to be registered and updated, and while outputting (/g), specify the name of file to be output. Specify the file name with absolute path, and when the path contains space, enclose all paths in quotes (""). In addition, apart from quotes, the maximum string is 128 fullwidth characters or 256 halfwidth characters.

For the file format, refer to "[2.6 Defined File for Operation Management Target PC Information](#)".

### /e Error File Name

Specify the name of error file that outputs error information. When registering and updating (/s), this option cannot be omitted. In addition, this option is not required during output and will be invalid while specifying. Specify the error file with absolute path, and when the path contains space, enclose all paths in quotes (""). In addition, apart from quotes, the maximum string is 128 fullwidth characters or 256 halfwidth characters.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

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

### Authority required for execution/executing environment

- Execute by using user with Administrator authority.
- This command must be executed on CS.

### Cautions

- The recorded contents in the input file will be registered as operation management target PC information only. The increment information cannot be registered. Record all operation management target PC information in the input file and register them.
- When the format is violation (user ID, number of characters for PC name, character type), the registration will fail (not registered, update one line). At this moment, the violation lines will be output to error file.

### Command execution example

- When registering and updating

The following represents the definition example of command.

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

The following represents the output example of error file.

```
"10.xx.xxx.11","admin","AMTPW","UserID11*","PC11"  
"10.xx.xxx.12","admin","AMTPW","UserID12","PC12*"  
"10.xx.xxx.13","admin","AMTPW","%UserID13","PC13"
```

- When outputting

The following represents the definition example of command.

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

The following represents the output example of error file.

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

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

Note: the password will be output as blank character.

When the processing failed, a message indicating failure will be output. Refer to ["3.3.11 Messages Output in Registration Command of Operation Management Target PC Information"](#) for details.

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

---

### Functionality

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

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

- Expand the operating environment by using operation environment maintenance guide
- Batch backup using SWDTP\_backup.exe
- Batch restore using SWDTP\_restore.exe
- Backup standard database through SWDTP\_dbbk.exe
- Restore standard database through SWDTP\_dbbk.exe
- Collect logs through Dtplook.exe

### Record format

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

### Option

/g:

Add the specified user ID as user of standard database.

/r:

Delete the specified user ID from users of standard database.

User ID:

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

Specify user ID with Administrators group authority on local computer.

This item is required to specify a string of within 18 alphanumeric characters and starting with a letter, or fullwidth characters string within 9 characters. They cannot be omitted.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- It is required to construct or expand Windows logon user of operating environment through operation environment maintenance guide.
- The Administrators group authority is required.
- This command must be executed on CS.

## Cautions

- When expanding the operating environment through operation environment maintenance guide, the user ID used when the user of standard database expands the operating environment will be saved only, and other user ID will be deleted.  
When the user apart from user ID used during expanding operating environment is required, use this command again to add user.

## Command execution example

Add user ID "fujitsu" as user.

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

# 1.16 dtpdlt.exe (Deleting Inventory)

---

## Functionality

PC Inventory in **PC Information** > **Inventory Information** of main menu can be deleted by this command.

## Record format

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

## Option

/p

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

/s

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

/f: File Name of Deletion List

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

Specify the file with absolute path. If the path contains space, enclose the whole path in quotes. In addition, the maximum number of characters that can be specified is 128 fullwidth characters or 256 halfwidth characters excluding the quotes.

For the file of deletion list, refer to "[2.5.2 List File of Deletion](#)".

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- Administrator authority is required.
- This command must be executed on CS.

## Cautions

- If the output file exists, overwrite it. If the file created previously is required, modify the file name or move this file to another location before executing this command.
- When it is abnormally ended, a file (dtpdlterr.csv) of error deletion list will be created under the current directory of the executed command.

## Command execution example

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

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

## Execution result/output format

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

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

The examples of error details file are shown as follows:

```
03/01/2006 11:15:25 Data error. [Row Number] = 20 [PC Name] = PC01 [User ID] = 000001 [Details] = Number of
character(s) error
03/01/2006 11:15:26 Failed I/O at C:\dellist.csv. [Row Number] = 10
03/01/2006 11:15:27 Failed to delete PC. [Input Number] = 30 [Process Number] = 22 [Error Number] = 4
03/02/2006 13:20:58 The corresponding PC does not exist.[Row Number] = 10 [PC Name] = PC01
[User ID] = 000010
03/02/2006 13:21:28 Error occurs in the database. [Row Number] = 20
03/02/2006 13:21:30 Failed to delete PC. [Input Number] = 50 [Process Number] = 35 [Error Number] = 5
```

## File format

Item	Description
Time	Time to execute commands
Contents	Exceptional contents

## Error contents

Contents	Variable Information	Cause	Resolution
Data error. [Row Number] = %d %s1 [Details] = %s2	%d: the corresponding line of deletion list file with exception %s1: PC name, user ID with exception %s2: Detail code of exception	The format of deletion list file is abnormal.	Confirm the deletion object PC and user ID, and modify them as the correct PC name and user ID.

Contents	Variable Information	Cause	Resolution
	1: the number of characters is incorrect 2: the type of characters is incorrect		
Failed I/O at %s. [Row Number] = %d	%s: deletion list file or error details file %d: the corresponding line of deletion list file with exception	A temporary input or output error occurred.	Execute the deletion command again. If the problem still cannot be solved, confirm whether any error has occurred in OS system.
Error occurs in the database. [Row Number] = %d	%d: the corresponding line of deletion list file with exception	Error occurred in the database.	Confirm whether an exception has occurred in database and exclude the causes of exception.
The corresponding PC does not exist. [Row Number] = %s1 %s2	%s1: the corresponding line of deletion list file with exception %s2: the PC name, user ID with exception	The PC corresponding to the PC name and user ID does not exist.	Confirm the deletion object PC and user ID, and modify them as correct ones.
Failed to delete PC. [Input Number] = %d1 [Process Number] = %d2 [Error Number] = %d3	%d1: the total number of deletion object PCs %d2: the number of PCs deleted successfully %d3: the number of PCs that are failed to be deleted	-	Refer to the error log message output before this log message and solve the problem.

When the processing failed, a message indicating failure will be output. Refer to "[3.3.4 Messages Output in Inventory Output Command](#)" for details.

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

### Functionality

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

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

- Software operation status function (PE title definition)

A single executable file (exe) can be detected by a single auditing software (software operation status).

Specify one file for collection.

- File search function (file module definition)

One file can be detected by a single auditing software (file search).

Specify one file for collection.

- Detection function of prohibition software (file condition definition)

Hashes of multiple files can be registered for a single auditing software (prohibition software).

You can register the results (multiple file information) with the folder specified.

### Record format

dtpfinfo.exe	[Object Folder Name]
--------------	----------------------

	[Object File Name]
	[-c Object Folder Name]
	[-o Output File Name]

## Option

### None

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

Output dtpfinfo.dat file to the current folder.

### Object Folder Name

This option retrieves the detailed information of all files contained in the specified target folder, and outputs the results.

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

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

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

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

### Object File Name

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

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

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

### -c Object Folder Name

This option retrieves the detailed information of all files contained in the specified target folder and subfolders, and outputs the results.

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

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

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

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

### -o Output File Name

Specify the name of file that outputs detailed information.

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

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

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

- Download through any one of the following link in main menu.
  - **Environment Setup > Software Auditing > Add User Definition**
  - **Environment Setup > Software Auditing > Add prohibition Software**
- The following folder in CS:

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

## Authority required for execution/executing environment

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

## Cautions

- The authority for accessing to all files under folder specified in object folder is required.
- The network path is not object. Be sure to specify the local drive for object folder name and file name.
- This command will not treat the name of file that contains Unicode as object.
- When the output file has existed, overwrite it or delete it when an exception occurs. When the file previously created is required, modify the file name or move it to other location before executing the command.
- Do not edit the output file.

## Command execution example

- Get the file information of the current folder, and output dtpinfo.dat file to the current folder.

```
"C:\temp\dtpinfo.exe"
```

- Get the detailed information of all files under C:\files folder, and output dtpinfo.dat file to the current folder.

```
"C:\temp\dtpinfo.exe" "C:\files"
```

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

```
"C:\temp\dtpinfo.exe" "C:\files\sample.exe"
```

- Get the detailed information of all files in and under the C:\files folder, and output dtpinfo.dat file to the current folder.

```
"C:\temp\dtpinfo.exe" -c"C:\files"
```

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

```
"C:\temp\dtpinfo.exe" -o"C:\test\sample.dat"
```

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

```
"C:\temp\dtpinfo.exe" "C:\files" -o"C:\test\sample.dat"
```

## Execution result/output format

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

```
The detailed information getting command of execution file has been ended normally.  
Amount of file that is read: 25
```

When the processing failed, a message indicating failure will be output. Refer to "[3.3.18 Message Output in Detailed Information Getting Command of Execution File](#)" for details.

# 1.18 dtpinfo.exe (Output Configuration Information)

---

## Description

This command outputs Systemwalker Desktop Patrol configuration information to be imported by Systemwalker Desktop Keeper.

## Syntax

dtpinfcoope.exe	/d /f <i>outputFileName</i>
-----------------	-----------------------------

## Option

/d

Specifies output for the configuration information. This option cannot be omitted.

/f*outputFileName*

Specifies the file name to which the configuration information is output. This option cannot be omitted.

Use an absolute path, and if the path includes spaces, enclose it in double quotation marks. Also, the string length excluding quotation marks must not exceed 128 fullwidth characters or 256 halfwidth characters.

## Return value

0: Ended normally

Other than 0: Ended abnormally

## Command location

The following folder of CS:

<i>csInstallDir</i> \bnserv\bin
---------------------------------

## Privilege required for execution/execution environment

- Administrator privileges are required.
- This command must be executed on CS.

## Note

- If the output file already exists, it will be overwritten. If you need a file that was created previously, change the name of the file or move it to another location before executing the command.

## Example

Output configuration information to C:\temp\output.csv.

"C:\Program Files\DesktopPatrol\bnserv\bin\dtpinfcoope.exe" /d /fC:\temp\output.csv
-------------------------------------------------------------------------------------

## Execution result/output format

Output files use the same format as the files downloaded from **Environment Setup > Environment Management - Export Structure Information** in the main menu.

If processing fails, an error message will be output. Refer to "[3.3.16 Messages Output in Export Structure Information Command](#)" for details.

# 1.19 dtpinvdl.exe (Exporting Inventory Information)

---

## Functionality

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

## Record format

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



## Option

### /t Type

Specify the type of output information (hardware information/software information).

#### Type

- h: output hardware information.
- s: output software information.
- a: output product information.
- p: output application status of security patch.
- v: output application status of anti-virus software.

### /s Section Code

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

### /i

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

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

### /o Output File Name

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

Specify the output file with absolute path, and when the path contains space, enclose the whole path in quotes. In addition, apart from quotes, specify the maximum string of 125 fullwidth characters or 250 halfwidth characters.

### /w

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

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

## Command saving location

The following folder in CS:

CS Installation Directory \bnserv\bin

## Authority required for execution/executing environment

- Execute by using user with Administrator authority.
- This command must be executed on CS.

## Cautions

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

## Command execution example

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

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

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

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

### Execution result/output format

The format of output file is the same as the format of [2.2.1 Inventory Information File](#) , [2.2.4 Software Operation Status Information File](#) , [2.2.2 Product Information File](#), [2.2.5 Security Patch Installation Status Information File](#) and [2.2.6 Antivirus Software Application Status Information File](#) .

When the processing failed, a message indicating failure will be output. Refer to "[3.3.3 Messages Output in Inventory Information Export Command](#)" for details.

## 1.20 DtpKitingCT.exe (Changing CT Operating Environment)

---

### Functionality

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

### Record format

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

### Option

#### -pc PC Name

Specify when modifying PC name. Up to 20 characters can be specified. The single-byte letters and numerals can be used. The fullwidth characters, space and the following symbols cannot be specified.

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

#### -id User ID

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

#### -sv Connected Target Server

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

#### -ps Proxy Server Name

Specify the Proxy server name. Up to 64 characters can be specified. The letters and numerals, "-" and "." can be specified.

#### -pn Proxy Port Number

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

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

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

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

```
Utilities\tool\kitting
```

## Authority required for execution/executing environment

This command must be executed on CT.

## Cautions

- When executing this command, it is required to unfold the installed CT or image. At this moment, note the following points:
  - Set CT installation target correctly in registry.

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

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

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

Confirm the value of connection server according to the following steps.

- Select **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**.
  - Select **Server Switch** tab in **Environment Setup** tab.
  - Confirm the item name is the bar of **Connection Server**.
- Confirm that **Environment Setup** window of CT is not started on the PC where this command is executed.
  - When using this command to modify CT operating environment, restart PC. Or restart "ITBudgetMGR (INV)" service.
  - When using this command, save "DtpKitingCT.dat" under the command saving folder to the folder where "DtpKitingCT.exe" is saved.

## Command execution example

- Modify the PC name as "p0001".

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

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

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

## Execution result/output format

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

```
OK: update success
```

When the processing failed, a message indicating failure will be output. Refer to ["3.1.8 Messages Output When Changing CT Operating Environment"](#).

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

## Functionality

This command creates software dictionary definition for product information collected by each PC, and adds it to software dictionary user definition.

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

Also, the SAMAC software dictionary is added to the user definitions.

## Record format

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

or,

dtplocaldic.exe	/s <i>samacDictionaryFile</i> [/v <i>vendorName</i> ] [/t <i>softwareType</i> ] [/g <i>softwareDictionaryGroupName</i> ]
-----------------	--------------------------------------------------------------------------------------------------------------------------

## Option

### /g Software Dictionary Group Name

Specify the managed group name. The maximum number of characters that can be specified is 30 fullwidth character or 60 halfwidth characters.

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

<b>Software Dictionary &gt; User Definition &gt; Group Name</b> tree of <b>Environment Setup &gt; Software Auditing</b> window
--------------------------------------------------------------------------------------------------------------------------------

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

<b>Software Dictionary &gt; User Definition &gt; Install Software</b> tree of <b>Environment Setup &gt; Software Auditing</b> window
--------------------------------------------------------------------------------------------------------------------------------------

If this option is omitted when adding a SAMAC software dictionary to the user definitions, the following group name of the main menu is used as the default value.

In the <b>Environment Setup &gt; Software Auditing</b> window, select <b>Software Dictionary &gt; User Definition &gt; SAMAC</b>
----------------------------------------------------------------------------------------------------------------------------------

### /u User ID

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

### /p PC Name

According to the product information of specified PC, create the definition of software dictionary. By screening based on PC name, the license management model PC can be used.

### /a

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

### /d

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

### /s *samacDictionaryFile*

Specifies a SAMAC software dictionary using an absolute path. The software dictionary user definition will be created based on the specified SAMAC software dictionary.

### /v *vendorName*

The software dictionary user definition will be created based on the vendor name registered in the SAMAC software dictionary. You can reduce the amount of definition information that is created by filtering using the specified vendor name.

### /t *softwareType*

The software dictionary user definition will be created based on the software type registered in the SAMAC software dictionary. You can reduce the amount of definition information that is created by filtering using the specified software type.

When this option is omitted, user definitions will be created based on the information for the software types "paid", "free", "driver", "hotfix", and "adware". Specify "unknown" for this option if creating user definitions based on information for an unknown software type.

The software types that can be specified are shown below. To specify multiple options, separate them with commas (,).

- paid (paid software)
- free (free software)
- driver (drivers, utilities and similar)
- hotfix
- adware
- unknown



- 
- License management model PC

It indicates PC with license management target software product installed.

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

- To import the data registered in the SAMAC software dictionary to the CS, perform the following procedure beforehand.
  1. Stop the CS "ITBudgetMGR (INV)" service.
  2. Edit and save the following file:

```
csinstall /dir\FJVS\sbtrs\etc\jreoption.inf
```

Example: C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJVS\sbtrs\etc\jreoption.inf

- Before
    - Xmx640m -Xms640m
  - After
    - Xmx1024m -Xms1024m
  - 3. Start the CS "ITBudgetMGR (INV)" service.
- 

### Return value

- 0: ended normally
- Other than 0: ended abnormally

### Command saving location

The following folder in CS:

```
CS Installation Directory \FJVS\sbtrs\bin
```

### Authority required for execution/executing environment

- Execute by using user with Administrator authority.
- This command must be executed on CS.

### Cautions

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

- When this command is executed again after deleting, moving or changing the name of a software dictionary group created using this command, that software dictionary group will be added.
- When this command is executed again after changing the name of software created using this command, that software dictionary group will be added.
- When this command is executed again after deleting the software definitions created using this command, those software definitions will be added.
- Information for which the software type of the SAMAC software dictionary is garbled will not be registered.
- Garbled strings may have already been defined in the SAMAC software dictionary file. When this information is imported, the software name will also appear garbled. Do not change the name of software when it appears garbled.

### Command execution example

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

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

User definitions are created in the SAMAC software dictionary.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\dtplocaldic.exe" /s "C:\temp\samac.dic"
```

### Execution result/output format

Output the following messages after execution.

- When /d option is not specified

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

- When specifying /d option and executing it

```
SoftwareLicense applied OK.
Total record:124
- Newly Addition :122
- Already Existing:2
- Enterprise:
Systemwalker Desktop Patrol CT
- Local:
Systemwalker Live Help Client
```

-

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

```
SoftwareLicense applied OK.
Total record:124
- Newly Addition :118
- Renamed:
Systemwalker Assets Management CT (Duplicate)
- Already Existing:6
```

When the processing failed, a message indicating failure will be output. Refer to ["3.3.15 Messages Output in User Asset Software Dictionary Creation Command"](#) for details.

## 1.22 dtpmast.exe (Constructing Master Data)

---

### Functionality

This command can perform upload and download in **Environment Setup** > **Users** and **Sections** of main menu.

### Record format

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

### Option

/s/d/g

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

/s: upload (register/update)

/d: upload (delete)

/g: download

/m Type

Specify the type of Master data.

e: user management information

g: section management information

b: building management information

/f File Name

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

Specify the output file with absolute path, and when the path contains space, enclose the whole path in quotes. In addition, apart from the quotes, the maximum string of 128 fullwidth characters or 256 halfwidth characters can be specified.

/e Error File Name

An error file is created when an upload (/s, /d) is specified, and of the master data described in the file specified using /f, only the master data that failed to upload is output to the file.

Moreover, an error details file (file with the extension ".dtl" appended to the error file name) is output together with the error file. The error details file contains the error causes of the master data output to the error file.

Refer to "Execution result/output format" for details on the file format of the error details file.

This option cannot be omitted when specifying uploads (/s, /d). When specifying downloads (/g), this option is not required, and will be ignored even if specified.

Specify the error file with absolute path and when the path contains space, enclose the whole path in quotes. In addition, apart from quotes, the maximum string of 128 fullwidth characters or 256 halfwidth characters can be specified.

You cannot specify ".dtl" as the extension of the error file name.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- This command must be executed by the user who ran the Operating Environment Maintenance Guide.
- This command must be executed on CS.

## Cautions

- If the output file has existed, overwrite it or delete it when an exception occurs. When the file created previously is required, modify the file name or move this file to another location before executing this command.
- The output order of error files when uploading the section management information may be different from the input order of the Master data file.

## Command execution example

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

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

## Execution result/output format

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

The example of error details file is shown as follows:

```
Comment line
Comment line
3, User Name, Invalid Data
4, E-mail Address, Length of item is wrong
```

## File format

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

## Error contents

Exceptional Contents	Cause	Resolution
Integrity of double quotation marks	Double quotes are not used correctly to enclose the items.	Enclose each item with double quotes correctly.
Invalid Data	<ul style="list-style-type: none"><li>- The item number of data is insufficient.</li><li>- Characters that are not allowed in items are contained.</li></ul>	<ul style="list-style-type: none"><li>- Confirm whether the item number is correct and record the required items.</li><li>- Confirm the items and modify to the characters that are allowed in items.</li></ul>
Length of item is wrong	The item length is not correct. Or though it is required item, the item record is still blank.	Confirm the item length and items, and modify it as correct ones.
Range Error	The section level is over 100.	Including management targets, modify section level to be less than 100.



Exceptional Contents	Cause	Resolution
No Key Data	The user ID, section code or building code are not specified.	Confirm whether the item is correct and record the required items.
No Corresponding Data	The item of update object and deletion object do not exist.	Confirm whether the items as deletion objects are correct. If it is no longer required, delete the corresponding line in the error file.
Excluded from the target	Specify the section code of an object that is registered or updated in the upstream section.	Confirm the upstream section code and modify it as the correct one.
Section level loop error	The section level is specified as a circle.	Confirm the upstream section code and modify it as the correct one.
Computer exists	The PC Inventory has existed on PC of user management to be deleted, so it cannot be deleted.	Confirm the users to be deleted and then modify them as correct users. Normally, delete Inventory of PC as required.
Current License Management exists	The License has existed on PC of user management to be deleted, so it cannot be deleted.	Confirm the users to be deleted and then modify them as correct users. Normally, delete Inventory of PC when it is required to delete License first.
All content excluding the bottom level	Attempted to delete the section outside of the bottom.	The subordinate sections of the deletion object should also be added to the deletion target list.
Cannot be deleted	Attempted to delete the system account or section management account user, or there is no authority for deleting the object section.	Unable to delete the system account or section management account user. Check if the user targeted for deletion is correct, and if so, delete the role allocations.  In addition, confirm whether the section of deletion object is correct. If it is no longer required, delete the corresponding line in the error file.
Database Error	An exception may occur in the database.	Confirm whether an exception occurred in the database, and exclude the causes of exception.
Cannot be update	Attempted to update or delete a user ID that is logging on.	Try again after the user logs off or wait a while.

When the processing failed, a message indicating failure will be output. Refer to "[3.3.1 Messages Output in Master Data Construction Command](#)" for details.

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

### Functionality

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

### Record format

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

## Option

### Input File Name:

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

When the path contains space, enclose the whole path in quotes. In addition, apart from quotes, the maximum string of 128 fullwidth characters or 256 halfwidth characters can be specified.

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

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

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- Administrator authority is required.
- This command must be executed on CS.

## Cautions

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

## Command execution example

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

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

## Execution result/output format

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

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

File: emp.csv Line: 90 The double quotation mark is not closed.
File: mail.csv Line: 50 Corresponding User ID: ABC000001 does not exist.

### File format

No.	Item	Description
1	Contents	Exceptional contents

### Error contents

Exceptional Contents	Variable Information	Cause	Resolution
File: %s Line: %d The double quotation mark is not closed.	%s: Input file name %d: incorrect line number exists	Double quotes are not correctly used to enclose the items.	Enclose each item with double quotes correctly.
File: %s Line: %d Corresponding User ID: %s does not exist.	%s: Input file name %d: incorrect line number exists %s: user ID	The data corresponding to user ID of input data does not exist in the employee Master of conversion object (old CSV format).	Check the conversion object file and confirm whether the user ID is correctly defined.

When the processing failed, a message indicating failure will be output. Refer to "[3.3.2 Messages Output in Master Data CSV Export Command](#)" for details.

## 1.24 dtppcmst.exe (Registering PC)

### Functionality

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

### Record format

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

### Option

/s/d

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

/s: upload (register, update)

/d: upload (delete)

/f File Name

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

When the path contains space, enclose the whole path in quotes. In addition, apart from the quotes, the maximum string of 128 fullwidth characters or 256 halfwidth characters can be specified.

For the PC list file, refer to "[2.5.1 PC List File](#)".

### /e Error File Name

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

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

Specify the error file with absolute path. When the path contains space, enclose the whole path in quotes. In addition, apart from the quotes, the maximum string of 128 fullwidth characters or 256 halfwidth characters can be specified.

### Return value

0: ended normally

Other than 0: ended abnormally

### Command saving location

The following folder in CS:

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

### Authority required for execution/executing environment

- Administrator authority is required.
- This command must be executed on CS.

### Cautions

- If the output file has existed, overwrite it or delete it when an exception occurred. If the file created previously is required, modify the file name or move this file to another location before executing this command.
- If exception occurs while uploading, the exceptional contents will become the error details file, and the error file with extension ".dtl" specified in /e option can be created.

### Command execution example

When uploading the registered PC list:

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

### Execution result/output format

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

The error details file is shown in the following example:

```
Comment Line  
Comment Line  
3, PC Name, Invalid Data  
4, PC Name, Length of item is wrong
```

### File format

No.	Item	Description
1	Line Number	Line number of error file
2	Item	Item name of exceptional causes

No.	Item	Description
3	Contents	Exceptional contents

#### Error contents

Exceptional Contents	Cause	Resolution
Integrity of double quotation marks	Double quotes are not used correctly to enclose the items.	Enclose each item with double quotes correctly.
Invalid Data	<ul style="list-style-type: none"> <li>- The item number of data is insufficient.</li> <li>- Characters that are not allowed in items are contained.</li> </ul>	<ul style="list-style-type: none"> <li>- Confirm whether the item number is correct and record the required items.</li> <li>- Confirm the items and modify to the characters that are allowed in items.</li> </ul>
Length of item is wrong	The item length is not correct. Or though it is required item, the item record is still blank.	Confirm the item length and items, and modify it as correct ones.
No Key Data	The user ID, section code or building code are not specified.	Confirm whether the item is correct and record the required items.
No Corresponding Data	The item of update object and deletion object do not exist.	Confirm whether the items as deletion objects are correct. If it is no longer required, delete the corresponding line in the error file.
Database Error	An exception may occur in the database.	Confirm whether an exception occurred in the database, and exclude the causes of exception.
Repeat error	When the PC name and user ID specified in PC list file are the same as those collected in Inventory and as this PC has been managed, the PC cannot be registered.	Confirm whether PC name and user ID are incorrect, and if it is not required, delete the corresponding line in the error file.

When the processing failed, a message indicating failure will be output. Refer to "[3.3.5 Messages Output in PC Registration Command](#)" for details.

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

---

### Functionality

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

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

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

### Record format

EtpSoftDic.exe
----------------

### Command saving location

DTP Installation Directory \FJSVsbiiis\bin

### Authority required for execution/executing environment

- Administrator authority is required.
- Execute the command in CS or DS.
- This command is executed by system administrator.

### Cautions

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

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

### Command execution example

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

### Execution result/output format

Output the following folder:

DTP Installation Directory \FJSVsbiiis\env\SoftDic.txt

File format:

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

Item	Value	Details
FileSize	Numeral	Object condition of file size search 1: the identical size; /2: the larger size /3: the smaller size
FileSizeComp	Numeral	File search (The valid software dictionary information are contents if it is true.) True: perform/false: not perform

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

When the processing failed, a message indicating failure will be output. Refer to for "[3.4.5 Messages Output in Inventory Collection Command Linked with Other Products](#)" for details.

## 1.26 fjlic.exe (License validation)

### Functionality

This command allows the user to register the license key, after which official use of the product will start.

The command can be executed either by specifying the license key in the parameter directly (-k option) or by specifying the license key file (-f option).

### Record format

fjlic.exe	register [-k <license key>] [-f <license key file full path>]
-----------	---------------------------------------------------------------

### Option

-k

Specify the license key.

-f

Specify the full path of the file in which the license key is stored. Create the file in which the license key is stored as follows:

XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XX
----------------------------------

### Return value

0: ended normally

Other than 0: Ended abnormally

### Command saving location

The following folder in CS:

CS Installation Directory\fjlic
---------------------------------

### Authority required for execution/executing environment

- Administrator authority is required.
- This command must be executed on CS.

### Command execution example

Specifying the license key in the fjlic register command directly

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\fjlic\fjlic.exe" register -k XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XX
```

Specifying the license key file in which the license key is stored in the fjlic register command

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\fjlic\fjlic.exe" register -f C:\temp\license.txt
```

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

### Functionality

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

### Record format

```
iissetup.exe
```

### Command saving location

```
DTP Installation Directory \FJSVsbiiis\bin
```

### Authority required for execution/executing environment

- Administrator authority is required.
- Execute the command in CS or DS.
- This command is executed by system administrator.

### Cautions

- Restart the Systemwalker Desktop Patrol services after modifying the setting of **Restart as a Resident Process** from **No** to **Yes**.
- In **Linked Products**, only one product can be selected. Prepare another DS to enable operation in conjunction with multiple products.
- When **Specify User ID** and **Specify PC Name** have been specified, the object data of Inventory information (hardware information/user information) will be used for the user ID and the PC name.
  - Those data override the human resources information definitions.
  - If those data are not specified, the user ID and the PC name in CS/DS can use the IP address.
- Use **Human Resources Information Definition** to perform the setting of users uniformly in CD/DS. Set (modify/delete) the user ID and PC name through the detected information.
  - In order to set human resources information definition, it is required to collect Inventory information from the product specified in **Linked Products**. (Automatically detected.)

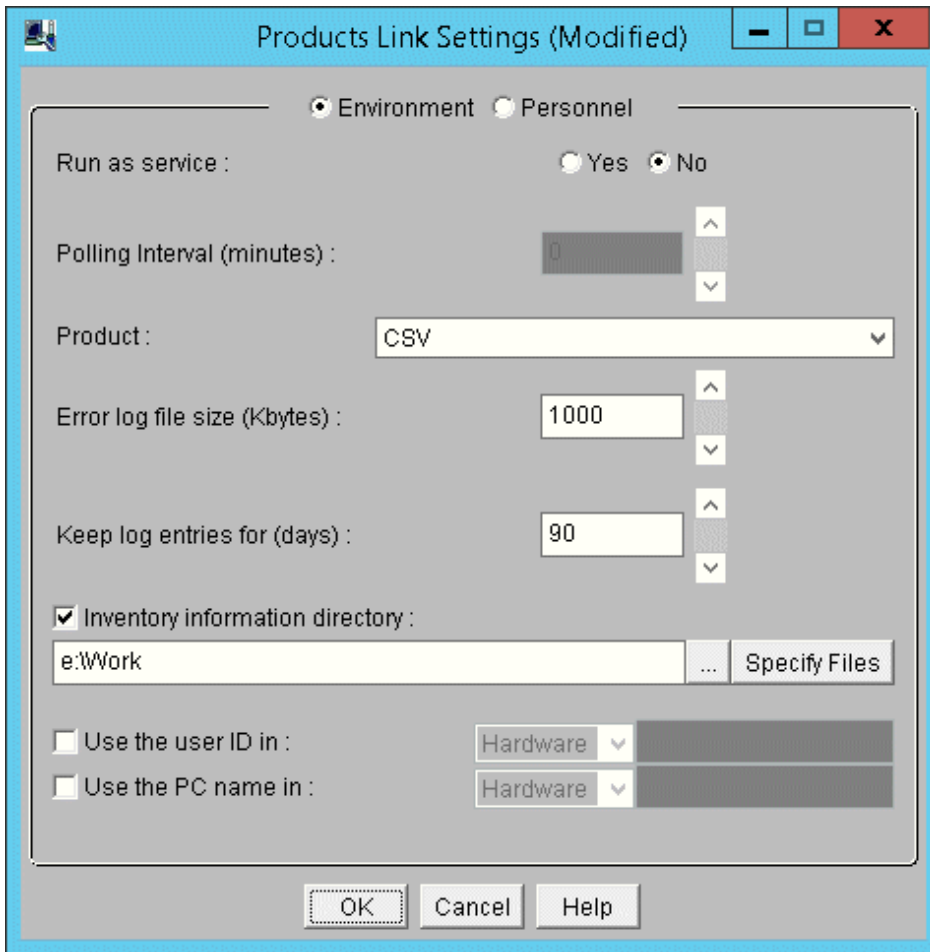
### Command execution example

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

### Execution result/output format

Display the **Products Link Settings - Environment** window.





When the processing failed, a message indicating failure will be output. Refer to "[3.4.5 Messages Output in Inventory Collection Command Linked with Other Products](#)" for details.

## 1.28 InvSend.exe (Importing Inventory Information)

### Functionality

This command loads collected Inventory information into CS/DS.

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

### Record format

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

### Option

Abbreviated Product Name

Specify the following product abbreviations.

Abbreviated Product Name	Name of Linked Product	Linking Method
CMGR	Systemwalker Centric Manager	Automatic linkage
CSV	CSV File Linkage Interface	CSV data format file

Abbreviated Product Name	Name of Linked Product	Linking Method
CT	Command Mode CT	File output of command mode CT

#### Folder Name

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

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

#### Return value

- 0: ended normally
- 1: ended abnormally
- 2: Syntax error or environment definition error

#### Command saving location

DTP Installation Directory \FJSVsbiiis\bin

#### Authority required for execution/executing environment

- Administrator authority is required.
- Execute this command in CS or DS.
- The command is executed by system administrator.

#### Cautions

- To collect Inventory information manually, it is required to set **Restart as a Resident process** to **No** in **Other Products Linkage - Environment Setup**.
- The following contents that are linked via files are required to set **Inventory Information Saving Path** in **Other Products Linkage - Environment Setup**.

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

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

DTP Installation Directory \FJSVsbiiis\env\FJSVsbiiis.ini

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

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

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

#### Command execution example

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

### Execution result/output format

View the Inventory information in **PC Information** window of main menu.

When the processing failed, a message indicating failure will be output. Refer to "[3.4.5 Messages Output in Inventory Collection Command Linked with Other Products](#)" for details.

### Log information

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

- InvCollectXXX.log (\* This file cannot be generated in Command Mode CT.)
- nvSendXXX.log
- \* XXX is an abbreviation for a product name.

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

### Functionality

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

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

### Command format

```
logcheck.exe
```

### Return value

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

Other than 0: execution is ended abnormally.

### Command saving location

The following folder in CT:

```
CT Installation Folder \FJSVsbtrsc\bin
```

### Authority required for execution/executing environment

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

### Command execution example

Display CT's own status in CT.

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

### Execution result/output format

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

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

-----  
Basic Information  
-----

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

-----  
at the next time of operation  
-----

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

-----  
at the last time of operation  
-----

Policy Receiving Time  
    2/ 5/2012 14:39  
Policy Receiving Result  
    Succeeded  
Inventory Collection Time  
    2/ 5/2012 2:13  
Inventory Collection Result  
    Succeeded  
-----

-----  
Settings status of policy  
-----

Confirm the interval of policy  
    180min  
Specify Inventory Collection Date  
    Evervdav  
-----

```

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

```

-----  
Security patch List

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

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

-----  
Software list

===== The distributed software =====  
The distributed software does not exist

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

-----  
Distribution file list

===== The distributed task =====  
The distributed task does not exist

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

## 1.30 logchecksv.exe (CS/DS Operating Status Check)

### Description

Collects the status of the server feature on CS/DS, and outputs the status on the command prompt window or to file.

### Syntax

logchecksv.exe	[-o <i>outputFileName</i> ]
----------------	-----------------------------

## Option

`-o outputFileName`

Specify the file to which the server information is output using an absolute path.

The character encoding for the output file is UTF-8.

If omitted, the information will be output on the command prompt window.

## Return value

0: The server status was displayed successfully.

Other than 0: Ended abnormally.

## Command location

The following folder of CS/DS:

```
cs/dsInstallDir\FJSVsbtrs\bin
```

## Privilege required for execution/execution environment

- Execute the command with administrator privileges.
- This command is to be executed using CS or DS.

## Note

- If this command is executed while the Systemwalker Desktop Patrol service (ITBudgetMGR (INV)) is stopped, some information such as policy information and software distribution status will not be displayed.
- Some Unicode characters may not be displayed correctly when displayed on the command prompt window.

## Example

Display the status of the distribution server feature and inventory collection server feature on CS.

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

Output the status of the distribution server feature and inventory collection server feature to file on DS.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\logchecksv.exe" -o C:\temp\ds1.txt
```

## Execution result/output format

When the command ends normally, the server status is displayed on the command prompt window or is output to the file.

```
-----  
Basic Information  
-----
```

```
Server type: DS
```

```
CS/DS name: DS Server 1
```

```
Host name: ds1.exmaple.com
```

```
Higher host name: cs.example.com
```

```
Host name resolution: Successful (192.0.2.0)
```

```
Upstream host name resolution: Successful (198.51.100.0)
```

```
Windows host name: ds1.example.com
```

Windows IPv4 address: 192.0.2.0

Windows IPv6 address: 2001:db8::

Version information: V15.0.0-R1.0-SN1400

-----  
Communication Setting

-----  
Connection interval to Higher CS/DS: 5 minutes

Time frame for receiving the distributed software: 08:00 - 17:00

The maximum number of concurrent connections from a downstream DS or CT: 30

Polling Interval: 5 minutes

-----  
Policy Information

-----  
Datetime of software dictionary creation at the support center: 2014/09/09 10:52:24

Datetime of software dictionary setting update: 2014/09/09 10:52:34

Datetime of DS setting update: 2014/09/09 10:52:24

Datetime of unapplied patch detection information update: 2014/09/09 11:02:11

Datetime of next communication with upstream servers: 2014/09/09 11:02

=====  
Policy Group =====

Status Group Name (Update Date/Time)

OK CS (2014/09/10 15:40)

OK DS1 (2014/09/10 16:45)

OK DS2 (2014/09/09 10:20)

Failed Policy Group 1 (2014/09/10 11:10)

OK Policy Group 2 (2014/09/10 11:10)

Error Information: Policy Group 2 (GrpPolicy.5) Failed to write to files

-----  
Distribution Server Feature Status

-----  
Operation status: Running (Start datetime: 2014/09/18 15:20:25)

Heap memory size: 256 MB

Insufficient memory status:

2014/09/15 13:20:45

2014/09/16 10:10:35

2014/09/16 13:34:10

2014/09/16 16:05:04

2014/09/17 09:30:25

Datetime of overflow of maximum concurrent connections from a downstream DS or CT: None  
Status of registration to upstream servers: Completed

Inventory collection server feature status

-----  
Operation status: Running (Start datetime: 2014/09/18 15:22:10)

Heap memory size: 128 MB

Insufficient memory status: None

Datetime of overflow of maximum concurrent connections from a downstream DS or CT:

2014/09/15 13:20:45

2014/09/16 10:10:35

2014/09/16 13:34:10

2014/09/16 16:05:04

2014/09/17 09:30:25

-----  
Software or file distribution status

-----  
Software distributed successfully to DS: 6

Updaters distributed successfully to DS: 1

Security patches distributed successfully to DS: 50

Files distributed successfully to DS: 20

Software or file being prepared for distribution to DS: 10

Distribution error information: Insufficient available capacity in software directory

Software directory: D:\DesktopPatrol\swc

Software directory size (set value/usage amount/available capacity): 300MB/150.015MB/1010.938MB

Software directory for extension: E:\DesktopPatrol\swc

Software directory size for extension (set value/usage amount/available capacity): No setting /150.343MB/55023.023MB

Installation path: C:\Program Files\Fujitsu\Systemwalker Desktop Patrol

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

---

### Functionality

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

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

Specify the specified CT in the option of command.

### Record format

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

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

logcheckcs.exe	[-a] Search String
----------------	-----------------------

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



In addition, it is case-sensitive during searching.

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

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

## Option

-a

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

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

## Search String

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

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

It is not case-sensitive during searching.

-u User ID

Specify user ID that displays CT.

It is case-sensitive during searching.

-p PC Name

Specify the PC name that displays CT.

It is case-sensitive during searching.

-s Connection Server

Specify the connection server that displays CT.

It is case-sensitive during searching.

## Return value

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

Other than 0: ended abnormally.

## Command saving location

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

## Authority required for execution/executing environment

- Administrator authority is required.
- This command must be executed on CS.

## Command execution example1

Display CT status specified in search string in CS.

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

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

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

Output the number of corresponding CT here.

### **Command execution example2**

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

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

### **Command execution example3**

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

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

Display the CT that matches specified parameter by list.

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

Input the number of corresponding CT here.

### **Execution result/output format**

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

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

For the details of displayed contents, refer to "[1.29 logcheck.exe \(Detection Command of CT Operation Status\)](#)".

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

---

### **Functionality**

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

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

### **Record format**

```
mailenv.exe
```

### **Command saving location**

```
DTP Installation Directory \FJSVsbis\bin
```

## Authority required for execution/executing environment

- Administrator authority is required.
- Execute this command in CS or DS.
- The command is executed by system administrator.

## Cautions

- Use only letters and numerals (ASCII code) for each item. The multi-byte characters cannot be used.
- After the Subject has been specified in **E-mail Environment Setup**, only e-mail that matches the specified subject will be received.
- After **E-mail Environment Setup** has been set, be sure to view the following manual and perform the recorded steps.
  - Steps recorded in *Setup of Inventory Collection through Command Mode CT of Systemwalker Desktop Patrol Operation Guide: for Administrators*.

## Command execution example

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

## Execution result/output format

Display the following window.

The screenshot shows the 'E-Mail Settings' dialog box with the following configuration:

- Outgoing messages[Common]:** Subject: Subject
- Outgoing messages[CT]:** SMTP Server: SMTP, From: From, To: To, Port Number: 25
- Verification:**  Perform verification. Verification method:  AUTO,  CRAM-MD5,  LOGIN,  PLAIN
- Authentication:** UserID: UserID, Password: \*\*\*\*\*
- Incoming messages[CS/DS]:** POP3 server: POP3, Account: UserID, Password: \*\*\*\*\*

Note: **E-mail Settings** cannot be set under DS environment.

When the processing failed, a message indicating failure will be output. Refer to "[3.4.5 Messages Output in Inventory Collection Command Linked with Other Products](#)" for details.

## 1.33 MBPolicy.exe (Mobile Environment Setup)

### Functionality

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

- Icon display of task tray (icon display of taskbar in case of Windows(R) 7, Windows(R) 8, Windows Server(R) 2008 R2 and Windows Server(R) 2012)
- Send Inventory information that is not sent
- Whether CT operation status log has been sent
- Patch application search method in the **Start** menu (**Apps** screen)
- Message display when the software begins to be downloaded automatically

### Record format

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

### Option

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

**-host hostname:**

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

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

**-daemon.trayicon {on|off}:**

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

**On:**

Display icon in task tray (taskbar).

**Off:**

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

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

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

**On:**

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

**Off:**

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

-collect.ctlog {on|off}:

Enable/disable sending CT operation status log.

On:

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

Off:

Not send the CT operation status log to upstream server.

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

Specify the application method of [Application Patch] performed from the **Start** menu (**Apps** screen).

1:

Search all drives and apply patch (initial value).

2:

Search system folder and apply it.

3:

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

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

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

0:

Not display messages (initial value).

1:

Display messages (only for **OK** button).

2:

Display messages (**OK** and **Cancel** button exist.).

-h|-help

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

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- Administrator authority is required.
- This command shall be executed in CS.

## Cautions

- It is not required to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).
- For the settings of -daemon.trayicon option, after the specified policy is received by CT, it will be valid after another logon through CT.

## Command execution example

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

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

## Execution result/output format

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

```
Command execution succeeded.
```

When the processing failed, a message indicating failure will be output. Refer to "[3.3.17 Messages Output in Mobile Environment Setup Command](#)" for details.

# 1.34 sign\_csr.sh (Creating MDM Certificate Request File)

## Description

Execute this script on Mac OS.

The MDM certificate request file and secret key for the MDM certificate will be generated automatically.

## Syntax

sign_csr.sh	<i>secretKeyOfSigningCert</i> <i>secretKeyPassphraseOfSigningCert(1)</i> <i>secretKeyPassphraseOfSigningCert(2)</i> <i>signingCert</i> <i>appleIncIntermediateCert</i> <i>appleIncRootCert</i> <i>secretKeyPassphraseOfMdmCert</i> <i>SetupFileForMdmCertRequestFileCreation</i> <i>[outputDir]</i>
-------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## Option

### *secretKeyOfSigningCert*

Specifies the file name of the secret key created in "Advance Preparation" in the *Systemwalker Desktop Patrol Installation Guide*, using the absolute path or relative path.

### *secretKeyPassphraseOfSigningCert(1)*

Specifies the passphrase specified when writing the secret key in "Advance Preparation" in the *Systemwalker Desktop Patrol Installation Guide*.

### *secretKeyPassphraseOfSigningCert(2)*

Specifies the passphrase required for converting the secret key format.

### *signingCert*

Specifies the file name of signing certificates issued by Apple Inc., using the absolute path or relative path.

### *appleIncIntermediateCert*

Specifies the file name of intermediate certificates issued by Apple Inc., using the absolute path or relative path.

### *appleIncRootCert*

Specifies the file name of the root certificate issued by Apple Inc., using the absolute path or relative path.

#### *secretKeyPassphraseOfMdmCert*

Specifies the secret key passphrase of an MDM certificate. This passphrase is required when converting the format of MDM certificates.

#### *SetupFileForMdmCertRequestFileCreation*

Specifies the setup file name for creating MDM certificates, using the absolute path or relative path. Refer to "[2.9 Setup File for MDM Certificate Request File Creation](#)" for details.

#### *outputDir*

Specifies the output directory of MDM certificate request files and MDM certificate secret keys, using the absolute path or relative path.

The files that are output are "PushCertWebRequest" (MDM certificate request file) and "keyfile.pem" (MDM certificate secret key).

If this option is omitted, the files will be output to the current directory.

### Return value

0: Ended normally

2: Ended abnormally

### Command location

The following folder in the Systemwalker Desktop Patrol DVD-ROM:

```
dvdRomDrive:\utilities\tool\iOS\sign_csr.sh
```

### Note

- You must create the MDM certificate request file creation setup file before executing this script.
- You must copy this script and the MDM certificate request file creation setup file together on Mac OS. After copying, add the execution privileges to this script.

### Example

Execute the MDM certificate request file creation script.

```
sign_csr.sh VendorPKey.p12 password! password! mdm.cer appleWWDRCA.cer AppleIncRootCertificate.cer password! req.config /Users/dtpmac/Desktop/work
```

### Execution result/output format

If processing is successful, the following message will be output:

```
Command Succeeded
```

If processing fails, an error message will be output. Refer to "[3.10 Messages when Creating MDM Certificate Request File](#)" for details.

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

---

### Functionality

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

### Command format

```
SoftDicCMGR.exe [Path]
```

## Option

### Path

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

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

## Command saving location

```
DTP Installation Directory \FJSVsbiiis\bin
```

## Authority required for execution/executing environment

- Administrator authority is required.
- Execute the command in CS/DS with operation management server for Systemwalker Centric Manger installed.
- The command is executed by system administrator.

## Cautions

- Exit the software dictionary editor included in the Systemwalker Centric Manager's resource distribution functions during execution.  
After registration, distribute/apply the policy to each client of the Systemwalker Centric Manager. For policy distribution/application, refer to the Systemwalker Centric Manager manual.
- When Systemwalker Desktop Patrol and Systemwalker Centric Manager do not exist at the same time, the software dictionary will be output to the following folder.

```
DTP Installation Directory \FJSVsbiiis\env\CMPRDINV.TXT
```

## Command execution example

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

## Execution result/output format

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

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

The application result can also view the following file.

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

When the processing failed, a message indicating failure will be output. Refer to "[3.4.5 Messages Output in Inventory Collection Command Linked with Other Products](#)" for details.

# 1.36 SVPolicy.exe (Server Environment Setup)

---

## Functionality

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

- Saving target of CT operation status log
- Days to manage CT operation status log

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



## Record format

SVPolicy.exe	[-ctlogsave Saving Target of CT Operation Status Log] [-ctlogdate Days to Manage CT Operation Status Log]
SVPolicy.exe	{-h -help}

## Option

### -ct logsave Saving Target of CT Operation Status Log

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

Specify the writable and existing folder using the absolute path.

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

CS Installation Directory \FJSVsbinv\ct\_trace

### -ct logdate Days to Manage CT Operation Status Log

Specify the days to manage CT operation status log.

A numeral from 0 to 366 can be specified.

If omitted, the setting will not be changed. The initial value is 30 (days).

### -h|-help

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

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

The following folder in CS:

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

## Authority required for execution/executing environment

- Administrator authority is required.
- This command shall be executed in CS.

## Cautions

- It is not required to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).
- When the saving target of CT operation status log has been modified, it is suggested to set zip folder in modified folder. For how to set zip folder, refer to "Set Saving Target of CT Operation Status Log" of *Systemwalker Desktop Patrol Installation Guide*.

## Command execution example

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

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

## Execution result/output format

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

Command execution succeeded.
------------------------------

When the processing failed, a message indicating failure will be output. Refer to "[3.3.14 Messages Output in Server Environment Setup Command](#)" for details.

## 1.37 SWDTP\_backup.exe (Batch Backup)

---

### Functionality

This command backs up the files, software, security patches and database registered in the Desktop Patrol operating environment information and distribution feature.

### Record format

SWDTP_backup.exe	<i>backupFileDir</i> [/software:true false] [/alias: <i>aliasName</i> ]
------------------	-------------------------------------------------------------------------

### Option

Backup file directory

Specify the directory for storing files, software, security patches and database backups registered in the operating environment information and distribution feature, using an absolute path. You cannot specify a path containing spaces. Also, specify the path using up to 100 halfwidth characters.

*/software:true|false*

This option can be specified when you are executing the command on a PC that has CS installed.

Specifies whether to back up the software directory and expansion software directory. If this option is omitted, the default is "true".

true

Specifies to back up the software directory and expansion software directory.

false

Specifies not to back up the software directory and expansion software directory.

*/alias: aliasName*

This option specifies the alias name specified when the CA certificate or intermediate CA certificate was registered, if the customer prepared the server certificate and is using HTTPS communication on SS.

You do not need to specify this option if using a Systemwalker certificate.

### Return value

0: Ended normally

Other than 0: Ended abnormally

### Command saving location

[CS]

DTP Installation Directory \bnserv\bin
----------------------------------------

[SS]

<i>dtpInstallDir</i> \SS\bin
------------------------------

[When CS and SS coexist]

<i>dtpInstallDir</i> \bnserv\bin
----------------------------------

## Authority required for execution/executing environment

- This command must be executed on CS or SS.
- When using CS, one of the following users is required to log on Windows before execution.
  - User constructing or expanding operating environment through operation environment maintenance guide
  - User added through dtpctlusr.exe command

## Cautions

- When backing up and restoring data, the environment conditions for backing up and restoring data should be the same.
- When using CS, stop the World Wide Web Publishing Service before executing this command. After executing the command, restart the World Wide Web Publishing Service.
- When you are using CS, the following service is stopped until the backup is completed.
  - ITBudgetMGR(INV)
- When CS and SS coexist, the data of both CS and SS will be backed up.
- If you are managing iOS devices, then the characters that can be specified in the folder path of the backup file directory are as follows:
  - Halfwidth alphanumeric characters and halfwidth symbols
- When managing iOS devices, you must execute SWDTP\_ctrl.exe and stop the SS service before executing this command, and when completed, execute SWDTP\_ctrl.exe and start SS services.
- You need to specify an empty directory for the backup file directory.
- Do not specify a network drive for the backup file directory.

## Example

Specify "D:\TEMP\DTBAKUP" for the backup file directory, and back up the files, software, security patches and database registered in the operating environment information and distribution feature.

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

If processing fails, an error message will be output. Refer to ["3.3.7 Messages Output in DTP Batch Backup Command"](#) or ["3.3.9 Messages Output in DTP Data Backup Command"](#) for details.

## 1.38 SWDTP\_ctrl.exe (Batch Starting/Stopping Services)

---

### Description

This command is used to batch start or stop services and tasks of the CS or SS environment.

### Syntax

SWDTP_ctrl.exe	start stop
----------------	------------

### Option

start

Batch start services and tasks.

stop

Batch stop services and tasks.

## Return value

0: Ended normally

Other than 0: Ended abnormally

## Command location

[CS]

```
ntpInstallDir\bnserv\bin
```

[SS]

```
ntpInstallDir\SS\bin
```

## Privilege required for execution/execution environment

- Execute as a user with Administrator privileges.
- This command must be executed on CS or SS.

## Note

- When CS and SS coexist, CS and SS will be started or stopped by executing the command of CS.
- The following services are common to Systemwalker Desktop Keeper Smart Device Relay Server, CS and SS:
  - SWDTiSDSVWebService
  - SWDT\_APNsClient
  - SWDT\_MDMServer
  - SWDTiSDSVSevice

When coexisting with the Systemwalker Desktop Keeper Smart Device Relay Server, ensure that the above services can be started or stopped without issue and then execute the command.

## Example

Batch stop services and tasks.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\SWDTP_ctrl.exe" stop
```

## 1.39 SWDTP\_dbbk.exe (Backing Up DTP Data)

---

### Description

This command is used to back up the contents of the Desktop Patrol database.

### Syntax

SWDTP_dbbk.exe	Backup file directory
----------------	-----------------------

### Option

Backup file directory

Specify the directory for storing the backed up information of the database. Use an absolute path, and if the path includes spaces, enclose it in quotation marks. Also, you can specify up to 100 fullwidth characters or 200 halfwidth characters, excluding quotation marks.

## Return value

0: Ended normally

Other than 0: Ended abnormally

## Command location

The following folder of CS:

<code>ctpInstallDir\bnserv\bin</code>
---------------------------------------

## Privilege required for execution/execution environment

- This command must be executed by one of the following users after logging on to Windows.
  - Users who built or expanded the operating environment using the Operation Environment Maintenance Guide
  - Users who were added using the `ctpctusr.exe` command
- This command must be executed on CS.

## Note

- Stop ITBudgetMGR (INV) service before executing this command. In addition, restart ITBudgetMGR (INV) service after execution is completed.
- This command does not back up iOS management databases.

## Command execution example

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

<code>"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\SWDTP_dbbk.exe" D:\TEMP\DTBAKUP</code>
---------------------------------------------------------------------------------------------------------------

When the processing failed, a message indicating failure will be output. Refer to "[3.3.9 Messages Output in DTP Data Backup Command](#)" for details.

# 1.40 SWDTP\_dbrs.exe (Restoring DTP Data)

---

## Functionality

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

## Record format

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

## Option

Saving Directory of Backup File

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

## Return value

0: ended normally

Other than 0: ended abnormally

## Command saving location

The following folder of CS:

DTP Installation Directory \bnserv\bin
----------------------------------------

## Authority required for execution/executing environment

- Any one of the following users is required to log on Windows before execution.
  - User constructing or expanding operating environment through operation environment maintenance guide
  - User added through dtptlusr.exe command
  - This command must be executed on CS.

## Cautions

- The restore environment must have the same conditions as the backup environment. You cannot backup and restore between computers with different installation conditions such as installation directory or installation type.
- Stop ITBudgetMGR (INV) service before executing this command. In addition, restart ITBudgetMGR (INV) service after execution is completed.
- This command does not restore iOS management databases.

## Command execution example

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

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

When the processing failed, a message indicating failure will be output. Refer to "[3.3.10 Messages Output in DTP List Restoration Command](#)" for details.

# 1.41 SWDTP\_restore.exe (Batch Restore)

---

## Description

This command restores the backed up files, software, security patches and database registered in the Desktop Patrol operating environment information and distribution feature.

## Syntax

SWDTP_restore.exe	Backup file directory
-------------------	-----------------------

## Option

Backup file directory

Specify the directory storing files, software, security patches and database backups registered in the operating environment information and distribution feature, using an absolute path. You cannot specify a path containing spaces. Also, specify the path using up to 100 halfwidth characters.

## Return value

0: Ended normally

Other than 0: Ended abnormally

## Command location

[CS]

```
dtpInstallDir\bnserv\bin
```

[SS]

```
dtpInstallDir\SS\bin
```

[When CS and SS coexist]

```
dtpInstallDir\bnserv\bin
```

### Privilege required for execution/execution environment

- This command must be executed on CS or SS.
- If using CS, this command must be executed by one of the following users after logging on to Windows.
  - Users who built or expanded the operating environment using the Operation Environment Maintenance Guide
  - Users who were added using the dtpptlusr.exe command

### Note

- When backing up and restoring, the backup environment and restore environment must have the same conditions.
- When using CS, stop the World Wide Web Publishing Service before executing this command. After executing the command, restart the World Wide Web Publishing Service.
- When using CS, the following services are stopped until the restore is completed.
  - ITBudgetMGR(INV)
- When using SS, Systemwalker Desktop Patrol is stopped until the restore is completed.
- When CS and SS coexist, the data of both CS and SS will be restored.
- If you are managing iOS devices, then the characters that can be specified in the folder path of the backup file directory are as follows:
  - Halfwidth alphanumeric characters and halfwidth symbols
- When managing iOS devices, you must execute SWDTP\_ctrl.exe and stop the SS service before executing this command, and when completed, execute SWDTP\_ctrl.exe and start SS services.

### Example

Specify "D:\TEMP\DTBAKUP" for the backup file directory, and restore the files, software, security patches and database registered in the operating environment information and distribution feature.

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

If processing fails, an error message will be output. Refer to "[3.3.8 Messages Output in DTP Batch Restore Command](#)" or "[3.3.10 Messages Output in DTP List Restoration Command](#)" for details.

## 1.42 SWDTP\_sdmap.exe (Building Smart Device Management Information)

---

### Description

This command is used to register, update, delete and browse information for associating user IDs with smart devices.

### Syntax

```
SWDTP_sdmap.exe /s|d|g /f fileName [/errorFileName]
```

## Option

*/s/d/g*

Specify uploading (register, update), uploading (delete), or downloading of smart device management information.

*/s*: Upload (register, update)

*/d*: Upload (delete)

*/g*: Download

*/fileName*

If uploading (*/s*, */d*), specify the name of the file to be uploaded, and if downloading, specify the name of the file to be output.

Refer to "[2.8 Smart Device Management Information File](#)" for details on the syntax used for files to be uploaded.

Specify the output file using its absolute path, and if the path includes spaces, enclose it in quotation marks. Also, the string length excluding quotation marks must not exceed 128 fullwidth characters or 256 halfwidth characters.

*/errorFileName*

Specifies the error file name to which the error information is output.

You cannot specify a file name with the extension `.dtl` for the error file name.

This option cannot be omitted for uploads (*/s*, */d*). Also, this option is not required for downloads (*/g*), and will be ignored even if specified.

Specify the error file using its absolute path, and if the path includes spaces, enclose it in quotation marks. Also, the string length excluding quotation marks must not exceed 128 fullwidth characters or 256 halfwidth characters.

## Return value

0: Ended normally

Other than 0: Ended abnormally

## Command location

The following folder of CS:

```
dtpInstallDir\bnserv\bin
```

## Privilege required for execution/execution environment

- This command must be executed by users who build or expand the operating environment according to the Operation Environment Maintenance Guide.
- This command must be executed on CS.

## Note

- If the output file already exists, it will be overwritten or deleted if an error occurs. If you need a file that was created previously, change the name of the file or move it to another location before executing the command.
- If a processing error occurs during an upload, an error details file containing the error contents will be created with the error file extension specified in the */e* option set to `.dtl`.

## Example

Download the smart device management information to `C:\TEMP\somap.csv`.

```
"C:\Program Files\Fujitsu\Systemwalker\Desktop Patrol\bnserv\bin\SWDTP_somap.exe" /g /fC:\TEMP\somap.csv
```



## Execution result/output format

Error files use the same format as smart device management information files. By referring to the error details file (error file name extension .dtl) and taking action on and modifying applicable sections of the error file, you can use the error file as the next upload file for master data that failed to register, update or delete.

```
commentLine
commentLine
3,userID,invalidData
4,udid,itemLengthError
```

## File format

No.	Item	Description
1	Line number	The line number in the error file
2	Item	Item name that was the cause of the error
3	Contents	Error content

## Error content

Error content	Cause	Action
Integrity of double quotation marks	The item is not correctly enclosed in double quotation marks.	Correctly enclose the item in double quotation marks.
Invalid Data	<ul style="list-style-type: none"><li>- The number of data items is invalid.</li><li>- An item contains invalid characters.</li></ul>	<ul style="list-style-type: none"><li>- Check if the number of items is correct, and add or delete items if necessary.</li><li>- Check the items, and remove all invalid characters.</li></ul>
Length of item is wrong	The item length is invalid. Or, a required item is described as NULL.	Check the items and item lengths, and modify if necessary.
No Key Data	A user ID has not been specified.	Check if the items are correct, and add required items if necessary.
No Corresponding Data	Items targeted for update or deletion do not exist.	Check if the items targeted for deletion are correct, and if not needed, delete the applicable lines from the error file.
Database Error	A database error may have occurred.	Check if there are any abnormalities in the database, and remove the cause of the error.
Cannot be update	An update or deletion was attempted by the logged-in user ID.	Request the user to log out, or wait a while and try again.

If processing fails, an error message will be output. Refer to "[3.3.23 Messages Output in the Building/Deleting iOS Management Database Environment Command](#)" for details.

## 1.43 swss\_config.exe (SS Environment Setup)

### Description

This command is used to configure the SS environment setup.

### Syntax

```
swss_config.exe [/cs.host: csHostName] [/cs.port: portNum]
                 [/usercert.enabled: {true|false}]
                 [/iOSmgr.host: iosMgmtDb]
```

<pre> [/iOSmgr.port:portNum] [/Android.http.port:portNum] [/Android.https.port:portNum] [/iOS.profile.port:portNum] [/iOS.https.port:portNum] [/iOS.connect.host:serverToBeConnectedFromIosDevice] [/iOS.connect.port:portNum] [/iOS.connect.profile.port:portNum] [/Android.enabled:{true false}] [/iOS.enabled:{true false}] </pre>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## Option

None

When this command is executed without any options specified, the current settings information will be displayed.

**/cs.host:csHostName**

Specify the IP address or host name of CS using up to 255 halfwidth alphanumeric characters, hyphens (-), periods (.), and colons (:). The default is SS. When CS and SS coexist, this setting is not required.

**/cs.port:portNum**

For the port number used for communication with CS, specify a value from 1 to 65535 that does not conflict with other systems.

Use this option if changing from the default port number of 10104, or if changing the port number again.

**/usercert.enabled:{true|false}**

Enables/disables the server certificate.

**true:**

Enables the server certificate.

**false:**

Disables the server certificate.

**/iOSmgr.host:iosMgmtDb**

Specify the IP address or host name of the iOS management database using up to 255 halfwidth alphanumeric characters, hyphens (-), periods (.), and colons (:). The default is SS. When SS and the iOS management database coexist, this setting is not required.

**/iOSmgr.port:portNum**

For the port number used for communication with the iOS management database, specify a value from 1 to 65535 that does not conflict with other systems.

Use this option if changing from the default port number of 55432, or if changing the port number again.

**/Android.http.port:portNum**

For the port number used for communication (HTTP) with Android devices, specify a value from 1 to 65535 that does not conflict with other systems.

Use this option if changing from the default port number of 38080, or if changing the port number again.

**/Android.https.port:portNum**

For the port number used for communication (HTTPS) with Android devices, specify a value from 1 to 65535 that does not conflict with other systems.

Use this option if changing from the default port number of 38181, or if changing the port number again.

**/iOS.profile.port:portNum**

For the port number used for communication (HTTPS) between SS and iOS devices or reverse proxy server, specify a value from 1 to 65535 that does not conflict with other systems.

This port is used for installations of smart device CT.

Use this option if changing from the default port number of 50080, or if changing the port number again.

`/iOS.https.port:portNum`

For the port number used for communication (HTTPS) with iOS devices, specify a value from 1 to 65535 that does not conflict with other systems.

Use this option if changing from the default port number of 50081, or if changing the port number again.

`/iOS.connect.host: serverToBeConnectedFromIosDevice`

Specifies the server to be connected to from iOS devices. When connecting to SS from an iOS device, specify the IP address or host name of SS, or when connecting to a reverse proxy server from an iOS device, specify the IP address or host name of the reverse proxy server, using up to 255 halfwidth alphanumeric characters, hyphens (-), periods (.), and colons (:). This option must be specified when managing iOS devices.

`/iOS.connect.port:portNum`

For the port number of SS that connect from an iOS device, or the port number of a reverse proxy server, specify a value from 1 to 65535.

If a reverse proxy server is deployed between an iOS device and SS, check the port number of the reverse proxy server and then specify a value.

If a reverse proxy server has not been deployed, specify the value set for `/iOS.https.port`.

Use this option if changing from the default port number of 50081, or if changing the port number again.

`/iOS.connect.profile.port:portNum`

For the port number of SS that connect from an iOS device, or the port number of a reverse proxy server, specify a value from 1 to 65535.

This port is used for installations of smart device CT.

If a reverse proxy server is deployed between an iOS device and SS, check the port number of the reverse proxy server and then specify a value.

If a reverse proxy server has not been deployed, specify the value set for `/iOS.profile.port`.

Use this option if changing from the default port number of 50080, or if changing the port number again.

`/Android.enabled:{true|false}`

Enables/disables management of Android devices. The default is "false".

**true:**

Enables management of Android devices.

**false:**

Disables management of Android devices.

`/iOS.enabled:{true|false}`

Enables/disables management of iOS devices. The default is "false".

**true:**

Enables management of iOS devices.

**false:**

Disables management of iOS devices.

## Return value

0: Ended normally

Other than 0: Ended abnormally

## Command location

The following folder of SS:

```
ntpInstallDir\SS\bin
```

### Privilege required for execution/execution environment

- Execute as a user with Administrator privileges.
- This command must be executed on SS.

### Note

- You must execute SWDTP\_ctrl.exe and stop Systemwalker Desktop Patrol before executing this command, and when completed, execute SWDTP\_ctrl.exe and start Systemwalker Desktop Patrol.
- If the /cs.host option is specified when SS coexists with CS, SS will connect with the host that is specified in the /cs.host option.

### Example

CS and SS do not coexist, so set the host name of CS to "host1".

```
C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\SS\bin\swss_config.exe /cs.host:host1
```

## 1.44 swss\_ImportAppleCert.bat (Registering Apple Inc. Certificates)

### Description

This command is used to deploy an Apple Inc. root certificate and register it in the APNs (Apple Push Notification Service) connection feature for MDM certificates.

### Syntax

```
swss_ImportAppleCert.bat /root appleIncRootCert /mdm mdmCert(PKCS#12)
```

### Option

*/root appleIncRootCert*

Specify the file name of the Apple Inc. root certificate (PEM format) using the absolute path.

If the absolute path of the file contains halfwidth spaces, enclose the absolute path of the file in double quotation marks.

The length of the absolute path should not exceed 96 halfwidth characters.

If the length of the specified absolute path exceeds 96 halfwidth characters, operation of this command is not guaranteed.

The characters that can be specified are halfwidth alphanumeric characters and halfwidth symbols.

However, the folder name cannot contain any of the following symbols:

```
\/: * ? " < > |
```

*mdmCert(PKCS#12)*:

Specify the file name of the MDM certificate (PKCS#12) using the absolute path.

If the absolute path of the file contains halfwidth spaces, enclose the absolute path of the file in double quotation marks.

The length of the absolute path should not exceed 96 halfwidth characters.

If the length of the specified absolute path exceeds 96 halfwidth characters, operation of this command is not guaranteed.

The characters that can be specified are halfwidth alphanumeric characters and halfwidth symbols.

However, the folder name cannot contain any of the following symbols:

```
\/: * ? " < > |
```

## Return value

- 0: Ended normally
- 1: Abnormal termination

## Command location

The following folder of SS:

```
dtpInstallDir\SS\iOS\bin
```

If SS coexists with the Systemwalker Desktop Keeper Smart Device Relay Server, and Systemwalker Desktop Keeper was installed before SS, the storage location will be as follows:

```
smartDeviceDomainServerInstallFolder\iOS\bin
```

## Privilege required for execution/execution environment

- Administrator privileges are required.
- This command must be executed on SS.

## Example

Specify C:\root\aproot.cer as the Apple Inc. root certificate, and c:\mdm pkcs\mdmpkcs12.p12 as the MDM certificate

```
swss_ImportAppleCert.bat /root "C:\root\aproot.cer" /mdm "c:\mdm pkcs\mdmpkcs12.p12"
```

# 1.45 swss\_importcert.exe (Registering Certificates)

---

## Description

This command is used to register certificates.

## Syntax

```
swss_importcert.exe {/file:certFileName [/alias:aliasName] | /CACERT}
```

## Option

*/file:certFileName*

Specifies the file name of the X.509 certificate.

*/alias: aliasName*

Specifies the alias name of the CA certificate or intermediate CA certificate using halfwidth alphanumeric characters.

(Refer to the information below for details on how to specify a name.)

*/CACERT*

This option is specified if using a Systemwalker server certificate.

## Return value

- 0: Ended normally
- Other than 0: Ended abnormally

## Command location

The following folder of SS:

```
ntpInstallDir\SS\bin
```

### Privilege required for execution/execution environment

- Execute as a user with Administrator privileges.
- This command must be executed on SS.

### Note

- Do not specify the /alias option when registering a server certificate.
- In coexistence with the smart device relay server of Systemwalker Desktop Keeper, if a certificate is registered in Systemwalker Desktop Keeper after another certificate is registered in Systemwalker Desktop Patrol, then the certificate registered in Systemwalker Desktop Keeper will be used for HTTPS communication between iOS smart devices and the SS.
- Stop the service (SWDTiSDSVWebService) before executing this command.

### Example

Register the server certificate.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\SS\bin\swss_importcert.exe /file:c:\temp\server.cer
```

### Information

#### Name to be specified for the /alias option

A name is required when registering a CA certificate or intermediate CA certificate. Change the name when registering more than one certificate.

You cannot use a name that has already been used. If a name is registered in duplicate, an error will occur.

Example:

Register a CA certificate and intermediate CA certificate

CA certificate: DTPCA01

Intermediate CA certificate: DTPCA02

## 1.46 swss\_keystore.exe (Backing Up and Restoring Server Certificates)

### Description

This command is used to back up or restore server certificate-related information.

### Syntax

```
swss_keystore.exe {/export:fileName}/import:fileName}
```

### Option

/export:fileName

Specifies the name of the file to which server certificate-related information is output when backing up.

/import:fileName

Specifies the name of the file containing the output server certificate-related information when restoring.

## Return value

0: Ended normally

Other than 0: Ended abnormally

## Command location

The following folder of SS:

```
dtplInstallDir\SS\bin
```

## Privilege required for execution/execution environment

- Execute as a user with Administrator privileges.
- This command must be executed on SS.

## Note

- In coexistence with the smart device relay server of Systemwalker Desktop Keeper, if a certificate is restored in Systemwalker Desktop Keeper AFTER another certificate is restored in Systemwalker Desktop Patrol, then the certificate restored in Systemwalker Desktop Keeper will be used for HTTPS communication between iOS smart devices and the SS.
- Stop the service (SWDTiSDSVWebService) before executing this command with the /import option specified.

## Example

Back up server certificate-related information.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\SS\bin\swss_keystore.exe /export:c:\temp\svcertbackup.cer
```

# 1.47 swss\_makecsr.exe (Generating Certificate Signature Requests)

---

## Description

This command is used to generate the certificate signature request for the server certificate. The key generation algorithm is RSA.

## Syntax

swss_makecsr.exe	<pre>/file:generatedFileName /validity:validityPeriod /CN:ssHostName /OU:orgUnitName /O:orgName /C:countryCode [/L:region(city)Name] [/ST:stateOrProvinceName] [/keysize:keySize] [/sigalg:signatureAlgorithm] [/certfile:serverCertFileName]</pre>
------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## Option

*/file:generatedFileName*

Specifies the name of the file to which certificate signature requests are generated.

*/validity:validityPeriod*

Specifies the validity period of the certificate using a value from 1 to 36500 days.

*/CN:ssHostName*

Specifies the host name of the SS.

*/OU:orgUnitName*

Specifies any string used to identify the organization unit, such as the department or section name.

*/O:orgName*

Specifies the official name of the organization such as company name or group name that is applying for the certificate.

*/C:countryCode*

Specifies an ISO-standard two-character country code. The code for Japan is "JP".

*/L:region(city)Name*

Specifies the location information (city/ward/town/village name) of the organization. If omitted, it will be deemed as unspecified.

*/ST:StateOrProvinceName*

Specifies the location information (state/province name) of the organization. If omitted, it will be deemed as unspecified.

*/keysize:keySize*

Specifies the size of the key to be generated, using a value from 1 to 8192. If omitted, the default is 2048.

*/sigalg:signatureAlgorithm*

Specifies the signature algorithm. If omitted, the default is "SHA1withRSA".

*/certfile:serverCertFileName*

Specifies the file name when a server certificate is generated using the generated certificate signature request. If omitted, the file name will not be generated.

You cannot specify the same file as the file specified in the */file* option.

**Return value**

0: Ended normally

Other than 0: Ended abnormally

**Command location**

The following folder of SS:

```
dtpInstallDir\SS\bin
```

**Privilege required for execution/execution environment**

- Execute as a user with Administrator privileges.
- This command must be executed on SS.

**Note**

- If the option value contains spaces, enclose it in double quotation marks.
- Confirm with the CA about the input items.
- When this command is executed more than once, only the last certificate signature request remains valid. All previous requests become invalid.
- If the host name specified in the smart device does not match the host name specified in the */CN* option, an error will occur on verification of the certificate.

**Example**

Generate a certificate signature request.



```
C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\SS\bin\swss_makecsr.exe /file:c:\temp\certreq.pem /validity:365 /
CN:host1 /OU:BUMON /O:"ABC company" /C:JP
```

## 1.48 swss\_MDMDB\_ENV.exe (Building/Deleting iOS Management Database Environment)

---

### Description

This command performs the following actions for the iOS management database used to manage iOS devices:

- Creates a data directory (data storage destination of the database) and builds the iOS management database "mdm\_server\_production".
- Deletes the iOS management database "mdm\_server\_production".

### Syntax

```
swss_MDMDB_ENV.exe {/C dataDirCreationFolder /D}
```

### Option

*/C*

Builds the iOS management database "mdm\_server\_production".

*dataDirCreationFolder*

The data directory is created at the following location:

- *dataDir*\RDB

Specify the data directory creation folder as follows:

- Specify the folder name using the absolute path

Specify the path to the data directory creation folder using the absolute path.

You cannot specify a network drive.

You can specify the absolute path using up to 96 alphanumeric characters.

The characters that can be specified are halfwidth alphanumeric characters and halfwidth symbols.

However, the folder name cannot contain any of the following symbols:

\ / : \* ? " < > |

*/D*

Deletes the iOS management database "mdm\_server\_production".

### Return value

0: Ended normally

Other than 0: Ended abnormally

### Command location

The following folder of CS:

```
dtpInstallDir\DTCOM
```

### Privilege required for execution/execution environment

- Administrator privileges are required.

- This command must be executed on CS.

### Note

- When using this command to delete the iOS management database, you must execute SWDTP\_ctrl.exe and stop the SS service before executing this command, and when completed, execute SWDTP\_ctrl.exe and start SS services.

### Example

Build the iOS management database. The data directory will be created in D:\DB\DataDir.

```
swss_MDMDB_ENV.exe /C D:\DB\DataDir
```

### Execution result/output format

If build processing is successful, the following message will be output.

```
Create Database "mdm_server_production" Success
```

If delete processing is successful, the following message will be output.

```
Delete Database "mdm_server_production" Success
```

## 1.49 updaterregist.exe (Registering and Updating)

---

### Functionality

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

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

### Record format

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

```
updaterregist.exe [-dir Path Name of Updater Saving Target Folder] [-nohost] [-f]
```

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

### Option

**-dir Path Name of Updater Saving Target Folder**

Specify the path name of updater saving target folder using an absolute path of up to 128 fullwidth or 128 halfwidth characters. The network drive cannot be specified. Also, the following symbols cannot be specified:

/ \* ? \ " < > |

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

**-host Host Name**

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

**-nohost**

The host name of the CS/DS used to distribute updates is not specified. If the -host and -nohost options are omitted, all distribution targets are objects.

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

-f

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

-h|-help

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

### Return value

0: ended normally

12: already registered

Non-0.12: ended abnormally.

### Command saving location

The following folder in CS:

```
CS Installation Directory \FJSVsbtrs\bin
```

### Authority required for execution/executing environment

- Administrator authority is required.
- This command must be executed on CS.

### Cautions

- It will take some time for registration and updater.
- Execute the command when the Desktop Patrol service (IBudgetMGR (INV)) is started.
- When the DS updater data is saved to updater saving target folder only, DS updater will be registered only.
- The updater with the same version cannot be registered repeatedly. But when DS updater has been registered and CT updater has not been registered, the CT updater will be registered only. When CT updater has been registered and DS updater has not been registered, the DS updater will be registered only.
- When deleting the registered updater and modifying the distribution target server, perform the execution in the **Distribution > Software Distribution** window of the main menu.

### Command execution example

When saving the updater to C:\temp

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

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

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

# Chapter 2 CSV File Reference

This chapter describes files used in Systemwalker Desktop Patrol.

## 2.1 Master Management Information Files

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

Master management information files are created as follows:

- Direct creation. (Upload files)

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

- Downloading management data (Download files)

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

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

- Download files:

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

- Upload files:

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

Detailed type information is shown as below:

- 1: User management information
- 2: Section management information
- 3: Building management information



See

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

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

### 2.1.1 User Management Information

#### File format

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

Systemwalker Desktop Patrol						Support with Active Directory	
		Item	Description	Entry length	Characters that can be specified	Item	Description
2	Mandatory	User Name	User name	Up to 30 fullwidth characters and 60 halfwidth characters	Single-byte alphanumeric characters Single-byte space Multi-byte character The following single-byte symbols "-", "@", ".", "(", ")", "[", "]", "{", "}", "<", ">", ":", ";", ". However, when multi-byte characters are specified, only 60 bytes can be specified. English letters are case-sensitive.	Object (user) name	Modify combining the suppression recorded on the left side as needed.
3	Optional (note 1)	Password	password	4 to 12 characters	Single-byte alphanumeric characters Single-byte space The following single-byte symbols "-", "=", ":", "+", "", "@", "~", "(", ")", "&", "\$", "#", "!", "?", "%", "\\", ".", ";", "/", ":", ";", "\^", "[", "]", " ", "<", >", "{", "_", "}" English letters are case-sensitive.	-	Not acquired from Active Directory. When it is needed to be set, edit CSV files output by dtpadmst.exe(Active Directory information output) command.
4	Optional	Telephone Number	Telephone Number	Up to 20 characters	Single-byte alphanumeric characters Single-byte space The following single-byte symbols "*", "+", ":", "-", ".", "/", "#", "(", ")", "_" English letters are case-sensitive.	User attribute telephone number	Modify combining the suppression recorded on the left side as needed.
5	Optional	Fax Number	Fax Number	Up to 20 characters	Single-byte alphanumeric characters Single-byte space The following single-byte symbols "*", "+", ":", "-", ".", "/", "#", "(", ")", "_" English letters are case-sensitive.	User attribute Fax	Modify combining the suppression recorded on the left side as needed.
6	Optional	Email Address	Email Address	Up to 50 characters	Single-byte alphanumeric characters The following single-byte symbols "-", "@", ".", "_", "*"	User attribute E-mail	Modify combining the suppression recorded on the left side as needed.

Systemwalker Desktop Patrol						Support with Active Directory	
		Item	Description	Entry length	Characters that can be specified	Item	Description
					English letters are case-sensitive.  Only alphanumeric characters can be specified at the beginning of E-mail address. When two or more "@" symbols are used, error occurs.		
7	Optional	Section Code	Code for the section to which the user belongs	1 to 36 characters	Single-byte alphanumeric characters The following single-byte symbols "_"  When the section code is English letters, enter capital letter (lower-case letter will be registered as capital letters as well).	-	Acquire the code generated by Active Directory.  Do not modify this value.
8	Optional	Building Code	Code for the user office	1 to 4 digits (Note 2)	Single-byte numbers	-	Set the value automatically generated in Systemwalker Desktop Patrol.  Do not modify this value.

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

Note 2) Although five characters can be entered, these are used only when linking with Active Directory. Enter only four characters.

### Example

```
"1","05/12/2012 12:40:37"
"User ID","User name","Password","Telephone Number","Fax Number","Email Address","Section Code","Building Code"
"181818"," Fujitsu TARO ","taro-f","013-432-6789","013-432-6700","taro@jp.com","318400","4890"
"230404"," Fujitsu HANA KO ","hana-f","013-432-6789","013-432-6700","hana@jp.com","318400","4890"
"230469"," Fujitsu ICHI RO ","ichi-f","013-432-6797","045-714-5324","ichi@jp.com","468500","8761"
```

### Cautions

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

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

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

- The first line: record "1" at the beginning (without date)
- The second line: record note lines at random
- The third line and on: record user management information

- The download information varies with different accounts.
  - System account: Entire DTP management target
  - Section Management Account: Entire section
- When creating CSV files, it will be neglected even if a fullwidth blank/ halfwidth blank is specified before and after each item. For example, even if " aaa" is specified, it will be registered as "aaa".
- When creating CSV files, if "" is used in password, specify it as "".
- For the items specified in each CSV file, when data that is longer than the maximum item length is specified, it is rounded down to the maximum length.

## 2.1.2 Section Management Information

### File format

Systemwalker Desktop Patrol						Support with Active Directory	
		Item	Description	Entry length	Characters that can be specified	Item	Description
1	Mandatory	Section Code	Code for the department and section.	1 to 36 characters	Single-byte alphanumeric characters The following single-byte symbols "_"  When the section code is English letters, enter capital letter (lower-case letter will be registered as capital letters as well).	-	Acquire the code generated by Active Directory.  Don't modify this value.
2	Mandatory	Section Name	Abbreviated name of the department and section.	Up to 30 fullwidth characters and 60 halfwidth characters	Single-byte alphanumeric characters Single-byte space Multi-byte character The following single-byte symbols "-", "@", ".", "(", ")", "[", "]", "{", "}", "<", ">", ":", ";", "."  However, when multi-byte characters are specified, only 180 bytes can be specified. English letters are case-sensitive.	Object (OU) name	Modify combining the suppression recorded on the left side as needed.
3	Optional	Higher Section Code	Code for the section placed above the subject department and section. Nothing is specified for the highest-level department or section.	1 to 36 characters	Single-byte alphanumeric characters The following single-byte symbols "_"  When the <b>Higher Section Code</b> is English letters, enter capital letter (lower-case letter will be registered as capital letters as well).	-	Acquire the code generated by Active Directory.  Don't modify this value.

## Example

```
"2","05/12/2012 13:48:48"
"Section Code","Section Name","Higher Section Code"
"5289"," First System Section ",""
"7788"," First System Section ","5289"
"1132"," First Branch System Section ","7788"
```

## Cautions

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

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

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

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

- The first line: record "2" at the beginning (without date)
- The second line: record note lines at random
- The third line and on: record section management information
- When using a section management account, information of the section will not be downloaded.
- 
- When creating CSV files, it will be neglected even if a fullwidth blank/ halfwidth blank is specified before and after each item. For example, even if " aaa" is specified, it will be registered as "aaa".
- For the items specified in each CSV file, when data that is longer than the maximum item length is specified, it is rounded down to the maximum length.

## 2.1.3 Building Management Information

### File format

Systemwalker Desktop Patrol						Support with Active Directory	
		Item	Description	Entry length	Characters that can be specified	Item	Description
1	Mandatory	Building Code	Code for the user location	1 to 4 digits (Note)	Single-byte numbers	-	Set the value automatically generated in Systemwalker Desktop Patrol. Don't modify this value.
2	Mandatory	Building Name	Name of the location	Up to 30 fullwidth characters and 60 halfwidth characters	Single-byte alphanumeric characters Single-byte space Multi-byte character The following single-byte symbols "-", "@", ".", "(", ")", "[",	User attribute Office	Modify combining the suppression recorded on the left side as needed.



Systemwalker Desktop Patrol						Support with Active Directory	
		Item	Description	Entry length	Characters that can be specified	Item	Description
					"]", "{", "}", "<", ">", ":", ";", "		
					However, when multi-byte characters are specified, only 180 bytes can be specified. English letters are case-sensitive.		

Note) Although five characters can be entered, these are used only when linking with Active Directory. Enter only four characters.

### Example

"3","05/12/2012 14:12:21"
"Building Code","Building Name"
"9990","Other establishment"

### Cautions

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

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

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

- The first line: record "1" at the beginning (without date)
- The second line: record note lines at random
- The third line and on: record building management information
- When creating CSV files, it will be neglected even if a fullwidth blank/ halfwidth blank is specified before and after each item. For example, even if " aaa" is specified, it will be registered as "aaa".
- For the items specified in each CSV file, when data that is longer than the maximum item length is specified, it is rounded down to the maximum length.

## 2.2 Download Information File

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

Type	How to acquire
Inventory information file	You can conduct CSV export with dtpinvd.exe (export Inventory information) command, or the <b>PC Information &gt; Inventory Information &gt; CSV Export</b> button of the main menu, or the <b>PC Search &gt; CSV Export</b> button.
Product information file	You can conduct CSV export with dtpinvd.exe (export Inventory information) command, or the <b>PC Information &gt; Product Information &gt; CSV Export</b> button.
Software installation status information file	You can conduct CSV export with dtpinvd.exe (export Inventory information) command, or select <b>Software</b> from <b>PC Information &gt; Software Auditing</b> of the main menu and click the <b>CSV Export</b> button.

Type	How to acquire
Software operation status information file	You can conduct CSV export with the <b>PC Information &gt; Software Operation Status &gt; CSV Export</b> button of the main menu.
Security patch application status information file	You can conduct CSV export with dtpinvd.exe (export Inventory information) command, or select <b>Security Patch</b> from <b>PC Information &gt; Software Auditing</b> of the main menu and click the <b>CSV Export</b> button.
Antivirus software application status information file	You can conduct CSV export with dtpinvd.exe (export Inventory information) command, or select <b>Anti-virus Software</b> from <b>PC Information &gt; Software Auditing</b> of the main menu and click the <b>CSV Export</b> button.
Current License information file	You can conduct CSV export with the <b>License &gt; Current License Management &gt; CSV Export</b> button of the main menu.
License allocation information file	You can conduct CSV export with the <b>License &gt; License Allocation &gt; CSV Export</b> button of the main menu.

## 2.2.1 Inventory Information File

---

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

### File format

- The first line: Download date and time, selected section, section code (Note 1)
- The second line: Item names (Note 2)

PC Name,User ID,User Name,Section Code,Section Name,OS Name,Full Computer Name,IP Address,MAC Address,Memory Size,Disk Capacity,Free Disk Capacity,Software Dictionary Date/Time,Update Date/Time,Building Name,PC Properties,BIOS Version,Computer Name,Domain Name,CPU Name,CPU Clock Speed,Number of CPU,CPU Details,Swap File Size,Name of Keyboard Type,Installing Language,Mouse Type Name,Mouse Button Number,Manufacturer Name,Model Name,Serial Number,Primary Cache,Secondary Cache,Drive Information (Drive Name, Drive Type, Drive Capacity, Drive Free Capacity, Volume, File System Information),Network Card Information (Network Card, MAC Address),TCP/IP Information (Host Name, IP Address, Subnet Mask, Default Gateway),DNS Server,DHCP Server,OS,OS Build Number,Service Pack,DOS Version,OS User Name,OS OU Name,Product ID of OS,Windows Directory,Windows System Directory,Screen Resolution,Video Adaptor,Video Memory Size,Resolution,Monitor,Screen Saver Name,Screen Refresh Rate,Memory Information (Device Locator, Size),Printer Information (Printer Name, Printer Type),Disk Information (Manufacturer Name, Model Name, Disk Capacity, Disk IF, Description),Login Name,Connected Server Name,Software Dictionary Icon,Virtual PC,Action [Message Sending],Action [Inventory Collection],Action [Security Patch Installation],Action [Security Settings Modification],Action [Power Saving Settings Modification],,,item names of user information (item exists for a few minutes)

- The third line: Basic information on the PC (Note 2)
  - 1st column: PC name
  - 2nd column: User ID
  - 3rd column: User name
  - 4th column: Section code
  - 5th column: Section name
  - 6th column: OS name
  - 7th column: Full computer name
  - 8th column: IP address (Note 3)(Note 4)
  - 9th column: MAC address
  - 10th column: Memory (MB)

- 11th column: Disk size (MB)
- 12th column: Available disk space (MB)
- 13th column: Software dictionary version
- 14th column: Update date/time
- 15th column: Building name
- 16th column: PC property
- 17th column: BIOS version
- 18th column: Computer name
- 19th column: Domain name
- 20th column: CPU name
- 21st column: Clock rate (MHz)
- 22nd column: CPU clock speed
- 23rd column: CPU details
- 24th column: Swap file size (KB)
- 25th column: Keyboard type name
- 26th column: Installation language
- 27th column: Mouse type name
- 28th column: Number of Mouse buttons
- 29th column: PC manufacturer name
- 30th column: PC model
- 31st column: PC serial number
- 32nd column: L1 cache size (KB)
- 33rd column: L2 cache size (KB)
- 34th column: Drive information (drive name, drive type, capacity, available capacity, volume number, file system identification)
- 35th column: Network card information (network card, MAC address)
- 36th column: TCP/IP information (host name, IP address, subnet mask, default gateway) (Note 3)
- 37th column: DNS server (Note 3)
- 38th column: DHCP server (Note 3)
- 39th column: OS
- 40th column: OS building number
- 41st column: Service Pack
- 42nd column: DOS version
- 43rd column: User name
- 44th column: Company name
- 45th column: OS product ID
- 46th column: Windows directory name
- 47th column: System directory name
- 48th column: Resolution

- 49th column: Video adapter
- 50th column: Image storage size (KB)
- 51st column: Pixel
- 52nd column: Monitor name
- 53rd column: Screen saver name
- 54th column: Refresh rate (Hz)
- 55th column: Memory information (device locator, size)
- 56th column: Printer information (printer name, printer type)
- 57th column: Disk information (manufacturer name, model name, disk space (KB), disk IF, description)
- 58th column: logon name
- 59th column: Connected Server Name (Note 5)
- 60th column: Software Dictionary Icon (Note 6)
- 61st column: virtual PC (Note 7)
- 62nd column: Action [Message Sending] (Note 8)
- 63rd column: Action [Inventory Collection] (Note 8)
- 64th column: Action [Security Patch Installation] (Note 8)
- 65th column: Action [Security Settings Modification] (Note 8)
- 66th column: Action [Power Saving Settings Modification] (Note 8)
- 67th column: reserved area
- 68th column: reserved area
- 69th column and on: item names of user information (item exists for a few minutes)

**Note 1)**

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

**Note 2)**

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

- When downloading from **PC information > Inventory information** window of main menu
- Or when /w option is specified in dtpinvdl.exe (export Inventory information)

**Note 3)**

IP addresses are expressed as follows:

- To display both IPv4 and IPv6 addresses in dual stack environments, separate them with a forward slash (/).
- IPv6 addresses are separated with a semicolon (;).
- Temporary addresses are prefixed with a number sign (#). However, this applies only to inventory information collected by CT.

**Note 4)**

IP addresses are output according to the display priority specified in **Option > Display settings**.

**Note 5)**

- In V13.2 or earlier of CT, the Connected Server Name is "".
- When an IPv6 address is specified for the connection destination server name of CT.

Note 6)

The flags 1, 2 and 3 below are used for displaying the software dictionary icon. Refer to the icon description on the screen for the meaning of the icon.

1:green icon

2:yellow icon

3:red icon

Note 7)

Change to o under virtual PC conditions.

Note 8)

Output in the format of "Status, process indicated date and time, error content".

Status is shown as below:

1: abnormal icon

2: alarm icon

3: icon under processing

4: normal icon

File output example

```
"04/01/2014 10:00:00","Section A","10001"

"PC Name","User ID","User Name","Section Code","Section Name","OS Name","Full Computer Name","IP Address","MAC
Address","Memory Size","Disk Capacity","Free Disk Capacity","Software Dictionary Date/Time","Update Date/
Time","Building Name","PC Properties","BIOS Version","Computer Name","DomainName","CPU Name","CPU Clock
Speed","Number of CPU","CPU Details","Swap File Size","Name of KeyboardType","Installing Language","Mouse Type
Name","Mouse Button Number","Manufacturer Name","Model Name","Serial Number","Primary Cache","Secondary
Cache","Drive Information (Drive Name, Drive Type, Drive Capacity, Drive Free Capacity, Volume, File System
Information)","Network Card Information (Network Card, MAC Address)","TCP/IP Information (Host Name, IP Address,
Subnet Mask, Default Gateway)","DNS Server","DHCP Server","OS","OS Build Number","Service Pack","DOS
Version","OS User Name","OS OU Name","Product ID of OS","Windows Directory","Windows System Directory","Screen
Resolution","Video Adaptor","Video Memory Size","Resolution","Monitor","Screen Saver Name","Screen Refresh
Rate","Memory Information (Device Locator, Size)","Printer Information (Printer Name, Printer Type)","Disk Information
(Manufacturer Name, Model Name, Disk Capacity, Disk IF, Description)","Login Name","Connected Server Name","Software
Dictionary Icon","Virtual PC","Action [Message Sending]","Action [Inventory Collection]","Action [Security Patch
Installation]","Action [Security Settings Modification]","Action [Power Saving Settings Modification]","","","Property
ID","Serial Number","Operation Status","Use","Building","Manufacturer","Purchase Order Number","Order
Date","Equipment ID","Remarks".

"PC1","11111"," Employee A","10001","Job A","Windows
8.1","PC1","xx.xx.xx.xx","xx:xx:xx:xx:xx:xx","1526","18724","380","03/31/2014 17:00:00","04/01/2014 08:40:00","Other
establishment","COMPATIBLE","Default System BIOS,xx/xx/xx","PC1","DOMAINA","Intel(R) Pentium(R) M processor
1.20GHz","1200","1","Family6 Model13 Stepping8","2611252","Japanese PS/2 keyboard (106/109 key Ctrl
+alphanumeric)","Japanese","PS/2 exchange mouse","2","FUJITSU","FMV","xxxxx","64","2048","C:.Hard disk drive,
19174396,389648,,NTFS","Broadcom 440x 10/100 Integrated Controller,xx:xx:xx:xx:xx:xx","PCA,xx.xx.xx.xx,
255.255.255.0,xx.xx.xx.xx","xx.xx.xx.xx;xx.xx.xx.xx","xx.xx.xx.xx","Windows 8.1","9600","","5.0","ABC","","xxxxx-
xxxxx-xxxxx-xxxxx","C:\WINDOWS","C:\WINDOWS\system32","1024X768","N/A,Winvnc video hook
driver","","4294967296","ABC","","60","DDRII 1,524288,DDRII 2,1048576","Fax,local printer","(standard disk drive),ATA
Device,19535040,IDE, disk drive","user1","CS1","1","","","","","","","","","","","","","","","","","","","","","",""
```

2.2.2 Product Information File

The file layout of "product information files" is shown as follows.

## File format

- The first line: Download date and time, Section name, Section code
- The second line: Software name
  - 1st column~3rd column: blank characters
  - 4th column and on: Software name displayed in the product information
- The third line: Information
  - 1st column : Section code
  - 2nd column: PC name
  - 3rd column: User ID
  - 4th column and on: indicate software application status with 0, 1 flags.

Details of what the flags indicate are shown as below:

Flag	Software installation status
0	Not applicable
1	Applicable

## File output example

Up to 200 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 200, shown as follows:

```
"01/01/2012 12:00:00","xxx section ","1000"  
","","","Software 1"," Software 2"," Software 3"," Software 4",...," Software 100",...,  
" Software 150",...," Software 200"  
"100","PC1","00001",0,1,1, ...,1  
"100","PC2","00001",0,0,1, ...,0  
:  
"110","PC3","00001",0,1,0, ...,1(<- Up to 200 entries can be displayed)  
","",""," Software 201"," Software 202"," Software 203"," Software 204",...," Software 300",...,  
" Software 350",...," Software 400"  
"100","PC1","00001",0,1,0, ...,0  
"100","PC2","00001",0,1,1, ...,1  
"110","PC3","00001",0,0,1, ...,0
```

## 2.2.3 Software Installation Status Information File

---

The file layout of "Software installation information files" is shown as follows.

### File format

- The first line: Download date and time, section name, section code
- The second line: Software names
  - 1st column~3rd column: blank characters
  - 4th column and on: Software names

- The third line: Information
  - 1st column: section code
  - 2nd column: PC name
  - 3rd column: User ID
  - 4th column and on: indicate software application

Details of what the flags indicate are shown as follows:

Flag	Software installation status
0	Not applicable
1	Applicable

### File output example

Up to 200 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 200, shown as follows:

```
"01/01/2012 12:00:00","xxx Section ","1000"
","","","Software 1"," Software 2"," Software 3"," Software 4",....," Software 100",....,
" Software 150",....," Software 200"
"100","PC1","00001",0,1,1, ....,1
"100","PC2","00001",0,0,1, ....,0
:
"110","PC3","00001",0,1,0, ....,1(<- Up to 200 entries can be displayed)
","",""," Software 201"," Software 202"," Software 203"," Software 204",....," Software 300",....,
" Software 350",....," Software 400"
"100","PC1","00001",0,1,0, ....,0
"100","PC2","00001",0,1,1, ....,1
"110","PC3","00001",0,0,1, ....,0
```

## 2.2.4 Software Operation Status Information File

The file layout of "Software operation status information files" is shown as follows.

### File format

- The first line: Download date/time , Section code
- The second line: Item names  
User ID,User Name,PC Name,Name/Filename,Year and Month of Usage,Startup Times
- The third line: Information
  - 1st column: User ID
  - 2nd column: User name
  - 3rd column: PC name
  - 4th column: name/file name
  - 5th column: Date of use

- 6th column: Start times

### File output example

```
03/30/2012 15:08:15,1001
User ID,User Name,PC Name,Name/Filename,Year and Month of Usage,Startup Times
"10001","Employee 01","PC1","LPLS153.EXE","03/2012","1"
"10002","Employee 02","PC2","LPLS153.EXE","03/2012","1"
```

## 2.2.5 Security Patch Installation Status Information File

The file layout of "Security patch installation status information files" is shown as follows.

### File format

- The first line: Download date and time, Section name, Section code
- The second line: Security patch name
  - 1st column~3rd column: blank characters
  - 4th column and on: security patch names displayed in Security patch installation status
- The third line: Information
  - 1st column : Section code
  - 2nd column: PC name
  - 3rd column: User ID
  - 4th column and on: indicate security patch installation status with 0, 1 flags.

Details of what the flags indicate are shown as follows:

Flag	Security patch installation status
0	Not install
1	Installed

### File output example

Up to 200 security patches can be displayed in the line for security patch names.

In case the number of security patches exceeds 200, they are displayed in groups of 200, shown as follows:

```
"01/01/2012 12:00:00","xxx Section","1000"
",",",",",", "Security patch 1", "Security patch 2", "Security patch 3", "Security patch 4", ..., "Security patch 100", ...,
"Security patch 150", ..., "Security patch 200"
"100", "PC1", "00001", 0, 1, 1, ..., 1
"100", "PC2", "00001", 0, 0, 1, ..., 0
:
"110", "PC3", "00001", 0, 1, 0, ..., 1 (<- Up to 200 entries can be displayed)
",",",",", "Security patch 201", "Security patch 202", "Security patch 203", "Security patch 204", ..., "Security patch 300", ...,
"Security patch 350", ..., "Security patch 400"
"100", "PC1", "00001", 0, 1, 0, ..., 0
"100", "PC2", "00001", 0, 1, 1, ..., 1
```



```
"110","PC3","00001",0,0,1, ...,0
```

## 2.2.6 Antivirus Software Application Status Information File

---

The file layout of "Antivirus software application status information files" is shown as follows.

### File format

- The first line: Download date and time, Section name, Section code
- The second line: Antivirus software name
  - The second line: Software name
  - 4th column and on: Software names displayed in Antivirus software application status
- The third line: Information
  - 1st column : Section code
  - 2nd column: PC name
  - 3rd column: User ID
  - 4th column and on: indicate Antivirus software application status with 0, 1 flags.

Details of what the flags indicate are shown as below:

Flag	Antivirus software application status
0	Not applicable
1	Applicable

### File output example

Up to 200 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 200, shown as follows:

```
"01/01/2007 12:00:00","xxx Section","1000"  
"","","","Software 1","Software 2","Software 3","Software 4",..., "Software 100",...,  
"Software 150",..., "Software 200"  
"100","PC1","00001",0,1,1, ...,1  
"100","PC2","00001",0,0,1, ...,0  
:  
"110","PC3","00001",0,1,0, ...,1(<- Up to 200 entries can be displayed)  
"","","","Software 201","Software 202","Software 203","Software 204",..., "Software 300",...,  
"Software 350",..., "Software 400"  
"100","PC1","00001",0,1,0, ...,0  
"100","PC2","00001",0,1,1, ...,1  
"110","PC3","00001",0,0,1, ...,0
```

## 2.2.7 Current License Information File

---

The file layout of "Current license information files" is shown as follows.

## File format

- The first line: Download date and time, select section, section code License name
- The second line: Item names  
"Order number", "supplementary number", "section that can use usable section name", "purchased number", "allocated number", "purchased amount of money", "purchase date", **Supplier, Purchasing Department, Purchaser, License Type, License Type (Remarks), License Form, License Form (Remarks), License Agreement, License Agreement (Remarks), License Certificate, Certificate Number, Management Department, Storage Location, Original License Management Number, Other Conditions, Scheduled Update Date, Remarks**, "section code", "PC name", "user ID", and "name"
- The third line: collect information and distribute data
  - 1st column: order number
  - 2nd column: supplementary number
  - 3rd column: section that can use
  - 4th column: purchased number
  - 5th column: allocated number
  - 6th column: purchased amount of money
  - 7th column: purchase date
  - 8th column: **Supplier**
  - 9th column: **Purchasing Department**
  - 10th column: **Purchaser**
  - 11th column: **License Type**
  - 12th column: **License Type (Remarks)**
  - 13th column: **License Form**
  - 14th column: **License Form (Remarks)**
  - 15th column: **License Agreement**
  - 16th column: **License Agreement (Remarks)**
  - 17th column: **License Certificate**
  - 18th column: **Certificate Number**
  - 19th column: **Management Department**
  - 20th column: **Storage Location**
  - 21st column: **Original License Management Number**
  - 22nd column: **Other Conditions**
  - 23rd column: **Scheduled Update Date**
  - 24th column: **Remarks**
  - 25th column: **Section Code**
  - 26th column: **PC Name**
  - 27th column: **User ID**
  - 28th column: **Name**

## File output example

```
"06/23/2014 16:28:18","Object for management","111111","SOFTA"
```

"Order number", "Supplementary number", "Section that can use", "Purchased number", "Allocated number", "Purchased amount of money", "Purchase date", "Supplier", "Purchasing Department", "Purchaser", "License Type", "License Type (Remarks)", "License Form", "License Form (Remarks)", "License Agreement", "License Agreement (Remarks)", "License Certificate", "Certificate Number", "Management Department", "Storage Location", "Original License Management Number", "Other Conditions", "Scheduled Update Date", "Remarks", "Section code", "PC name", "user ID", "Name"

"100000", "1", "Information Systems Department", "3,0,", "06/17/2014", "", "", "General Affairs Department", "Jhon Smith", "Package license", "", "Full license", "", "Concurrent connections license", "10", "Package", "", "Information Systems Department", "A05", "", "Downgradable", "", "111111", "PC1", "USER1", "SOFTA"

"100001", "1", "Information Systems Department", "2,1,", "06/23/2014", "", "", "", "", "", "", "", "", "", "", "", "", "", "", "", "111111", "PC2", "USER2", "SOFTB"

## 2.2.8 License Allocation Information File

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

### File format

- The first line: Download date and time, selected section, section code
- The second line: Software name
  - 1st column~3rd column: blank characters
  - 4th column and on: all software names registered in License
- The third line:
  - 1st column: Section code
  - 2nd column: PC name
  - 3rd column: User ID
  - 4th column and on: indicate software status with 0~3 flags.

Details of what the flags indicate are shown as below:

Flag	License distribution	Install software in PC
0	x	x
1	o	x
2	x	o
3	o	o

### File output example

```
"03/30/2007 20:49:35", "Object for management", ""
,, "Microsoft Exchange (Receiving tray)", "Microsoft Internet Explorer", "Microsoft Plus! for Windows 95", "Microsoft Virtual PC 2004"
"10000000000000000000000000000007", "TESTPC0000000000000007", "10000000000000000000000000000007", 0,2,0,0
"10000000000000000000000000000008", "TESTPC0000000000000008", "10000000000000000000000000000008", 0,2,0,0
"10000000000000000000000000000009", "TESTPC0000000000000009", "10000000000000000000000000000009", 0,2,0,0
"10000000000000000000000000000010", "TESTPC0000000000000010", "10000000000000000000000000000010", 0,2,0,0
"ABC001", "TESTPCABC1", "ABC00001", 0,2,0,0
"ABC002", "TESTPCABC2", "ABC00002", 0,2,0,0
"ABC003", "TESTPCABC3", "ABC00003", 0,2,0,0
```

```
"ABC004","TESTPCABC4","ABC00004",0,2,0,0
"ABC005","TESTPCABC5","ABC00005",0,2,0,0
"ABC006","TESTPCABC6","ABC00006",0,2,0,0
"ABC007","TESTPCABC7","ABC00007",0,2,0,0
"ABC008","TESTPCABC8","ABC00008",0,2,0,0
"ABC009","TESTPCABC9","ABC00009",0,2,0,0
"ABC010","TESTPCABC0","ABC00010",0,2,0,0
```

\* Up to 100 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 100, shown as follows:

```
"01/01/2002 12:00:00","xxx Section","1000"
","","","Software 1","Software 2","Software 3","Software 4",..., "Software 100"
"100","PC1","00001",1,1,2,0,.....,0
"100","PC2","00002",1,1,0,0,.....,2
:
"110","PC3","00003",0,3,1,3,.....,1,( -> Up to 100 entries can be displayed)
","","","Software 101","Software 102","Software 103"
"100","PC1","00001",3,0,2
"100","PC2","00002",1,2,0
"110","PC3","00003",3,3,1
```

## 2.3 Alarm Information File

The event notification function notifies the following alarm information by mail.

File name	Description
liscence_ng.csv	License violation information file
user_change.csv	User ID change information file
memory_change.csv	Memory change information file
ip_change.csv	IP address change information file
networkcard_change.csv	Network card change information file
disk_change.csv	Disk change information file
drive_size_alarm.csv	Drive size information file
software_install.csv	Software audit information file
regist_change.csv	Registry change information file
login_change.csv	Windows login change information file
software_change.csv	Product information addition and deletion change information file

### 2.3.1 License Violation Information File (liscence\_ng.csv)

#### File format

file name	lisence_ng.csv
Output items	PC name, User name, program name

### File output example

"FMV13025","Fujitsu TARO","Microsoft SQL Server 2000"
"LEE00010"," Fujitsu HANAKO ","OFFICE 2000"

Note) License violation information does not include download date and download item lines.

## 2.3.2 User ID Change Information File (user\_change.csv)

---

### File format

File name	user_change.csv
Output items	Section Name,PC Name,User Name Before Modification,User Name After Modification,Detection Date/Time

### File output example

01/16/2012 14:39:41
Section Name,PC Name,User Name Before Modification,User Name After Modification,Detection Date/Time
" System No.1","ittoo"," Fujitsu ICHIRO "," Fujitsu JIRO ","01/16/2012 14:00:00"
" System No.1","take-low"," Fujitsu HANAKO "," Fujitsu HANAKO ","01/16/2012 14:00:00"

## 2.3.3 Memory Change Information file (memory\_change.csv)

---

### File format

File name	memory_change.csv
Output items	Section Name,PC Name,User Name,Memory Locator Before Modifying,Memory Size (MB) Before Modifying,Memory Locator After Modifying,Memory Size (MB) After Modifying,Detection Date/Time

### File output example

01/16/2012 14:39:41
Section Name,PC Name,User Name,Memory Locator Before Modifying,Memory Size (MB) Before Modifying,Memory Locator After Modifying,Memory Size (MB) After Modifying,Detection Date/Time
" System No.1", "take-low", " Fujitsu HANAKO ","RIMM-1","128","RIMM-1","256","01/16/2012 14:00:00"
" System No.1", "DTP-itoh", " Fujitsu SABURO ","", "", "RIMM-3","256","01/16/2012 14:00:00"

## 2.3.4 Address Change Information file (ip\_change.csv)

---

**IP Address Before Modification** and **IP Address After Modification** are expressed as follows:

- To display both IPv4 and IPv6 addresses in dual stack environments, separate them with a forward slash (/).
- IPv6 addresses are separated with a semicolon (;).
- Temporary addresses are prefixed with a number sign (#). However, this applies only to inventory information collected by CT.

### File format

File name	ip_change.csv
Output items	Section Name,PC Name,User Name,IP Address Before Modification,IP Address After Modification,Detection Date/Time

### File output example

01/16/2012 14:39:41 Section Name,PC Name,User Name,IP Address Before Modification,IP Address After Modification,Detection Date/Time " Sales Dev. ","loox-offline", " Fujitsu SIRO ", "111.222.333.444", "111.222.333.555", "11/08/2012 14:00:00" " System No.1", "take-low", " Fujitsu HANAKO ", "111.222.333.445", "111.222.333.556", "11/08/2012 14:00:00"
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.3.5 Network Card Change Information File (networkcard\_change.csv)

---

### File format

File name	networkcard_change.csv
Output items	Section Name,PC Name,User Name,Network Card Before Modification,MAC Address Before Modification,Network Card After Modification,MAC Address After Modification,Detection Date/Time

### File output example

01/16/2003 14:39:41 Section Name,PC Name,User Name,Network Card Before Modification,MAC Address Before Modification,Network Card After Modification,MAC Address After Modification,Detection Date/Time "System No.1", "take-low", " Fujitsu HANAKO ", "Intel 8255x-based PCI Ethernet Adapter (10/100)", "00:30:05:0B:E4:CE", "Intel(R) 82559 Fast Ethernet LOM with Alert on LAN 2* [Bus 2 Slo", "00:D0:B7:00:80:F0", "01/16/2003 14:00:00"
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.3.6 Disk Change Information File (disk\_change.csv)

---

### File format

File name	disk_change.csv
Output items	Section Name,PC Name,User Name,Disk Manufacturer Name Before Modifying,Disk Model Before Modifying,Disk Capacity Before Modifying,Disk Manufacturer Name After Modifying,Disk Model After Modifying,Disk Capacity After Modifying,Detection Date/Time

### File output example

01/16/2003 14:39:41 Section Name,PC Name,User Name,Disk Manufacturer Name Before Modifying,Disk Model Before Modifying,Disk Capacity Before Modifying,Disk Manufacturer Name After Modifying,Disk Model After Modifying,Disk Capacity After Modifying,Detection Date/Time System No.1", "take-low", " Fujitsu HANAKO ", "", "", "", "IO-DATA", "HDVS-UM20G", "3467", "04/14/2006 14:11:03"
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.3.7 Drive Capacity Information File (drive\_size\_alarm.csv)

---

### File format

File name	drive_size_alarm.csv
Output items	Section Name,PC Name,User Name,Drive Name,Capacity (MB),Free Capacity (MB),Usage (%),Detection Date/Time

### File output example

03/30/2012 13:00:10 Section Name,PC Name,User Name,Drive Name,Capacity (MB),Free Capacity (MB),Usage (%),Detection Date/Time "Business section B","TESTPCABC010","10000010","C:",4086,612,86," 03/28/2012 10:47:38"
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.3.8 Software Auditing Information file (software\_install.csv)

---

### File format

File name	software_install.csv
Output items	Section Name,PC Name,User Name,Dictionary Code,Name,Detection Date/Time

### File output example

01/16/2003 14:39:41 Section Name,PC Name,User Name,Dictionary Code,Name,Detection Date/Time "System No.1","take-low"," Fujitsu HANAKO "," @ZZNETFW0004",insufficient use of "Server 2003 Framework 1.0 application patch","04/14/2006 14:11:03" " System No.3","toshio"," Fujitsu Goro "," @ZZSQL000013",insufficient use of "SQL Server patch","04/14/2006 14:11:03"
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.3.9 Registry Change Information File (regist\_change.csv)

---

### File format

File name	regist_change.csv
Output items	Section Name,PC Name,User Name,Collection Item Name,Registry Key,Name of Value,Registry Value Data Before Modification,Registry Value Data After Modification,Detection Data/Time

### File output example

01/16/2003 14:39:41 Section Name,PC Name,User Name,Collection Item Name,Registry Key,Name of Value,Registry Value Data Before Modification,Registry Value Data After Modification,Detection Data/Time " Development ","kai-pc-100"," Fujitsu HASI "," CDView","HKEY_LOCAL_MACHINE\SOFTWARE\Fujitsu \CDView\8.0\APPPATH ","CDView","C:\Program Files\CDViewV8","D:\Program Files\CDViewV8","04/14/2006 14:11:03"
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.3.10 Windows Logon Change Information File (login\_change.csv)

---

### File format

File name	login_change.csv
-----------	------------------

Output items	Section Name,PC Name,User Name,Login User Before Modification,Login User After Modification,Detection Date/Time
--------------	-----------------------------------------------------------------------------------------------------------------

### File output example

03/30/2012 13:00:13 Section Name,PC Name,User Name,Login User Before Modification,Login User After Modification,Detection Date/Time " Business section 0000004","PC1","employee 1","Administrator","administrator","03/30/2012 11:49:48"
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.3.11 Product Information Addition and Deletion Change Information File (software\_change.csv)

---

### File format

File name	software_change.csv
Output items	Section Name,PC Name,User Name,Name,Update Flag,Detection Date/Time

Updated flags:

0: add software

1: delete software

### File output example

12/16/2007 14:39:41 Section Name,PC Name,User Name,Name,Update Flag,Detection Date/Time "System No.1","take-low"," Fujitsu HANA KO "," Fujitsu HANA KO ","Systemwalker Desktop Patrol V13.2.0", "1","12/14/2007 11:11:03" "System No.1","take-low"," Fujitsu HANA KO "," Fujitsu HANA KO ","0","12/14/2007 14:11:03"
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 2.4 Log File

---

### 2.4.1 CT Operation Status Log File

---

CT operation status log files are stored in the following folder while they are being collected.

- Store object folder (note)

CS installation directory\FJSV\sbin\ct_trace
----------------------------------------------

Under the files specified as storing targets, automatically create "user ID+PC name+upper server name" folder for each CT to manage CT operation status log.

- CT operation status log files

dpsysdYYYYMMDD.log YYYYMMDD: collection date of CT operation status log YYYY: year MM : month DD : day
--------------------------------------------------------------------------------------------------------------------

Create CT operation status log collected in CT with files in date unit.



Note) The storing targets and number of management days of CT operation status log files can be changed with SVPolicy.exe(server environment setup) command.

### File format

CT operation status log files are CSV format (UTF-8 code) information based on the following formats. In addition, CT operation status log files are managed in CT unit.

- Data are handled in units of lines (up to a linefeed).
- Items listed are separated by a comma (,).

Item number	Contents	Remarks
1	User ID	User ID defined in <b>User identification information</b> tab on CT <b>Environment Setup</b> window.
2	PC name	PC name defined in <b>User identification information</b> tab on CT <b>Environment Setup</b> window.
3	Target server name	Target server name defined in <b>User identification information</b> tab on CT <b>Environment Setup</b> window.
4	Date & time	Format: YYYY/MM/DD hh:mm:ss.xxx
5	Type	Information category INFO : contents of "information" level WARNING : contents of "warning" level ERROR : contents of "error" level
6	Function summary	Output "function summary" of the following operation records.
7	Function details	Output "function details" of the following operation records.
8	Result	OK : success. OK (return value): success. Failed(return value): fail (Note 1) RC(return value): return value when executing software. (Note 2) Abbreviations exist based on contents of "function details".
9	Character string	Character string output security patch /software name etc. Abbreviations exist based on contents of "function details".

Note 1) Refer to the following contents for the return value set in Failed (return value).

-"[Network Error Details](#)"

-"[Patch Installation Error Details](#)"

-"[Table 2.1 Software download error details](#)"

Note 2) The return value set in RC (return value) will be the return value for the software which automatically executes distribution.

### Windows operation records

Function summary	Function details	Meaning
WINDOWS	SUSPEND	Windows has gone into suspension status. (Note 1)
	RESUME	Windows has resumed from suspension status. (Note 1)
	BATTERYMODE	PC has gone into battery use.

Function summary	Function details	Meaning
	ACLINEMODE	PC has gone into AC use.
	LOGON	Logged on Windows.
	LOGOFF	Deleted Windows.
	SWITCHUSER	Switched user (Note 2)
	USERLOCK	Windows has gone into user lock status.
NETWORK	CONNECT	PC has connected with LAN.
	DISCONNECT	PC has disconnected with LAN.

Note 1) When using Windows(R) 8, if you select **Control Panel > Hardware and Sound > Power Options > Choose what the power button does > Shutdown settings**, and then select **Turn on fast startup (recommended)**, this will also be output on shutdown and startup of Windows.

Note 2) In case that password is required to be input when resuming from screen saver and awakening, log will be output when resuming.

#### Systemwalker Desktop Patrol operation records

Function summary	Function details	Meaning
DTP	SVCSTART	Service: ITBudgetMGR(INV) has gone into start status.
	SVCSTOP	Service: ITBudgetMGR(INV) has gone into stop status.
POLICY	RECEIVE	Policy is received.
	UPDATE	Received policy is reflected.
INVENTORY	COLLECT	Inventory is collected.
	UPLOAD	Collected Inventory information is informed to target server.
	RESEND	Unsent Inventory information is sent.
PATCH	START	Security patch is started.
	DOWNLOAD	Security patch is downloaded.
	APPLY	Security patch is applied.
	STATUS	Security patch application is completed.
CONTENTS	START	Started to download software.
	DOWNLOAD	Software is downloaded.
	APPLY	Software is executed.
	STATUS	Software execution is completed.
UPDATER	DOWNLOAD	Updater is downloaded.
REBOOT	SELECT	Reboot is required.
	STATUS	No reboot, go into reservation status.

Table 2.1 Software download error details

Error number	Error cause
	Disposal
-1	Failed to decompress the patch data (ZIP file) downloaded from the target server (CS or DS).
	Since potential error may occur based on the load condition of PC, confirm the load condition of PC.

Error number	Error cause
	Disposal
	Contact the system administrator in case that this error occurs again. Disposal of the system administrator Since the possibility of software registration failure exists, register the software that failed to be decompressed via the main menu.
-3	Failed to download the software due to insufficient available disk space when downloading the software. Confirm the available space of drive in which the product is to be installed.
-13	The right simulation for the "specified user right" set value failed when downloading the software. Confirm if the user name defined in policy has registered in PC. In addition, confirm password.

### File output example

File name:dpsysd20070517.log

user01,pc01,server01,2007/05/17 14:52:53.221,INFO,PATCH,STATUS,OK(3010),MS07-021(930178) in WindowsVista.

## 2.4.2 CS Operation Log File

CS operation log files are stored in the following folder.

- Storing target folder (note)

CS installation directory \common\dtppaudit

- File name

MMDDYYYY\_DTP.log  
MMDDYYYY: collection date of CS operation log  
MM : month  
DD : day  
YYYY : year

Note) The storing targets and number of management days of CS operation log files can be modified by editing defined files. Refer to *Systemwalker Desktop Patrol Installation Guide* for details.

### File format

CS operation log files are output in the following formats (UTF-8 code).

- Output with 1 operation 1 record.
- Each item is enclosed in double quotations"".
- Items listed are separated by a comma ",".

Item name	Maximum length (characters)	Value	Remarks
Date	19 halfwidth	YYYY/MM/DD<sp>HH:MM:SS <sp>: Halfwidth space	

Item name	Maximum length (characters)	Value	Remarks
		YYYY: 4-digit year MM: month (01 to 12) DD: day (01 to 31) HH: hour (00 to 23) MM: minute (00 to 59) SS: second (00 to 59)	
Operation location	128 fullwidth, 256 halfwidth	String indicating the host name where the operation was performed	The maximum value that a standard DNS server can interpret.
Execution host	128 fullwidth, 256 halfwidth	CS host name or IP address	If multiple execution hosts exist for a single operation, enclose the string in double quotation marks and separate each host with a comma.
Operator	No upper limit	ID of the user who performed the operation: Web-GUI: User ID	
Operation	No upper limit	Operation steps and menu selection items performed using the Web GUI	Refer to the table below regarding the operations to be output.
Operation target	128 fullwidth, 256 halfwidth	Name indicating the resources targeted for the operation	Refer to the table below regarding the operation targets to be output.
Operation content	No upper limit	Operation content: LOGIN: login LOGOUT: logout CREATE: create MODIFY: modify DELETE: delete EXECUTE: execute	Details of operation content will be output in brackets.
Execution result	1 halfwidth	Operation result: S: SUCCESS F: FAIL	
Component	No upper limit	Type used to classify the content that was operated on: Web-GUI: Web GUI	
Reserved	-	Reserved space	
Reserved	-	Reserved space	

Web GUI: main menu and download menu

Operation of records in CS operation log is shown as follows:

**Main menu**

Function	Operation	Operation target	Operation content
PC Information	Inventory Delete	PC information	DELETE
	PC Operation Management - Power ON	PC Operation Management	EXECUTE

Function	Operation	Operation target	Operation content
	PC Operation Management - Power OFF	PC Operation Management	EXECUTE
License Management	License Giving - Settings	License	MODIFY
	Current License Management - Add	License	CREATE
	Current License Management - Modofy	License	MODIFY
	Current License Management - Delete	License	DELETE
	License Definition - Add	License	CREATE
	License Definition - Modify	License	MODIFY
	License Definition - Delete	License	DELETE
Distribution	File Distribution - Add	Distribution	CREATE
	File Distribution - Modify	Distribution	MODIFY
	File Distribution - Start	Distribution	MODIFY
	File Distribution - Stop	Distribution	MODIFY
	File Distribution - Delete	Distribution	DELETE
	Software Distribution - Apply	Distribution	MODIFY
	Software Distribution - Add Software Group for Distribution	Distribution	CREATE
	Software Distribution - Modify Software Group for Distribution	Distribution	MODIFY
	Software Distribution - Delete Software Group for Distribution	Distribution	DELETE
	Software Distribution - Add PC Group for Distribution	Distribution	CREATE
	Software Distribution - Modify PC Group for Distribution	Distribution	MODIFY
	Software Distribution - Delete PC Group for Distribution	Distribution	DELETE
	Software Distribution - Set Distribution Software	Distribution	MODIFY
	Software Distribution - Set Distribution Software - Add Distribution Software	Distribution	CREATE
	Software Distribution - Set Distribution Software - Detailed Information	Distribution	MODIFY
	Software Distribution - Set Distribution Software - Detailed Information	Distribution	DELETE
	Security Patches Distribution - Apply	Distribution	MODIFY
	Security Patches Distribution - Detailed Information	Distribution	MODIFY
	Security Patches Distribution - Detailed Information	Distribution	DELETE
	Application Distribution - Register	Distribution	CREATE
	Application Distribution - Modify	Distribution	MODIFY
	Application Distribution - Start	Distribution	MODIFY

Function	Operation	Operation target	Operation content
	Application Distribution - Stop	Distribution	MODIFY
	Application Distribution - Delete	Distribution	DELETE
Smart Devices	Smart devices - Delete	Smart Devices	DELETE
Ledger	Add device	Ledger	CREATE
	Modify device	Ledger	MODIFY
	Delete device	Ledger	DELETE
	Modify note	Ledger	MODIFY
	Contract management-add	Ledger	CREATE
	Contract management- modify	Ledger	MODIFY
	Contract management- delete	Ledger	DELETE
	Contract management- extend contract	Ledger	CREATE
	Contract management- contract distribution	Ledger	MODIFY
	Stocktaking support - usage setting	Ledger	MODIFY
	Stocktaking support - set as inventoried	Ledger	MODIFY
	Stocktaking support - set as uninventoried	Ledger	MODIFY
	Stocktaking support - set as object for inventory	Ledger	MODIFY
	Stocktaking support - set as non-object for inventory	Ledger	MODIFY
	Stocktaking support - modify set place	Ledger	MODIFY
	Unregistered Management - non-object setting	Ledger	MODIFY
	Unregistered Management - target for return	Ledger	MODIFY
	Unregistered Management - Delete	Ledger	DELETE
	Unregistered Management - Add network segment	Ledger	CREATE
	Unregistered Management - modify network segment	Ledger	MODIFY
Unregistered Management - delete network segment	Ledger	DELETE	
Unregistered Management - collection dependence of network segment	Ledger	EXECUTE	
Environment Setup	Users - Authority Settings	Environment Setup	MODIFY
	Users - User Information Upload	Environment Setup	MODIFY
	Users - User Information Upload	Environment Setup	DELETE
	Users - Building Information Upload	Environment Setup	MODIFY
	Users - Building Information Upload	Environment Setup	DELETE
	Users - Register	Environment Setup	CREATE
	Users - Modify	Environment Setup	MODIFY
	Users - Delete	Environment Setup	DELETE
	Sections - Add	Environment Setup	CREATE
	Sections - Delete	Environment Setup	DELETE
	Sections - Upload	Environment Setup	MODIFY

Function	Operation	Operation target	Operation content
	Sections - Upload	Environment Setup	DELETE
	Policy Groups - Add	Environment Setup	CREATE
	Policy Groups - Delete	Environment Setup	DELETE
	Policy Groups - Detailed Information	Environment Setup	MODIFY
	Policy Groups - Basic Operation Policy	Environment Setup	CREATE
	Policy Groups - Basic Operation Policy	Environment Setup	MODIFY
	Policy Groups - Basic Operation Policy	Environment Setup	DELETE
	Policy Groups - Patch Installation Policy	Environment Setup	CREATE
	Policy Groups - Patch Installation Policy	Environment Setup	MODIFY
	Policy Groups - Patch Installation Policy	Environment Setup	DELETE
	Policy Groups - Power Saving Policy	Environment Setup	CREATE
	Policy Groups - Power Saving Policy	Environment Setup	MODIFY
	Policy Groups - Power Saving Policy	Environment Setup	DELETE
	Policy Groups - Security Policy	Environment Setup	CREATE
	Policy Groups - Security Policy	Environment Setup	MODIFY
	Policy Groups - Security Policy	Environment Setup	DELETE
	Software Auditing - Add Prohibited Software	Environment Setup	CREATE
	Software Auditing - Add User Definition	Environment Setup	CREATE
	Software Auditing - Apply	Environment Setup	MODIFY
	Software Auditing - Add Group	Environment Setup	CREATE
	Software Auditing - Delete Group	Environment Setup	DELETE
	Software Auditing - Move Group	Environment Setup	MODIFY
	Software Auditing - Rename Group	Environment Setup	MODIFY
	Software Auditing - Detailed Information	Environment Setup	MODIFY
	Software Auditing - Detailed Information	Environment Setup	DELETE
	CS/DS Settings and Status - Settings of CS	Environment Setup	MODIFY
	CS/DS Settings and Status - Settings of CS	Environment Setup	MODIFY
	Option	Environment Setup	MODIFY
Modify password	Modify Password	Modify Password	MODIFY
Login/logout	Login	Login	LOGIN
	Logout	Logout	LOGOUT

### File output example

File name: 05202008\_DTP.log

```
" 05/20/2008 12:05:01", "", "swserver", "DTP_S001234", "Policy Groups - Add", "Environment Setup", "CREATE", "S", "Web-GUI", "", ""
```

### 2.4.3 CS Operation Details Log File

The CS operation details log file is stored in the following location.

- Storage folder (\*1)

`csInstallDir\common\dtpaudit`

- File name

YYYYMMDD\_DTP\_detail.log

YYYYMMDD: Date on which CS operation details log was collected

YYYY: Year

MM: Month

DD: Day

\*1: You can change the storage folder and the number of days managed for the CS operation details log file by editing the definition file. Refer to the *Systemwalker Desktop Patrol Installation Guide* for details.

## File format

The CS operation details log file is output using the following format (UTF-8 encoding).

- The file is output as one record per operation.
- Each item is enclosed in double quotation marks ("").
- Each item is separated by a comma (,).

Item name	Maximum length (characters)	Value	Remarks
Date	19 halfwidth	YYYY/MM/DD<sp>HH:MM:SS <sp>: Halfwidth space YYYY: 4-digit year MM: month (01 to 12) DD: day (01 to 31) HH: hour (00 to 23) MM: minute (00 to 59) SS: second (00 to 59)	
Reserved	-	Reserved space	
Execution host	128 fullwidth, 256 halfwidth	CS host name or IP address	If multiple execution hosts exist for a single operation, enclose the string in double quotation marks and separate each host with a comma.
Operator	Unlimited	ID of the user who performed the operation: Web-GUI: User ID	
Operation	Unlimited	Operation steps and menu selection items performed using the Web GUI	Refer to the table below regarding the operations to be output.
Operation target	128 fullwidth, 256 halfwidth	Name indicating the resources targeted for the operation	Refer to the table below regarding the operation targets to be output.
Operation content	Unlimited	Operation content: DELETE: Delete	
Execution result	1 halfwidth	Operation result:	



Item name	Maximum length (characters)	Value	Remarks
		S: Success F: Fail	
Component	Unlimited	Type used to classify the content that was operated on Web-GUI: Web GUI Command: Command	
Detailed information	Unlimited	The PC name and user ID of the CT targeted for deletion are separated by a comma.	Example: "pc1,user1"
Reserved	-	Reserved space	

Web GUI: main menu

The operations logged in the CS operation log are shown below.

#### Main menu

Feature	Operation	Operation target	Operation content
PC Information	Inventory Delete	PC Information	DELETE
Ledger	Delete Machine	Ledger	DELETE

#### Command

Feature	Operation	Operation target	Operation content
dtpdlt.exe	Command line (*1)	PC Information	DELETE

\*1: If an argument contains single quotation marks ('), they will be converted into double quotation marks (").

#### File output example

File name: 20140101\_\_DTP\_detail.log

```
"2014/01/01 12:02:01", "", "swserver", "DTP_S001234", "Inventory Delete", "PC Information", "DELETE", "F", "Web-GUI", "pc1,user1", ""
"2014/01/01 12:03:01", "", "swserver", "DTP_S001234", "Inventory Delete", "PC Information", "DELETE", "S", "Web-GUI", "pc1,user1", ""
"2014/01/01 12:05:01", "", "swserver", "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\Bnserv\bin\dtpdlt.exe" /p /f:"c:\dtp temp\dtp.lst", "PC Information", "DELETE", "F", "Command", "pc2,user2", ""
"2014/01/01 12:05:01", "", "swserver", "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\Bnserv\bin\dtpdlt.exe" /p /f:"c:\dtp temp\dtp.lst", "PC Information", "DELETE", "S", "Command", "pc3,user3", ""
```

## 2.4.4 Simple Operation Log File

#### File name

```
UserOperation.00.wdu
UserOperation.01.wdu
UserOperation.02.wdu
```

## Usage

Simple operation log files are the files for auditing window operation performed by users on CT and running of specified files in "control executive file".

Created when being set as collection simple operation log.

By browsing this file, the administrator can control the auditing for user operation on the PC as well as the informing conditions for specified files in "control executive file". The administrator can update when collecting inventory or informing inventory.

## Storing position

### CS

Created under each CT folder collecting file directory on CS.

### CT

Create under DTP installation directory \invcl\inv\meter\opelog folder.

## File format

Simple operation log files are text files that use Unicode (UTF-8, byte, sequence, no flag) code and are separated by a comma.

Item number	Item name	Item contents
1	Logon User name	User name logged on object PC
2	Type	Information types: I: activity information of window W: alarm information of "control executive file" S: forced stop "control executive file" N: user logon F: user logout B: PC started H: PC off
3	Record time	Record time of the action (YYYY/MM/DD_HH:MM:SS) _: blank YYYY: year MM: month (01~12) DD: day (01~31) HH: hour (00~23) MM: minute (00~59) SS:second (00~59)
4	Window display - date and time of end	Date and time when going into non-action status (MM/DD/YYYY_HH:MM:SS) _: blank YYYY: year MM: month (01~12)

Item number	Item name	Item contents
		DD: day (01~31) HH: hour (00~23) MM: minute (00~59) SS:second (00~59) It only takes effect in case the information type is " I "
5	Operation hour	The second displayed before switching window. It only takes effect in case the information type is " I "
6	Window title	Title character string of window It only takes effect in case the information type is " I "
7	File name	Name of file that executes programs
8	Dialog ID	Dialog identification symbol for operation

### File output example

```

"", "B", "2011/10/01 14:01:25", "", "", "", "", ""
"dtp-user2", "N", "2011/10/01 14:02:09", "", "", "", "", "1"
"dtp-user1", "N", "2011/10/01 14:02:21", "", "", "", "", "2"
"dtp-user3", "N", "2011/10/01 14:02:30", "", "", "", "", "4"
"dtp-user1", "I", "2011/10/01 14:02:44", "2011/10/01 14:03:00", "16", "Start menu", "C:\WINDOWS\Explorer.exe", "2"
"dtp-user2", "W", "2011/10/01 14:03:33", "", "", "", "C:\Users\dtp-user2\documents\connect\rlogin.exe", "1"
"dtp-user1", "I", "2011/10/01 14:03:01", "2011/10/01 14:03:35", "34", "Environment Setup", "C:\DTP\ctdsetup.exe", "2"
"dtp-user3", "S", "2011/10/01 14:03:44", "", "", "", "E:\temp\p2p.exe", "4"
"dtp-user1", "F", "2011/10/01 14:05:50", "", "", "", "", "2"
"dtp-user3", "F", "2011/10/01 14:05:50", "", "", "", "", "4"
"dtp-user2", "F", "2011/10/01 14:05:50", "", "", "", "", "1"
"", "H", "2011/10/01 14:06:07", "", "", "", "", ""

```



See

Cross-month action

The window was activated at 23:58 on 30th September, 2011, and other window was displayed at 24:04 on 1st October, 2011. Then you can browse this record via files of October (UserOperation.00.wdu in October).

### Note for information provider

In case notes for the manual exist, record here. There is no record in the manual.

## 2.5 List File

List files are the files specified by following commands:

- dtppcmst.exe (PC registration)
- dtpdlt.exe (Inventory deletion)

## 2.5.1 PC List File

---

The list file is specified by dtppcmst.exe (PC registration) command.

### File format

		Item	Entry length	Characters that can be specified	Description
Mandatory	1	PC name	20 characters	Alphanumeric characters (case-sensitive) and except "+", "*", "?", "<", ">", ";", ":", "\", "/", " ", " ", " "	A particular PC name
Mandatory	2	User ID	20 characters	Alphanumeric characters (case-sensitive) and "-""@", "." [ ]	A particular user ID

### Example

```
Note line (note)
Note line (note)
"pc1","000001"
"pc2","000002"
"pc3","000003"
"pc4","000004"
"pc5","000005"
```

Note) the second line of the note line is not a process object. It is the same in the case of a blank line.

## 2.5.2 List File of Deletion

---

The list file is specified by dtpdlt.exe (Inventory deletion) command.

### File format

		Item	Entry length	Characters that can be specified	Description
Mandatory	1	PC name	20 characters	Alphanumeric characters (case-sensitive) and except "+", "*", "?", "<", ">", ";", ":", "\", "/", " ", " ", " "	A particular PC name
Mandatory	2	User ID	20 characters	Alphanumeric characters (case-sensitive) and "-""@", "." [ ]	A particular user ID

### Example

```
Note line (Note)
Note line (Note)
"pc1","000001"
"pc2","000002"
"pc3","000003"
"pc4","000004"
"pc5","000005"
```

Note) the second line of the note line is not a process object. It is the same in the case of a blank line.

## 2.6 Defined File for Operation Management Target PC Information


Information used to define operation management PC. This file is the file specified by following command.

- dtpamtent.exe (registration operation management target PC information) command

### File format

Create files in CSV format. The items are separated by a comma. Enclose each item value with quotations ("").

The first line and the second line of CSV files are note lines. Record data of operation management target PC from the third line and on.

Item number	Item name	Description	Omission
1	IP address of AMT of operation management target PC (note)	Specify IP address of AMT   <b>Note</b> ..... <b>Communication in an IPv6 environment</b> IPv6 addresses cannot be specified. If performing communication in an IPv6-only environment, register one of the following beforehand and enter the host name: <ul style="list-style-type: none"> <li>- Host name and IP address of the CS and DS in the DNS server</li> <li>- Host name and IP address of the CS and DS in the hosts file on the communication source PC</li> </ul> .....	Not allowed
2	User ID of AMT of operation management target PC	Specify user ID of AMT.  Specify as "admin". (In case it has been modified via AMT function, specify the modified user ID)	Not allowed
3	Password of AMT of operation management target PC	Specify password of AMT.  Keep it the same as the password input when starting "ME BIOS" of operation management target PC.	Not allowed
4	User ID of CT	Specify user ID of CT.  Specify with halfwidth alphanumeric characters that are up to 20 characters and halfwidth symbols "-", "@", ".".	Allowed
5	PC name of CT	Specify PC name of CT.  Specify with halfwidth alphanumeric characters that are up to 20 characters and blank can be specified. Following special characters are not allowed "+", "*", "?", "<", ">", ",", ";", ":", "\", "/", " ", " ", " ".	Allowed

Note)

Keep it the same as "IP address" specified in "Intel(R) AMT Configuration setting" of operation management target PC. In addition, set IP address/host name as contents that can correspond with CS. For port number used by PC operation management function, refer to "4.1 Port Number List".

Remark.

Even for items that can be omitted, record them in the column.

### Example

Examples of CSV file records are shown as below:

```
(Note)
(Note)
"10.xx.xxx.1","admin","AMTPW","UserID1","PC1"
"10.xx.xxx.2","admin","AMTPW","",""
"10.xx.xxx.3","admin","AMTPW","UserID3","PC3"
```

Remark: the first and the second lines are notes, which will be neglected even if they are specified.

### Cautions

- When defining user ID and PC name of CT, keep them the same as following information. In case modification occurs after registering operation management target PC information, keep them the same every time.
  - User ID of CT:  
User ID of **user identification information** tab of **Environment Setup** window
  - PC name of CT:  
**PC name** of **user identification information** tab of **Environment Setup** window

Even if IP address of AMT of operation management target PC conflicts with user ID or PC name of CT (each PC), this CSV file will be defined in **PC operation management** window and registration information will be displayed. Each operation in PC operation management (timely collection of inventory information, power operation) will perform operation on PC that is registered with AMT IP address of operation management target PC.

## 2.7 Files Output by Machine Management Ledger

Describe files output by machine management ledger.

### 2.7.1 Contract Information File

Contract information files are created in CSV format in which items are separated by a comma. In addition, since the first line is used as item name, output actual data from the second line.

Items and file examples recorded in files are shown as below.

#### Item

No.	Item name	Mandatory/Optional	Input length	Characters that can be specified	Remarks
1	Contract No.	Mandatory	1 to 20 characters	Halfwidth alphanumeric characters and halfwidth symbol (-)	Contract number when signing
2	Contract Class	Mandatory	2 to 4 characters	One of the following is set according to the contract: - Lease - Rental - Maintenance	Classified information of contract

No.	Item name	Mandatory/Optional	Input length	Characters that can be specified	Remarks
3	Cost Burden Origin	Optional	Up to 18 fullwidth characters or 36 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: ! " # \$ % & ' ( ) * + , - . / : ; < = > ? @ [ \ ] ^ _ ` {   } ~	Section code of contract section.  Error will occur when setting value that is not registered to Systemwalker Desktop Patrol.
4	Contracted Company	Optional	Up to 30 fullwidth characters or 60 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: ! " # \$ % & ' ( ) * + , - . / : ; < = > ? @ [ \ ] ^ _ ` {   } ~	Name of contract company.
5	Contract Name	Optional	Up to 64 fullwidth characters or 128 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: ! " # \$ % & ' ( ) * + , - . / : ; < = > ? @ [ \ ] ^ _ ` {   } ~	Name of contract items.
6	Contract Date	Mandatory	10 characters	The date is set using the following format: yyyy/mm/dd	Date of signing contract
7	Contract Start Date	Mandatory	10 characters	The date is set using the following format: yyyy/mm/dd	Date of contract start
8	Contract End Date	Optional	10 characters	The date is set using the following format: yyyy/mm/dd	Date of contract end
9	Contract Value	Optional	9 characters	Up to 9 halfwidth numbers	Value of signing contract
10	Remarks	Optional	Up to 30 fullwidth characters or 60 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: ! " # \$ % & ' ( ) * + , - . / : ; < = > ? @ [ \ ] ^ _ ` {   } ~	Remark information related to contract
11	Administrator Memo 1~6	Optional	Up to 64 fullwidth characters or 128 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters	Remark information related to contract

No.	Item name	Mandatory/Optional	Input length	Characters that can be specified	Remarks
				The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>? @[\\]^_`{ }~	
12	Original Contract NO.	Optional	Up to 20 characters	Halfwidth alphanumeric characters and halfwidth symbol (-)	Number of original contract for extending contract
13	Installation Code	Optional	Up to 10 fullwidth characters or 20 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>? @[\\]^_`{ }~	Date of installation code
14	Payment Type Name	Optional	Up to 5 fullwidth characters or 10 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>? @[\\]^_`{ }~	Monthly payment, yearly payment and other payment
15	Officer Name	Optional	Up to 64 fullwidth characters or 128 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>? @[\\]^_`{ }~	Name of contract principal
16	Phone No. of Officer	Optional	Up to 10 fullwidth characters or 20 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>? @[\\]^_`{ }~	Phone number of contract principal.
17	Fax No. of Officer	Optional	Up to 10 fullwidth characters or 20 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>? @[\\]^_`{ }~	Fax number of contract principal

### Example



Contract No.,Contract Class,Cost Burden Origin Section Code,Contract Company,Contract Name,Contract Date,Contract Start Date,Contract End Date,Contract Value,Remarks,Administrator Memo1,Administrator Memo2,Administrator Memo3,Administrator Memo4,Administrator Memo5,Administrator Memo6,Original Contract No.,Installation Code,Payment Type Name,Officer Name,Phone No. of Officer,FAX No. of Officer

Lease0001,lease,, lease company, entire PC ,06/05/2006,06/05/2006,12/05/2008,,,,,,,,,,,,,

Lease0002,lease,,lease company, complete set of Fujitsu printer,09/06/2003,09/06/2003,09/05/2008,,printer for business,,,,,,,,,,,,,

Rental001,lease,,company lease, complete set of projector for seminar, 07/05/2006,07/10/2006,09/09/2008,450000,,,,,,,,,,,,,

## 2.7.2 Device Information File

Device Information files are created in CSV format in which items are separated by a comma. In addition, since the first line is used as item name, output actual data from the second line.

Items and file examples recorded in files are shown as below.

### Item

No.	Item name	Mandatory/Optional	Input length	Characters that can be specified	Remark
1	Asset Number	Mandatory (Note)	1 to 24 characters	Halfwidth alphanumeric characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{  Note that alphabetic characters are not case-sensitive. When lowercase characters are used, they will be registered or modified as uppercase characters. For example, "a001" will become "A001".	Asset Number of machine
2	Model Name	Optional	Up to 32 fullwidth characters or 64 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{ }~	Model name of machine
3	Serial Number	Optional	12 fullwidth characters or 24 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{ }~	Serial name of machine
4	Manufacturer Name	Optional	Up to 32 fullwidth characters or 64 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{ }~	Manufacturer name of machine

No.	Item name	Mandatory/ Optional	Input length	Characters that can be specified	Remark
5	Class	Mandatory	Up to 16 fullwidth characters or 32 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{ }~ Note that when "PC" is set, if Device Name and <b>User ID</b> match that of another PC that has already been registered, an error will be output.	Class of machine
6	Type	Mandatory	Up to 32 fullwidth characters or 64 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{ }~	Details of machine class
7	Property ID	Optional	Up to 32 fullwidth characters or 64 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{ }~	Property type of machine
8	User ID	Mandatory	1 to 20 characters	Halfwidth alphanumeric characters The following halfwidth symbols: - @ . _ Alphabetic characters are case-sensitive.	User ID of user that is using the machine. Error will occur when setting value that is not registered to Systemwalker Desktop Patrol.
9	Device name	Mandatory	Up to 10 fullwidth characters or 20 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>@[\\]^_`{ }~	Name for use of machine
10	Contract No.	Optional	Up to 20 characters	Halfwidth alphanumeric characters and halfwidth symbol (-)	Number of lease contract or rent contract related to machine. Error will occur when setting value that is not

No.	Item name	Mandatory/Optional	Input length	Characters that can be specified	Remark
					registered as contract information.
11	Maintenance code	Optional	Up to 20 characters	Halfwidth alphanumeric characters and halfwidth symbol (-)	Number of maintenance contract related to machine.  Error will occur when setting value that is not registered as contract information.
12	Usage status	Optional	3 to 4 characters	One of the following is set according to the usage status:  - <b>In use</b> - <b>Idle</b> - <b>Failing</b> - <b>Return target</b> - <b>Dispose target</b> - <b>Other</b>	Usage status of machine
13	Inherent information(1~30)	Optional	Up to 32 fullwidth characters or 64 halfwidth characters	Halfwidth alphanumeric characters Halfwidth spaces Fullwidth characters The following halfwidth symbols: !"#\$%&'()*+,-./:;<=>?@[\\]^_`{ }~	Any information related to machine.
14	Path Name of Link	Optional	Up to 127 fullwidth characters or 255 halfwidth characters	Can be configured using UNC notation. You can set not only the file path name, but also the directory path name or URL. When the specified path begins with "http:" or "https:", it is deemed to be a URL and accordingly no file existence check is performed.	Related machine data (e.g. machine image) or these input directory and URL.
15	IP Address 1 (1 for IPv4)	Optional	Up to 15 characters	Specify this item using the following format: XXX.XXX.XXX.XXX XXX: A value from 0 to 255, using halfwidth numbers.	
16	MAC Address 1	Optional	17 characters	Specify this item using the following format: XX:XX:XX:XX:XX:XX XX: A value from 00 to FF, using hexadecimal notation only.  Halfwidth alphabetic characters are not case-sensitive.	

No.	Item name	Mandatory/ Optional	Input length	Characters that can be specified	Remark
				<p>A hyphen (-) can be used as the delimiter. The delimiter can also be omitted. When a hyphen (-) is used as the delimiter, or the delimiter is omitted, the delimiter will be registered as a colon (:) in the management ledger.</p> <p>Example:</p> <p>FF:0B:5D:D0:D7:13</p> <p>FF-0B-5D-D0-D7-13</p> <p>FF0B5DD0D71</p>	
17	IP Address 2 (1 for IPv4)	Optional	Up to 15 characters	<p>Specify this item using the following format:</p> <p>XXX.XXX.XXX.XXX</p> <p>XXX: A value from 0 to 255, using halfwidth numbers.</p>	
18	MAC Address 2	Optional	17 characters	<p>Specify this item using the following format:</p> <p>XX:XX:XX:XX:XX:XX</p> <p>XX: A value from 00 to FF, using hexadecimal notation only.</p> <p>Halfwidth alphabetic characters are not case-sensitive.</p> <p>A hyphen (-) can be used as the delimiter. The delimiter can also be omitted. When a hyphen (-) is used as the delimiter, or the delimiter is omitted, the delimiter will be registered as a colon (:) in the management ledger.</p> <p>Example:</p> <p>FF:0B:5D:D0:D7:13</p> <p>FF-0B-5D-D0-D7-13</p> <p>FF0B5DD0D71</p>	
19	Setup Place	Optional	Up to 30 fullwidth characters or 60 halfwidth characters	<p>Halfwidth alphanumeric characters</p> <p>Halfwidth spaces</p> <p>Fullwidth characters</p> <p>The following halfwidth symbols:</p> <p>!"#\$%&amp;'()*+,-./:;&lt;=&gt;?@[\\]^_`{ }~</p>	<p>Set the setup place of machine.</p> <p>Error will occur when setting value that is not registered to "building management information".</p>
20	Related Asset Number	Optional	1 to 24 characters	<p>Halfwidth alphanumeric characters</p> <p>The following halfwidth symbols:</p> <p>!"#\$%&amp;'()*+,-./:;&lt;=&gt;?@[\\]^_`{ }</p> <p>Note that alphabetic characters are not case-sensitive. When lowercase characters are used, they will be registered or modified as</p>	

No.	Item name	Mandatory/ Optional	Input length	Characters that can be specified	Remark
				<p>uppercase characters. For example, "a001" will become "A001".</p> <p>Note that if the related asset number has not been specified, the value of the asset number will be used for the related asset number.</p> <p>Also, if a related asset number is specified under any of the following conditions, an input value error will occur:</p> <ul style="list-style-type: none"> <li>- The device of the specified related asset number does not exist</li> <li>- There are 100 or more related devices for the device of the specified related asset number</li> <li>- The device of the specified related asset number is already the related device of another device</li> <li>- (Only when making changes) If the previous asset number is being used by the related asset number of another device, when the specified related asset number and asset number differ</li> </ul>	
21	Date of Manufacture	Optional	Up to 10 fullwidth characters or 20 halfwidth characters	<p>Halfwidth alphanumeric characters</p> <p>Halfwidth spaces</p> <p>Fullwidth characters</p> <p>The following halfwidth symbols: ! " # \$ % &amp; ' ( ) * + , - . / : ; &lt; = &gt; ? @ [ \ ] ^ _ ` {   } ~</p>	Manufacture date of device
22	Date of Registration	Optional	Up to 10 fullwidth characters or 20 halfwidth characters	<p>Halfwidth alphanumeric characters</p> <p>Halfwidth spaces</p> <p>Fullwidth characters</p> <p>The following halfwidth symbols: ! " # \$ % &amp; ' ( ) * + , - . / : ; &lt; = &gt; ? @ [ \ ] ^ _ ` {   } ~</p>	Registration date for device property device account.
23	User Memo (31 to 60)	Optional	Up to 32 fullwidth characters or 64 halfwidth characters	<p>Halfwidth alphanumeric characters</p> <p>Halfwidth spaces</p> <p>Fullwidth characters</p> <p>The following halfwidth symbols: ! " # \$ % &amp; ' ( ) * + , - . / : ; &lt; = &gt; ? @ [ \ ] ^ _ ` {   } ~</p>	Any information related to the device.
24	IP address 1 (1 for IPv6)	Optional	Up to 39 characters	<p>Specify this item using the following format: XXXX:XXXX:XXXX:XXXX:XXXX:XXXX:XXX X:XXXX:XXXX XX: A value from 00 to FF, using hexadecimal notation only.</p>	The IPv6 address of the device.

No.	Item name	Mandatory/ Optional	Input length	Characters that can be specified	Remark
				Halfwidth alphabetic characters are not case-sensitive. The abbreviated format can also be specified.	
25	IP address 1 (2 for IPv6)	Optional	Up to 39 characters	Specify this item using the following format: XXXX:XXXX:XXXX:XXXX:XXXX:XXX X:XXXX:XXXX XX: A value from 00 to FF, using hexadecimal notation only. Halfwidth alphabetic characters are not case- sensitive. The abbreviated format can also be specified.	The IPv6 address of the device.
26	IP address 2 (1 for IPv6)	Optional	Up to 39 characters	Specify this item using the following format: XXXX:XXXX:XXXX:XXXX:XXXX:XXX X:XXXX:XXXX XX: A value from 00 to FF, using hexadecimal notation only. Halfwidth alphabetic characters are not case- sensitive. The abbreviated format can also be specified.	The IPv6 address of the device.
27	IP address 2 (2 for IPv6)	Optional	Up to 39 characters	Specify this item using the following format: XXXX:XXXX:XXXX:XXXX:XXXX:XXX X:XXXX:XXXX XX: A value from 00 to FF, using hexadecimal notation only. Halfwidth alphabetic characters are not case- sensitive. The abbreviated format can also be specified.	The IPv6 address of the device.

Note: When automatic setup of the asset number is enabled, the asset number will be configured automatically, so you can specify any value. Automatic setup is specified under **Register Set Device Information** tab in the **Management Ledger Settings** window of CS.

Remarks: If the section administrator does not set the Contract No. or Maintenance code of the device to be registered or modified, they can only set the section to which they belong, the subordinate section or undeployed User ID when registering or modifying asset information.

### Example

Asset Number,Model Name,Serial Number,Manufacturer Name,Class,Type,Asset Classification,User ID,DeviceName,Contract No.,Mainte Code,Availability,User Memo1,User Memo2,User Memo3,User Memo4,UserMemo5,User Memo6,User Memo7,User Memo8,User Memo9,User Memo10,User Memo11,User Memo12,UserMemo13,User Memo14,User Memo15,User Memo16,User Memo17,User Memo18,User Memo19,UserMemo20,User Memo21,User Memo22,User Memo23,User Memo24,User Memo25,User Memo26,UserMemo27,User Memo28,User Memo29,User Memo30,Path Name of Link,IP Address 1 (1 for IPv4),MAC Address 1,IP Address 2 (2 for IPv4),MAC Address 2,Setup Place,Related Asset Number,Date of Manufacture,Date of Registration,User Memo31,User Memo32,User Memo33,User Memo34,User Memo35,User Memo36,User Memo37,UserMemo38,User Memo39,User Memo40,User Memo41,User Memo42,User Memo43,User Memo44,User Memo45,User Memo46,User Memo47,User Memo48,User Memo49,User Memo50,User Memo51,User Memo52,User Memo53,User Memo54,User Memo55,User Memo56,User Memo57,User Memo58,User Memo59,User Memo60,IP address 1 (1 for IPv6),IP address 1 (2 for IPv6),IP address 2 (1 for IPv6),IP address 2 (2 for IPv6)

```
A-000000030,FMV7TXJ121,MA1500428,FUJITSU,PC,Client,lease property,fujitsugoro,CT30,Lease0001,,In
use,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
A-000000067,FMV7TXJ121,MA1500428,FUJITSU,PC,server,lease property,fujitsugoro,CT67,Lease0001,,In
use,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
```

### 2.7.3 Device Confirmation File

Describe files that can be stored by clicking the **CSV Export** button when performing **confirm various device information** in **device management ledger > machine management** window of main menu. Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to *Assets Management by Ledger of Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format".

#### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2012 17:58:27","object for management/software general section","200"
"Section","Number of People Belonged","Number of Total Device(s)","Number of PC(s)","Number of Unused
PC(s)","Number of Non-PC(s)"
"Total","20","83","80","5","3"
"Software general section","0","0","0","0","0"
" Software business No.1","3","11","11","0","0"
" Software business No.3","2","12","12","0","0"
```

### 2.7.4 Device List file

Describe files that can be stored by clicking **CSV Export** when performing **confirm device list view** in **machine management ledger > device management** window of main menu. Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to *Assets Management by Ledger of Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format" and "EXPORT file format".

Output examples of each format are shown as below:

#### CSV file format output example

Output example of CSV file format is shown as below:

```
"06/04/2012 17:59:59"," object for management/software general section ","200"
"device name","section","user name","asset number","setup place ","class","type"," Availability ","date of
collection","collection information"
"CT1","software manufacturing No. 2","Fujitsu HANAKO","A-000000001","Northeast
branch","PC","Client","not in use","06/01/2012 19:32:42","o"
"CT100","software business No.3"," Fujitsu SIRO ","A-000000100"," Northeast branch ","PC","server","in
use","06/01/2012 19:33:16","x"
```

#### EXPORT file format output example

EXPORT files are output in the same format as that of device information files.

Refer to "[2.7.2 Device Information File](#)" for output example.

## 2.7.5 Device Details File

---

Describe files that can be stored by clicking **CSV Export** when performing **confirm machine details** in **machine management ledger > device management** window of main menu. Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to "Assets Management by Ledger" in the *Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2012 18:00:48"," Detail of Device ",""  
"class 1","class 1","content"  
"Basic Information"," Asset Number","A-000000030"  
" Basic Information "," Related Asset Number","A-000000030"  
" Basic Information "," Device Name","CT30"
```

## 2.7.6 Contract Confirmation File

---

Describe files that can be stored by clicking **CSV Export** when performing **confirm various contract information** in **machine management ledger > contract management** window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to *Assets Management by Ledger* of *Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2012 18:01:36"," object for management/software general section ","200"  
"Section","contract number","Section contract machine number"  
"Total","2","13"  
" Software general section ","1","0"  
" Software business No.1","0","0"  
" Software business No.3","0","0"
```

## 2.7.7 Contract List File

---

Describe files that can be stored by clicking **CSV Export** when performing **confirm contract list view** in **machine management ledger > contract management** window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to "Assets Management by Ledger" in the *Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format" and "EXPORT file format".

Output examples of each format are shown as below:

### CSV file format output example

Output example of CSV file format is shown as below:

```
"06/04/2012 18:01:51"," object for management/software general section ","200"
```



```
"contract type","contract No.," expense burden source ","contract machine number","item name","contract
date","contract start date","contract end date","contract value"

"Lease","Lease0001","software general section","11","Pccomplete
set","06/05/2012","06/05/2012","06/05/2012",""

"Lease","Lease0002","software manufacturing section","3"," Fujitsu printer complete
set","09/06/2012","09/06/2012","06/05/2012",""
```

## EXPORT file format output example

EXPORT files are output in the same format as that of contract information files.

Refer to "Contract Information File" for output example.

## 2.7.8 Contract Information File

Describe files that can be stored by clicking **CSV Export** when performing **confirm contract details** in **machine management ledger** > **contract management** window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to "Assets Management by Ledger" in the *Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2012 19:01:19","contract details",""

"contract type", "contract No.", "installation code", "original contract No.", " expense burden source ", "item name", "contract
company", "contract date", "contract start date", "contract end date", "contract value", "payment type name", "contract
principal", "contract phone number of principal", "Fax number of contract principal", "remark", "administrator remark 1", "
administrator remark 2", " administrator remark 3", " administrator remark 4", " administrator remark 5", " administrator remark
6"

"Lease","Lease0001", "", "", "software general section", "Pccomplete set", "taxi company", "06/05/2012", "06/05/2012",
"12/05/2012", "", "", "", "", "", "", "", "", "", "", ""

"list of machine distribution ", "machine name", "section", "user name", "assets management number", "contract
No.", "maintenance code", "setting position", "type", "classification", "application status", "date of collection", "collection
information", "", "", "", "", "", "", "", "", ""

"list of machine distribution", "CT1", "software manufacturing No. 2", " Fujitsu HANAKO ", "A-000000001", "Lease0001", "", "
Northeast branch", "PC", "Client", "not in use", "06/01/2012 19:32:42", "o", "", "", "", "", "", "", "", ""

" list of machine distribution ", "CT10", "general affairs section", " Takahashi SIRO
", "A-000000010", "Lease0001", "", "Okinawa~branch", "PC", "Client", "in use", "06/01/2012
19:32:46", "o", "", "", "", "", "", "", "", ""
```

## 2.7.9 Inventory Confirmation File

Describe files that can be stored by clicking **CSV Export** when performing **confirm various inventory conditions** in **machine management ledger** > **inventory support** window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to *Assets Management by Ledger* in the *Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2012 18:03:26"," object for management/software general section ","200","inventory start date:
06/04/2012"

"section","number of affiliated people","number of objects for inventory ","inventoried number ","uninventoried
number","number of objects for non-inventory "

"Total","20","69","0","69","3"

" Software general section ","0","0","0","0"

" Software business No.1","3","10","0","10","1"

" Software business No.3","2","12","0","12","0"
```

## 2.7.10 List of Object for Inventory/ Object for Non-Inventory List File

Describe files that can be stored by clicking the **CSV Export** button when performing **confirm inventory list** or **confirm non-inventory list** in **machine management ledger > inventory support** window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to *Assets Management by Ledger* in the *Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2012 18:05:29"," object for management/software general section ","200","inventory start date:
06/04/2012"

"machine","section","user name"," assets management number ","inventory status","date of collection","inventory
end date","setting position"," setting position (revised value)","type","classification","application
status","collection"

"CT100"," software business No.3"," Fujitsu SIRO ","A-000000100","x","06/01/2012 19:33:16",""," Northeast
branch ","","PC","server","in use","o"

"CT101"," software manufacturing No. 2"," Goro~Suzuki ","A-000000101","x","06/01/2012 19:33:16","","
Kyushu branch ","","PC","client","in use","o"

"CT102"," software business No. 3"," Takahashi~saburo ","A-000000102","x","06/01/2012 19:33:17",""," Middle
branch ","","PC","client","in use","o"
```

## 2.7.11 History Information File

Describe files that can be stored by clicking **CSV Export** when performing **confirm history information** in **machine management ledger > device management** window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, refer to *Assets Management by Ledger* in the *Systemwalker Desktop Patrol Operation Guide: for Administrators*.

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2012 18:05:56","history search result",""

"update date and time","operation","note","machine name","section","user name","assets management
number","setting position","type","classificaiton","application status","date of collection","collection
information"

"11/04/2012 11:09:25","modify","","CT123"," software manufacturing No. 2"," Goro~Suzuki
","A-000000123","Kanto head office","PC","Client","in use","06/01/2012 19:33:25","o"
```

```
"06/04/2012 17:52:49","modify","modification based on setting position ","CT126","hardware development No.1"," Takahashi Taro","A-000000126","Kinki branch","PC","client","in use","06/04/2012 17:27:35","o"

"11/04/2012 11:08:15","modify","","CT174"," hardware business No.1"," Takahashi HANA KO","A-000000174","Hokkaido branch","PC","Client","in use","06/01/2012 19:33:49","o"
```

## 2.8 Smart Device Management Information File

The smart device management information file is used to define the information that associates smart devices and user IDs managed by Systemwalker Desktop Patrol.

The smart device management information file is created using either of the following procedures:

- Create directly  
Create the file by using an editor. After the file is created, the data is reflected by specifying the relevant options when executing SWDTP\_sdmap.exe.
- Reference the management data.  
If the data has already been built, you can execute SWDTP\_sdmap.exe to output a CSV file.

### File format

The file is in CSV format. Each item is separated by a comma. The third and subsequent lines of the file become smart device management information data.

- Download file  
The creation datetime is output to the first line, and the data item names are output to the second line of the file.
- Upload file  
The first and second lines can contain any strings. Blank lines are allowed.

The table below describes the format of the third and subsequent lines of the file.

Item No.	Mandatory/Optional	Item name	Description	Input length	Characters that can be specified
1	Mandatory	User ID	User ID registered in the user management information	1 to 20 characters	Halfwidth alphanumeric characters The following halfwidth symbols: - @ . _ Alphanumeric characters are case-sensitive.
2	Optional (*1)	UDID	Unique Device Identifier (code used to identify a device) allocated to an iOS device	1 to 64 characters	Halfwidth alphanumeric characters Alphabetic characters are not case-sensitive.
3	Optional (*1)	Wi-Fi MAC Address	Wi-Fi MAC address	1 to 17 characters	Halfwidth alphanumeric characters The following halfwidth symbols: : - Uppercase alphabetic characters are converted to lowercase. Hyphens (-) are converted to colons (:).

Item No.	Mandatory/Optional	Item name	Description	Input length	Characters that can be specified
4	Optional (*1)	Telephone Number	Telephone number	1 to 20 characters	Halfwidth numbers Halfwidth spaces The following halfwidth symbols: + - ( )
5	Optional (*1)	IMEI	International Mobile Equipment Identifier (device identification number)	1 to 20 characters	Halfwidth numbers Halfwidth spaces

\*1: Enter only one of the optional items.

### Example

```
"2013/07/26 16:35:40"
"User ID","UDID","Wi-Fi MAC Address","Telephone No","IMEI"
"user01","a123bc45de6789012",,,
"user02",,"11:22:33:44:55:66",,
"user03",,,"090000000000",
"user04",,,"123456789012345"
```

### Note

- The first two lines are comment lines, and the subsequent lines are management information data lines. When registering, updating and deleting, download the smart device management information CSV file and then edit, register, update and delete the information as required. Take note of the following points when creating a new CSV file:
  - Line 1: Enter anything in the comment line
  - Line 2: Enter anything in the comment line
  - Line 3 and subsequent lines: Enter the smart device management information
- When creating the CSV file, any halfwidth or fullwidth spaces entered before or after each item will be ignored. For example, if you specify " aaa", it will be registered as "aaa".
- When deleting, all items other than the user ID are ignored.

## 2.9 Setup File for MDM Certificate Request File Creation

This section describes the file containing the settings for creating the MDM certificate file, required for managing iOS devices.

Create the file by using an editor.

### File name

Specify any file name.

The absolute path name can be specified using up to 255 halfwidth characters.

### Storage location

Store the file in any location on your local drive.

### File format

The file is a text file using the following format:

- Character encoding: ASCII
- The first and later lines are data lines.
- A line that starts with a number sign (#) is a comment line.
- Linefeed code: CRLF (0x0d+0x0a)

Note: A linefeed code must be placed at the end of the file.

## Items

Specify the items shown in the table below. Refer to the example for the specification method.

Item No.	Mandatory/Optional	Item name	Description	Input length	Characters that can be specified
1	Mandatory	distinguished_name	Identification name	-	Specifies the fixed value "req_distinguished_name".
2	Mandatory	prompt	Specifies whether to execute openssl interactively	-	Specifies the fixed value "no".
3	Mandatory	C	Country name	2 characters	Halfwidth alphanumeric characters There is no default value.
4	Mandatory	ST	State/ province name	Up to 128 characters	Halfwidth alphanumeric characters There is no default value.
5	Mandatory	L	Locality name	Up to 128 characters	Halfwidth alphanumeric characters There is no default value.
6	Mandatory	O	Organization name	Up to 64 characters	Halfwidth alphanumeric characters There is no default value.
7	Mandatory	OU	Section name	Up to 64 characters	Halfwidth alphanumeric characters There is no default value.
8	Mandatory	CN	Common name	Up to 64 characters	Halfwidth alphanumeric characters There is no default value.

## Example

```
[ req ]
distinguished_name = req_distinguished_name
# not interactively
prompt = no
[ req_distinguished_name ]
# Country Name (2 letter code)
C = JP
# State or Province Name (full name)
ST = Tokyo
# Locality Name (eg, city)
L = Shinagawa
# Organization Name (eg, company)
O = FUJITSU LIMITED
# Organizational Unit Name (eg, section)
OU = SOFTWARE UNIT
```

```
# Common Name (eg, your name or your server's hostname)  
CN = server1.fujitsu.com
```

# Chapter 3 Message List

This chapter describes error messages output from Systemwalker Desktop Patrol, causes of those errors, and actions to take for error correction.

## 3.1 Messages during Installation/Setup

### 3.1.1 Messages Output during Installation

The following messages will appear on a PC with Systemwalker Desktop Patrol installed.

---

**Stop the "ITBudgetMGR (INV)" service and close the Service Setting window, and then perform the installation again.**

**Cause**

The "ITBudgetMGR (INV)" service is started.

**Action**

Stop the "ITBudgetMGR (INV)" service in the Service Setting window and close the Service Setting window. Then perform overwriting installation again.

When outputting again, perform overwriting installation again after a while.

---

**Cannot stop the IIS service.**

**Cause**

An exception occurred in IIS service.

**Action**

Reinstall after restarting OS.

---

**Cannot start the IIS service.**

**Cause**

An exception occurred in IIS service.

**Action**

Reinstall after restarting OS.

---

**IT BudgetMGR has been installed. Cannot coexist with IT BudgetMGR. You must uninstall it first to perform installation.**

**Cause**

IT BudgetMGR is installed.

When uninstalling it, the registry created when DTP was installed was not deleted.

**Action**

Perform the action that is instructed in the message.

---

**IIS Home directory does not exist. Please re-input.**

**Cause**

The directory specified in IIS installation target does not exist.

#### Action

Perform the action that is instructed in the message.

---

#### **An invalid operating system to install the product.**

#### Cause

Installation of product was attempted on an operating system that is not supported.

#### Action

Install the product on a supported operating system.

---

#### **You must have Administrator privileges on this system to perform installation.**

#### Cause

The user logging on the target operating system does not have the Administrator authority.

#### Action

Install after logging on as an Administrator.

---

#### **Please close the service settings window.**

#### Cause

The Service Setting window is opened during the installation procedure.

#### Action

Close the service setting window.

---

#### **There is no administrator authority. Processing is interrupted.**

#### Cause

The user that logged on does not have the Administrator authority.

#### Action

Install after logging on as an Administrator again.

---

#### **You cannot specify a location immediately under a drive in the installation destination. Set the location in a form of adding a drive name and a pathname. (Example: C:\Systemwalker Desktop Patrol <Systemwalker Desktop Patrol is a pathname>)**

#### Cause

A root directory under a drive is specified in the installation target.

#### Action

Set the installation target path in a form of adding a drive name and a pathname

---

#### **Failed to register the DLL for uninstalling the program.**

#### Cause

A memory shortage may have occurred.

#### Action

Exit other applications and install again.

---

#### **The drive specification is invalid.**



#### Cause

You have specified a drive other than the local and remote drive.

#### Action

Specify the local or remote drive.

---

### **Available space is not sufficient for installation. Please ensure the available space of the disk, or change the selection.**

#### Variable information

%s1: insufficient disk capacity

#### Cause

Disk capacity is insufficient.

#### Action

Install after securing required disk capacity.

---

### **Failed to execute the JAVA module.**

#### Cause

A memory shortage may have occurred.

#### Action

Install after restarting PC.

---

### **An exception occurred while obtaining system environment. Restart the system and run installer again.**

#### Cause

An exception occurred when getting the system environment variables. Some errors may have occurred in the system.

#### Action

Restart the system and reinstall.

---

### **Uninstaller failed to initialize. You may not be able to uninstall this product.**

#### Cause

Failed to create information required for uninstalling the program.

#### Action

Install after restarting PC.

---

### **An error occurred during data transfer: %s1**

#### Variable information

%s1: error code

#### Cause

A memory shortage may have occurred.

#### Action

Install after restarting PC.

---

### **Failed to load the %s1 DLL.**

## Variable information

%s1: DLL name

## Cause

A memory shortage may have occurred.

## Action

Install after restarting PC.

---

**Systemwalker Desktop Patrol (Server) cannot be installed after Systemwalker Desktop Patrol (DS) has been installed.**

**Please execute the installation after the uninstallation.**

## Cause

The functional components of this product cannot be installed.

## Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

---

**Systemwalker Desktop Patrol (Server) cannot be installed after Systemwalker Desktop Patrol (CT) has been installed.**

**Please execute the installation after the uninstallation.**

## Cause

The functional components of this product cannot be installed.

## Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

---

**You cannot install Systemwalker Desktop Patrol (DS) if Systemwalker Desktop Patrol (CS) is already installed. To install the DS, uninstall CS beforehand.**

## Cause

The functional components of this product cannot be installed.

## Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

---

**You cannot install Systemwalker Desktop Patrol (DS) if Systemwalker Desktop Patrol (CT) is already installed. To install the DS, uninstall CT beforehand.**

## Cause

The functional components of this product cannot be installed.

## Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

---

**Systemwalker Desktop Patrol CT is not installable if Systemwalker Desktop Patrol CS installed. Please uninstall, when you install.**

## Cause

The functional components of this product cannot be installed.

## Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

---

**Systemwalker Desktop Patrol CT is not installable if Systemwalker Desktop Patrol DS installed. Please uninstall, when you install.**

**Cause**

The functional components of this product cannot be installed.

**Action**

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

---

**The newest version is already installed. :Registration version=%s1**

**Variable information**

%s1: version

**Cause**

You cannot overwrite the media already installed with a version older than it.

**Action**

Install after uninstalling the media already installed.

---

**Failed to open a file listing product names.**

**Cause**

A memory shortage may have occurred.

**Action**

Install after restarting PC.

---

**An installation place path is too long. Please shorten the path name to specify.**

**Cause**

The path of the installation target is too long.

**Action**

Specify the installation target path within 64 halfwidth characters.

---

**Installation may be unable to operate normally. Please install again after rebooting a machine.**

**Cause**

As some files were in use while the program was being uninstalled, failed to delete those files.

**Action**

Reinstall after restarting PC.

---

**Failed to register the registry.**

**Cause**

Failed to register the registry.

**Action**

Reinstall after restarting PC.

---

**Software downloading (once called Contents downloading)is started. Please execute the installer again after ending this function. Please wait for 5 minutes before executing the installer again if these functions have not been started.**

#### Cause

The software is being downloaded.

#### Action

Reinstall after the software download is completed.

---

**Performing software download or patch installed. Please execute the uninstallation again after ending these functions. Please wait for 5 minutes before uninstallation if these functions have not been started.**

#### Cause

Software download or patch installation is operating.

#### Action

Reinstall after the software download or patch installation is completed.

---

**Failed to register the service. The Services window may be open. Close the window and perform installation again.**

#### Cause

"Services Window" is open.

#### Action

Install after closing the "Services Window".

---

**Failed to start the service.**

#### Cause

A memory shortage may have occurred.

#### Action

Install after restarting PC.

---

**Failed to execute the resident module.**

#### Cause

A memory shortage may have occurred.

#### Action

Install after restarting PC.

---

**Failed to start %s1.**

#### Variable information

%s1: program name

#### Cause

A memory shortage may have occurred.

#### Action

Install after restarting PC.

---

**%s1 ended abnormally.**

#### Variable information

%s1: program name

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

---

**Cannot stop the service. Check the service status, and then install it again. Service name: ITBudgetMGR (INV)**

Cause

Cannot stop the service.

Action

Install after restarting PC.

---

**The environment settings file cannot be found.**

Cause

The environment setup file is not located in the specified directory.

Action

Specify a directory where the environment setup file is stored.

---

**The environment setup procedure has been cancelled. After completing installation, please start "Systemwalker Desktop Patrol CT - Environment Setup" through the menu and be sure to specify the user ID and the PC name.**

Cause

The environment setup procedure cannot be completed.

Action

Start the environment setup window and specify the user ID and PC name.

---

**Stop the "ITBudgetMGR (INV)" service and close the Service Setting window, and then perform the installation again.**

Cause

The service is being started.

Action

Reinstall after stopping the service and closing the services setting window.

---

**The uninstalling function may not operate normally. Exit all Windows programs currently in use, and then perform the installation procedure again. (Detail:Ctd)**

Cause

Software is being downloaded, or the environment setup window is operating.

Action

Exit Windows programs currently in use, and then reinstall.

---

**The uninstallation may not run normally. Exit all Windows programs currently in use, and then perform the installation procedure again. (Detail:Ctd)**

Cause

The Inventory collection or policy download function is operating.

#### Action

Reinstall after a while.

---

**An internal error occurred during the setup procedure. Save the trace file (installation directory \FJSVsbtrs\data\log\Setup.log) and contact the support services to which you subscribed.**

#### Cause

An internal error occurred.

#### Action

Save the trace file and contact the service desk of contract.

---

**Failed to get the user ID from the environment setup file listing user IDs and PC names. Please enter the user ID.**

#### Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the user ID to be retrieved from the file.

#### Action

Enter the user ID.

---

**Failed to get the user ID and PC from the environment setup file listing user IDs and PC names. Please enter the user ID and PC name.**

#### Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the user ID and PC name to be retrieved from the file.

#### Action

Enter the user ID and PC name in the environment setup window.

---

**The specified condition is not supported. Please enter the user ID.**

#### Cause

An unsupported condition was specified as the method for getting the user ID.

#### Action

Enter the user ID in the environment setup window.

---

**Failed to get the PC from the environment setup file listing user IDs and PC names. Please enter the PC name.**

#### Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the PC name to be retrieved from the file.

#### Action

Enter the PC name in the environment setup window.

---

**Unable to set the PC name automatically, because the environment does not allow obtaining the serial number of the computer. Input the PC name.**

## Cause

Probable status includes the following:

- Serial numbers information is not set correctly in the PC.
- Windows Management Instrumentation (WMI) function is not enabled.
- The operating system is not compatible with a PC with that serial number.

## Action

Enter the PC name in the environment setup window.

---

**Specified condition is not supported.  
Input PC name.**

## Cause

An unsupported condition was specified as the method for getting the default value of PC name.

## Action

Enter the PC name in the environment setup window.

---

**Unable to set the PC name automatically, because the environment does not allow obtaining the PC name.  
Please input the PC name.**

## Cause

Failed to get the default value of the PC name.

## Action

Enter the PC name in the environment setup window.

---

**Unable to set the PC name automatically, because the environment does not allow obtaining the IP  
address.  
Please input the PC name.**

## Cause

Failed to get the default value of the PC name.

## Action

Enter the PC name in the environment setup window.

---

**Failed to get the user ID.  
Please enter the user ID.**

## Cause

Failed to get the default value of user ID.

## Action

Enter the user ID in the environment setup window.

---

**Failed to obtain PC name.  
Please input the PC name.**

## Cause

Failed to get the default value of the PC name.

## Action

Enter the PC name in the environment setup window.

---

**Provide information in the required field.**

**Cause**

Mandatory input items are not input.

**Action**

Input the mandatory input items.

---

**The specified port number is invalid.**

**Cause**

The port number entered is not correct.

**Action**

Set a number for the port within a range from 0 to 65,535.

---

**Cannot find the setup file in the following directory : %s1  
Store the setup file in the above directory.**

**Variable information**

%s1: specified path of setup file

**Cause**

The environment setup file does not exist in the specified path.

**Action**

Reinstall after downloading the installer again.

---

**Failed to open the following setup file : %s1  
Download the setup file, and run Setup again.**

**Variable information**

%s1: specified path of setup file

**Cause**

Failed to open the environment setup file.

**Action**

Reinstall after downloading the installer again.

---

**Failed to initialize the configuration file.  
Uninstall the product first, and install it again.**

**Cause**

Failed to initialize the environment setup file.

**Action**

Reinstall.

---

**Failed to initialize the registry.  
Uninstall it, and then perform installation again.**

**Cause**

Failed to initialize the registry.



Action

Reinstall.

---

**Provide information in the field.**

Reset items and input correctly.

Cause

Nothing is set but space.

Action

Reset items and input

---

**Specify the user name.**

Cause

Although a proxy password is entered, no proxy user name is entered.

Action

Enter the proxy user name.

---

**Specify an existing file.**

Cause

The specified file does not exist.

Action

Specify a file that exists.

---

**The specified maximum size is invalid.**

Cause

The entry for the maximum size of the software storage directory is incorrect.

Action

Enter a number greater than 1 for the maximum size.

---

**Please set the directory for saving distributed software with absolute path.**

Cause

An absolute path is not used for setting the software storage directory.

Action

Set the software storage directory by using an absolute path.

---

**Failed to create the directory.**

Cause

Failed to create a directory.

Action

Confirm the access authority for the parent directory of specified path. Or specify other directory.

---

**Specify the absolute path to the directory for expanding files.**

## Cause

An absolute path is not used for setting the decompression target directory.

## Action

Set the decompression target directory by using an absolute path.

---

**Could not setup the environment, because the Distribution Server configuration file 'DSinstall.inf' contains an invalid information.**

**%s1**

**Save the file indicated above, and contact your service support representative.**

## Variable information

%s1: DS environment setup information file path

## Cause

The DS environment setup information file (Dsinstall.inf) contains an error.

## Action

Save the DS environment setup information file (Dsinstall.inf) and contact the service desk of contract.

---

**Cannot find the Distribution Server configuration file in the following location.**

**%s1**

**Store the Distribution Server configuration file in the location indicated above.**

## Variable information

%s1: DS environment setup information file path

## Cause

The DS environment setup information file cannot be found.

## Action

Reinstall after downloading the installer again.

---

**Specify the hard disk on the local drive for the installation folder.**

## Cause

A hard disk that does not exist in local drive in the installation target was specified.

## Action

Specify the hard disk of local drive in installation target folder.

---

**Installation failed. Please check the cause of failure and execute installation again.**

## Cause

An exception occurred in the installation procedure. Or a Cancel option was selected in the installation procedure.

## Action

- In case of canceling installation

Reinstall or return to the initial status by uninstalling. But note that the original environment will be deleted when the cancellation is selected during overwriting installation or upgrade installation.

- In case of exception occurring in the installation procedure

Reinstall after confirming the exception content and excluding the causes, or return to the initial status by uninstalling. But note that the original environment will be deleted when the exception occurred during overwriting installation or upgrade installation.

---

**The specified file system is not NTFS.**

**Cause**

The file system is not NTFS

**Action**

Check the PC environment.

---

**Failed to obtain the state of World Wide Web Publishing Service.  
This service needs to be stopped when reinstalling and upgrading this product.  
Please confirm on the service screen that the service has been stopped before reinstallation.**

**Cause**

Probably, the "World Wide Web Publishing Service" service has been started.

**Action**

Reinstall after stopping "World Wide Web Publishing Service" through the services window and closing the services window.

---

**The service "World Wide Web Publishing Service" is currently running.  
You must stop the service first to install, reinstall or upgrade the product.  
Stop the service using Services, and try again.**

**Cause**

"World Wide Web Publishing Service" service has been started

**Action**

Reinstall after stopping "World Wide Web Publishing Service" through the services window and closing the services window.

---

**Failed to rename files.**

**Cause**

Failed to rename the file.

**Action**

Reinstall after restarting PC.

---

**Failed to write the initialization information.**

**Cause**

Failed to write information into the registry.

**Action**

Reinstall after restarting PC.

---

**Failed to install the installation software instruction (readme.txt).**

**Cause**

Failed to register the software readme file (readme.txt).

**Action**

Reinstall after restarting PC.

---

**This program requires VGA or higher resolution.**

**Cause**

The resolution may be for unsupported objects.

#### Action

Reinstall after checking the PC environment.

---

**The specified installation target folder name is too long. It should be 64 halfwidth characters or less to install this product.**

#### Cause

The installation target folder name is too long.

#### Action

Specify the installation target for this product again.

---

**Cannot find SETUP.EXE to install Desktop Patrol (CS).**

#### Cause

The Setup.exe of Desktop Patrol (CS) is not found.

#### Action

Reinstall after restarting PC.

---

**Cannot execute SETUP.EXE to install Desktop Patrol (CS).**

#### Cause

The Setup.exe of Desktop Patrol (CS) cannot be started.

#### Action

Reinstall after restarting PC.

---

**SETUP.EXE for Desktop Patrol (CS) has exited abnormally.**

#### Cause

The Setup.exe of Desktop Patrol (CS) ended abnormally.

#### Action

Reinstall after restarting PC.

---

**Failed to execute the Internet Information Service command for environment settings.**

#### Cause

Failed to start the Internet Information Server environment setup command.

#### Action

Reinstall after restarting PC.

---

**Setup has detected that a newer version of Systemwalker Desktop Patrol already installed on this computer.**

#### Cause

The Systemwalker Desktop Patrol whose version is higher than this product version has been installed.

#### Action

During installation, uninstall the installed product, and then reinstall.

---

**Unable to terminate ATOOLINIT.EXE.**

Cause

The atoolinit.exe cannot be stopped.

Action

Reinstall after restarting PC.

---

**ATOOLINIT.EXE has exited abnormally.**

Cause

The atoolinit.exe ended abnormally.

Action

Reinstall after restarting PC.

---

**Environment setup is started. Please execute the installer after ending this function.**

Cause

The environment setup is operating.

Action

Reinstall after the environment setup is completed.

---

**Failed to set access permission(s) to the installed files and folder. Check the target installation folder(s) and run installer again.**

Cause

Failed to set access authority for the specified folders in installation target.

Action

Confirm the access authority of the folder specified in the installation target, and reinstall after restarting the system.

---

**Failed to start setup command of access permission for the target installation folder. Restart the system and run installer again.**

Cause

Failed to start the command of access authority for folders specified in installation target.

Action

Reinstall after restarting the system.

---

**Systemwalker Desktop Patrol CT is started. Please execute the installation after ending it.**

Cause

Failed to install as Systemwalker Desktop Patrol program has been operating.

Action

Reinstall after completing Systemwalker Desktop Patrol program.

---

**Failed to register the service. As the services setting window is open, please close the window and click [Retry]. [Retry] [Cancel]**

Cause

Failed to register the service because the services setting window is open.

## Action

Select the [Retry] button after closing the services setting window. Continue installation.

---

### **In 64-bit OS environment, the installation target cannot be specified under %s. Please specify other installation target.**

## Cause

"Program Files" was specified as the installation directory.

## Action

If using a 64-bit operating system environment, specify an installation directory other than "Program Files".

---

### **Internet Information Services is not installed.**

## Cause

Internet Information Services is not installed.

## Action

Install Internet Information Services.

---

### **Internet Information Services and necessary role services are not installed.**

## Cause

Internet Information Services is not installed and the required role services are not added.

## Action

Install Internet Information Services and add the required role services. Refer to the *Installation Guide* for details.

---

### **Live Help Client bundled with this installer will not be installed because it has already been installed.**

## Cause

A Live Help Client bundled with another product is already installed on the PC on which you are trying to install CT.

## Action

If using a Live Help Client that is bundled with another product, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help Client, restart the PC and then start the CT installer again.

---

### **Live Help Client bundled with this installer will not be installed because a newer version has already been installed.**

## Cause

A newer version of Live Help Client is already installed on the PC on which you are trying to install CT.

## Action

To keep using the installed Live Help Client, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help Client, restart the PC and then start the CT installer again.

---

### **Live Help Client bundled with this installer will not be installed because Live Help Client (64-bit) has already been installed.**

## Cause

A 64-bit version of Live Help Client is already installed on the PC on which you are trying to install CT.

## Action

To keep using the 64-bit version of Live Help Client, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help Client, restart the PC and then start the CT installer again.

---

## Live Help Client bundled with this installer will not be installed because the Live Help products (64-bit) have already been installed.

## Cause

The 64-bit version of Live Help products (example: Live Help Expert 64-bit version) have already been installed on the PC on which you are trying to install CT, so the 32-bit version of Live Help Client cannot be installed.

## Action

To keep using the 64-bit version of the Live Help products, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help product, restart the PC and then start the CT installer again. Install the 32-bit version of the Live Help products as necessary.

---

## An internal error occurred. (%s1)

### Variable information

%s1: Detailed code

## Cause

An inconsistency was detected in the processing of the product. It is likely that the downloaded installer is incomplete.

## Action

Download the installer again and reinstall.

---

## Failed to install Live Help Client. (%s1)

### Variable information

%s1: Error number

## Cause

Failed to install Live Help Client. It is likely that the downloaded installer is incomplete.

## Action

Download the installer again and reinstall.

---

## Systemwalker Centric Manager has already been installed.

## Cause

The Asset Management feature of Systemwalker Centric Manager is already installed.

## Action

Install the Asset Management feature of Systemwalker Centric Manager in an environment where it has not yet been installed.

---

## Failed to install Internet Information Services and required Role Services.

## Cause

Failed to install Internet Information Services and add the required role services.

## Action

Install Internet Information Services and add the required role services. Refer to the *Installation Guide* for details.

---

### **Systemwalker Desktop Patrol (x64) cannot be upgraded to Systemwalker Desktop Patrol (x86).**

## Cause

A Systemwalker Desktop Patrol of a different type to this product is already installed.

## Action

Uninstall the product and perform installation again.

---

### **Systemwalker Desktop Patrol (x86) cannot be upgraded to Systemwalker Desktop Patrol (x64).**

## Cause

A Systemwalker Desktop Patrol of a different type to this product is already installed.

## Action

Uninstall the product and perform installation again.

---

### **Host name is incorrect.**

## Cause

The specified host name is incorrect.

## Action

Ensure that the specified host name is correct.

---

### **Port number is incorrect.**

## Cause

The specified port number is incorrect.

## Action

Ensure that the specified port number is correct.

---

### **Port number is duplicated.**

## Cause

The same value has been specified for a port used for a different purpose.

## Action

Specify an unused port number.

---

### **The port number to be used by Systemwalker Desktop Patrol is already being used (%s). Specify an unused port number.**

## Variable information

%s : Port number already being used

## Cause

The specified port number is already being used by another application.



#### Action

Specify a value that does not conflict with other applications.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 101: Administrator privilege is required.**

#### Description

The user trying execution does not have administrator privileges.

#### Action

Execute the operation again with system administrator privileges.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 102: Failed to create %s.**

#### Variable information

%s: Directory name

#### Description

Creation of the directory required for installation failed.

#### Action

Execution of the directory creation command may have failed for some reason. If the problem is not resolved when you reexecute the installer or cirinst, check the system log.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 103: CIRINST103: It is required at least %dMB.**

#### Variable information

%d: Disk capacity

#### Description

There is insufficient free space in the system.

#### Action

Ensure that there is sufficient free space in the system to be used.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 104 CIRINST104: Failed to copy CIR files.**

#### Description

Copying of the file required for installation failed.

#### Action

Execution of the copy command may have failed for some reason. If the problem is not resolved when you reexecute the installer or cirinst, check the system log.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 105: CIRINST105: Failed to copy JRE.**

#### Description

Copying of the JRE required for the installer failed.

#### Action

Execution of the copy command may have failed for some reason. If the problem is not resolved when you reexecute the installer or cirinst, check the system log.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 106: CIRINST106: Failed to copy CIR files.**

#### Description

Copying of the file required for installation failed.

#### Action

Execution of the copy command may have failed for some reason. If the problem is not resolved when you reexecute the installer or cirinst, check the system log.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 107: CIRINST107: Invalid option.**

#### Description

The specified option is incorrect.

#### Action

Specify a valid option. [-c]: Command interface

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 108: CIRINST108: JRE which should be deployed is not bundled.**

#### Description

The JRE which can be applied to the system is not bundled.

#### Action

Ensure that the system platform is supported by the product.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 109: CIRINST109: Unsupported OS.**

#### Description

The operating system is not supported.

#### Action

Ensure that the system platform is supported by the product.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 201: CIRINST201: Administrator privilege is required.**

#### Description

The user trying execution does not have administrator privilege.

#### Action

Execute the operation again with system administrator privileges.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 203: CIRINST203: Failed to delete file.**

#### Description

Deletion of the FJSVcir file failed.

#### Action

Execution of the deletion command may have failed for some reason. If the problem is not resolved when you reexecute cirremove, check the system log.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 205: CIRINST205: Invalid option.**

#### Description

The specified option is incorrect.

#### Action

There are no specifiable options. Execute the operation without specifying any option.

---

#### **Specified installation parameters file was not found.**

## Description

The specified installation parameters file cannot be found. (Silent mode)

## Action

Check if the specified installation parameters file exists and specify an existing file.

---

## **Failed to install. Refer to the logs for details.**

## Description

An error occurred during installation. (Silent mode)

## Action

Check the following log files:

%SystemDrive%\FujitsuF4CR\cir\logs\cirlog0.log.0

%ProgramData%\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0

---

## **Parameters are invalid. Please specify valid parameters.**

## Description

The specified parameters are incorrect. (Silent mode)

## Action

Ensure that the specified parameters are correct.

---

## **Internal data is broken.**

## Description

The internal data being used by the tool is corrupted.

## Action

Retrieve the files from the following directories and contact Fujitsu technical support.

%SystemDrive%\FujitsuF4CR\cir\

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

---

## **Native Installer Failure**

## Description

Failed to install the database system (PostgreSQL).

## Action

Restart the operating system and then run the installation again.

---

## **The specified license keys were registered to the system.**

## Description

License key registration processing has normally ended.

## Action

None

---

**fjlic Version:%s1 Build:%s2**

**fjlic register -k <License keys>**

**fjlic register -f <License key file path>**

**The specified license keys are registered.**

**-k Please specify the license key.**  
**If you want to specify some license keys, please use comma(csv format).**  
**-f Please specify the path of the file where license keys is written.**  
**Please write one license key in one line in the file.**

Variable information

%s1: Error information

%s2: Error information

Description

The specified command option is incorrect.

Action

Specify a valid option and re-execute the command.

---

**The following license keys are invalid.**  
**Please confirm license keys and re-execute the command.**  
**%s**

Variable information

%s: License key

Description

The specified license key is incorrect.

Action

Confirm license key and re-execute the command.

---

**The license keys are not found in the specified file.**  
**Please confirm the specified file and re-execute the command.**

Description

A license key is not listed in the specified file.

Action

Confirm the specified file and re-execute the command.

---

**The specified file is not found.**  
**Please confirm that the file exists and re-execute the command.**

Description

Specified file is not exist.

Action

Confirm the file exists and re-execute the command.

---

**The following license keys are already registered.**  
**Please remove registered license keys and re-execute the command.**

Description

Specified license key is already registered.

Action

None

---

**fjlic command or the license is being checked by the product.  
Wait a moment, and re-execute processing.**

Description

Confirmation processing of a license or the fjlic command is running.

Action

Re-execute the command a little later.

---

**Internal error occurred while executing the command.  
There is a possibility that the setup processing of the product is not completed correctly.  
Please confirm the installation and the setup procedure of the product.  
If the error occurs again, please contact Fujitsu Customer Support.**

Description

Internal error occurred

Action

Confirm the installation procedure.

If the error occurs again, Contact Fujitsu Customer Support.

---

**Internal error occurred while executing the command.  
Please re-execute the command.  
If the error occurs again, please contact Fujitsu Customer Support.**

Description

Internal error occurred

Action

Re-execute the command

If the error occurs again, Contact Fujitsu Customer Support.

---

### **3.1.2 Messages Output by Operation Environment Maintenance Guide**

---

**The user ID has not been entered.**

Cause

The user ID has not been entered.

Action

Enter the user ID.

---

**The password has not been entered.**

Cause

The password has not been entered.

Action

Enter the password.

---

**The user ID or password is specified incorrectly.**

Cause

The user ID or password is specified incorrectly.

---

#### Action

Specify correct user ID or password.

---

#### **Running multiple operating environment maintenance guides is not supported.**

#### Cause

The operation environment maintenance guide has been already started.

#### Action

Restart the operation environment maintenance guide after exiting the executed operation environment maintenance guide.

---

#### **Operation environment construction failed.**

#### Cause

Failed to construct the operating environment.

#### Action

Construct the operating environment again by using operation environment maintenance guide e.

---

#### **Operation environment extension failed.**

#### Cause

Failed to extend the operating environment.

#### Action

Extend the operating environment again by using operation environment maintenance guide.

---

#### **Failed to obtain the number of PCs.**

#### Cause

Probable causes are the following:

- The old database (SQL Server/Oracle) is not started or being started.
- An exception occurred in the old database.

#### Action

- When the old database (SQL Server/Oracle) is not started or being started, wait for a while and execute again after it is started.
  - When an exception occurred in the old database, exclude the causes of exception and execute again.
- 

#### **Blank character capacity cannot be used in the storage location of backup data.**

#### Cause

The fullwidth characters cannot be specified in the backup data saving target.

#### Action

Execute again after specifying the correct backup data saving target.

---

#### **Invalid character string was specified for the database storage location.**

#### Cause

The fullwidth characters cannot be specified in the database saving target.

#### Action

Execute again after specifying the correct database saving target.

---

## Failed to migrate the database.

### Cause

Probable causes are the following:

- An error occurred when accessing to the file.
- The operating space of old database (SQL Server/Oracle) is insufficient.
- An exception occurred in the old database.

### Action

Take the following actions.

- Construct the operating environment again by using operation environment maintenance guide.
- Execute again after confirming the operating space of old database.
- When an exception occurred in the old database, exclude the causes of exception and execute again.

---

## Restore of database failed.

### Cause

Probable causes are the following:

- Failed to access to the database.
- An error occurred when accessing to the file.

### Action

Take the following actions.

- Execute again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Construct the operating environment again by using operation environment maintenance guide.

---

## Failed to back up RDB.

### Cause

Probable causes are the following:

- Failed to access to the database.
- An error occurred when accessing to the file.

### Action

Take the following actions.

- Execute again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Construct the operating environment again by using operation environment maintenance guide.

---

## Failed to re-construct RDB.

### Cause

Possible causes are as follows:

- Failed to access to the database.
- An error occurred when accessing a file

### Action

Take the following actions:

- Check if there are any abnormalities in the database, then remove the cause of the error and execute again.

- Use the operation environment maintenance guide to build the operating environment.

---

**Failed to start "Operation Environment Maintenance Guide".****[Cause]**

Probable causes are the following:

- Execute through the remote desktop.

**[Action]**

Execute in the local computer with CS installed.

---

**The number of managed non-PC(s) cannot be more than 100,000.****Type**

Warning

**Cause**

The sets of managed device that does not belong to PC have exceeded 100,000.

**Action**

Specify the sets of managed device that does not belong to PC within 100,000.

---

**Please enter the number of managed non-PC(s).****Type**

Warning

**Cause**

The sets of managed device that does not belong to PC are not entered.

**Action**

Enter the sets of managed device that does not belong to PC.

---

**The number of specified PCs cannot be less than 100.****Cause**

A value less than 100 has been specified for the number of PCs.

**Action**

Specify a value of 100 or more for the number of PCs.

---

**The number of specified PCs cannot be more than 100,000.****Cause**

The number of specified PCs exceeds 100,000.

**Action**

Specify a value of 100,000 or less for the number of PCs.

---

**The number of smart devices cannot be more than 100,000.****Cause**

The number of smart devices exceeds 100,000.



#### Action

Specify a value of 100,000 or less for the number of smart devices.

### 3.1.3 Messages Output During Event Settings

---

The following messages will appear as Message Box in the Event Settings Window.

---

#### **The mail server information has not been entered.**

##### Cause

The E-mail server information is not entered.

##### Action

Enter the E-mail server information.

---

#### **The sender information has not been entered.**

##### Cause

The sender information is not entered.

##### Action

Enter the sender information.

---

#### **The recipient information has not been entered.**

##### Cause

The recipient information is not entered.

##### Action

Enter the recipient information.

---

#### **The entered drive capacity is incorrect.**

##### Cause

The halfwidth characters or fullwidth numerals less than 0 are entered in the drive capacity.

##### Action

Enter the halfwidth numeral greater than 0 in the drive capacity.

---

#### **The drive capacity is not entered.**

##### Cause

The warning notice checking exists in the drive capacity, but the numeral has not been entered.

##### Action

Enter the numeral in the drive capacity.

---

#### **Numerical value is not entered on the lease expiration day.**

##### Cause

The warning notice checking exists in the trace end date, but the numeral has not been entered.

##### Action

Enter the numeral in the trace end date.

---

**Failed to obtain the path to the INI file.**

**Check that the following items are set up: Registry name: SOFTWARE\Fujitsu\ITBudgetMGR\_APL\CurrentVersion\WEB Key name: Directory\_Scripts.**

**Cause**

Failed to get the program file path of DTP installation target from registry.

**Action**

Reinstall or perform overwriting installation.

---

**Failed to obtain the path to the program file.**

**Check that the following items are set up: Registry name: SOFTWARE\Fujitsu\Install\SystemWalker/IT BudgetMGR Key name: Directory.**

**Cause**

Failed to get the program file path of DTP installation target from registry.

**Action**

Reinstall or perform overwriting installation.

---

**Failed to make software tree.**

**(ErrorMessage=[%s1], Description=[%s2])**

**Variable information**

%s1: Error information

%s2: Error information

**Cause**

An error occurred during DB connection.

**Action**

Confirm whether "SymfoWARE RDB SWDTP" service of database has been started.

---

**Failed to obtain extension information of list view.**

**Cause**

An error occurred during DB connection.

**Action**

Confirm whether "SymfoWARE RDB SWDTP" service of database has been started.

---

**Failed to add the software**

**Failed in securing the area where data was stored.**

**Cause**

Failed to confirm the memory space of Windows.

**Action**

Increase the available memory and virtual memory. (Stop other application or extend virtual memory, .etc)

---

**Specify at least one list.**

**Cause**

There is no data specified in the list.

Action

Specify a data in the list.

---

**The subject has not been entered.**

Cause

The topic is not entered.

Action

Enter the topic.

---

**The body has not been entered**

Cause

The text is not entered.

Action

Enter the text.

---

**The body has not been entered (when there is no alarm information).**

Cause

The text is not entered (when there is no warning information).

Action

Enter the text (when there is no warning information).

---

**Please specify the port number within 0~65535.**

Cause

The port number is specified incorrectly.

Action

Specify the correct port number.

---

**The user ID is specified incorrectly.**

Cause

The user ID is specified incorrectly.

Action

Specify the correct user ID.

---

**The password is specified incorrectly.**

Cause

The password is specified incorrectly.

Action

Specify the correct password.

---

**Failed to register [Event notification command].**

Cause

Failed to register to the task scheduler or the INI file.

## Action

confirm whether Task Scheduler service has been begun and refer to dtp\_event.log.

### **3.1.4 Messages Output When Setting Other Product Linkage-Environment**

---

#### **Messages output when executing the command**

The following messages will appear as execution results after the command is executed.

---

#### **ERROR: Failed to allocate memory. (xxx)**

##### Variable information

xxx: Details

##### Cause

The memory required for operation is insufficient.

##### Action

Execute after exiting the other applications or restarting PC.

---

#### **ERROR: Failed to create the process. (Command Line=%s)**

##### Variable information

%s: Command to be startup

##### Cause

The memory required for operation is insufficient.

##### Action

Execute after exiting the other applications or restarting OS.

---

#### **ERROR: Failed to iissetup. Status = %ld**

##### Variable information

%ld: Error code

##### Cause

That the other product linkage-environment setup failed may be caused by operating environment.

##### Action

Contact the service desk.

#### **Messages Output When Setting [Other Product Linkage-Environment Setup] Dialog Box**

The following messages will appear as Message Box when setting **Other Product Linkage-Environment Setup**.

---

#### **ERROR: Specify a correct number.**

##### Cause

The number out of the range is specified in number specification bar in human resources information definition window.

##### Action

Specify the number within the number range of client in the top right corner of human resources information definition window.

---

#### **ERROR: Installation path can not be specified.**

## Cause

The installation path is specified in the Inventory information saving path of environment definition window.

## Action

Specify a location for non-installation path.

---

### **ERROR: Failed to stop service.**

## Cause

ITBudgetMGR (INV) service operates abnormally.

## Action

Reinstall after restarting OS.

---

### **ERROR: Failed to start service.**

## Cause

ITBudgetMGR (INV) service operates abnormally.

## Action

Reinstall after restarting OS.

---

### **ERROR: Failed to load of environment definitions.**

## Cause

An exception occurred in the environment definition file.

## Action

Contact the service desk.

---

### **ERROR: Failed to load(xxx) of personnel information.**

## Variable information

xxx: Details

## Cause

An exception occurred in the human resources information definition file.

## Action

Contact the service desk.

---

### **ERROR: Failed to save of environment definitions.**

## Cause

An exception occurred in the environment definition file.

## Action

Contact the service desk.

---

### **ERROR: Failed to save(xxx) of personnel information.**

## Variable information

xxx: Details

## Cause

An exception occurred in the human resources information definition file.

#### Action

Contact the service desk.

---

#### **ERROR: iissetup has already been started.**

#### Cause

The environment setup command is started repeatedly.

#### Action

Execute after exiting the started environment setup command (iissetup).

---

#### **WARNING: There is no personnel.dat file. Carry it out again after you start FJSVsbii once.**

#### Cause

Centric Manager linkage or CSV linkage has not been performed at all.

#### Action

After performing Centric Manager linkage or CSV linkage, select **Personnel**.

---

### **3.1.5 Messages Output When Settings of E-mail environment**

---

The following messages will appear as Message Box when setting **E-mail Environment setup** dialog box.

---

#### **Please input single byte character only.**

#### Cause

The entered string contains fullwidth characters.

#### Action

Enter the string composed of halfwidth letters and numerals (ASCII) only.

---

### **3.1.6 Messages Output When Applying Software Dictionary**

---

The policies set in the installation procedure and backed up before operations are acted as prerequisites in this place. The "Backup Data" in processing instruction refers to data of backup policies before the operation.

---

#### **SoftwareDictionary was applied**

#### Cause

None.

#### Action

None.

---

#### **You must specify the Data Directory Name.**

#### **Usage: AtoolIETPGT DataDirectoryName**

#### Cause

The parameters are incorrect when starting the command.

#### Action

Execute the command again after specifying correct parameters.

---

#### **Can not read information file for load.**

---

## Cause

Failed to read the environment setup file "load.inf".

## Action

Execute again after restoring the "load.inf" file from the backup data.

[Installation Target of load.inf]

<DTP Installation Directory>\FJSVsbtrs\etc

---

## Invalid property file of this device.

### Cause

The data of the environment setup file (load.inf) was damaged.

### Action

Execute again after restoring the "load.inf" file from the backup data.

[Installation Target of load.inf]

<DTP Installation Directory>\FJSVsbtrs\etc

---

## Can not find Server Property.

### Cause

Failed to read the environment setup file "Server Property".

### Action

Execute again after restoring the "Server Property" file from the backup data.

[Saving Target of Server Property]

<DTP Installation Directory>\FJSVsbtrs\data\<Hexadecimal Folder>\

---

## An SoftwareDictionary file does not exist.

### Cause

No Software Dictionary file exists in the folder specified by the parameters.

### Action

Execute again after specifying the folder to save Software Dictionary file in the parameters.

---

## Can not connect to server.

### Cause

Failed to connect to server.

### Action

Execute again after confirming whether the "ITBudgetMGR (INV)" service is started.

---

## Server can not provide service now.

### Cause

The server is restarting and cannot execute commands.

### Action

Wait for the "ITBudgetMGR (INV)" service to restart, and then execute the command again.

---

## Fatal error occurred at server.

#### Cause

An error occurred in the CS.

#### Action

Wait for a few moments, and then execute the command again.

If the problem persists, contact the service desk.

---

### **Failed to save the software dictionary file. Please execute again later.**

#### Cause

Failed to write when reflecting the software dictionary.

#### Action

Ensure that the user has write permission for the Software Dictionary file, and then execute the command again.

---

### **Software dictionary information was not able to be reflected in the database.**

#### Cause

The processing for reflecting software dictionary information to the database failed.

#### Action

Check if the SymfoWARE RDB SWDTP service is running.

If the service is stopped, start it, and then execute the command again.

If the service is running, wait for a few moments, and then execute the command again.

If the problem persists, contact the service desk.

---

### **Software dictionary is referred to. Please execute again later.**

#### Cause

The software dictionary information is being retrieved from the database, or a security patch is being downloaded.

#### Action

Wait for a few moments, and then execute the command again.

---

### **This software dictionary cannot be applied.**

#### Cause

The system is trying to apply V15.0.1 or earlier of the software dictionary.

#### Action

Execute the command again, specifying in the parameter the folder where V15.1.0 of the software dictionary is stored.

---

## **3.1.7 Messages Output When Using Client Prohibition Function**

---

### **Messages output when using client prohibition function are prohibited(CTControl.exe).**

---

#### **Command execution succeeded.**

#### Cause

None.

#### Action

The command execution is ended normally and no processing is required.



---

**The specified parameter is incorrect.****Cause**

The parameters are incorrect when starting the command.

**Action**

Execute the command again after specifying correct parameters.

---

**Please execute again later.****Cause**

The installation processing of client policy is probably being performed.

**Action**

Execute the command again after a while.

---

**Command execution failed.****Cause**

Probable causes are the following:

- The memory required for operation is insufficient.
- The library required for operation does not exist.
- The file required for operation does not exist.

**Action**

When an error occurred in CT execution, exit any unnecessary programs, or confirm whether the environment construction is performed correctly, and execute the command again after excluding the causes of exception.

If errors still occur under this condition, contact the server administrator.

---

**Messages output when setting client environment(CTPolicy.exe)**

---

**Command execution succeeded.****Cause**

-

**Action**

The command execution is ended normally and no processing is required.

---

**Exception has occurred in the environment, the processing is cancelled.****Cause**

The processing is not executed in CS.

**Action**

Execute the processing in CS.

---

**Failed to obtain memory, the processing is cancelled.****Cause**

A memory shortage may have occurred.

**Action**

Exit other applications and execute the command again.

---

---

**The specified parameter is incorrect.****Cause**

The parameters are incorrect when starting the command.

**Action**

Execute the command again after specifying correct parameters.

---

**Characters that are not allowed have been specified in the password.****Cause**

The incorrect characters have been specified in the password.

**Action**

Specify the letters, numerals and the following symbols in the password.

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

---

**Number of characters that can be specified as password is incorrect.****Cause**

The number of characters in the password is insufficient.

**Action**

Specify the password at least four characters.

---

**Password specified is not in accordance with rules.****Cause**

The password set for two times does not match.

**Action**

Set same passwords twice.

---

**CS is restarting, processing cannot be done. Please execute again later.****Cause**

CS is restarting.

**Action**

Execute again later.

---

**Software dictionary is being updated, processing cannot be done. Please execute again later.****Cause**

The software application command (AtoolIETPGT.exe) is being executed.

**Action**

Execute again after exiting the software application command (AtoolIETPGT.exe).

---

**Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.****Cause**

Failed to connect to CS.

#### Action

Execute again after starting the "ITBudgetMGR (INV)", or confirming that there is no problem existing in the network environment.

---

#### **Internal error occurred in the CS server. Please execute again later.**

#### Cause

An error that prevents the operation from continuing in CS occurred.

#### Action

Contact the service desk.

### **3.1.8 Messages Output When Changing CT Operating Environment**

---

#### **OK: Update success**

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **ERROR.1: Systemwalker Desktop Patrol is not installed**

#### Cause

Systemwalker Desktop Patrol is not installed.

#### Action

Confirm whether Systemwalker Desktop Patrol is installed, and if it is not installed, execute again after installation.

---

#### **ERROR.2: Kiting Command is already started.**

#### Cause

DtpKitingCT.exe command has been started.

#### Action

DtpKitingCT.exe command cannot be started repeatedly. Execute again after exiting the started command.

---

#### **ERROR.3: Input File is not exist.**

#### Cause

The command composition data file does not exist.

#### Action

Confirm whether the command composition data (DtpKitingCT.dat) exists in folder that is the same as DtpKitingCT.exe command. When the folder does not exist, execute again after saving the command composition data.

---

#### **ERROR.4: The specified parameter is not correct.**

#### **Option: %s1, key: %s2**

#### Cause

The startup parameters of command are incorrect.

#### Action

Execute again after specifying correct parameters.

---

**ERROR.5: Parameter error.****Cause**

The startup parameters of command are incorrect.

**Action**

Execute again after specifying correct parameters.

---

**ERROR.6: Failed write of file. (%s)****Cause**

Failed to write the environment file.

**Action**

Maybe the environment file cannot be accessed temporarily. Execute again later.

---

**ERROR.7: Failed in allocate of memory****Cause**

Failed to get the memory.

**Action**

Execute again after exiting the started applications.

---

## **3.2 Messages Output to Event Log**

---

### **3.2.1 Messages Output to CS Event Log**

---

The following messages are output to the event logs.

---

**Information (License Violation) has been sent to the manager.  
Please refer to the E-mail attachment for details.****Cause**

The serial number violation information has existed.

**Action**

Perform the action that is instructed in the message.

---

**Information (Network Card Modify) has been sent to the manager.  
Please refer to the E-mail attachment for details.****Cause**

The network card change information has existed.

**Action**

Perform the action that is instructed in the message.

---

**Information (Memory Modify) has been sent to the manager.  
Please refer to the E-mail attachment for details.****Cause**

The memory change information has existed.

---

Action

Perform the action that is instructed in the message.

---

**Information (Disk Modify) has been sent to the manager.  
Please refer to the E-mail attachment for details.**

Cause

The disk change information has existed.

Action

Perform the action that is instructed in the message.

---

**Information (Drive Capacity Excess) has been sent to the manager.  
Please refer to the E-mail attachment for details.**

Cause

The disk capacity exceeding information has existed.

Action

Perform the action that is instructed in the message.

---

**The software auditing information has been sent to administrator.  
Please refer to the E-mail attachment for details.**

Cause

The software auditing information has existed.

Action

Perform the action that is instructed in the message.

---

**The user ID information has been sent to administrator.  
Please refer to the E-mail attachment for details.**

Cause

The user ID information has existed.

Action

Perform the action that is instructed in the message.

---

**Information (IP Address Modify) has been sent to the manager.  
Please refer to the E-mail attachment for details.**

Cause

The IP address information has existed.

Action

Perform the action that is instructed in the message.

---

**Information (Registry Modify) has been sent to the manager.  
Please refer to the E-mail attachment for details.**

Cause

The registry information has existed.

Action

Perform the action that is instructed in the message.

---

**Information (Windows Logon Modify) has been sent to the manager.  
Please refer to the E-mail attachment for details.**

**Cause**

The Windows logon change information has existed.

**Action**

Perform the action that is instructed in the message.

---

**Information (Lease Period) has been sent to the manager.  
Please refer to the E-mail attachment for details.**

**Cause**

The trace end information exists.

**Action**

Perform the action that is instructed in the message.

---

**The software to be added or deleted information has been sent to administrator.  
Please refer to the E-mail attachment for details.**

**Cause**

The software to be added or deleted information has existed.

**Action**

Perform the action that is instructed in the message.

---

**Failed to send email.  
For details, please refer to the dtp\_event.log file in Log folder under installation folder of Desktop Patrol.**

**Cause**

Failed to send email for some reason (such as mail server not being found).

**Action**

Check the notification destination settings and the mail server.

---

**Failed to send the E-mail.  
Please refer to %1 file in Log folder under DesktopPatrol installation folder for details.**

**Variable information**

%1 file name

**Cause**

The E-mail server is not found and failed to send the E-mail.

**Action**

Confirm the notification target settings and E-mail server.

Refer to file displayed in %1 in Log folder under Desktop Patrol installation folder for details.

---

**The utilization rate of the Systemwalker standard database exceeds 95%.**

**Cause**

The use rate of Systemwalker standard database has exceeded 95%.

## Action

Extend the operating environment by using operation environment maintenance guide.

---

## **DTPServer: Error: 3601: An exception occurred in the processing. (%1, detail=%2)**

### Variable information

%1: Error contents

%2: Detailed information related to error

### Cause

An exception of system occurred in the processing. The processing will be terminated.

### Action

Confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect
- Whether an exception does not occur in the database

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

## **DTPServer: Warning: 6601: An exception occurred in the processing. (%1, detail=%2)**

### Variable information

%1: Error contents

%2: Detailed information related to error

### Cause

An exception of system occurred in the processing. The processing will be terminated.

### Action

- As the detailed information related to error has been "Started and Cannot be Started Repeatedly", the processing is being performed, so no other processing is required.
- When the detailed information related to error is not the above mentioned condition, confirm whether there is an exception existing in the system or confirm the several following points:
  - Whether the virtual memory of system is insufficient
  - Whether the system is in high load status
  - Whether the available space of disk is insufficient
  - Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

## **DTPServer: Warning: 10001: CT with repeated user ID and PC name has existed and overwritten the Inventory information. (%1, detail=%2)**

### Variable information

%1: Repeated user ID and PC name

%2: Detailed information of overwritten CT overwriting CT

### Cause

As CT with repeated user ID and PC name has existed, the Inventory information has been overwritten through Inventory information registration command.

### Action

Modify the user ID and PC name of repeated CT as unrepeated.

---

### **DTPServer: Error: 11001: Failed to update the Inventory information. (%1, detail=%2)**

### Variable information

%1 User ID and PC name of object CT

%2 Detailed information related to error

### Cause

Failed to update the Inventory information through Inventory information registration command.

### Action

Confirm whether an exception occurs in the object CT displayed in 1%.

When "Unsupported Object" is output in %2, errors shall occur in the target server connected to object CT displayed in 1%. Enter the correct connection target server name according to the environment setup of object CT.

---

### **%s does not exist. Email notifications are not sent to the administrator.**

### Variable information

%s: Alarm notification information

### Cause

There was no information for performing alarm notifications, so email notifications were not issued.

### Action

No action is required.

## **3.2.2 Messages Output to CS/DS Event Log**

---

The following messages are output to CS or DS event logs.

---

### **DTPServer: Information: 1001: "ITBudgetMGR(INV)" service has been started.**

### Cause

"ITBudgetMGR (INV)" service has been started.

### Action

No processing is required.

---

### **DTPServer: Information: 1002: "ITBudgetMGR(INV)" service has been stopped.**

### Cause

(ITBudgetMGR (INV)) service has been stopped.

### Action

No processing is required.

---

### **DTPServer: Information: 2001: The application of software dictionary has been completed. (%1)**



#### Variable information

%1: date to create software dictionary

#### Cause

Applying command through software dictionary has completed.

#### Action

No processing is required.

---

### **DTPServer: Information: 2101: Start to download security patches from the public server. (%1)**

#### Variable information

%1: Estimated number of security patches to be downloaded

#### Cause

Downloading security patches from public server has been started.

#### Action

No processing is required.

---

### **DTPServer: Information: 2102: Downloading security patches from the public server has been completed. (%1)**

#### Variable information

%1: Number of downloaded security patches

#### Cause

Downloading security patches from public server is completed.

#### Action

No processing is required.

---

### **DTPServer: Information: 2201: The application of DS updater has been completed. (%1)**

#### Variable information

%1: Version information

#### Cause

Application of DS updater is completed.

#### Action

No processing is required.

---

### **DTPServer: Information: 2401: Move DS. (%1, %2)**

#### Variable information

%1: Moving source host name

%2: Moving target host name

#### Cause

Move DS.

#### Action

No processing is required.

---

**DTPServer: Information: 2402: DS has been deleted. (%1)****Variable information**

%1: Host name

**Cause**

DS has been deleted.

**Action**

No processing is required.

---

**DTPServer: Information: 2403: DS has been added. (%1)****Variable information**

%1: Host name

**Cause**

Adding DS is completed.

**Action**

No processing is required.

---

**DTPServer: Information: 2404: DS has been moved. (%1)****Variable information**

%1: Host name

**Cause**

Moving DS is completed.

**Action**

No processing is required.

---

**DTPServer: Error: 3001: Errors occurred in the operating environment. (%1, detail=%2%3)****Variable information**

%1: Environment definition information

%2: Detailed information related to error

**Cause**

An exception occurred in the operating environment (registry and definition file) and prevents the operation from continuing.

**Action**

Restart Systemwalker Desktop Patrol.

When the above problems are not solved, collect the log and contact the technical staff.

---

**DTPServer: Error: 3002: Exception occurred in the network environment. (%1)****Variable information**

%1: System call name

%2: Detailed information related to error

**Cause**

An exception occurred in the network environment and prevents the operation from continuing.

## Action

Restart Systemwalker Desktop Patrol.

When the above problems are not solved, collect the log and contact the technical staff.

---

## **DTPServer: Error: 3101: Exception occurred when accessing the files. (%1, detail=%2)**

### Variable information

%1: System call name

%2: Detailed information related to error

### Cause

An exception occurred in the file-oriented input and output processing. The processing will be terminated.

### Action

Confirm that there is no exception in the system or confirm the several following points:

- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

## **DTPServer: Error: 3201: Exception occurred in the processing. (%1, detail=%2)**

### Variable information

%1: System call name

%2: Detailed information related to error

### Cause

An exception of system occurred in the processing. The processing will be terminated.

### Action

Confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

## **DTPServer: Error: 3301: Failed to download security patches from the public server. (%1, detail=%2)**

### Variable information

%1: System call name

%2: Detailed information related to error

### Cause

An exception occurred when downloading security patches from public server. The processing will be terminated.

If %2 is "response status 404 Not Found", the patch download URL may have been modified on the public server, or the patch itself may no longer be available.

### Action

Confirm that there is no exception in the network environment or confirm the several following points:

- Confirm whether there are problems existing in settings of IP address or there are problems existing in proxy server settings of CS server properties.
- Update to the latest software dictionary.

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

**DTPServer: Error: 3401: Failed to apply software dictionary. (%1, detail=%2)****Variable information**

%1: System call name

%2: Detailed information related to error

**Cause**

An exception occurred when applying the software dictionary. The processing will be terminated.

**Action**

Confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

**DTPServer: Error: 3501: Error occurred in the distribution of security patches or software. (%1, detail=%2%3)****Variable information**

%1: System call name

%2: Detailed information related to error

**Cause**

An exception occurred when checking the patches that are not applied. The processing will be terminated.

**Action**

Confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

**DTPServer: Error: 4002: Exception occurred in operation information registration command. (%1, detail=%2)****Variable information**

%1: Command name

%2: Detailed information related to error

**Cause**

The operation information registration command cannot be executed.

#### Action

Execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.  
If the problem is still not solved after another execution, collect the log and contact the technical staff.

---

#### **DTPServer: Error: 4003: Exception occurred in software dictionary information notification command. (%1, detail=%2)**

#### Variable information

%1: Command name  
%2: Detailed information related to error

#### Cause

The information notification command of software dictionary cannot be executed.

#### Action

Execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.  
If the problem is still not solved after another execution, collect the log and contact the technical staff.

---

#### **DTPServer: Error: 4004: Exception occurred in CS/DS installation information notification command. (%1, detail=%2)**

#### Variable information

%1: Command name  
%2: Detailed information related to error

#### Cause

The information notification command of CS/DS installation cannot be executed.

#### Action

Execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.  
If the problem is still not solved after another execution, collect the log and contact the technical staff.

---

#### **DTPServer: Error: 4005: Exception occurred in command pattern CT creating command. (%1, detail=%2)**

#### Variable information

%1: Command name  
%2: Detailed information related to error

#### Cause

Creation command of command mode CT cannot be executed.

#### Action

Execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.  
If the problem is still not solved after another execution, collect the log and contact the technical staff.

---

#### **DTPServer: Error: 5001: The application of DS updater failed.**

#### Cause

The application of DS updater failed.

#### Action

Confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

**DTPServer: Information: 6103: Reflecting the settings of the monitoring software, software dictionary will be applied during the next communication.**

**Cause**

The settings of auditing software are being reflected and it is unable to start to receive the software dictionary from support center.

**Action**

Download from the support center at the next communication (default time: 30 minutes).

---

**DTPServer: Information: 6104: Downloading security patches from the public server, software dictionary will be applied during the next communication.**

**Cause**

The security patches are being downloaded from the public server and it is unable to start to receive the software dictionary from support center.

**Action**

Download from the support center at the next communication (default time: 30 minutes).

---

**DTPServer: Warning: 6105: Since it has been modified to the settings of not performing automatic download of security patches, the download has been cancelled. (Number of cancelled patches=%1)**

**Variable information**

%1: Number of cancelled patches

**Cause**

When the security patches are downloaded from the public server according to the planned time, the settings are changed to not download the security patches according to plan.

**Action**

Change the settings to download the security patches according to the plan when requiring the download.

---

**DTPServer: Warning: 6201: Failed to synchronize with the upper level server. Retry at the next communication. (%1)**

**Variable information**

%1: Detailed information

**Cause**

Failed to synchronize with the upper level server.

**Action**

Failed to synchronize with the upper level server due to some causes such as applying the network incorrectly, etc., and retry at the next synchronization.

When outputting this message for several times, confirm that there is no exception in the system or confirm the following points:

- Whether there are problems existing in the network environment.

When the above problems are not solved, collect the log and contact the technical staff.

---

**DTPServer: Warning: 6202: Failed to reflect the data that is received from the upper level server. Retry at the next communication. (%1)**

Variable information

%1: detailed information

Cause

Failed to reflect the data that is received from the upper level server.

Action

Failed to synchronize with the upper level server and retry at the next synchronization.

When outputting this message for several times, confirm that there is no exception in the system or confirm the following points:

- Whether there are problems existing in the network environment.

When the above problems are not solved, collect the log and contact the technical staff.

---

**DTPServer: Warning: 6301: Failed to decompress the received Inventory. (%1)**

Variable information

%1: File name

Cause

Failed to decompress the received Inventory.

Action

Confirm that there is no exception in the system or confirm the several following points:

- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

**DTPServer: Warning: 6401: Exception occurred when reading the definition file. (%1)**

Variable information

%1: File name

Cause

An exception occurred when reading the definition file.

Action

Confirm that there is no exception in the system or confirm the several following points:

- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, collect the log and contact the technical staff.

---

**DTPServer: Warning: 6501: Cannot reflect the settings of the monitoring software to the definition file. (%1)**

Cause

It is unable to reflect the settings of auditing software on definition file.

Action

It will take some time to download and apply the software, or download the security patches from public server.

Click the application button again after a period of time.

---

### **DTPServer: Warning: 7001: Synchronization with the database failed. (%1, detail=%2)**

#### Variable information

%1: System call name

%2: Detailed information related to error

#### Cause

Failed to read the value set through the main menu.

#### Action

Failed to synchronize with the database. Confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect
- Whether Symfoware has been started.

Confirm the above mentioned contents and perform the operations in the main menu. When displaying the same information, collect the log and contact the technical staff.

---

## **3.3 Message of CS**

The following messages will appear as Message Box in CS.

---

### **3.3.1 Messages Output in Master Data Construction Command**

---

#### **Number of Download(s):%d**

#### Variable information

%d: Amount of information being downloaded

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **Processing number of case(s): %d Error number of case(s): %d**

#### Variable information

%d1: Amount of information being processed

%d2: Amount of information failed to be uploaded

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **There is no download information.**



## Cause

The master data of master data types specified in the /m option cannot be registered.

## Action

The command execution is ended normally and no processing is required.

---

## **Incorrect syntax.**

### Cause

Syntax error.

### Action

Execute the command again after specifying correct command parameter syntax.

---

## **Specified file path is invalid.**

### Cause

Probable causes are the following:

- When uploading, the file specified in the /f option does not exist.
- The file name containing the path specified in the /f and /e options has exceeded 128 fullwidth or 256 halfwidth characters, or invalid characters are included in the path.
- .dtl is used in the file extension specified in the /e option, or the specified file without write authorities cannot be created.

### Action

Take any of the following actions.

- Specify the correct file name.
  - Execute the command again after confirming the Administrator authority for executive command.
- 

## **An instance of the command is already running. Multiple instances of the command cannot be started.**

### Cause

The master data construction command has been executed and cannot be started repeatedly.

### Action

Execute the command again after exiting the executed master data construction command.

---

## **File error occurred.**

### Cause

An exception occurred during file operation.

### Action

Execute as a user with administrator authority. Or confirm the disk capacity and available disk capacity, and then execute the command again.

---

## **Database cannot be accessed.**

### Cause

Failed to access to the database.

### Action

Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

---

---

### Data error exists.

#### Cause

The required data items of the file to be uploaded are not specified, or the format is incorrect.

#### Action

Refer to the error details file (the file with an extension name of .dtl specified in the /e option), modify the incorrect file format created when failure occurred and specified in the /e option, then treat the error file as a master data file, specify the /f option and execute the command again.

---

### Exceptions occurred or unable to obtain memory.

#### Cause

Memory is insufficient or an unexpected error occurred.

#### Action

Execute the command again after exiting any unnecessary programs.

---

## 3.3.2 Messages Output in Master Data CSV Export Command

---

### Output number of %s is %d

#### Variable information

%s: Output file name

%d: Output amount

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

### Incorrect Syntax.

#### Cause

Syntax error.

#### Action

Execute the command again after specifying correct command parameter syntax.

---

### Specified file path is invalid

#### Cause

The specified file does not exist. The file name containing the specified path has exceeded 128 fullwidth or 256 halfwidth characters, or invalid characters are included in the path. The specified file without write authorities cannot be created.

#### Action

Specify the correct file name and execute the command again after confirming the Administrator authority for executive command.

---

### An instance of the command is already running. Multiple instances of the command cannot be started.

#### Cause

The master data CSV export command has been executed and cannot be started repeatedly.

#### Action

Execute the command again after exiting the executed master data CSV export command.

---

#### File error occurred.

#### Cause

An exception occurred during file operation.

#### Action

Execute as Administrator. Or confirm the disk capacity and execute the command again after confirming the available disk capacity.

---

#### Data error exists.

#### Cause

An error exists in the data input in the file.

#### Action

Refer to the error details file (the entered file has the extension .dtl), and execute the command again after confirming and eliminating the error.

---

#### Exceptions occurred or unable to obtain memory.

#### Cause

Memory is insufficient or an unexpected error occurred.

#### Action

Execute the command again after exiting any unnecessary programs.

---

### 3.3.3 Messages Output in Inventory Information Export Command

---

#### Incorrect Syntax.

#### Cause

Syntax error.

#### Action

Execute the command again after specifying correct command parameter syntax.

---

#### Section code %s does not exist.

#### Variable information

%s: Section code

#### Cause

The specified section code does not exist in the section management information.

#### Action

Execute the command again after specifying correct section code.

---

#### Path specified in output file is invalid.

#### Cause

The file name specified in the /o option does not exist, and the file name containing the path has exceeded 128 fullwidth or 256 halfwidth characters, or invalid characters are contained in the path.

---

## Action

Execute the command again after specifying correct file name.

---

## Output file %s cannot be created.

### Variable information

%s: Output file name

### Cause

It is unable to create the file specified in the /o option.

### Action

Take any of the following actions.

- Execute as a user with administrator authority of the local operating system.
  - Execute the command again after confirming the disk capacity and available disk capacity.
- 

## Number of Download(s): %d

### Variable information

%d: PC amount output by inventory

### Cause

-

### Action

The command execution is ended normally and no processing is required.

---

## There is no download information.

### Cause

There is no output object PC in the specified section.

### Action

The command execution is ended normally and no processing is required.

---

## An instance of the command is already running. Multiple instances of the command cannot be started.

### Cause

The Inventory information output command has already been executed, and it cannot be started repeatedly.

### Action

Execute the command again after exiting the executed Inventory information output command.

---

## Database cannot be accessed.

### Cause

Failed to access to the database.

### Action

Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

---

## Failed to output the information.

### Cause

Failed to access to the database.

#### Action

Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

### 3.3.4 Messages Output in Inventory Output Command

---

#### Deletion of PC completed successfully.

##### Cause

-

##### Action

The command execution is ended normally and no processing is required.

---

#### Error in the command syntax. [Code]= %d

##### Variable information

%d: code

##### Cause

A syntax error is contained in the command displayed in the code.

- 1: An invalid option is entered.
- 2: The required item has not been entered.
- 3: A conflict option has been entered.
- 4: An error is contained in the combination of /m and /n options.

##### Action

Perform actions according to the code:

- 1: Specify correct options.
- 2: The required item has not been entered. Check the items.
- 3: Check the combination of the options.
- 4: Enter the /m and /n options at the same time.

---

#### Specified file does not exist.

##### Cause

The file specified in the /f option does not exist.

##### Action

Execute the command again after specifying correct deletion list file name.

---

#### Environmental error occurred.

##### Cause

The command cannot be executed in this environment.

##### Action

Execute the command again after confirming whether the environment has been constructed correctly, and excluding the causes of exception.

---

#### No authority for executing the command.

#### Cause

The user does not have administrator authority of the local operating system.

#### Action

Execute as a user with administrator authority of the local operating system.

---

#### **Failed to delete PC.**

#### Cause

Failed to delete the PC.

#### Action

Refer to the error log (Systemwalker Desktop Patrol installation directory\log\dtpldt.log), and execute the command again after excluding the causes of error.

---

#### **Database cannot be accessed.**

#### Cause

Failed to access to the database.

#### Action

Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

---

#### **Failed to output information.**

#### Cause

Failed to access to the database.

#### Action

Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

---

### **3.3.5 Messages Output in PC Registration Command**

---

#### **Processing number of case(s): %d1 Error number of case(s): %d2**

#### Variable information

%d1: Amount of information being processed

%d2: Amount of information failed to be uploaded

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **Incorrect Syntax.**

#### Cause

Syntax error.

#### Action

Execute the command again after specifying correct command parameter syntax.

---

#### **Specified file path is invalid.**

## Cause

Probable causes are the following:

- The file specified in the /f option does not exist.
- The file name containing the path specified in the /f and /e options has exceeded 128 fullwidth or 256 halfwidth characters, or invalid characters are included in the path.
- .dtl is used in the file extension specified in the /e option, or the specified file without write authorities cannot be created.

## Action

Take any of the following actions.

- Specify the correct file name.
- Execute the command again after confirming the Administrator authority for executive command.

---

## **An instance of the command is already running. Multiple instances of the command cannot be started.**

### Cause

The PC registration command has already been executed and cannot be started repeatedly.

### Action

Execute the command again after exiting the executed PC registration command.

---

## **File error occurred.**

### Cause

An exception occurred during file operation.

### Action

Execute as a user with administrator authority. Or confirm the disk capacity and available disk capacity, and then execute the command again.

---

## **Database cannot be accessed.**

### Cause

Failed to access to the database.

### Action

Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

---

## **Data error exists.**

### Cause

The required data items of the file to be uploaded are not specified, or the format is incorrect.

### Action

Refer to the error details file (the file with an extension of .dtl specified in the /e option), modify the incorrect file format created when failure occurred and specified in the /e option, then treat the error file as a PC list, specify the /f option and execute the command again.

---

## **Exceptions occurred or unable to obtain memory.**

### Cause

Memory is insufficient or an unexpected error occurred.

### Action

Execute the command again after exiting any unnecessary programs.

### 3.3.6 Messages Output in Batch Starting/Stopping Command

---

#### Exceptions occurred or unable to obtain memory.

##### Cause

There is insufficient memory or an unexpected error occurred.

##### Action

Stop unnecessary programs and then execute the command again.

---

#### Operation ended normally.

##### Cause

Processing ended normally.

##### Action

Processing ended normally, so no action needs to be taken.

---

#### An instance of the command is already running. Multiple instances of the command cannot be started.

##### Cause

The batch start/stop services command is already running so it cannot be started simultaneously.

##### Action

Wait until the batch start/stop services command currently running completes, and execute the command again.

---

#### Incorrect syntax.

##### Cause

The command was started with incorrect syntax.

##### Action

Specify the correct syntax for the command argument, and then execute the command again.

---

#### Processing has timed out.

##### Cause

Starting or stopping took too long, so the processing could not be executed correctly.

##### Action

Wait for a few moments, and then execute the command again.

---

### 3.3.7 Messages Output in DTP Batch Backup Command

---

#### Backed up successfully.

##### Cause

-

##### Action

Processing ended normally, so no action needs to be taken.

---

#### Failed to back up.

##### Cause

Possible causes are as follows:



- Files could not be accessed.
- Backup files could not be created.
- A service operation failed.
- Failed to back up the certificate.

#### Action

Take the following action, and then execute the command again.

- Ensure that the specified backup directory is not a network drive.
- Ensure that the specified backup directory has write permission.
- Ensure that the drive specified for the backup directory has sufficient available disk space.
- If an alias name is specified, ensure that it is the same one specified when the CA certificate or intermediate CA certificate was registered.

---

### **Specified path name is invalid.**

#### Cause

Possible causes are as follows:

- The specified path does not exist.
- The specified path contains spaces.

#### Action

Specify a valid path, and then execute the command again.

---

### **Specified path name is too long. Specify the path using up to 100 halfwidth characters.**

#### Cause

The specified path exceeds 50 fullwidth or 100 halfwidth characters.

#### Action

Specify a valid path, and then execute the command again.

---

## **3.3.8 Messages Output in DTP Batch Restore Command**

---

### **Restored successfully.**

#### Cause

-

#### Action

Processing ended normally, so no action needs to be taken.

---

### **Failed to restore.**

#### Cause

Possible causes are as follows:

- Files could not be accessed.
- The backup file is defective.
- A service operation failed.

- The current environment may be different to that at the time of backup.

#### Action

Take the following actions, and then execute the command again.

- Ensure that the correct backup files are in the backup file directory.
- Ensure that the drive specified for the backup directory has sufficient available disk space.
- Ensure that the current environment items are the same as at the time of backup (if different, specify the same values as those used in the environment at the time of backup).
  - Product version and patch application level
  - Product installation directory (installation drive, installation path, software distribution directory)
  - Systemwalker standard database directory
  - IP address
  - Host name

---

#### **Specified path name is invalid.**

##### Cause

Possible causes are as follows:

- The specified path does not exist.
- The specified path contains spaces.

##### Action

Specify a valid path, and then execute the command again.

---

#### **Specified path name is too long. Specify the path using up to 100 halfwidth characters.**

##### Cause

The specified path exceeds 50 fullwidth or 100 halfwidth characters.

##### Action

Specify a valid path, and then execute the command again.

---

#### **Certificate cannot be restored.**

##### Cause

The host name is different to that at the time of backup.

##### Action

Register the certificate according to the procedure during installation.

---

### **3.3.9 Messages Output in DTP Data Backup Command**

---

#### **Backup of database ended normally.**

##### Cause

-

##### Action

The command execution is ended normally and no processing is required.

---

### Specified path name is invalid.

#### Cause

The directory name containing the specified path does not exist.

#### Action

Execute the command again after specifying correct directory name.

---

### Specified path name is too long. Specify the path using up to 100 fullwidth characters or 200 halfwidth characters.

#### Cause

The directory name containing specified path has exceeded 100 fullwidth or 200 halfwidth characters.

#### Action

Execute the command again after specifying correct directory name.

---

### Backup of database failed.

#### Cause

Probable causes are the following:

- The database cannot be accessed.
- The backup files cannot be created.
- Execute through the remote desktop.
- The database is being updated.

#### Action

Take the following actions.

- Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Confirm that the specified saving directory for the backup files is not a network drive.
- Confirm that the write authority is set for the saving directory of specified backup files.
- Confirm the driver disk capacity of the saving directory of specified backup files, and execute the command again after confirming the available disk capacity.
- Execute in the local computer with CS installed.
- Execute the command with user who uses the operation environment maintenance guide to construct or expand the operating environment, or user that is added through the dtptlusr command.
- Wait for a few moments, or stop the ITBudgetMGR(INV) service and execute the command again.
- If an auto-sync task is running, wait until it completes (the task name is SWDTPAS\_AutoS.job), or adjust the timing of backup and auto-sync operations.

---

## 3.3.10 Messages Output in DTP List Restoration Command

---

### Restore of database ended normally.

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

### Specified path name is invalid.

#### Cause

The directory name containing the specified path does not exist.

#### Action

Execute the command again after specifying correct directory name.

---

### Specified path name is too long. Specify the path using up to 100 fullwidth characters or 200 halfwidth characters.

#### Cause

The directory name containing specified path has exceeded 100 fullwidth or 200 halfwidth characters.

#### Action

Execute the command again after specifying correct directory name.

---

### Restore of database failed.

#### Cause

Probable causes are the following:

- The database cannot be accessed.
- The fault existed in backup files.
- Execute through the remote desktop.

#### Action

Take the following actions.

- Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Confirm the backup files in the saving directory for backup files are correct.
- Execute in the local computer with CS installed.
- Execute the command with user who uses the operation environment maintenance guide to construct or expand the operating environment, or user that is added through the dtptclusr command.

## 3.3.11 Messages Output in Registration Command of Operation Management Target PC Information

---

### Processing number of case(s): %d Error number of case(s): %d

#### Variable information

%d1: Amount of information being processed

%d2: Number of information failed to be registered or updated

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

### Processing number of case(s): %d1

#### Variable information

%d1: Amount of information being processed

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **The information to be output does not exist.**

#### Cause

The information of operation management target PC is not registered.

#### Action

The command execution is ended normally and no processing is required.

---

#### **Incorrect syntax.**

#### Cause

Syntax error.

#### Action

Confirm the record format of command and execute the command again.

---

#### **Specified file path is invalid.**

#### Cause

An error exists in the specified file name.

#### Action

Execute again after confirming the following items.

- Whether the file specified in /f option when registering or updating exists.
  - Whether the file name containing the path specified in /f and /e options has exceeded 128 fullwidth or 256 halfwidth characters.
  - Whether invalid characters are included in the path specified in /f and /e options.
  - Whether the specified file is changed to read-only.
- 

#### **An instance of the command is already running. Multiple instances of the command cannot be started.**

#### Cause

The PC operation management command has been started.

#### Action

Execute the command again after exiting the executed command.

---

#### **Data error exists.**

#### Cause

An error exists in the data in the specified file.

#### Action

Refer to the error file (file specified in /e option), and execute again after modifying the data format in the file.

---

### **3.3.12 Messages Output in Active Directory Information Output Command**

---

#### **Error occurred during registry operation.**

#### Cause

Failed to get the path of DTP installation target.

#### Action

Reinstall or perform overwriting installation.

---

#### **'%s' option is insufficient.**

#### Variable information

%s1: Option string

#### Cause

The option displayed in variable information is not specified.

#### Action

Specify the option displayed in variable information and execute again.

---

#### **The parameter of '%s' is insufficient.**

#### Variable information

%s1: Option string

#### Cause

The parameter displayed in variable information is not specified.

#### Action

Specify the parameter of option displayed in variable information and execute again.

---

#### **Decryption of login password failed.**

#### Cause

Memory is insufficient or an unexpected error occurred.

#### Action

Execute the command again after exiting any unnecessary programs.

---

#### **Encryption of login password failed.**

#### Cause

Memory is insufficient or an unexpected error occurred.

#### Action

Execute the command again after exiting any unnecessary programs.

---

#### **Because the value of registry information is empty, processing cannot be continued.**

#### Cause

Failed to get the DTP installation directory path.

#### Action

Reinstall or perform overwriting installation.

---

#### **The path of setting file is too long.**

#### Cause

The path name of the installation target is too long.

#### Action

Modify the installation target and reinstall.

---

#### **Failed to write to setting file.**

#### Cause

Failed to write the setting file.

#### Action

Execute the operation as Administrator, or execute again after confirming and ensuring the disk capacity.

---

#### **Failed to lock setting file.**

#### Cause

Failed to lock the setting file because of an unexpected error.

#### Action

Execute the command again after exiting any unnecessary programs.

---

#### **The setting file has been locked by others.**

#### Cause

Active Directory information output command or Active Directory linkage environment setup command is operating.

#### Action

Execute the command again after confirming that both Active Directory information output command and Active Directory linkage environment setup command are not executed.

---

#### **Failed to unlock setting file.**

#### Cause

Failed to unlock the setting file because of an unexpected error.

#### Action

Execute the command again after exiting any unnecessary programs.

---

#### **'%s' option is specified repeatedly.**

#### Variable information

%s1: Option string

#### Cause

The option displayed in variable information is specified repeatedly.

#### Action

Execute again after eliminating the repeat specification for the option displayed in variable information.

---

#### **Abnormally ended.**

#### Cause

-

#### Action

Execute again after excluding the causes of error according to the information currently output.

---

---

**Syntax of command is incorrect.****Cause**

A syntax error occurred in the command.

**Action**

Execute the command again after specifying correct command parameters.

---

**Database cannot be accessed.****Cause**

The database cannot be accessed.

**Action**

Execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

---

**File error occurred.****Cause**

An exception occurred during file operation.

**Action**

Execute the operation as Administrator, or execute again after confirming and ensuring the disk capacity.

---

**An instance of the command is already running. Multiple instances of the command cannot be started.****Cause**

The Active Director information output command has already been executed, and it cannot be started repeatedly.

**Action**

Confirm that ActiveDirectory information output command has not been executed and then execute the command again.

---

**Specified path name is invalid.****Cause**

Probable causes are the following:

- The specified directory does not exist.
- The specified path is too long.
- Invalid characters are contained in the path.
- No authority for writing.

**Action**

Specify the correct directory name and execute the command again after confirming that the user who executes the command has Administrator authority.

---

**Failed to connect to Active Directory.****Cause**

Failed to link with Active Directory.

**Action**

Confirm whether there are problem existing in the information that is set by Active Directory linkage environment setup command, and execute the command again after setting the correct information. Or execute the command again after confirming that it can connect to Active Directory.



---

### **Error occurred when accessing Active Directory.**

#### **Cause**

An error occurred when accessing to Active Directory.

#### **Action**

Execute the command again after confirming that it can access to Active Directory.

---

### **Failed to acquire OU information.**

#### **Cause**

Probable causes are the following:

- Active Directory cannot be accessed.
- The specified OU does not exist in Active Directory.

#### **Action**

Execute again after confirming the following items.

- Whether a problem exists in the information that is set by Active Directory linkage environment setup command.
  - Whether it can connect to Active Directory.
  - Whether an error exists in the specified OU name.
  - Whether the specified OU exists in Active Directory.
- 

### **Information extraction from Active Directory is successful.**

#### **Cause**

Extraction of Active Directory information is completed.

#### **Action**

The command execution is ended normally and no processing is required.

---

### **Set to not using Active Directory linkage function.**

#### **Cause**

Active Directory linkage function is set to be unused.

#### **Action**

Confirm whether there are problems existing in the information that is set by Active Directory linkage environment setup command, and execute the command again after setting the correct information.

---

## **3.3.13 Messages Output in Active Directory Linkage Environment Setup Command**

---

### **Error occurred during registry operation.**

#### **Cause**

Failed to get the path of DTP installation target.

#### **Action**

Reinstall or perform overwriting installation.

---

### **'%s' option is insufficient.**

## Variable information

%s1: Option string

### Cause

The option displayed in variable information is not specified.

### Action

Specify the option displayed in variable information and execute again.

---

## **The parameter of '%s' is insufficient.**

## Variable information

%s1: Option string

### Cause

The parameter displayed in variable information is not specified.

### Action

Specify the parameter of option displayed in variable information and execute again.

---

## **Length of domain name is too short.**

### Cause

The length of domain name is too short.

### Action

Execute the command again after specifying correct domain name.

---

## **Length of domain name is too long.**

### Cause

The length of domain name is too long.

### Action

Execute the command again after specifying correct domain name.

---

## **Invalid character is contained in domain name.**

### Cause

Invalid characters are contained in domain name.

### Action

Execute the command again after specifying correct domain name.

---

## **Length of server name is too short.**

### Cause

The length of server name is too short.

### Action

Execute the command again after specifying correct server name.

---

## **Length of server name is too long.**

### Cause

The length of server name is too long.

Action

Execute the command again after specifying correct server name.

---

**Invalid character is contained in server name.**

Cause

Invalid characters are contained in server name.

Action

Execute the command again after specifying correct server name.

---

**Length of login ID is too short.**

Cause

The length of logon ID is too short.

Action

Execute the command again after specifying correct logon ID.

---

**Length of login ID is too long.**

Cause

The length of logon ID is too long.

Action

Execute the command again after specifying correct logon ID.

---

**Invalid character is contained in login ID.**

Cause

Invalid characters are contained in logon ID.

Action

Execute the command again after specifying correct logon ID.

---

**Length of login password is too short.**

Cause

The length of logon password is too short.

Action

Execute the command again after specifying correct logon password.

---

**Length of login password is too long.**

Cause

The length of logon password is too long.

Action

Execute the command again after specifying correct logon password.

---

**Invalid character is contained in login password.**

Cause

Invalid characters are contained in logon password.

#### Action

Execute the command again after specifying correct logon password.

---

#### **Decryption of login password failed.**

#### Cause

Memory is insufficient or an unexpected error occurred.

#### Action

Execute the command again after exiting any unnecessary programs.

---

#### **Encryption of login password failed.**

#### Cause

Memory is insufficient or an unexpected error occurred.

#### Action

Execute the command again after exiting any unnecessary programs.

---

#### **Because the value of registry information is empty, processing cannot be continued.**

#### Cause

Failed to get the DTP installation directory path.

#### Action

Reinstall it or perform overwriting installation.

---

#### **The path of setting file is too long.**

#### Cause

The path name of DTP installation target is too long.

#### Action

Modify the installation target and reinstall.

---

#### **Failed to write to setting file.**

#### Cause

Failed to write the setting file.

#### Action

Execute the operation as Administrator, or execute again after confirming and ensuring the disk capacity.

---

#### **Failed to lock setting file.**

#### Cause

Failed to lock the setting file because of an unexpected error.

#### Action

Execute the command again after exiting any unnecessary programs.

---

#### **The setting file has been locked by others.**

#### Cause

Active Directory information output command or Active Directory linkage environment setup command is operating.

## Action

Execute the command again after confirming that both Active Directory information output command and Active Directory linkage environment setup command are not executed.

---

### **Failed to unlock setting file.**

#### Cause

Failed to unlock the setting file because of an unexpected error.

#### Action

Execute the command again after exiting any unnecessary programs.

---

### **'%s' option is specified repeatedly.**

#### Variable information

%s1: option string

#### Cause

The option displayed in variable information is specified repeatedly.

#### Action

Execute again after eliminating the repeat specification for the option displayed in variable information.

---

### **Abnormally ended.**

#### Cause

-

#### Action

Execute again after excluding the causes of error according to the information currently output.

---

### **Unnecessary parameter has been specified in '%s' option.**

#### Variable information

%s1: option string

#### Cause

The required parameter is specified in the option displayed in variable information.

#### Action

Eliminate the parameter of option displayed in variable information and execute again.

---

### **Please specify '/y' and '/n' arbitrarily.**

#### Cause

'/y' or '/n' is not specified in the option.

#### Action

Specify the parameter '/y' or '/n'.

---

### **The specified options are too many.**

#### Cause

Too many options are specified.

#### Action

Correctly specify the option and execute again.

---

#### **Operation ended normally.**

#### Cause

The processing is ended normally.

#### Action

The command execution is ended normally and no processing is required.

---

### **3.3.14 Messages Output in Server Environment Setup Command**

---

#### **Command execution succeeded.**

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **Exception has occurred in the environment, the processing is cancelled.**

#### Cause

The processing is not executed in CS. Or there is a problem existing in the operating environment.

#### Action

Execute the processing in CS.

---

#### **Failed to get memory, the processing is cancelled.**

#### Cause

A memory shortage may have occurred.

#### Action

Exit other applications and execute the command again.

---

#### **The specified parameter is incorrect.**

#### Cause

The parameters are incorrect when starting the command.

#### Action

Execute the command again after specifying correct parameters.

---

#### **CS is restarting, processing cannot be done. Please execute again later.**

#### Cause

CS is restarting.

#### Action

Execute again later.

---

#### **Software dictionary is being updated, processing cannot be done. Please execute again later.**

---

#### Cause

The software dictionary is updating. The software application command (AtoolETPGT.exe) is being executed.

#### Action

Execute again after completing the software application command (AtoolETPGT.exe) or waiting for a period of time.

---

**Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.**

#### Cause

Failed to connect to CS.

#### Action

Execute again after starting the "ITBudgetMGR (INV)", or confirming that there is no problem existing in the network environment.

---

**Internal error occurred in the CS server. Please execute again later.**

#### Cause

An error that prevents the operation from continuing in CS occurred.

#### Action

Contact the service desk.

---

**The length of the folder must not exceed 128 characters.**

#### Cause

The specified folder for saving CT operation status logs has exceeded 128 characters.

#### Action

Specify the folder of saving target of CT operation status logs within 128 characters.

### 3.3.15 Messages Output in User Asset Software Dictionary Creation Command

---

**Command execution succeeded.**

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

**Exception has occurred in the environment, the processing is cancelled.**

#### Cause

The processing is not executed in CS. Or there is a problem existing in the operating environment.

#### Action

Execute the processing in CS.

---

**Failed to get memory, the processing is cancelled.**

#### Cause

A memory shortage may have occurred.

#### Action

Exit other applications and execute the command again.

---

#### **The specified parameter is incorrect.**

#### Cause

The parameters are incorrect when starting the command.

#### Action

Execute the command again after specifying correct parameters.

---

#### **CS is restarting, processing cannot be done. Please execute again later.**

#### Cause

CS is restarting.

#### Action

Execute again later.

---

#### **Software dictionary is being updated, processing cannot be done. Please execute again later.**

#### Cause

The software dictionary is updating. The software application command (AtoolETPGT.exe) is being executed.

#### Action

Execute again after completing the software application command (AtoolETPGT.exe) or waiting for a period of time.

---

#### **Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.**

#### Cause

Failed to connect to CS.

#### Action

Execute again after starting the "ITBudgetMGR (INV)", or confirming that there is no problem existing in the network environment.

---

#### **Internal error occurred in the CS server. Please execute again later.**

#### Cause

An error that prevents the operation from continuing in CS occurred.

#### Action

Contact the service desk.

---

#### **Failed to connect to the SymfoWARE Server. Please confirm whether the SymfoWARE RDB SWDTP has been started, then execute again later.**

#### Cause

Failed to connect to the database of "SymfoWARE Server".

#### Action

Execute again after confirming that the "ITBudgetMGR (INV)" service has been started.

---

#### **The number of characters which can be specified as the group name is exceeded.**



#### Cause

The string specified for the software dictionary group name exceeds 30 fullwidth or 60 halfwidth characters.

#### Action

Specify the software dictionary group name using up to 30 fullwidth or 60 halfwidth characters.

---

**Failed to access the SAMAC software dictionary file. Please confirm whether there are any problems in the path and access permission of file, then execute again later.**

#### Cause

Failed to read the SAMAC software dictionary.

#### Action

Check the file path and access privileges for the SAMAC software dictionary, and then execute the command again.

---

**The form of the specified file is invalid. Please specified the SAMAC software dictionary, then execute again later.**

#### Cause

The format of the specified file is invalid.

#### Action

Specify the SAMAC software dictionary, and then execute the command again.

---

**Failed to import SAMAC software dictionary data. Please expand the memory size of the delivery server function.**

#### Cause

The memory size of the distribution server feature of CS has not been expanded.

#### Action

Use the following procedure to expand the memory size of the distribution server feature of CS:

1. Stop the CS "ITBudgetMGR (INV)" service.
2. Edit and save the following file:

```
cs\installdir\FJSVsbtrs\etc\jreoption.inf
```

Example: C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\etc\jreoption.inf

- Before change
  - Xmx640m -Xms640m
- After change
  - Xmx1024m -Xms1024m

3. Start the CS "ITBudgetMGR (INV)" service.

### 3.3.16 Messages Output in Export Structure Information Command

---

**Processing number of case(s): %d1 Error number of case(s): %d2**

#### Variable information

%d1: Total number of processed information items

%d2: Number of information items that failed to upload

## Cause

-

## Action

Processing ended normally, so no action needs to be taken.

---

### **Incorrect syntax.**

## Cause

Incorrect syntax.

## Action

Ensure that the specified syntax for the command argument is correct, and then execute the command again.

---

### **Output data does not exist.**

## Cause

There is no information to output.

## Action

Processing ended normally, so no action needs to be taken.

---

### **Error occurs in input file or output file.**

## Cause

The specified path does not exist. Or, the path contains invalid characters, or the user does not have write privileges, so the specified file cannot be created.

## Action

Ensure that the specified file name is correct and that the user that will execute the command has write privileges for the specified file path, and then execute the command again.

---

### **An instance of the command is already running. Multiple instances of the command cannot be started.**

## Cause

The export structure information command is already running, so a new instance cannot be started.

## Action

Wait until the export structure information command currently running completes, and then execute the command again.

---

### **Database cannot be accessed.**

## Cause

Cannot access the database.

## Action

Check if there are any abnormalities in the database, then remove the cause of the error and execute the command again.

---

### **Exceptions occurred or unable to obtain memory.**

## Cause

There is insufficient memory or an unexpected error occurred.

## Action

Stop unnecessary programs, and then execute the command again.

---

**Ended because exception(s) occurred. Ret=[%d]**

Variable information

%d: Exception code

Cause

An unexpected error has occurred.

Action

Stop unnecessary programs, and then execute the command again.

---

### 3.3.17 Messages Output in Mobile Environment Setup Command

---

**Command execution succeeded.**

Cause

-

Action

The command execution is ended normally and no processing is required.

---

**Exception has occurred in the environment, the processing is cancelled.**

Cause

The processing is not executed in CS.

Action

Execute the processing in CS.

---

**Failed to get memory, the processing is cancelled.**

Cause

A memory shortage may have occurred.

Action

Exit other applications and execute the command again.

---

**The specified parameter is incorrect.**

Cause

The parameters are incorrect when starting the command.

Action

Execute the command again after specifying correct parameters.

---

**One of specified host name is not found.**

Cause

The DS or CS host name specified in host parameter is not found.

Action

Execute again after modifying the DS or CS host name specified in host parameter,

---

**CS is restarting, processing cannot be done. Please execute again later.**

#### Cause

CS is restarting.

#### Action

Execute again later.

---

**Software dictionary is being updated, processing cannot be done. Please execute again later.**

#### Cause

The software application command (AtoolETPGT.exe) is being executed.

#### Action

Execute again after exiting the software application command (AtoolETPGT.exe).

---

**Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.**

#### Cause

Failed to connect to CS.

#### Action

Execute again after starting the "ITBudgetMGR (INV)", or confirming that there is no problem existing in the network environment.

---

**Internal error occurred in the CS server. Please execute again later.**

#### Cause

An error that prevents the operation from continuing in CS occurred.

#### Action

Contact the service desk.

---

### 3.3.18 Message Output in Detailed Information Getting Command of Execution File

---

**The detailed information getting command of execution file has been ended normally.  
Amount of file that is read: %d**

#### Variable information

%d: amount of files that can be got

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

**Syntax error.**

#### Cause

Syntax error.

#### Action

Confirm the record format of command and execute the command again.

---

**The file in specified path cannot be accessed.  
Please confirm whether the files specified in object folder and object file can be accessed.**

**Cause**

An error exists in the specified password.

**Action**

Execute again after confirming the following items.

- Confirm whether the files specified in object folder and object file can be accessed.

---

**The object file does not exist.  
Please confirm that files have existed in the object folder.**

**Cause**

The specified folder in object folder does not contain files.

**Action**

Confirm that files have existed in the object folder.

---

**Memory is insufficient or an unexpected error occurred.  
Error code: %d**

**Variable information**

%d: error code

**Cause**

An error occurred as the available space of memory is insufficient.

**Action**

Execute again after exiting from the executing applications.

---

**The detailed information file of execution file cannot be output.  
Please confirm whether the file name is correct and the file has the authority for writing to the specified file.**

**Cause**

The path contains invalid characters or the specified file that cannot be created as it does not have write authority.

**Action**

Confirm whether the file name is correct and the file has the authority for writing to the specified file.

---

**The path exceeded the limit of 256 characters.**

**Cause**

The length of the specified path name exceeds 256 characters.

**Action**

Specify the path name using up to 256 characters, and then execute the command again.

---

### **3.3.19 Messages Output in Deletion Command of Registered DS**

---

**Command execution succeeded.**

**Cause**

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **The specified host name does not exist.**

#### Cause

The specified host name is not registered in CS.

#### Action

Execute again after confirming the specified host name.

---

#### **The specified host name overlaps.**

#### Cause

The specified host name is registered repeatedly.

#### Action

Contact the service desk.

---

#### **The specified DN does not exist.**

#### Cause

The specified DN is not registered in CS. Or the beginning of specified DN does not exist.

#### Action

Execute again after confirming the specified host name.

---

#### **Exception has occurred in the environment, the processing is cancelled.**

#### Cause

The processing is not executed in CS. Or there is a problem existing in the operating environment.

#### Action

Execute the processing in CS.

---

#### **Failed to get memory, the processing is cancelled.**

#### Cause

A memory shortage may have occurred.

#### Action

Exit other applications and execute the command again.

---

#### **The specified parameter is incorrect.**

#### Cause

The parameters are incorrect when starting the command.

#### Action

Execute the command again after specifying correct parameters.

---

#### **CS is restarting, processing cannot be done. Please execute again later.**

#### Cause

CS is restarting.

#### Action

Execute again later.

---

#### **Software dictionary is being updated, processing cannot be done. Please execute again later.**

#### Cause

The software dictionary is updating. The software application command (AtoolETPGT.exe) is being executed.

#### Action

Execute again after exiting the software application command (AtoolETPGT.exe).

Or execute again later.

---

#### **Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.**

#### Cause

Failed to connect to CS.

#### Action

Execute again after starting the "ITBudgetMGR (INV)", or confirming that there is no problem existing in the network environment.

---

#### **Internal error occurred in the CS server. Please execute again later.**

#### Cause

An error that prevents the operation from continuing in CS occurred.

#### Action

Contact the service desk.

---

#### **DS is moving.**

#### Cause

DS is moving.

#### Action

Execute again after moving DS is completed.

---

### **3.3.20 Messages Output in Modification Command of Custom Settings Policy**

---

#### **Command execution succeeded.**

#### Cause

-

#### Action

The command execution is ended normally and no processing is required.

---

#### **Exception has occurred in the environment, the processing is cancelled.**

#### Cause

The processing is not executed in CS.

#### Action

Execute the processing in CS.

---

---

**Failed to get memory, the processing is cancelled.**

**Cause**

A memory shortage may have occurred.

**Action**

Exit other applications and execute the command again.

---

**The specified parameter is incorrect.**

**Cause**

The parameters are incorrect when starting the command.

**Action**

Execute the command again after specifying correct parameters.

---

**Host name is not found.**

**Cause**

The CS or DS host name is not found.

**Action**

Execute again after modifying the CS or DS host name.

---

**CS is restarting, processing cannot be done. Please execute again later.**

**Cause**

CS is restarting.

**Action**

Execute again later.

---

**Software dictionary is being updated, processing cannot be done. Please execute again later.**

**Cause**

The software dictionary application command (AtoolETPGT.exe) is being executed.

**Action**

Execute again after exiting the software dictionary application command (AtoolETPGT.exe).

---

**Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.**

**Cause**

Failed to connect to CS.

**Action**

Execute again after starting the "ITBudgetMGR (INV)", or confirming that there is no problem existing in the network environment.

---

**The software storage extend directory path has already been set.**

**Cause**

The software storage extend directory path name has already been set.

**Action**

The set software storage extend directory path name cannot be modified.



---

**Internal error occurred in the CS server. Please execute again later.****Cause**

An error that prevents the operation from continuing in CS occurred.

**Action**

Contact the service desk.

---

**Characters that are not allowed have been specified in the password.****Cause**

The password contains invalid characters.

**Action**

Specify the password using alphanumeric characters and the following symbols:

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

---

**Number of characters that can be specified as password is incorrect.****Cause**

The number of characters for the password is invalid.

**Action**

Specify a password using from 4 to 12 characters.

---

**Password specified is not in accordance with rules.****Cause**

The first password that was set does not match the second password.

**Action**

Set the same password.

---

### **3.3.21 Messages Output in Modifying User of Standard Database Command**

---

**Syntax of command is incorrect.****Cause**

The syntax of the command is incorrect.

**Action**

Specify the correct command argument, and then execute the command again.

---

**The specified user has been authorized.****Cause**

The specified user ID has already been added as a user of the standard database.

**Action**

Ensure that the specified user ID is correct, and then execute the command again.

---

**The specified user has been deprived of authority.****Cause**

Possible causes are as follows:

- The specified user ID has already been deleted from the standard database
- The specified user ID has already been added as a user of the standard database

#### Action

Ensure that the specified user ID is correct, and then execute the command again.

---

### The specified user does not exist in OS.

#### Cause

The specified user ID does not exist on the operating system, so it could not be added as a user of the standard database.

#### Action

Ensure that the specified user ID has Administrators group privileges on the local computer, and then execute the command again.

---

### No authority for executing the command.

#### Cause

The user does not have privileges to execute the modifying user of standard database command.

#### Action

Ensure that the user has the necessary privileges for executing the modifying user of standard database command, and then execute the command again.

---

### An instance of the command is already running. Multiple instances of the command cannot be started.

#### Cause

The modifying user of standard database command is already running and cannot be started simultaneously.

#### Action

Wait until the modifying user of standard database command currently running completes, and execute the command again.

---

### Exception occurred in the system. Please contact the system administrator. ([code:%s])

#### Variable information

%s: Error code

#### Cause

An error occurred.

#### Action

Take action according to the error code, and then execute the command again.

10: Ensure that the specified user ID is correct, and that the standard database has not stopped.

99: Ensure that the user has privileges for executing the modifying user of standard database command.

---

## 3.3.22 Messages Output in Building Smart Device Management Information Command

---

### Number of Download(s): %d

#### Variable information

%d: Number of downloaded information items

#### Cause

-

## Action

Processing ended normally, so no action needs to be taken.

---

## Processing number of case(s): %d1 Error number of case(s): %d2

### Variable information

%d1: Total number of processed information items

%d2: Number of information items that failed to upload

### Cause

-

## Action

Processing ended normally, so no action needs to be taken.

---

## There is no download information.

### Cause

The smart device management information has not been registered.

### Action

Processing ended normally, so no action needs to be taken.

---

## Incorrect syntax.

### Cause

Incorrect syntax.

### Action

Ensure that the specified syntax for the command argument is correct, and then execute the command again.

---

## Specified file path is invalid.

### Cause

Possible causes are as follows:

- The file specified in the /f option during upload does not exist.
- The file name and path specified in the /f and /e options exceed 128 fullwidth or 256 halfwidth characters, or the path contains invalid characters.
- ".dtl" is used as the extension of the file name specified in the /e option, or the user does not have write privileges, so the specified file cannot be created.

### Action

Take one of the following actions:

- Specify the correct file name.
  - Ensure that the user that will execute the command has Administrator privileges, and then execute the command again.
- 

## An instance of the command is already running. Multiple instances of the command cannot be started.

### Cause

The building smart device management information command is already running, and cannot be started.

### Action

Wait until the building smart device management information command currently running completes, and execute the command again.

---

### **File error occurred.**

#### **Cause**

An error occurred during a file operation.

#### **Action**

Ensure that the user has Administrator privileges and that there is sufficient available disk space, and then execute the command again.

---

### **Database cannot be accessed.**

#### **Cause**

Cannot access the database.

#### **Action**

Check if there are any abnormalities in the database, then remove the cause of the error and execute the command again.

---

### **Data error exists.**

#### **Cause**

The file to be uploaded includes data that cannot be processed.

#### **Action**

Take action according to the following procedure:

1. Refer to the error details file (file with extension .dtl specified in the /e option).
  2. Correct the format of the error file specified in the /e option that is created when execution of the command fails.
  3. Specify the /f option, using the error file that you modified in step 2 as the smart device management information file, and then execute the command again.
- 

### **Exceptions occurred or unable to obtain memory.**

#### **Cause**

There is insufficient memory or an unexpected error occurred.

#### **Action**

Stop unnecessary programs and then execute the command again.

---

## **3.3.23 Messages Output in the Building/Deleting iOS Management Database Environment Command**

---

### **Create DataBase "mdm\_server\_production" Success**

#### **Cause**

iOS management database was created successfully.

#### **Action**

Processing ended normally, so no action needs to be taken.

---

### **Create DataBase "mdm\_server\_production" Failed**

#### **Cause**

Failed to create the iOS management database.

#### **Action**

Contact Fujitsu technical support.

---

---

### Delete DataBase "mdm\_server\_production" Success

#### Cause

The iOS management database was deleted successfully.

#### Action

Processing ended normally, so no action needs to be taken.

---

### Delete DataBase "mdm\_server\_production" Failed

#### Cause

Failed to delete the iOS management database.

#### Action

Contact Fujitsu technical support.

---

### The Database made for %s is used. Create DataBase "mdm\_server\_production" Success

#### Variable information

%s: Absolute path of the folder where the iOS management database was created

#### Cause

Systemwalker Desktop Keeper is building an iOS management database.

The iOS management database uses both Systemwalker Desktop Patrol and Systemwalker Desktop Keeper.

#### Action

Processing ended normally, so no action needs to be taken.

---

### Administrator authority is required to execute this program.

#### Cause

This message will be displayed if the current Windows user does not have Administrator privileges.

#### Action

Log on to Windows as a user with Administrator privileges, and then execute the program.

---

### The iOS Management Database has been constructed.

#### Cause

An iOS management database has been built.

#### Action

Execute the command in an environment where the iOS management database has not been built.

---

### iOS Management Database has not been built.

#### Cause

The iOS management database has not been built.

#### Action

Execute the command in an environment where the iOS management database has been built.

---

### Incorrect parameters specified.

#### Cause

The specified parameter is invalid.

#### Action

Specify the correct parameter.

---

### **The number of characters for which the folder name can be specified is exceeded.**

#### Cause

More than 96 halfwidth characters were specified for the path name of the folder where the iOS management database is to be created.

#### Action

Specify the folder where the iOS management database is to be created using up to 96 halfwidth characters.

---

### **The specified folder has already existed.**

#### Cause

The specified folder already exists.

#### Action

Ensure that the correct folder is specified, and then execute the command again.

---

### **The folder name is specified incorrectly.**

#### Cause

The path is not a folder.

#### Action

Set the correct path.

---

### **The characters that cannot be used as a folder name is used.**

#### Cause

A prohibited character was specified.

#### Action

Specify only characters that can be used for a folder name.

---

## **3.3.24 Messages Output in CS/DS Operating Status Check Command**

---

### **Command execution succeeded.**

#### Cause

-

#### Action

Processing ended normally, so no action needs to be taken.

---

### **The specified parameter is incorrect.**

#### Cause

The parameter specified when starting the command is invalid.

#### Action

Specify the correct parameter, and then execute the command again.

---

**Exception has occurred in the environment, the process is cancelled.****Cause**

The command has not been executed in CS or DS. Or, there is an issue with the operating environment.

**Action**

Execute the command in CS or DS.

---

**Failed to obtain memory, the process is cancelled.****Cause**

There may be insufficient memory.

**Action**

Exit all other applications, and then execute the command again.

---

**Failed to read definition file, the process is cancelled.****Cause**

Failed to reference the definition file used by the server feature.

**Action**

Wait for a few moments, and then execute the command again. If the same error persists, contact the service desk.

---

**Failed to write to the specified file, the process is cancelled.****Cause**

Failed to write to or create the specified file.

**Action**

Specify a file to be output in a folder for which the user has write privileges, using the absolute path, and execute the command again.

---

**Updating software or policy, the process is cancelled.****Cause**

A software or policy update is in progress, so the command will be canceled.

**Action**

Wait for a few moments, and then execute the command again.

---

**Internal error occurred.****Cause**

An error that prevents processing from continuing has occurred.

**Action**

Contact the service desk.

---

## 3.4 CT Messages

---

The following messages will appear in CT.

### 3.4.1 Message Output in Environment Setup

---

The following messages will appear as Message Box in CT.

---

**The environment setup information is being got from server, and the environment setup cannot be started.**

**Please execute again after responding to the messages.**

**Cause**

The new environment setup information is being got from server, and the environment setup cannot be started.

**Action**

Restart the environment setup after responding to the messages.

---

**Cannot change the settings, because the system has downloaded new configuration information. Close the Environment Setup dialog box, and try again.**

**Cause**

The new environment setup information is got when starting the environment setup.

**Action**

Click the **Cancel** button in the environment setup window and restart the environment setup.

---

**Because software download or Inventory collection is being started, information cannot be modified. Please run again after closing the window that is being started.**

**Cause**

Preparing to modify the connected server when starting the software download or collecting Inventory.

**Action**

Close the software download window when starting the software download, and click the **OK** button again after a period of time.

---

**The environment setup information is being downloaded from server, and the information cannot be modified.**

**Please execute again after responding to the messages.**

**Cause**

The new environment setup information is being downloaded.

**Action**

Click the [OK] button again after responding to the messages.

---

**The environment setup has been started.**

**Cause**

The environment setup is started repeatedly.

**Action**

Display the started environment setup window.

---

**The connected server is not entered. Please enter the connection server.**

**Cause**

The connected server is not entered.

**Action**

Enter the IP address or host name of connected server.

---



---

**A target server name must not contain any of the following characters:**

- White spaces

- Special symbols and symbols '+ \ / : ; , \* " < > | ?'

**Cause**

The characters not allowed in connected server are entered.

**Action**

Enter again after confirming the connected server.

---

**Environment setup has already been started.**

**Cause**

The environment setup is started repeatedly.

**Action**

Use the started environment setup.

---

**Another user is using environment setup, please start it again later.**

**Cause**

Other user is using the environment setup window.

**Action**

Completing the use of other user after responding to the messages and then restart the environment setup.

---

### 3.4.1.1 Messages on Status Window

#### Messages Output in "Policy Reception Status" Window

---

**The policy reception is operating normally.**

**Cause**

-

**Action**

The command execution is ended normally and no processing is required.

---

**Failed to receive policies. Error code=%d**

**Variable information**

%d: error code

**Cause**

An exception occurred when receiving policies, thus the policies cannot be received.

**Action**

If the same message re-appears after the PC environment was checked and the system was restarted, contact the system administrator.

---

**A network error occurred when receiving policies.**

**Error code=%d**

**Variable information**

%d: error code (error code of winsock)

## Cause

A network error occurred when receiving policies, thus the policies cannot be received.

## Action

If the same message re-appears after the network environment of PC and server was checked and the system was restarted, contact the system administrator.

Error code (information)

11004: the environment of server name specified in the connected server cannot be parsed in the DNS server. Check the following items:

- Whether the server is already registered in the DNS.
- Whether the DNS server is set in the PC network environment.

---

## A network error occurred when receiving policies. Error code=-150

## Cause

An error occurred in synchronous connection number when receiving policies, thus the policies cannot be received.

## Action

The policies will be received when confirming the new policies that are coming next time.

When the same information appears, confirm the synchronous connection number through the main menu window and modify it as a greater value.

## Messages Output in "Inventory Collection Status" Window

---

### The inventory collection is operating normally.

## Cause

-

## Action

The command execution is ended normally and no processing is required.

---

### Abnormally ended due to %s.

## Variable information

%s: the following string can be set:

"Inventory collection"

"Hardware information collection"

"Software - file search information collection"

"Software - registry information collection"

"Software - registry search information collection"

"Registry value information collection"

"File information collection"

"User information collection"

"Software dictionary version information collection"

"Software operation policy information collection"

"Software operation information collection"

"Security auditing information collection"

"Systemwalker Desktop series information collection"

### Cause

An error may have occurred during inventory collection.

- As the security connection target server or version will collect information immediately after upgrade, the operating environment for connecting to target server may not be prepared.
- An error may have occurred as the available disk space is insufficient.

### Action

- Once the distribution cycle of the connection destination server has completed, select **Start > All Programs > Systemwalker Desktop Patrol CT > Inventory Collection**, or **Apps > Systemwalker Desktop Patrol CT > Inventory Collection**, to perform inventory collection again. If errors still occur under this condition, contact the server administrator.
- Restart. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Inventory Collection**, or **Apps > Systemwalker Desktop Patrol CT > Inventory Collection**, to perform inventory collection again. If error still occurs under this condition, contact the server administrator.
- Confirm that there is no problem existing in the PC environment. If errors still occur under this condition, contact the server administrator.

---

**Inventory Collection has been interrupted because:**  
**- The system or the service has been terminated, or**  
**- Inventory Collections has been started while it is still running.**

### Cause

The processing is interrupted during Inventory collection.

### Action

Restart. Perform the Inventory collection again.

If errors still occur under this condition, contact the server administrator.

---

### Network Environment Error.

### Cause

Problems may exist in the settings of network environment or connection target server.

The network environment or connection destination server settings may have the following issues:

- The host name specified for the connection destination server is invalid
- The password specified for the registration password is invalid

### Action

- Ensure that the connection destination server settings are correct.
  - Does the environment allow name resolution for the host name of the connection destination server?
  - Is communication possible?
  - Network environment
- If the registration password input field is displayed in the **Server** tab, correctly specify the registration password obtained from the server administrator.

If the error persists, contact the server administrator.

### Messages Output in "Patch Installation Status" Window

---

**%1 %2 %3**

## Variable information

%1: set the time for performing the patch installation

%2: set the results of patch installation

Succeed (detailed code) or

Failed (error code)

%3: set the name of a patch

## Cause

Detailed code

0: succeed (no need to restart)

3010: succeed (must restart)

- Error code: -1

1. Failed to download patches automatically. A problem may exist in the settings of network environment or connection target server.
2. Failed to decompress a patch (zip file). You probably have no access authority to the decompression target folder.
3. Failed to install a patch (failed to execute the installer). The downloaded patch may have been damaged.
4. Failed to update/save the information of patch download.

- Error code: -3

1. The available disk space is not enough for patch installation.

- Error code: 1603

1. In the case of patch installation when logging on, the installer is executed with authority of general user.
2. The available disk space is not enough for patch installation.

## Action

- Error code: -1

1. Confirm whether the settings of connection target server are correct. In addition, confirm whether the environment can be parsed for the host name of connection target server, whether the communication is allowed, and check the network environment. If errors still occur under this condition, contact the server administrator.
2. Confirm the authority for accessing to the patch decompression folder of CT.  
<Decompression Target Folder> TEMP of Windows system environment variables Example) C:\Documents and Settings \Administrator\Local Settings\Temp If the access authority has no problem, install the patch again.
3. Delete the registered patch through the main menu window, and download the patch again from public server of Microsoft and apply it again.
4. An exception may occur in the environment. Install the patch again. If errors still occur under this condition, contact the server administrator.

- Error code: -3

1. Confirm the available disk space and ensure more space than the necessary.  
<If failure occurred due to the Service Pack> Plus the patch size, confirm that the available space is over 5 times of the patch size.  
<If failure occurred due to the security patch> Plus the patch size, confirm that the available space is over 20 MB.

- Error code: 1603

1. Confirm the available disk space and ensure more space than the necessary.  
<If failure occurred due to the Service Pack> Plus the patch size, confirm that the available space is over 5 times of the patch size.  
<If failure occurred due to the security patch> Plus the patch size, confirm that the available space is over 20 MB.

## 3.4.2 Messages Output in Patch Installation

---

### AP01-W0001

**Windows is not restarted. To make the update valid, please restart Windows.**

#### Cause

Windows is not restarted after the last patch installation.

#### Action

Restart Windows.

---

### AP01-W0002

**Windows is not restarted. To make the update valid, please restart Windows.**

#### Cause

Windows is not restarted after the last patch installation.

#### Action

Restart Windows.

---

### AP10-W0011

**When downloading the latest information of patch, an error occurred in the communication with server.**

#### Cause

The numbers for displayed messages are incorrect.

#### Action

View the error number for causes in "[Network Error Details](#)" table, and confirm the connection of network.

#### Network Error Details

Error Number	Error Cause
	Process
10051	The connected server (CS or DS) cannot be connected.
	Probable causes are the following, and confirm: <ul style="list-style-type: none"> <li>- Whether server (CS/DS) is started.</li> <li>- Whether it is able to communicate with server (CS/DS).</li> </ul>
10057	The network (LAN line, etc.) is not connected.
	When the communication with server (CS/DS) is interrupted, display the contents according to timing. The operation is not affected.
10060	The communication is over time when connecting to the connected server (CS/DS).
	Probable causes are the following, and confirm: <ul style="list-style-type: none"> <li>- Whether the connected server is started.</li> </ul>
10061	The connected server (CS/DS) is not started.
	Probable causes are the following, and confirm: <ul style="list-style-type: none"> <li>- Whether the services of server (CS/DS) have been started.</li> <li>- For the used port, whether it can be connected to the network</li> </ul>
11001	The connected server (CS/DS) cannot be parsed by DNS.
	Probable causes are the following, and confirm: <ul style="list-style-type: none"> <li>- The host name of server (CS/DS) cannot be parsed by DNS.</li> </ul>

Error Number	Error Cause
	Process
	- Whether the host name of server (CS/DS) has been registered in DNS server.
11004	The connected server (CS/DS) cannot be parsed by DNS.
	Probable causes are the following, and confirm: - The host name of server (CS/DS) cannot be parsed by DNS. - Whether the host name of server (CS/DS) has been registered in DSN server.
Other Error Number	An exception occurred in the communication.
	There are problems existing in the network environment and confirm the communication environment for PC.

---

#### AP10-W0012

**When downloading the latest information of patch, an error occurred in the communication with server.**

##### Cause

The numbers for displayed messages are incorrect.

##### Action

View the error number for causes in "Network Error Details" table, and confirm the connection of network.

---

#### AP22-R1101

**Disk capacity is insufficient. The latest information of patch cannot be downloaded. Please confirm the available disk capacity and retry.**

##### Cause

The disk capacity required for downloading the latest information of patch is insufficient.

##### Action

Delete the unnecessary files and execute again after increasing the available disk space.

---

#### AP31-R1101

**Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.**

##### Cause

The disk capacity required for searching patches is insufficient.

##### Action

Delete the unnecessary files and execute again after increasing the available disk space.

---

#### AP32-R1101

**Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.**

##### Cause

The disk capacity required for searching patches is insufficient.

##### Action

Delete the unnecessary files and execute again after increasing the available disk space.

---

#### AP41-R1101

**Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.**

#### Cause

The disk capacity required for searching patches is insufficient.

#### Action

Delete the unnecessary files and execute again after increasing the available disk space.

---

#### **AP50-E1001**

**It is unable to start [Patch Installation]. Please execute again later.**

#### Cause

When selecting **Patch Installation** menu, it is unable to start to patch installation because the patch overlaps with operation of planning program.

#### Action

Execute again later.

---

#### **AP51-E1201**

**Patches have not been distributed to the server.**

#### Cause

The patch is not registered (not distributed) in connected server (CS/DS).

#### Action

Confirm whether Corporate Server (CS) has got patches, whether the connected server (CD or DS) has been specified as the distribution target of patch, or whether the patch has been distributed to DS from CS.

---

#### **AP51-E1202**

**Cannot download the patches.**

#### Cause

An exception occurred when downloading patches from connected server (CS or DS).

#### Action

Confirm whether the connected server (CS or DS) has been specified as the distribution target of patch, or whether the patch has been distributed to DS from CS.

---

#### **AP51-R1101**

**Disk capacity is insufficient. The patch cannot be downloaded. Please confirm the available disk capacity and retry.**

#### Cause

The disk capacity required for downloading patches is insufficient.

#### Action

Delete the unnecessary files, and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

---

#### **AP51-R1102**

**Disk capacity is insufficient. The patch cannot be downloaded. Please confirm the available disk capacity and retry.**

#### Cause

The disk capacity required for downloading patches is insufficient.

#### Action

Delete the unnecessary files and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

---

#### AP51-R1200

##### Download has been interrupted.

(Completed downloading: %d, the rest: %d)

#### Cause

The **Interrupt** button has been clicked when downloading the patches.

#### Action

Restart or end the program.

In addition, the downloaded patches will be used next time.

---

#### AP51-R1201

##### Error occurred during download.

#### Cause

The numbers for displayed messages are incorrect.

#### Action

View the error number for causes in "[Network Error Details](#)" table, and confirm the connection of network.

---

#### AP52-E2901

##### An error occurred when installing the patch.

#### Cause

An environment error occurred when installing the patch.

#### Action

View the error number in "[Patch Installation Error Details](#)" table, and confirm the problems of operating environment.

#### Patch Installation Error Details

Error Number	Error Cause
	Process
1603	A potential problem occurred in the applied security patches.
	Download and install the invalid security patches from software download window.
	If the problem cannot be solved, contact the system administrator.
-7	Exceed the number of retries of patch installation error.
	Download and install the invalid security patches from software download window.
	If the problem cannot be solved, contact the system administrator.
-14	Timeout occurred when patch installation.
	As the phenomenon is possible to occur according to the load status of PC, confirm the load status of PC.
	When this error occurs again, contact the system administrator.
-1	The decompression of patch data (zip file) downloaded from connected server (CS or DS) failed.
	As the phenomenon is possible to occur according to the load status of PC, confirm the load status of PC.



Error Number	Error Cause
	Process
	<p>When this error occurs again, contact the system administrator.</p> <p>Processing of system administration.</p> <p>As the patch registration may fail, register the patch of failed decompression again through the main menu.</p>
-3	<p>As available disk capacity is insufficient when patch installation, the patch is not applied.</p> <p>Confirm the available space of OS installation drive.</p>
Other Number (Positive Number)	<p>A potential problem occurred in PC environment.</p> <p>Contact the system administrator.</p>
Other Number (Negative Number)	<p>An error occurred when patch installation.</p> <p>Contact the system administrator.</p>

---

#### **AP52-R1101**

**Disk capacity is insufficient. The patch cannot be applied. Please confirm the available disk capacity and retry.**

##### Cause

The disk capacity required for patch installations is insufficient.

##### Action

Delete the unnecessary files, and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

---

#### **AP59-W0021**

**A communication error occurred during download, and the processing is cancelled. (Remainder: %d)**

##### Cause

A communication error occurred when downloading the patch.

##### Action

Confirm the network connection.

The processing can be performed again when patch installation next time.

---

#### **AP59-W0022**

**The disk capacity is insufficient.Patch download has been cancelled.Please check the available disk capacity.(The rest: %d)**

##### Cause

The disk capacity required for downloading patches is insufficient.

##### Action

Delete the unnecessary files to increase the available disk space.

The processing can be performed again when patch installation next time.

---

#### **AP59-W0023**

**The disk capacity is insufficient.Patch installation has been cancelled.Please check the available disk capacity.(The rest: %d)**

## Cause

The disk capacity required for patch installations is insufficient.

## Action

Delete the unnecessary files to increase the available disk space.

The processing can be performed again when patch installation next time.

---

## i0001

**The applied patch does not exist.  
All the patches have been applied.**

## Cause

When all required patches are in use, the **Patch Installation** menu is selected.

## Action

The special processing is not required.

---

## i0002

**The applied patch does not exist.  
All the patches have been applied.**

## Cause

When all required patches are in use, the **Patch Installation** menu is selected.

## Action

The special processing is not required.

---

## **Users that are not administrator cannot use this function.**

## Cause

In the environment where terminal service is used, the user without Administrator authority has started the patch installation by using the remote desktop connection.

## Action

Take any of the following action.

- Use the console connected to PC to log on and start the patch installation.
- Log on as Administrator and start the patch installation.

---

## **Patch installation has not been permitted.**

## Cause

The security patches are not set to apply to CS and DS.

## Action

When installing security patches to CS and DS, modify the settings according to "Steps to Install Security Patches to Server" of *Systemwalker Desktop Patrol Operation Guide: for Administrators*. After receiving the policies whose settings are modified, restart the patch installation.

---

## **Patch installation has been started.**

## Cause

The patch installation is started repeatedly.

#### Action

Use the started patch installation.

---

#### **Another user is using patch installation, please execute again later.**

#### Cause

Other user is using the patch installation window.

#### Action

After the responding message is displayed and the application of other user is finished, restart the patch installation.

### **3.4.3 Messages Output During Software Download**

---

The following messages will appear as Message Box in the Software Download Window.

---

#### **An error occurred while saving. (Inventory client properties)**

#### Cause

Failed to save the new connected server name when switching servers.

#### Action

Retry to switch the connected server. If the error still occurs, contact the system administrator.

---

#### **There is not enough disk space to download the software. Drive: %s, necessary disk space: %d Kbytes**

#### Cause

Disk capacity is insufficient.

#### Action

Delete the unnecessary files ,and execute again after increasing the available disk space.

---

#### **Failed to download the software.**

#### Cause

Failed to get software information.

#### Action

Confirm that the registered software information is in order, and then download again.

---

#### **Cannot start Software Download, because the system is currently obtaining new software information. If Software Download is launched from a new software notification or after checking new software, or if you have configured automatic installation for patches, wait until the current process is completed and try again.**

#### Cause

Probable causes are the following:

- A policy is being got upon logon.
- Automatic patch installation is under way.
- Automatic software download is under way.
- The incoming dialog box is displayed.

#### Action

Confirm whether any of the following functions is operating. If any of them is operating, execute again after that function is completed.

- A policy is being got upon logon.

- Automatic patch installation is under way.
- Automatic software download is under way.
- The incoming dialog box is displayed.

---

**Cannot start Software Download, because the system is currently collecting inventory information.**

**Cause**

The software download cannot be started since inventory is being collected.

**Action**

Execute again after confirming the following contents.

- Whether the inventory is being collected.

---

**Communication is not possible since the version of the connected target server is too old.  
Please contact the server administrator to confirm the version of the connected target server.**

**Cause**

Connection is not possible since the product version of the connected server specified in the environment setup window is too old.

**Action**

Confirm the product version of the connected server, or confirm whether the connected server is correct in the environment setup window.

---

**Please confirm the connected server name.**

**Cause**

The server specified in the connected server in the environment setup window cannot be connected.

**Action**

Confirm whether the connected server in environment setup window is correct.

---

**Communication with the server has been cancelled.  
Please confirm the status of the connected server, and then execute again.**

**Cause**

Communication with the server has been disconnected.

**Action**

Confirm the status of the connected server, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.

---

**The server returned an unexpected response. (A server that is not the software distribution server returned an error.)**

- Check the name of the upstream server,
- Check the port number of the upstream server, and
- Check the proxy server settings.

**Cause**

The connected server is not specified correctly.

**Action**

Confirm whether the connected server is correct in environment setup window.

---

**Failed to receive data from the server. Please confirm the status of the network and the connected server.**

**Cause**

An error occurred while receiving data from the connected server.

**Action**

Confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

---

**The size of the software is too large to receive.**

**Cause**

The size of the specified software has exceeded 2 GB, which is too large to be downloaded.

**Action**

The specified software cannot be downloaded.

---

**Socket connection failed. Please execute again after confirming the network environment.**

**Cause**

In socket connection, communication to the connected server failed.

**Action**

Execute again after confirming the network environment of client.

---

**Failed to initialize communication. Please execute again after confirming the network environment.**

**Cause**

Failed to initialize communication processing to the connected server.

**Action**

Execute again after confirming the network environment of client.

---

**Please confirm the connected server name in environment setup window.**

**Cause**

A value other than a host name or an IP address is set for specifying the connected server name in the environment setup window.

**Action**

Confirm whether the connected server is correct in environment setup window.

---

**A communication error was detected while downloading software.**

**Unable to obtain the address of the server. Check if:**

- **The correct server name is specified in the SoftwareDownload window or in the Server tab of the Environment Setup dialog box, and**
- **The network is configured properly on the operating system.**

**Cause**

Failed to get the IP address of the connected server specified in server switching in the software download image or environment setup window.

**Action**

Confirm the following contents and execute again.

- Whether the connected server specified in the software download or environment setup window is correct.
- Check the Hosts file and settings of DNS.

---

**A communications error was detected in getting the software information.  
Failed to connect to the connected server. Please confirm the network status.**

**Cause**

Failed to connect to the connected server.

**Action**

Confirm the status of the connected server, client or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

---

**Failed to shut down the communication. Please confirm the network status.**

**Cause**

Failed to shut down communication with the connected server.

**Action**

Execute again after confirming the network status.

---

**Failed to close the communication. Please confirm the network status.**

**Cause**

Failed to close the communication with the connected server.

**Action**

Execute again after confirming the network status.

---

**No response from the server. Please execute again after confirming the network status.**

**Cause**

There is no response from the server during the communication with the connected server.

**Action**

Confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

---

**A communication Header is incorrect. Please confirm the network status.**

**Cause**

The abnormal data was received during the communication with the connected server.

**Action**

Execute again after confirming the following contents.

- Whether the network can operate normally.
- Whether the connected server in environment setup window is correct.

---

**The connection to server is disconnected. Please confirm the network status.**

**Cause**

An error occurred during the communication with the connected server.

**Action**

Communication with the connected server has been disconnected. Confirm the following contents and execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server (LAN Cable, Router and Hub).  
Whether there is a problem existing in communication device (the LAN cable, router, and hub) between the connected server and the client.

---

**Failed to send data to the server. Please confirm the network status.**

**Cause**

An error occurred while sending data from the connected server.

**Action**

Confirm the status of the connected server or the communication device.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

---

**The data received from the server are corrupted.**

**- Check the operating status of the server.**

**- Check the network route to the server.**

**Cause**

The abnormal data was received during the communication with the connected server.

**Action**

Confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

---

**No software is installed in the connected server.**

**Cause**

The software specified when downloading the software does not exist in the connected server.

**Action**

Check the following items:

- Whether the connected target server is correct.
- Whether the software is registered in the server.

If the message still appears after confirmation, contact the service desk.

---

**Available disk space is insufficient.**

**Please delete unnecessary files to increase available disk space, and then execute again.**

### Cause

The available disk capacity is insufficient and failed to download the software.

### Action

Delete the unnecessary files, and execute again after increasing the available disk space.

---

### Please confirm the settings of the access authority for accessing to the file and folder.

### Cause

Failed to download the software because access authority is not granted for the folder.

### Action

Confirm the access authority for the specified folder, or specify a different folder for which you have access authority, and then execute again.

---

### Failed to save the software. Specify the short path to the folder, and try again.

### Cause

Failed to save the software because the path name of the folder for saving the software is too long.

### Action

Specify a short path name in the folder for saving software, and then execute again. Specify the path name within 256 characters.

---

### Available memory space is insufficient. Please execute again after exiting the started applications.

### Cause

An error occurred as the available space of memory is insufficient.

### Action

Execute again after exiting the executed applications.

---

### Failed to get the software or patch information from the connected server. Failed to get information due to the limitation of the number of servers that can be connected.

### Cause

Probable causes are the following:

- When it is connected through the client after exceeding the maximum of simultaneous connection to connected server.
- When an error that cannot be continued processing occurs as data is damaged or program failure occurred.

### Action

Take the following actions.

- Apply the software and patch again.
- Confirm the synchronous connection number through the main menu window, and modify it as a greater value.

If the above action does not eliminate the phenomenon, contact our technical staff.

---

### Installation has not been ended normally. Please reinstall after uninstalling it completely.

### Cause

Installation may have failed or may be terminated.



Action

Files necessary for the program does not exist.  
Reinstall after uninstalling it.

**An exception occurred in the environment setup file.  
Please contact the server administrator.**

Cause

An exception occurred in environment files used in Desktop Patrol.

Action

Contact the server administrator.

**An internal inconsistency was detected while downloading software.  
Contact the server administrator.**

Cause

The disk capacity of the saving target is insufficient when downloading software from the connected server.

Action

Confirm the available disk capacity for the following drives:  
- Target drive for product installation  
- Drive specified in the environment variables TEMP and TMP

**Software Download is already in use.**

Cause

The software download is started repeatedly.

Action

Use the started software download.

**Another user is using software download, please try again later.**

Cause

Other user is using the software download window.

Action

Exit other user's applications after responding to the message, and restart the software download.

### 3.4.4 Messages Output in Command Mode CT

The following messages will appear as Message Box when executing command mode CT.

In addition, the log file output by this command is saved under the directory below.

Directory	Under <Environment Variable TEMP>
File	cmfpmain.log,cmfpmain.log,cmcltinf.log,cmhard.log,cmregget.log,cmfsdic.log,cmfregg.log,cmuser.log,csvfilter.log,regsch2.log,errfile.inf

Example) When the user logged on as user1 on Windows(R) 7:

Under the C:\Users\user1\AppData\Local\Temp directory

---

**An error occurred while executing a command.**

**Exit the command.**

**Detailed information: (%1-%2-%3)**

**Variable information**

%1: name of the function with error

%2: value of GetLastError

%3: internal code

**Cause**

An unexpected error occurred during command execution, and the operation is terminated.

**Action**

Combining with the status when the error occurred, contact the server administrator after collecting the error message, details (the name of the function with an error, the value of GetLastError, and the internal code) and the log file.

---

**Failed to create a directory of execution command.**

**Exit the command.**

**Detailed code: %1-%2**

**Variable information**

%1: value of GetLastError

%2: internal code

**Cause**

Failed to create a directory for executing the command.

**Action**

Confirm whether there is available disk space. If disk space is available, combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

---

**Failed to start the environment setup window.**

**Exit the command.**

**Detailed code: (%1-%2)**

**Variable information**

%1: name of the function with error

%2: value of GetLastError

**Cause**

Failed to start the environment setup window.

**Action**

Combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

---

**Failed to execute the inventory collection command.**

**Exit the command.**

**Detailed code: (%1-%2)**

**Variable information**

%1: name of the function with error

%2: value of GetLastError

## Cause

Failed to execute the inventory collection command.

## Action

Combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

---

**An internal error occurred during inventory collection.  
Please contact the server administrator.  
Detailed code: %1-%2**

## Variable information

%1: command name

%2: command restoration code

## Cause

An unexpected error occurred during inventory collection, and the result file of inventory collection cannot be output.

## Action

Combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

---

**Failed to execute the inventory file write command.  
Exit the command.  
Detailed code: (%1-%2)**

## Variable information

%1: name of the function with error

%2: value of GetLastError

## Cause

Failed to execute the inventory file write command.

## Action

Combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

---

**Failed to create cmprdiv.ini.  
Exit the command.  
Detailed information: (%1-%2-%3)**

## Variable information

%1: name of the function with error

%2: value of GetLastError

%3: internal code

## Cause

An error occurred when reflecting the dictionary file (cmprdiv.ini) on the operating environment.

## Action

Combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

---

**Memory is insufficient.**  
**Please execute again after exiting any unnecessary programs.**  
**Exit the command.**  
**Detailed code: (%1)**

Variable information

%1: internal code

Cause

Virtual memory space for executing the command is insufficient.

Action

Execute the command again after exiting any unnecessary programs.

---

**The command has been started.**  
**Please wait until it is completed, and then execute it again.**

Cause

This command cannot be started repeatedly. The command has been started.

Action

Execute the command again after waiting until the started command is completed.

---

**The output target directory of inventory information cannot be written.**  
**Exit the command.**  
**Detailed code: %1**

Variable information

%1: value of GetLastError

Cause

The output target directory of inventory information cannot be written.

Action

Confirm whether you have the authority to write the output target directory of Inventory information or whether there is available disk space. If there is no problem with either of the above points, combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

---

**Please specify a directory in the output target of Inventory information.**  
**Exit the command.**

Cause

The specified output target of inventory information is not a directory.

Action

Specify a directory in the output target of Inventory information.

---

**The startup source directory of command cannot be written.**  
**Detailed code: %1**

Variable information

%1: value of GetLastError

Cause

The startup source directory of command cannot be written.

## Action

Confirm whether you have the authority to write the startup source directory of command or whether there is available disk space. If there is no problem with either of the above points, combining with the status when the error occurred, contact the server administrator after collecting the error message, detailed code and the log file.

### 3.4.5 Messages Output in Inventory Collection Command Linked with Other Products

---

The following messages will appear as execution results after the command is executed.

---

**ERROR: The mode [Service=! false] of environment file (FJSVsbis.ini) is not correct.**

#### Cause

Starting as resident process is specified in linking with other products - environment setup.

#### Action

Specify it not starting as resident process while using the InvSend command.

---

**ERROR: failed to allocate memory. (xxx)**

#### Variable information

xxx: details

#### Cause

The memory required for operation is insufficient.

#### Action

Execute after exiting other applications or restarting PC.

---

**ERROR: failed to create the process. (CommandLine=%s)**

#### Variable information

%s: startup command

#### Cause

The memory required for operation is insufficient.

#### Action

Execute after exiting other applications or restarting OS.

---

**ERROR: InvSend was started duplex.**

#### Cause

The InvSend command is started repeatedly.

#### Action

Execute after exiting the started InvSend command.

---

**ERROR: failed to get inventory information. Status = %ld**

#### Variable information

%ld: error code

#### Cause

An exception may have occurred during inventory information collection.

#### Action

Restart after checking the service and the environment, and then execute the command.

If the error still appears, collect the log files (\*) and contact the service desk.

---

### **ERROR: failed to send inventory information. Status = %ld**

#### Variable information

%ld: error code

#### Cause

An exception may have occurred while sending the inventory information.

#### Action

Restart after checking the service and the environment, and then execute the command.

If the error still appears, collect the log files (Note) and contact the service desk.

Note) The following log files will be created under the DTP installation directory \FJSVsbiiis\log.

- InvCollectXXX.log (\* This file cannot be created under the command mode CT)
- InvSendXXX.log

\* XXX is an abbreviation for a product name.

---

## **3.4.6 Messages in Diagnosis Result Window of Operation Settings**

---

### **Incorrect administrator name or password. Please enter again.**

#### Cause

The password is incorrect when modifying the diagnosis.

#### Action

Enter the correct password.

---

### **The diagnosis result of application settings has been started.**

#### Cause

The diagnosis of use setup is started repeatedly.

#### Action

Use the started diagnosis of use setup.

---

### **Another user is using the diagnosis result of application settings, please try again later.**

#### Cause

Other user is using the diagnosis of use setup.

#### Action

Complete the other user's use after responding to the message, and then restart the diagnosis of use setup.

---

## **3.5 Messages Output in main menu**

---

### **3.5.1 Common**

The following messages will be output in Desktop Patrol Main Menu or Desktop Patrol Download Menu.

---

**Exception occurred in the system. Please contact the system administrator.**

**Cause**

An error occurred in the system on Desktop Patrol CS.

**Action**

Confirm the status of the network and Systemwalker standard database. If the problem is still existing, contact the system administrator of Desktop Patrol CS.

---

**Internal system error occurred. (Code: %s)**

**Variable information**

%s: error code

**Cause**

An internal system error occurred.

**Action**

Take action according to the network status or the error code.

53: An error occurred in the Systemwalker standard database. Confirm the Systemwalker standard database.

57: Failed to read the registry. Contact the system administrator of Desktop Patrol CS.

99: An internal conflict occurred. Contact the system administrator of Desktop Patrol CS.

---

**This function is being used by another user. If settings continues, data integrity cannot be ensured. Do you want to continue?**

**Cause**

Possible causes are as follows:

- The same feature is being operated from another device
- The operating system was restarted or shut down while this feature was in use

**Action**

Ensure that the same feature is not being operated by another device by logging out from other devices so that operations are only performed from a single device.

If the same feature was not being operated by another device, it is possible that the operating system was restarted or shut down while this feature was in use, so click **OK** to continue processing. If the operating system was restarted or shut down, this message will be output up to one hour at maximum after restart or shutdown.

## 3.5.2 Logon

---

**Messages appear as Message Box in logon window.**

---

**Please enter the user ID.**

**Cause**

The user ID has not been entered.

**Action**

Enter the user ID.

---

**Please enter the password.**

### Cause

The password has not been entered.

### Action

Enter the password.

## Messages appear in Browser

---

### **Specified User ID or Password is incorrect.**

#### Cause

Specified User ID or Password is incorrect.

#### Action

Specify correct user ID or password.

## 3.5.3 Status

---

### Messages appear as Message Box in status window.

---

#### **[%1] %2 The server cannot be connected. %3**

#### Variable information

%1 Feature name

%2 message code

%3 detailed message

#### Cause

Systemwalker Desktop Keeper cannot be displayed due to the following causes.

- Whether the Web server installed with Systemwalker Desktop Keeper has been started.
- The version of Systemwalker Desktop Keeper is later than V14.2.0.
- Set URL of Systemwalker Desktop Keeper in environment setup window.

#### Action

Take the following actions.

- Confirm whether the Web server installed with Systemwalker Desktop Keeper has been started, and if it has not been started, start and execute again.
- Confirm that the version of Systemwalker Desktop Keeper is later than V14.2.0. If it is not later than V14.2.0, it cannot be linked.
- Set URL of Systemwalker Desktop Keeper in environment setup window, and execute the operation again.

---

#### **[%1] %2 Error occurred in user ID or password specifying. %3**

#### Variable information

%1 Feature name

%2 message code

%3 detailed message

#### Cause

Systemwalker Desktop Keeper cannot be displayed due to the following causes.

- The user specified when logging on Systemwalker Desktop Keeper does not exist.



- The user and password used to log on Systemwalker Desktop Keeper are different from those specified during logon.

#### Action

Take the following actions.

- Confirm that user has existed in Systemwalker Desktop Keeper, and if the user does not exist, add the user and execute the operation again.
- Execute the operation again after confirming that the user and password registered in Systemwalker Desktop Keeper are the same as those registered in Systemwalker Desktop Patrol.

---

### **[%1] %2 Error occurred when logon. %3**

#### Variable information

- %1 Feature name
- %2 message code
- %3 detailed message

#### Cause

An error occurred while logging on Systemwalker Desktop Keeper.

#### Action

Confirm whether the database of Systemwalker Desktop Keeper is operating and execute the operation again.

---

### **[%1] %2 The authority is insufficient. %3**

#### Variable information

- %1 Feature name
- %2 message code
- %3 detailed message

#### Cause

The logon user is not the user who can use Systemwalker Desktop Keeper.

#### Action

Confirm the authority of user registered in Systemwalker Desktop Keeper, and if the user does not have authority, execute the operation again after granting it authority.

---

### **[%1] %2 Error occurred in the server. %3**

#### Variable information

- %1 Feature name
- %2 message code
- %3 detailed message

#### Cause

An exception occurred in the server of Systemwalker Desktop Patrol or Systemwalker Desktop Keeper.

#### Action

Confirm whether the following services are operating, and execute the operation again.

- SymfoWARE RDB SWDTP service of Systemwalker Desktop Patrol
- SWLevelControl service of Systemwalker Desktop Keeper
- SymfoWARE RDB SWDTK service of Systemwalker Desktop Keeper

---

**[%1] %2 Connection error occurred. HTTP error %3****Variable information**

- %1 Feature name
- %2 message code
- %3 detailed message

**Cause**

A HTTP error occurred.

**Action**

Confirm whether the following services are operating, and execute the operation again.

- Web server installed with Systemwalker Desktop Patrol
- Web server installed with Systemwalker Desktop Keeper

In addition, confirm the network is connected and execute the operation again.

---

### 3.5.4 PC Information

---

**Messages Output in Inventory Information**

The following messages will appear in Browser.

---

**The selected PC was deleted.****Cause**

The corresponding PC was deleted through another user' operation.

**Action**

This is not an error, and no processing is required.

---

**Corresponding data does not exist.****Cause**

There is no PC in or under the selected section.

**Action**

This is not an error, and no processing is required.

---

**[%1] %2 Data does not exist. %3****Changeable Information**

- %1 Product name
- %2 Message code
- %3 Details

**Cause**

The possible causes for that Systemwalker Desktop Keeper cannot be displayed are as follows:

The PC information does not exist in Systemwalker Desktop Keeper.

An error occurs on the server for Systemwalker Desktop Keeper.

**Action**

To solve the problem, proceed as follows:

Perform the operation after adding the PC information to Systemwalker Desktop Keeper.

Perform the operation after ensuring that the database for Systemwalker Desktop Keeper is running properly.

---

### Unsupported Objects

#### Cause

The PC is incapable to process.

#### Action

Upgrade CT on the PC to a proper version or install CT of a proper version on the PC.

Process it manually on the target PC if the upgrade or installation cannot be performed.

---

### Command Mode CT

#### Cause

The CT in command mode cannot process.

#### Action

Process it manually on the target PC.

---

### No Response

#### Cause

No response is given from the PC and the problem cannot be processed.

#### Action

Ensure that the PC exists, and that the power and network connection is normal.

---

### Non-object CS/DS

#### Cause

The possible cause is as follows:

CS or DS on the selected PC are not the objects that security patches are supposed to apply to.

#### Action

To solve the problem, proceed as follows:

Select the CS or DS on the **Environment Setup > Option > Install security patches to CS/DS** menu.

---

### Failure in Downloading Security Patches

#### Cause

The possible cause is as follows:

The selected PC failed to download security patches from the connection server.

#### Action

To solve the problem, proceed as follows:

Ensure that the selected PC connects to the connection server properly.

Check whether security patches are distributed to the connection server.

---

### Failure in Installing Security Patches

#### Cause

The possible cause is as follows:

An environment error occurs when security patches are being installed.

#### Action

To solve the problem, proceed as follows:

Select correct PC environment, and check the fault number in [Patch Installation Error Details](#) and find the cause.

---

### Failure in Sending Inventory

#### Cause

The possible cause is as follows:

The selected PC failed to send the Inventory information to the connection target server.

#### Action

To solve the problem, proceed as follows:

Ensure that the selected PC connects to the connection server properly.

---

### Failure

#### Cause

The possible cause is as follows:

An error occurs on CT that is processing problems.

#### Action

To solve the problem, proceed as follows:

Collect CT logs and contact the technical support based on the actual situation.

---

### Messages Output in Software Auditing

The following messages will appear in Browser.

---

#### Corresponding data does not exist.

#### Cause

There is no corresponding PC information in the selected section or selected program.

#### Action

This is not an error, and no processing is required.

---

### Messages Output in Software Operation Status

The following messages will appear in Browser.

---

#### Corresponding data does not exist.

#### Cause

There is no software operation status in the selected section.

#### Action

This is not an error, and no processing is required.

---

### Messages Output in PC Operation Management

The following messages will appear in Browser.

---

#### Verification failed. Please confirm the ID and password.

---

## Cause

Authentication error of AMT.

## Action

Confirm the user ID/password of AMT (the content registered in CS and the content set in operation management target PC).

---

## The specified IP address and host name do not exist. Please specify correct IP address and host name.

## Cause

The IP address with incorrect format or the host name that cannot be resolved has been specified.

## Action

Confirm the IP address/host name of AMT (content registered in CS).

---

## Communication failed. Please confirm PC that corresponds to AMT and the communication status.

## Cause

Unable to connect to network.

## Action

Confirm the following items:

- IP address/host name of AMT (the content registered in CS and the content set in operation management target PC).
- BIOS setting of operation management target PC.
- Whether the plug of operation management target PC drops off.
- Whether the LAN Cable used by AMT of operation management target drops off.
- Whether the power of operation management target PC is not operated in main body of PC.

---

## Communication timeout.

## Cause

The communication is over time.

## Action

Execute again later.

When it occurs many times, contact the technical staff of Fujitsu.

---

## Authentication error. Please check ID/password. [IP address/host name =%s]

## Variable information

%s: IP address or host name

## Cause

Authentication error of AMT.

## Action

Confirm the user ID/password of AMT (the content registered in CS and the content set in operation management target PC).

---

## Unknown IP address/host name. Please check it out. [IP address/host name =%s]

## Variable information

%s: IP address or host name

## Cause

The IP address with incorrect format or the host name that cannot be resolved has been specified.

## Action

Confirm the IP address/host name of AMT (content registered in CS).

---

## **Cannot connect. Please check whether the PC is AMT and its condition. (LAN cable, power supply, BIOS setting)[IP address/host name=%s]**

### Variable information

%s: IP address or host name

## Cause

Unable to connect to network.

## Action

Confirm the following items:

- IP address/host name of AMT (the content registered in CS and the content set in operation management target PC).
- BIOS setting of operation management target PC.
- Whether the plug of operation management target PC drops off.
- Whether the LAN Cable used by AMT of operation management target drops off.
- Whether the power of operation management target PC is not operated in this PC.

---

## **Communication Timeout. [IP address/host name =%s]**

### Variable information

%s: IP address or host name

## Cause

The communication is over time.

## Action

Execute again later.

When it occurs many times, contact the technical staff of Fujitsu.

---

## **Internal error occurs. [IP address/host name =%s]**

### Variable information

%s: IP address or host name

## Cause

An internal exception occurred in AMT.

## Action

Contact the technical staff of Fujitsu.

---

## **Exception occurred in the system. Please contact the system administrator.**

## Cause

An internal exception occurred.

#### Action

Confirm that "SymfoWARE RDB SWDTP" service is being started.

When it is not resolved, contact the technical staff of Fujitsu.

---

#### **Internal system error occurred. (Code: 64)**

#### Cause

An internal exception occurred in AMT.

#### Action

Contact the technical staff of Fujitsu.

---

#### **Internal system error occurred. (Code: 99)**

#### Cause

An internal exception occurred.

#### Action

Confirm whether the power of operation management target PC is not operated in this PC.

When it cannot be resolved, contact the technical staff of Fujitsu.

---

#### **[IP Address (AMT)] or [User ID (AMT)] has been changed. Please return to the PC list by [Back to List] button, and select again.**

#### Cause

The selected "IP address (AMT)" or "User ID (AMT)" has been changed by the administrator.

#### Action

Return to PC list by clicking [Top] button, and select it again.

---

### **3.5.5 License Management**

---

#### **3.5.5.1 Messages Output During License Giving**

The following messages will appear in Browser.

---

#### **Corresponding data does not exist.**

#### Cause

There is no download information under the selected section.

#### Action

This is not an error, and no processing is required.

#### **3.5.5.2 Messages Output During Current License Management**

##### **Messages appear in Browser**

---

#### **Corresponding data does not exist.**

#### Cause

There is no download information of selected serial number under the selected section.

#### Action

The special processing is not required.

## Messages appear in Message Box

---

### Please enter the Purchased Amount.

#### Cause

The purchased amount is not entered.

#### Action

Enter the purchased amount.

---

### Please input the order number.

#### Cause

The order number is not entered.

#### Action

Enter the order number.

---

## 3.5.6 Environment Setup

---

### 3.5.6.1 Messages Output During Construction of Management Information

#### Messages appear in Browser

---

### Failed to delete the section.

#### Cause

It depends on DB problem.

#### Action

It is required to conduct a survey about DB.

---

### As the user does not exist in the lowest level or section, it is unable to delete.

#### Cause

The objects to be deleted are not users existing in the lowest level or section.

#### Action

When deletion must be performed, delete again after deleting the subordinate section and user.

---

#### Messages appear in Message Box

---

### Please enter the user ID.

#### Cause

The user ID has not been entered.

#### Action

Perform the action according to the message.

---

### Please enter the password.

#### Cause

The password has not been entered.

---



Action

Perform the action according to the message.

---

**Invalid character(s) included in password.**

Cause

The incorrect characters have been entered in the password.

Action

Perform the action according to the message.

---

**The password must be longer than 4 characters.**

Cause

The specified password contains less than four characters..

Action

Perform the action according to the message.

---

**The number of entered characters for user name is too long. Please specify up to 30 fullwidth or 60 halfwidth characters.**

Cause

The number of entered characters for user name is too long.

Action

Perform the action according to the message.

---

**Invalid character is included in phone number.**

Cause

The incorrect characters have been entered in the phone number.

Action

Perform the action according to the message.

---

**Phone number is too long. Please specify up to 20 halfwidth characters.**

Cause

The number of entered characters for phone number is too long.

Action

Perform the action according to the message.

---

**Invalid character is included in Fax number.**

Cause

The invalid characters have been entered in the Fax number.

Action

Perform the action according to the message.

---

**Fax number is too long. Please specify up to halfwidth 20 characters.**

Cause

The number of entered characters for Fax number is too long.

Action

Perform the action according to the message.

---

**Invalid character is included in E-mail address.**

Cause

Invalid characters have been entered in E-mail address.

Action

Enter a correct E-mail address.

---

**The E-mail address must not begin with "@".**

Cause

"@" has been entered in the beginning of E-mail address.

Action

Enter a correct E-mail address.

---

**The E-mail address must not contain more than one "@".**

Cause

Multiple "@" marks have been entered in E-mail address.

Action

Enter a correct E-mail address.

---

**E-mail address is too long. Please specify up to 50 halfwidth characters.**

Cause

The number of entered characters for E-mail address is too long.

Action

Perform the action according to the message.

---

**Password is too long. Please specify up to 256 halfwidth characters.**

Cause

The number of entered characters for password is too long.

Action

Perform the action according to the message.

---

**The specified data do not exist in the basic information of the PC.**

Cause

When registering the management information, the data is deleted by other browser with the use of time difference.

Action

If necessary, confirm with the administrator.

---

**Please enter the section code.**

Cause

The section code is not entered.

#### Action

Perform the action according to the message.

---

#### **Please enter a section name.**

#### Cause

The section name is not entered.

#### Action

Perform the action according to the message.

---

#### **The section code must not contain double-byte characters or special characters.**

#### Cause

Fullwidth characters and special symbols are entered in the section code.

#### Action

Use characters other than halfwidth characters and general symbols (#<>&%") in the section code.

---

#### **The section name must not contain a special character.**

#### Cause

Special symbols are entered in the section name.

#### Action

Use general characters/symbols (#<>&%") in the section name.

---

#### **Section code is too long. Please specify up to xx halfwidth characters.**

#### Cause

The number of entered characters for section code is too long.

Note that xx will be replaced by the number of halfwidth characters.

#### Action

Perform the action according to the message.

---

#### **Section name is too long. Please specify up to 30 fullwidth characters or 60 halfwidth characters.**

#### Cause

The number of entered characters for section name is too long.

#### Action

Perform the action according to the message.

---

#### **Moving is not possible.**

#### Cause

The section is not specified when the user is moving to section tree.

#### Action

Specify a section.

---

#### **The group code entered already exists.**

#### Cause

The registered group code has been entered when the section is created.

## Action

Confirm the group code.

## 3.5.7 Distribution

---

### Message output during file distribution

---

#### The available disk capacity of CS installation target is insufficient.

##### Cause

Probable causes are the following:

- The available disk capacity of CS installation target is insufficient.

##### Action

- Confirm the available disk capacity of CS installation target, and then delete the incorrect distribution task and add new distribution task.

---

#### The available capacity of CS software saving directory is insufficient.

##### Cause

Probable causes are the following:

- The size or available capacity of CS software saving directory is insufficient.

##### Action

Take the following actions:

- Confirm the size or available disk capacity of CS software saving directory, and then delete the incorrect distribution task and add new distribution task.

---

#### Failed to get the file information.

##### Cause

Probable causes are the following:

- Failed to get the file information

##### Action

Take the following actions:

- Confirm the following contents:
  - Whether the "SymfoWARE RDB SWDTP" service of database is started.
  - Whether the virtual memory of system is insufficient.
  - Whether the system is in high load status.
  - whether the volume of disk is incorrect
- Delete the incorrect distribution task and add new distribution task.
- When displaying the same information, collect CS log and contact the technical staff.

---

#### Failed to register file in CS.

##### Cause

Probable causes are the following:

- Failed to register the file.

## Action

Take the following actions:

- After collecting the CS log and combining the status when the error occurred, contact the technical staff.

---

## The available capacity of DS software saving directory is insufficient.

### Cause

Probable causes are the following:

- The size or available capacity of DS software saving directory is insufficient.

### Action

Take the following actions:

- Confirm the size or available disk capacity of DS software saving directory.
- Delete the incorrect distribution task and add new distribution task.

---

## Failed to distribute file to DS.

### Cause

Probable causes are the following:

- Failed to distribute file to DS.

### Action

Take the following actions:

- After collecting the DS or CS log file of connected CT, if the error still occurred, contact the technical staff considering the status.

---

## The disk capacity of CT is insufficient.

### Cause

Probable causes are the following:

- As the available capacity of CT installation target or CT file distribution target drive is insufficient, failed to distribute.

### Action

Take the following actions:

- After confirming the available capacity of CT installation target or CT file distribution target drive, distribute again.

---

## Unable to open the file.

### Cause

Probable causes are the following:

- The application related to distribution file does not exist.
- The distributed execution file is incorrect.

### Action

Take any of the following actions:

- Distribute again after linking the application and the distributed file in CT.
- Delete the corresponding file and register the file that can be opened in CT.

---

## The opened file is not restored.

## Cause

Probable causes are the following:

- The file opened by service authority responded as waiting user.

## Action

Take the following actions:

- Confirm whether the distributed file responds as waiting user.
- Distribute the file that does not respond as waiting user.

---

## No authority to save files in CT.

### Cause

Probable causes are the following:

- As there is no authority for writing to CT saving target folder, failed to distribute.
- As the file with the same name of CT saving target is in use, failed to distribute.
- As the CT saving target folder cannot be created, failed to distribute.
- As the folder with the same name of file has existed in CT, failed to distribute.

### Action

Take any of the following actions:

- Confirm whether it has the authority for writing to CT saving target folder, and then distribute again.
- Confirm whether it is the file that is being used in CT, and then distribute again.
- Confirm whether the saving target folder drive exists in CT, and then distribute again.
- Confirm whether the CT saving target folder is specified correctly, and then distribute again.
- Confirm whether CT saving target folder is specified correctly, and then distribute again.
- Confirm whether the folder with the same name of file exists in CT saving target folder, and then distribute again.

---

## Failed to distribute files to CT.

### Cause

Probable causes are the following:

- CT failed to download file from connected server.
- An unexpected error occurred in CT.

### Action

Take the following actions:

- Confirm the network connection between CT and connected server.
- When the network connection is normal, contact the technical staff after collecting the CT log and combining the status when the error occurred.

---

## Failed to uncompress the compressed folder.

### Cause

Probable causes are the following:

- Failed to uncompress the distributed compressed folder.

## Action

Take the following actions:

- Confirm whether the distributed compressed folder is correct.

## Messages output in application distribution

---

### Failed to access external storage.

#### Cause

Possible causes are as follows:

- Failed to access external storage.
- There is insufficient available external storage space.

#### Action

Check the following on the smart device targeted for distribution, and perform distribution again.

- Is external storage installed?
- Is external storage mounted?
- Does the external storage have available disk space?

---

### Failed to download the application.

#### Cause

Possible causes are as follows:

- There is insufficient available external storage space.
- The network was disconnected while downloading was in progress.
- An error occurred on Systemwalker Desktop Patrol SS.

#### Action

Check the following on the smart device targeted for distribution, and perform distribution again.

- Does the external storage have available disk space?
- Is the enterprise server URL or Internet URL valid?
- Has the network been disconnected?
- Is flight mode on?

---

### Failed to install the application.

#### Cause

Possible causes are as follows:

- There is insufficient available external storage space.
- The file is corrupted.
- The application cannot be installed.

#### Action

Check the following on the smart device targeted for distribution, and perform distribution again.

- Does the external storage have available disk space?

If the file is corrupted, or if the application cannot be installed, delete the distribution task, and then create the distribution task again.

---

**No response.****Cause**

Possible causes are as follows:

- The device user has not performed installation for some reason (such as a power cut for a long period).

**Action**

Take the following action:

- Instruct the device user to perform installation.

---

**3.5.8 Other**

---

**Message output upon search**

The following messages will appear as Message Box.

---

**Format of MAC Address is incorrect.****Cause**

Entry error.

**Action**

Enter in a correct format.

---

**Character(s) other than numeric value cannot be used.****Cause**

An entry other than a numeral is found for an item for which only a numeral can be used.

- \* Memory size, disk size or available disk size

**Action**

Enter a numeral.

---

**Format of date is incorrect.****Cause**

An entry other than a date is found in a field for a date entry.

- \* Collection date, software dictionary date and end date

**Action**

Enter in a correct format.

---

**Conditions have not been set. Please enter at least one condition.****Cause**

No search condition is specified.

**Action**

Enter the search conditions.

---

**The item is already selected.****Cause**

Select a condition that has been already selected from the pull-down menu of search conditions.



## Action

Specify a different option.

## 3.6 Messages Output in download menu

---

### Common

The following messages will be output in Desktop Patrol Main Menu or Desktop Patrol Download Menu.

---

**Exception occurred in the system. Please contact the system administrator.**

### Cause

An error occurred in the system on Desktop Patrol CS.

### Action

Confirm the status of the network and Systemwalker standard database. When there is no problem existing, contact the system administrator of Desktop Patrol CS.

---

**Internal system error occurred. (Code: %s)**

### Variable information

%s: error code

### Cause

An internal system error occurred.

### Action

Take action according to the network status or the error code.

53: An error occurred in the Systemwalker standard database. Confirm the Systemwalker standard database.

57: Failed to read the registry. Contact the system administrator of Desktop Patrol CS.

99: An internal conflict occurred. Contact the system administrator of Desktop Patrol CS.

## 3.7 Messages of Management Ledger

---

The following messages will appear in **Management Ledger** window.

### 3.7.1 Common Messages

---

The following section describes the common messages output when operating management ledger and AC menu.

---

**%s is not specified.**

### Variable information

%s: input field name

### Type

Error

### Cause

The required input field is not specified.

### Action

Specify the string for the contents displayed in input field name.

---

### The entered %s has been registered.

#### Variable information

%s: input field name

#### Type

Error

#### Cause

The specified asset number has been registered. In addition, when the device is PC, the specified **User ID** and **Device Name** have been registered.

#### Action

Specify the correct asset number, or delete the corresponding devices that have registered the asset number. In addition, when the device is PC, specify the correct **User ID** and **Device Name**, or delete the corresponding devices that have registered **User ID** and **Device Name**.

---

### %s1 has not Permitted %s2.

#### Variable information

%s1: input field name

%s2: prohibited string

#### Type

Error

#### Cause

The strings that cannot be specified are used.

#### Action

Specify correct string for the contents displayed in input field name.

---

### %s1 can be Entered in %s2 fullwidth characters (%s3 halfwidth characters).

#### Variable information

%s1: input field name

%s2: string length that can be specified

#### Type

Error

#### Cause

The string length of specified input field has exceeded.

#### Action

Specify within correct string length scope for the contents displayed in input field name.

---

### %s is incorrect value.

#### Variable information

%s: input field name

#### Type

Error

## Cause

The characters that cannot be specified are used.

## Action

Specify correct characters for the contents displayed in input field name.

---

### **%s can contain up to %d halfwidth characters.**

#### Variable information

%s: input field name

%d: string length that can be halfwidth specified

#### Type

Error

## Cause

The specified input field can only specify halfwidth and has exceeded the string length that can be specified.

## Action

Confirm the contents specified in input field, and specify the correct data and then execute again.

---

### **The fullwidth characters cannot be used in %s.**

#### Variable information

%s: input field name

#### Type

Error

## Cause

The fullwidth characters are specified in the input field where halfwidth characters can be specified only.

## Action

Confirm the contents specified in input field, and specify the correct data and then execute again.

---

### **%s Please specify a numeral greater than 0 by halfwidth characters.**

#### Variable information

%s: input field name

#### Type

Error

## Cause

The input field can only be specified with halfwidth characters.

## Action

Confirm the contents specified in input field, and specify the correct data and then execute again.

---

### **%s1 can be entered to %s2 digits.**

#### Variable information

%s1: input field name

%s2: string length that can be halfwidth specified

## Type

Error

## Cause

The input field can be specified with fullwidth e or halfwidth, but it has exceeded the string length that can be specified.

## Action

Confirm the contents specified in input field, and specify the correct data and then execute again.

---

### **%s Not selected.**

## Variable information

%1: not selected item domain

## Type

Error

## Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected.

## Action

Select the item (cell) that supports the operation and then execute again.

---

### **%s1 Please enter the date later than %s2.**

## Variable information

%s1: input field name (relating date)

%s2: input field name (relating date)

## Type

Error

## Cause

The date information of specified input field in %s1 cannot specify a value earlier than the date information of input field in %s2.

## Action

Confirm the contents specified as date information, and specify the correct data and then execute again.

---

### **Please enter %s within the range from year 1970 to year 2050.**

## Variable information

%s: input field name (relating date)

## Type

Error

## Cause

The date scope of input field in %s is specified incorrectly.

## Action

Confirm the contents specified as date information, and specify the correct data and then execute again.

---

### **The entered %s date is incorrect.**

## Variable information

%s: input field name (relating date)

## Type

Error

## Cause

The date information of specified input field in %s is incorrect.

## Action

Confirm the contents specified as date information, and specify the correct data and then execute again.

---

## Multiple lines are selected. Please select one line only.

## Type

Error

## Cause

The window transition operation is performed, but multiple lines are selected in the item (cell) where only one line can be selected.

## Action

Modify the selected item (cell) as one line and then execute again.

---

## The date exceeding the system time has been set in the stocktaking start date. Please set the date earlier than the system time in the stocktaking start date, or adjust the system time.

## Type

Error

## Cause

The specified date scope, exceeding the stocktaking start date, has been set.

## Action

The date, 180 days (half a year) earlier and later than current date, cannot be set in the stocktaking start date. Set a value that can be specified.

---

## Failed to connect to the database.

%s

## Variable information

%s: Error message output by the database

## Type

Error

## Cause

An error occurred when accessing to the database.

## Action

Perform the action according to the output error message.

In addition, as variable information, the error messages output by the database are as follows:

- [SymfoWARE ODBC Driver] JYP1010E The server connection requirement is denied.

For the resolution, confirm the connected target environment, and confirm whether the port number matches, or whether the service of database has not been stopped.

- [SymfoWARE ODBC Driver] JYP1021E An error occurred in the system call. function="connect"errno="10065"  
For the resolution, confirm whether AC is connected to the network.
- [SymfoWARE ODBC Driver] JYP1008U "Specified Connected Target Server Name" does not exist in the host name of host name management files.  
For the resolution, confirm whether CS has existed in the network.
- [SymfoWARE ODBC Driver] JYP1087U The unidentified protocol is received when confirming the connection.  
For the resolution, confirm whether other products are using the specified port number.
- [SymfoWARE ODBC Driver] JYP2079E Violated the unique constraint.  
For the resolution, check if there are multiple upstream servers (CS/DS) with the same host name.

---

### **An exception occurred in the operating environment. Please reinstall. Details (%s)**

#### Variable information

%s: detailed information of abnormal environment

#### Type

Error

#### Cause

An exception occurred in the operating environment.

#### Action

Reinstall AC after confirming the abnormal contents of environment.

---

### **The function has been already started..**

#### Type

Error

#### Cause

The specified function has been started.

#### Action

Execute the started function.

---

### **User ID or password does not match.**

#### Type

Error

#### Cause

An error occurred in the user ID or password.

#### Action

Execute again after confirming the configuration value of user ID or password.

---

### **There is no authority for executing this function. Please log on after specifying a user ID that can be executed.**

#### Type

Error

#### Cause

The specified user does not have the authority for using AC menu.

## Action

Execute again after confirming the configuration value of user ID or password.

---

## **The entered %s has not been registered.**

### Variable information

%s: input field name

### Type

Error

### Cause

The information for the input item has not been registered. In addition, when the section administrator is registering/modifying the device information, the user ID affiliated section has not been specified.

## Action

Execute again after confirming the contents specified in the input field.

---

## **The selected %s has been deleted.**

### Variable information

%s: input field name

### Type

Error

### Cause

The displayed information has been deleted by other AC menu users.

## Action

-

---

## **Please select at least one search condition when searching.**

### Type

Warning

### Cause

No search condition is specified in the setup window where to set screening conditions.

## Action

Search again after specifying the search condition.

---

## **The maximum displayed number has been exceeded and the display processing will be terminated.**

### Type

Error

### Cause

The number of devices to be displayed once has exceeded 50,000.

## Action

Display the window again after modifying the display unit or screening device information.

---

## **The stocktaking start date cannot be set to exceed the end day of stocktaking.**

## Type

Error

## Cause

The end day of stocktaking is set to be earlier than the stocktaking start date.

## Action

Set the end day of stocktaking later than the stocktaking start date.

---

### **The device information of affiliated section can be modified.**

## Type

Error

## Cause

The administrator prepares to modify the device information of non-affiliated section.

## Action

Execute again after confirming the modified device information.

---

### **The selected device cannot be viewed.**

## Type

Error

## Cause

The administrator prepares to view the device information of non-affiliated section.

## Action

Execute again after selecting the device of affiliated section.

---

### **%1 does not set one item.**

## Variable information

% 1: input field name (Example: auditing pointer, auditing item)

## Type

Error

## Cause

The input field specified in % 1 does not select one item.

## Action

Select the input field of % 1, and execute again after specifying the correct data.

---

### **An exception occurred in the system. Please contact the system administrator.**

## Type

Error

## Cause

An error occurred in the system on Desktop Patrol CS.



## Action

Confirm the status of the network and Systemwalker standard database. If the error is still existing, contact the system administrator of Desktop Patrol CS.

---

## Database access error occurred.

%1

## Variable information

%1: Error message output by the database

## Type

Error

## Cause

An error occurred when accessing to the database.

## Action

Perform the action that is instructed in the output error message.

In addition, as variable information, the error messages output by the database are as follows:

- [SymfoWARE ODBC Driver] JYP1010E The server connection requirement is denied.  
For the resolution, confirm the connected target environment, and confirm whether the port number matches, or whether the service of database has not been stopped.
  - [SymfoWARE ODBC Driver] JYP1021E An error occurred in the system call.  
function="connect"errno="10065"  
For the resolution, confirm whether AC is connected to the network.
  - [SymfoWARE ODBC Driver] JYP1008U "Specified Connected Target Server Name" does not exist in the host name of host name management files.  
For the resolution, confirm whether CS has existed in the network.
  - [SymfoWARE ODBC Driver] JYP1087U The unidentified protocol is received when confirming the connection.  
For the resolution, confirm whether other products are using the specified port number.
- 

## Two or more items have been set for input setup place.

## Type

Error

## Cause

In the specified setup place, the building management information has specified more than two registered building names.

## Action

Specify more than two registered building names again in the building management information, or execute again after specifying other setup place.

---

## The characters starting from %2 cannot be used in %1.

## Variable information

%1: input field name (Example: asset number)

%2: prohibited string

## Type

Error

## Cause

The strings not allowed are specified in the beginning characters of specified input field.

## Action

For the contents displayed in the input field name, execute again after specifying the beginning characters as allowed string.

---

### **%1 and %2 are duplicated.**

## Variable information

%1: belong to domain name (Example: IP address, MAC address 1)

%2: belong to domain name (Example: IP address, MAC address 2)

## Type

Error

## Cause

The values of two specified input fields are specified as the same value.

## Action

For the contents displayed in the input field name, execute again after specifying a different value.

---

### **Failed to register as the registration upper limit %1 (%2) has been exceeded.**

## Variable information

%1: input field name

%2: registration upper limit

## Type

Error

## Cause

Prepare to register when exceeding the registration upper limit of specified input field.

## Action

-

---

### **The device specified in %1 has been related to other devices.**

## Variable information

%1: input field name (Example: related asset number)

## Type

Error

## Cause

In the input field, the device specified as related device for other devices has been specified.

## Action

Specify correct string for the contents displayed in input field name.

---

### **It is a device set in %1, and %2 cannot modify it.**

## Variable information

%1: input field name (Example: related asset number)

%2: input field name (Example: asset number, related asset number)

#### Type

Error

#### Cause

Prepare to modify the asset number or related asset number of devices set as related devices for other devices

#### Action

Modify the related asset number of device whose related device will be modified from object device. After that, modify the asset number and managed asset number of device whose object has been modified.

---

**%s contains environment dependent characters. Please reset.**

#### Variable information

%s: input field name

#### Type

Error

#### Cause

The environment-dependent characters have been specified.

#### Action

Execute again after confirming the input value.

---

**Please use the network path or URL to specify %s.**

#### Variable information

%s: specify the path name of link target

#### Type

Error

#### Cause

The network path and URL path are not specified.

#### Action

Execute again after specifying the network path or URL.

---

**The required option is not specified. -- %s**

#### Variable information

%s: option name

#### Type

Error

#### Cause

The required option is not specified when executing the command.

#### Action

Execute the command after specifying the required option,

---

**The following options require parameters. -- %s**

## Variable information

%s: option name

## Type

Error

## Cause

The parameter corresponding to the option is not specified when executing the command.

## Action

Execute the command after specifying the parameter corresponding to the option.

---

## **The length of the following option value is incorrect. -- %s**

## Variable information

%s: option name

## Type

Error

## Cause

When executing the command, the string length specified in the option has exceeded the length range.

## Action

For the parameter of option, specify correct string within invalid length scope and execute the command.

---

## **The incorrect option is specified.**

## Type

Error

## Cause

The incorrect option is specified when executing the command.

## Action

Specify the correct option, and execute it again.

---

## **An error occurred when deleting the management ledger. (Details: %s)**

## Variable information

%s: Error message output by the database

## Type

Error

## Cause

An error occurred when accessing to the database.

## Action

Perform the action according to the output error message.

---

## **The automatic collection value cannot be got. (Details: %s)**

#### Variable information

%s: Error message output by the database

#### Type

Error

#### Cause

An error occurred when accessing to the database.

#### Action

Perform the action according to the output error message.

---

### **An error occurred when initializing the automatic collection information. (Details: %s)**

#### Variable information

%s: Error message output by the database

#### Type

Error

#### Cause

An error occurred when accessing to the database.

#### Action

Perform the action according to the output error message.

---

### **The MAC address that was entered is already registered as the asset number of another device.**

#### Type

Error

#### Cause

The specified MAC address has already been registered to another device.

#### Action

Specify a non-allocated asset number, or delete devices with the same MAC address.

---

### **Abnormalities occurred in Excel. Error Inf.(%s1). Please reboot Asset Console. [Detail] %s2**

#### Variable information

%s1: Error cause

%s2: Excel error message

#### Type

Error

#### Cause

An error that prevents execution occurred in Excel.

Possible causes are as follows:

- The macro security settings in Excel have been configured to prevent execution of macros.
- An unsupported 64-bit version of Excel is being used.
- Excel was forcibly terminated.

## Action

Take action according to the Excel error message, and then execute the command again.

- Configure Excel to enable execution of macros, and then execute again.
- Install the 32-bit version of Excel, and then execute again.
- Remove the cause of the forcible termination, and then execute again.

## 3.7.2 Messages in Installation

---

This section describes messages output when setting Systemwalker Desktop Patrol CS and installing AC/ADT.

---

### Failed to write the initialization information.

#### Type

Error

#### Cause

Failed to write information into the registry.

#### Action

Reinstall after restarting PC.

---

### Failed to perform the installation. Please confirm the causes of the failure, and then reinstall.

#### Type

Error

#### Cause

An exception occurred during the installation procedure. Or The Cancel option was selected in the installation procedure.

#### Action

When canceling the installation, reinstall or return to the initial status by uninstalling. But note that the original environment will be deleted when the cancellation is selected during overwriting installation or upgrade installation.

When an exception occurs in the installation, reinstall after confirming the exception content and excluding the causes, or return to the initial status by uninstalling. But note that the original environment will be deleted when the exception occurred during overwriting installation or upgrade installation.

---

### You cannot specify a root directory under a drive in the installation target. Please set the installation target path in a form of adding a drive name and a pathname. (Example: C:\DesktopPatrol\AC <DesktopPatrol is a path name>)

#### Type

Error

#### Cause

A root directory under a drive is specified in the installation target.

#### Action

Set the installation target path in a form of adding a drive name and a pathname

---

### The file system is not NTFS.

#### Type

Error

Cause

The file system is not NTFS.

Action

Check the PC environment.

---

**The property file registration command of Desktop Master Console does not exist.**

Type

Error

Cause

The property file registration command of Desktop Master Console does not exist.

Action

Reinstall after restarting PC.

---

**Failed to register the property file of Desktop Master Console.**

Type

Error

Cause

Failed to register the property file of Desktop Master Console.

Action

Reinstall after restarting PC.

---

**Failed to rename the file.**

Type

Error

Cause

Failed to rename the file.

Action

Reinstall after restarting PC.

---

**Failed to write the initialization information.**

Type

Error

Cause

Failed to write information into the registry.

Action

Reinstall after restarting PC.

---

**The resolution of VGA or higher than VGA is required for this program.**

Type

Error

### Cause

The resolution may be for unsupported objects.

### Action

Reinstall after restarting PC.

---

**Cannot install because the network settings were not configured, or because only IPv6 can be used.**

### Type

Error

### Cause

ADT cannot be installed because the network information of the IPv4 address has not been configured.

### Action

Configure the network settings of the IPv4 address, and then install ADT.

## 3.7.3 Messages in AC Environment Construction

---

This section describes the messages output when constructing the AC environment.

### 3.7.3.1 Common Messages

---

#### **%s1 Error Inf. (%s2 -%d)**

##### Variable information

%s1: error messages of system

%s2: function name

%d: error code

##### Type

Error

##### Cause

OS function leads to failure.

##### Action

Take actions according to the OS error message/error code warnings, and execute again.

---

#### **%s1 Error inf (%s2 -%d) Details (%s3)**

##### Variable information

%s1: error messages of system

%s2: function name

%s3: attached information

%d: error code

##### Type

Error

##### Cause

OS function leads to failure.



## Action

Take actions according to the OS error message/error code warnings, and execute again.

---

## **An error occurred in %s. Error code (%d)**

### Variable information

%s: function name

%d: error code

### Type

Error

### Cause

OS function leads to failure.

### Action

Take actions according to the error code warnings, and execute again.

---

## **An error occurred in %s1. Error code (%d) Details (%s2)**

### Variable information

%s1: function name

%s2: attached information

%d: error code

### Type

Error

### Cause

OS function leads to failure.

### Action

Take actions according to the error code warnings, and execute again.

---

## **Start repeatedly. Stop the program that is started later.**

### Type

Error

### Cause

Two or more environment constructions have been started.

### Action

Execute in the started environment construction.

---

## **Microsoft Excel has not been installed. Please execute again after installation.**

### Type

Error

### Cause

The required software, Microsoft Excel, has not been installed.

## Action

Execute again after installing Microsoft Excel.

### 3.7.3.2 Messages in [Setting CS Host Name]

---

#### **The host name is not set.**

## Type

Error

## Cause

The required item is not set.

## Action

Specify the required item and then execute again.

---

#### **The specified host name does not exist in the network.**

## Type

Error

## Cause

The specified CS host name does not exist in the network.

## Action

Execute again after confirming the server name/network status.

---

#### **An error occurred when registering Process DSN: %s**

## Variable information

%s: error information

## Type

Error

## Cause

Failed to create the registration process used for confirming the database connection.

## Action

Take actions according to the error information, and then execute again.

---

#### **An error occurred when registering DSN. :%s**

## Variable information

%s: error number of DSN registration process

## Type

Error

## Cause

The internal process of DSN registration failed.

## Action

Take actions according to the error number warning of DSN registration process, and then execute again.

---

**The database of specified host name cannot be accessed.**

## Type

Error

## Cause

Failed to check the connection of specified CS host name.

## Action

Check whether the CS host name is correct and the database status, and then execute again.

### 3.7.3.3 Messages in [Settings of E-mail environment]

---

**SMTP server is not set.**

## Type

Error

## Cause

The required SMTP server is not specified.

## Action

Specify the required item, and then execute again.

---

**The sender is not set.**

## Type

Error

## Cause

The required sender is not specified.

## Action

Specify the required item, and then execute again.

---

**The recipient is not set.**

## Type

Error

## Cause

The required recipient (E-mail address) is not specified.

## Action

Specify the required item, and then execute again.

---

**The host name of SMTP server does not exist in the network.**

## Type

Error

## Cause

The specified SMTP server does not exist in the network.

## Action

Execute again after confirming the server name/network status.

---

## **%s The content of E-mail address is incorrect.**

### Variable information

%s: address information (sender/recipient)

### Type

Error

### Cause

The E-mail address is incorrect.

### Action

Enter the correct E-mail address, and execute again.

---

## **%s The E-mail address contains space.**

### Variable information

%s: address information (sender/recipient)

### Type

Error

### Cause

The E-mail address is incorrect.

### Action

Enter the correct E-mail address, and execute again.

---

## **%s The E-mail address is incorrect. It contains no @ mark or multiple @ marks, or @ mark is specified in the beginning and ending.**

### Type

Error

### Cause

The E-mail address is incorrect.

### Action

Enter the correct E-mail address, and execute again.

---

## **%s The E-mail address is incorrect.**

### Variable information

%s: address information (sender/recipient)

### Type

Error

### Cause

The E-mail address is incorrect.

#### Action

Enter the correct E-mail address, and execute again.

---

#### **%s Multiple E-mail addresses have been specified.**

#### Variable information

%s: address information (sender/recipient)

#### Type

Error

#### Cause

Multiple E-mail addresses have been specified.

#### Action

Enter only one E-mail address, and execute again.

---

#### **Please set a numeral within a range from 0 to 65,535 in the port number.**

#### Type

Error

#### Cause

The port number is set incorrectly.

#### Action

Specify the correct port number.

---

### 3.7.3.4 Messages in [Setting Warning Notification]

---

#### **The item does not specify the week.**

#### Type

Error

#### Cause

One or more required weeks have not been specified.

#### Action

Execute again after selecting one week at least.

---

#### **The item does not specify the execution date.**

#### Type

Error

#### Cause

The value has not been entered in the execution date.

#### Action

Specify one value within a range from 1 to 31, and then execute again.

---

#### **The value out of default value has been specified in the item of execution day.**

#### Type

Error

#### Cause

The data is out of the range from 1 to 31.

#### Action

Specify one value within a range from 1 to 31, and then execute again.

---

**The warning auditing cannot be performed when the settings of E-mail environment is not completed.**

#### Type

Error

#### Cause

The warning auditing cannot be performed when the settings of E-mail environment is not completed.

#### Action

Perform the settings of E-mail environment, and then execute again.

### 3.7.3.5 Messages in [Edit E-mail Template]

---

**The item does not specify the subject.**

#### Type

Error

#### Cause

The required subject is not specified.

#### Action

Specify the required item, and then execute again.

---

**The item does not specify the text.**

#### Type

Error

#### Cause

The required text is not specified.

#### Action

Specify the required item, and then execute again.

### 3.7.3.6 Messages in [Setting Security Auditing]

---

**The specified date and rectification period is specified by month and this rectification period cannot be specified.**

#### Type

Error

#### Cause

If the execution day specified by month is added with the date of rectification period and then the rectification period will be in month unit, the date of rectification period cannot be specified.

#### Action

Shorten the rectification period or specify the execution day earlier than the date of specified value.

### 3.7.4 Messages When Registering/Modifying Asset Information

---

The following section describes the messages output when registering/modifying asset information.

#### 3.7.4.1 Messages When Registering/Modifying Inventory Information

---

##### **An environment error occurred when connecting to the database. (Details = Failed to read %s.)**

###### Variable information

%s: ACSetup.ini

###### Type

Error

###### Cause

An error occurred when accessing to the ini file, and the setup information cannot be read. The ini file may be damaged.

###### Action

Operate again after constructing the AC environment.

---

##### **A database access error occurred when connecting to the database. (Details: %s)**

###### Variable information

%s: Error message output by the database

###### Type

Error

###### Cause

An error occurred when accessing to the database.

###### Action

Perform the action that is instructed in the output error message.

---

##### **A database access error occurred when getting the PC information list. (Details: %s)**

###### Variable information

%s: Error message output by the database

###### Type

Error

###### Cause

An error occurred when accessing to the database.

###### Action

Take actions according to the output error message.

---

##### **A database access error occurred when synchronizing the PC information. (Details: %s)**

###### Variable information

%s: Error message output by the database

## Type

Error

## Cause

An error occurred when accessing to the database.

## Action

Take actions according to the output error message.

---

## **A data error occurred when synchronizing the PC information.**

## Type

Error

## Cause

The error displayed in the previous error messages results in that the PC information cannot be synchronized.

## Action

Take actions according to the previous output error message.

---

## **The errors occurred continuously and the synchronous processing has been terminated.**

## Type

Error

## Cause

As the errors occurred continuously, the synchronous processing for the PC information has been terminated.

## Action

Take actions according to the previous output error message.

---

## **Start repeatedly. Stop the program that is started later.**

## Type

Error

## Cause

The program that cannot be started repeatedly has been started synchronously.

## Action

Execute the operation by using the previous started program.

---

## **The value out of default value has been specified in the item of %s.**

## Variable information

%s: execution day

## Type

Error

## Cause

The string out of the specified range has been specified.

## Action

Execute again after specifying the execution day within the range from 1 to 31.



---

**The item does not specify the week.**

Type

Error

Cause

It is required to select at least one week, but no item is specified.

Action

Execute again after selecting at least one week.

---

**The item does not specify the execution date.**

Type

Error

Cause

The value has not been entered in the execution date.

Action

Specify one value within a range from 1 to 31, and then execute again.

---

**The service of task scheduler has not been executed.**

Type

Error

Cause

The service of OS task scheduler has not been executed.

Action

Start the service of OS task scheduler and execute the auto synchronous setup again.

---

**Failed to register in the task scheduler. Code (%s)**

Variable information

%s: error detailed code

Type

Error

Cause

When registering the OS task scheduler, the task cannot be registered due to error.

Action

An exception occurred in the OS task scheduler environment. Confirm that there is no problem existing in the OS, and if there is no problem, send the task list information of task registration and error detailed code displayed in the message to the administrator.

---

**An exception occurred when reflecting automatically. Display the contents of abnormal processing?**

Type

Error

Cause

An exception occurred due to autosynchronous function.

#### Action

Click **Yes** and confirm the abnormal contents when confirming the abnormal contents.

---

### **A database access error occurred when synchronizing the contract information. (Details: %s)**

#### Variable information

%s: Error message output by the database

#### Type

Error

#### Cause

An error occurred when accessing to the database.

#### Action

Take actions according to the output error message.

---

### **A database access error occurred when transferring the contract information. (Details: %s)**

#### Variable information

%s: Error message output by the database

#### Type

Error

#### Cause

An error occurred when accessing to the database.

#### Action

Take actions according to the output error message.

---

### **The database has not been constructed. Please construct the operating environment.**

#### Type

Error

#### Cause

The database of CS has not been constructed and cannot be operated.

#### Action

Construct the operating environment in the CS and construct the database.

---

### **The environment construction is not performed. Please perform the environment construction.**

#### Type

Error

#### Cause

AC environment has not been constructed.

#### Action

Operate again after constructing the AC environment.

---

### **An error occurred while the smart device information was being synchronized. (Details: %s)**

#### Variable information

%s: Error message output by the database

#### Cause

A database access error occurred.

#### Action

Take actions according to the output error message.

### 3.7.4.2 Messages When Registering/Modifying Total Account

---

**The value of %s has exceeded %d characters. Please specify a value less than %d characters.**

#### Variable information

%s: input item in window

%d: exceeded length

#### Type

Error

#### Cause

The value exceeding the input length cannot be set.

#### Action

Set a value less than the exceeding length.

---

**The item does not specify the %s.**

#### Variable information

%s: [Device Information File] or [Contract Information File]

#### Type

Error

#### Cause

The item of variable information must be specified, but it has not been specified.

#### Action

Specify the displayed item, and then execute again.

---

**The file that does not exist in %s file can be specified.**

#### Variable information

%s: [Device Information] or [Contract Information]

#### Type

Error

#### Cause

The item of variable information must be specified, but it has not been specified.

#### Action

Specify the displayed item, and then execute again.

---

**The template of %s is not entered.**

## Variable information

%s: [Device Information] or [Contract Information]

## Type

Error

## Cause

The item is not specified in the Excel template of variable information.

## Action

Specify the item in Excel template, and then execute again.

---

**Failed to view %s file. Please confirm whether the contents of specified file are not damaged.**

## Variable information

%s: [Device Information] or [Contract Information]

## Type

Error

## Cause

The contents of specified file and data format of registration format do not match.

## Action

Execute again after specifying correct file name.

---

**The entered beginning of asset number is used for automatic collection and cannot be used.**

## Type

Error

## Cause

The specified beginning of asset number is used for collecting asset number automatically and cannot be used.

## Action

Execute again after modifying the beginning characters of asset number.

---

**The file used for template input cannot be opened.**

## Type

Error

## Cause

An error occurred when starting the Excel used for template.

## Action

"Disable Macros" may be selected when opening the template file. "Select "Enable Macros" when opening the template file, and execute again.

---

**The same file name cannot be specified.**

## Type

Error

#### Cause

The same file is specified in the device information and contract information.

#### Action

Execute again after confirming the set contents in the device information and contract information.

---

**Any of device information and contract information is not selected.**

#### Type

Error

#### Cause

The registration is performed when any of device information and contract information is not selected.

#### Action

Execute again after selecting any of device information and contract information.

### 3.7.4.3 Messages When Registering/Modifying Information through Automatic Checkout Device

---

**The modified segment information has been deleted.**

#### Type

Error

#### Cause

The information ready to be modified has been deleted by other users.

#### Action

-

---

**Because the device that has been detected is contained in the deletion object, it is unable to delete.**

#### Type

Error

#### Cause

When deleting the device information from the non-registered object device, prepare to delete the device information detected by ADT.

#### Action

Exclude the device detected by ADT from the devices to be deleted, and then execute again.

---

**Because the device that is not detected is contained in the return object, it is unable to return to the object.**

#### Type

Error

#### Cause

When the non-registered object device is becoming the registered object, prepare to treat the devices that are not detected by ADT as registered objects.

#### Action

Exclude the device that are not detected by ADT from the registered objects, and then execute again.

---

### When creating the download file access error occurred.

#### Type

Error

#### Cause

A file access error occurred when creating the download files. Probable causes are the following:

- Failed to access to the main directory of IIS.
- The capacity of main directory of IIS is insufficient.

#### Action

Confirm with the administrator whether there is any problem existing in the access authority and capacity of main directory of IIS.

---

### The processing target is not selected.

#### Type

Error

#### Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected (check box, option button).

#### Action

Select the item (check box, option button) that supports the operation, and then execute again.

---

### The selected segment cannot be modified because the range of the selected segment overlaps with the range of another segment.

#### Type

Error

#### Cause

As the network segment ready to be modified and IP address scope of other network segment are duplicated, the network segment information cannot be modified.

#### Action

Execute again after deleting the network segment whose IP address is duplicated.

---

### Failed to get non-registered device information. The file may be damaged. (Details: %1)

#### Variable information

%1: detailed information (Example: zip file is not found)

#### Type

Error

#### Cause

Failed to export non-registered device information from received data. The received file may be damaged.

#### Action

Modify the related asset number of device whose related device will be modified from object device. After that, modify the asset number and managed asset number of device whose object has been modified.

---

### An exception occurred in the AC installation environment.

## Type

Error

## Cause

Systemwalker Desktop Patrol AC is not installed or its installation is not completed normally.

## Action

Confirm whether Systemwalker Desktop Patrol AC has been installed and retry. If the error still appears, reinstall Systemwalker Desktop Patrol AC.

---

### **An exception occurred when accessing to the manufacturer name file (%1). (Details: %2)**

## Variable information

%1: absolute path of manufacturer name file

%2: messages that means error cause

## Type

Error

## Cause

The manufacturer name file cannot be accessed.

## Action

Confirm whether the output manufacturer name file of absolute path has existed or whether the file can be opened, and retry. If the error still appears, reinstall Systemwalker Desktop Patrol AC.

---

### **The detection information collected by ADT is too old, and it is not registered.**

## Type

Error

## Cause

The received data is older than registered data, and the received data is stopped to be registered in database.

## Action

Collect the latest detection information through ADT and retry.

---

### **The version information does not exist.**

## Type

Error

## Cause

The received data does not contain version information.

## Action

Collect the latest detection information through ADT and retry.

---

### **The factor of version information does not exist.**

## Type

Error

## Cause

The factor of version information in received data is insufficient.

#### Action

Collect the latest detection information through ADT and retry.

---

#### **No device information has existed.**

#### Type

Error

#### Cause

The received data does not contain non-registered device information.

#### Action

Confirm the operating environment of PC with ADT module installed.

---

#### **An exception occurred in the device information. [%1]**

#### Variable information

%1: location of non-registered device with exception

#### Type

Error

#### Cause

The format of non-registered device information in received data is incorrect.

#### Action

Confirm the operating environment of PC with ADT module installed.

---

#### **The version of ADT module cannot be supported.**

#### Type

Error

#### Cause

The version of ADT module is not supported.

#### Action

Update CS to the latest version.

---

#### **The specified page number does not exist.**

#### Type

Error

#### Cause

The page that does not exist has been specified and prepare to turn to this page.

#### Action

Execute again after specifying correct page.

---

### **3.7.5 Messages When Setting Report Output**

---

The following section describes the messages output when setting the report output.

---

#### **It is the item name of window that is not edited.**



## Type

Error

## Cause

The item name in the window has been edited, but the value after modification has not been specified.

## Action

Specify the value after modification when editing the item name in the window.

---

### Please enter a value whose %1 is less than %2.

## Variable information

%1: input field name (Example: the second threshold)

%2: input field name (Example: the first threshold)

## Type

Error

## Cause

In the input field specified in %1, a value greater than input field in %2 cannot be specified.

## Action

Confirm the specified values in %1 and %2 input fields, and execute again after specifying correct data.

---

### Please enter %1 within the range from %2 to %3.

## Variable information

%1: input field name (Example: the first threshold)

%2: lower limit of scope (numeral)

%3: upper limit of scope (numeral)

## Type

Error

## Cause

The value out of the range from %2 to %3 cannot be specified in the input field specified in %1.

## Action

Confirm the specified value in %1 input field, and execute again after specifying correct data.

---

## 3.7.6 Messages in Device Management

The following section describes the messages output in device management.

---

### Please specify %1 as a file that exists.

## Variable information

%s: specify the path name of link target

## Type

Error

## Cause

The file specified as path name of link target does not exist.

## Action

Set the path name of link target that has existed.

---

### Please specify %1 as a file, a directory or URL that exists.

## Variable information

%s: specify the path name of link target

## Type

Error

## Cause

The file or directory specified as path name of link target does not exist.

## Action

Set the path name of link target that has existed.

---

### The device information fulfilling the specified conditions does not exist.

## Type

Warning

## Cause

The information fulfilling the specified search conditions has not been found.

## Action

Search again after modifying the search condition.

---

### %1 cannot be modified as %2.

## Variable information

%s1: PC or Non-PC

%s2: PC or Non-PC

## Type

Error

## Cause

For the registered device information, it will be classified as non-PC from PC, or its registration will be modified reversely.

## Action

For the registered device information, do not classify the information as non-PC from PC, or modify its registration reversely.

---

### Please select the cell in the list.

## Type

Error

## Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected.

#### Action

Select the item (cell) that supports the operation and then execute again.

---

#### **The selected device does not exist or has been deleted.**

#### Type

Warning

#### Cause

The displayed device has been deleted by other AC menu users.

#### Action

-

---

#### **The maintenance contract information of this device does not exist.**

#### Type

Error

#### Cause

The displayed maintenance contract information has been deleted by other AC menu users.

#### Action

-

---

#### **No search condition is set. Please set at least one condition.**

#### Type

Error

#### Cause

No search condition is specified in the setup window where to set screening conditions.

#### Action

Search again after specifying the search condition.

---

#### **As it is deleted device, the device details cannot be displayed.**

#### Type

Error

#### Cause

For the deleted device, the device details window cannot be displayed.

#### Action

Execute again after selecting the device that is not deleted.

---

#### **The condition for %1 has not been selected. Please set the condition.**

#### Variable information

% 1: input field name (Example: operation)

#### Type

Error

#### Cause

No search condition of displayed item in %1 is specified in the setup window where to set screening conditions.

#### Action

Execute again after specifying the search condition for %1 item.

---

### **The item to be searched as modified operation is not selected.**

#### Type

Error

#### Cause

The item of search object for modification has not been selected.

#### Action

Execute again after selecting the item of search object.

---

### **Failed to delete the smart device inventory information.**

#### Cause

An error occurred when deleting the inventory information of the smart device.

#### Action

Delete the smart device information that could not be deleted from the smart device screen.

---

## **3.7.7 Messages in Contract Management**

---

The following section describes the messages output in contract management.

---

### **The %2 for the entered %1 has not been registered.**

#### Variable information

%s1: cost burden origin (display this value when modifying the item name in the settings of report output)

%s2: section name

#### Type

Error

#### Cause

The section name that does not exist has been set in the settings of cost burden origin.

#### Action

Specify the correct section that has existed.

---

### **The selected location is not effective data location.**

#### Type

Warning

#### Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected.

#### Action

Select the item (cell) that supports the operation and then execute again.

---

**Please enter the correct date.**

Type

Warning

Cause

The incorrect date is specified for registration when registering the contract.

Action

Confirm the contents specified as date information, and specify the correct data and then execute again.

---

**Please enter the search string of %s.**

Variable information

%s: input field name

Type

Warning

Cause

The value for the specified search condition is not entered.

Action

Execute again after specifying the contents in the input field.

---

**The device data distributed to the contract does not exist.**

Type

Warning

Cause

When the distribution device is not screened, the distribution is registered or eliminated.

Action

Perform the screening for the distribution device, and execute again after selecting or eliminating the distributed device through F12 key.

---

**The data matching the search condition is not found. Please modify the search conditions.**

Type

Warning

Cause

The information fulfilling the specified search conditions has not been found.

Action

Search again after modifying the search condition.

---

### **3.7.8 Messages in Stocktaking**

---

The following section describes the messages output in stocktaking.

---

**The stocktaking start date is not set. Please specify the stocktaking start date.**

Type

Error

## Cause

When confirming the stocktaking, it is required to set the stocktaking start date at first. The stocktaking start date has not been set.

## Action

Set the start day after clicking the setup button used for stocktaking.

---

**The stocktaking start date is earlier than %d. Please confirm the stocktaking start date and reset.**

## Variable information

%d: passing days from current date

## Type

Error

## Cause

When the set stocktaking start date has passed more than 180 days from the current date, it is required to reset the stocktaking start date.

## Action

The date, 180 days (half a year) earlier and later than current date, cannot be set in the stocktaking start date. Set a value that can be specified.

---

**The entered stocktaking start date is incorrect.**

## Type

Error

## Cause

The incorrect date has been set in the stocktaking start date.

## Action

Confirm the contents specified as date information, and specify the correct data and then execute again.

---

**The device of stocktaking does not exist, and the stocktaking list cannot be displayed.**

## Type

Warning

## Cause

The stocktaking start date is not set.

## Action

Set the stocktaking start date in the stocktaking use setup.

---

**The object contains %s.**

## Variable information

%s: an stocktaking has been performed, but this stocktaking procedure is not completed normally.

## Type

Error

### Cause

The set to stocktaking completed devices contain stocktaking completed devices, or the set to stocktaking uncompleted devices contain devices that have been set as stocktaking uncompleted.

### Action

Confirm the stocktaking status of selected devices, and execute again after selecting the object devices.

---

**The setup place cannot be corrected due to inconsistency of segment management information.**

### Type

Error

### Cause

For the segment, the segment whose setup place name is not set has existed.

### Action

Revise **Network Management Information** in the **Network Management**.

## 3.7.9 Messages in Report Output

---

The following section describes the messages output in report output.

---

**As output report, neither summary section nor detailed section is selected.**

### Type

Error

### Cause

Neither the summary section nor the detailed section is selected.

### Action

When outputting the reports, at least one of them.

---

**The specified saving target directory (%s) does not exist.**

### Variable information

%s: specified path

### Type

Error

### Cause

The directory specified as file output target of report does not exist, and the file output report cannot be output.

### Action

Confirm the directory specified as file output target of report.

---

**The stocktaking start date is set 180 earlier. Please confirm the stocktaking start date and reset.**

### Type

Error

### Cause

When the set stocktaking start date has passed more than 180 days from the current date, it is required to reset the stocktaking start date.

#### Action

The date, 180 days (half a year) earlier and later than current date, cannot be set in the stocktaking start date. Set a value that can be specified.

---

**The printer is not set, and the layout of report cannot be adjusted. Please execute again after setting the printer.**

#### Type

Error

#### Cause

Prepare to output the report in the PC without set printer.

#### Action

Output the report again after setting the printer.

---

**Please specify the auditing day whose %1 is earlier than %2.**

#### Variable information

%1: input field name (Example: last auditing day)

%2: input field name (Example: this auditing day)

#### Type

Error

#### Cause

A value earlier than auditing day of %2 input fields cannot be specified for the auditing day of input field in %1.

#### Action

Confirm the auditing days in %1 and %2 input fields, and execute again after specifying correct data.

---

**The auditing pointer of auditing object does not exist.**

#### Type

Error

#### Cause

When the auditing pointer of security auditing object is not set, the security auditing report cannot be output.

#### Action

Execute again after setting the auditing pointer as auditing object through **Report Output Setup > Security Auditing Setup** window.

---

**An exception occurred in the report template file of %1. (Details: %2)"**

#### Variable information

%1: report name

%2: exception details

#### Type

Error

#### Cause

An exception occurred in record format of the report template file of %1.



## Action

Confirm the report template file of %1, and execute again after modifying the report template file.

### 3.7.10 Messages in Uninstallation

---

The following section describes messages output when setting uninstallation in Systemwalker Desktop Patrol CS and uninstalling AC.

---

#### An exception occurred in the registry information of Systemwalker Desktop Patrol installation target.

## Type

Error

## Cause

Failed to read the value of registry. The registry value may have been deleted.

## Action

Contact our technical staff.

### 3.7.11 ADT Messages

---

The following section describes messages output through the ADT automatic checkout device information.

The following messages are output to the event logs.

#### Source : DTPA

---

#### ID:4 The notification of device information has been completed.

## Cause

Completed notification of the device information to the CS server.

---

#### ID:5 Failed to notify the device information. Details (%1)

## Variable information

%1: Cause of the error

## Cause

Failed to issue device information notifications to the CS server due to the error in %1.

## Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically detected on the next restart of the PC.

---

#### ID:6 Failed to collect the device information. Details (%1)

## Variable information

%1: Cause of the error

## Cause

Failed to collect device information for the CS server due to the error in %1.

## Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically detected on the next restart of the PC.

---

#### ID:8 The update confirmation processing failed. Details (%1)

#### Variable information

%1: Cause of the error

#### Type

Error

#### Cause

Failed to check update information for the CS server due to the error in %1.

#### Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically handled during the next processing.

---

### **ID:11 The program of Systemwalker Desktop Patrol ADT has been started.**

#### Cause

Systemwalker Desktop Patrol ADT started.

---

### **ID:12 The program of Systemwalker Desktop Patrol ADT has been stopped.**

#### Cause

Systemwalker Desktop Patrol ADT stopped.

---

### **ID:13 Failed to start the program of Systemwalker Desktop Patrol ADT. Details (%1)**

#### Variable information

%1: Cause of the error

#### Cause

Failed to start Systemwalker Desktop Patrol ADT due to the error in %1.

#### Action

Remove the cause of the error according to the error message, and then restart the PC.

---

### **ID:15 The program of Systemwalker Desktop Patrol ADT has been updated.**

#### Type

Info

#### Cause

Systemwalker Desktop Patrol ADT programs were automatically updated.

---

### **ID:16 Failed to update the program of Systemwalker Desktop Patrol ADT. Details (%1)**

#### Variable information

%1: Cause of the error

#### Type

Error

#### Cause

Failed to automatically update Systemwalker Desktop Patrol ADT programs due to error in %1.

#### Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically handled during the next processing.

## 3.8 Messages for SS

---

The following messages are output when using SS.

---

### Command executed successfully.

#### Cause

Processing ended normally.

#### Action

Processing ended normally, so no action needs to be taken.

---

### Command failed.

#### Cause

-

#### Action

Take action according to the error message output immediately before this one, and then execute the command again.

---

### Other command is running.

#### Cause

The command cannot be executed because another command is running.

#### Action

Wait until the command currently running completes, and then execute the command again.

---

### Not Administrator.

#### Cause

The user does not have Administrator privileges for the local system of the operating system.

#### Action

Execute as a user with Administrator privileges for the local system of the operating system.

---

### Invalid option. Option=%1

#### Variable information

%1: Option

#### Cause

The value specified for the option is invalid.

#### Action

Check the following, and then execute the command again.

- Is the value specified for the option within the valid range?
- If the option is a port number, does it conflict with other systems?
- If the option is a file, has the correct file been specified?

---

### **Invalid option.**

#### **Cause**

Possible causes are as follows:

- An invalid option was specified.
- A required option was not specified.
- Two mutually exclusive options were specified.

#### **Action**

Take the following action, and then execute the command again.

- Specify only valid options.
- Specify all required options.
- Review the combination of options.

---

### **Save settings failed.**

#### **Cause**

An error occurred when inputting or outputting the setup file.

#### **Action**

Ensure that the user has Administrator privileges and that there is sufficient disk space, and then execute the command again.

---

### **Initialize error.**

#### **Cause**

An error occurred during initialization processing.

#### **Action**

Perform a reinstallation or overwrite installation, and then execute the command again.

---

### **Internal error occurred.**

#### **Cause**

A product error occurred.

#### **Action**

Perform a reinstallation or overwrite installation, and then execute the command again.

---

### **Create certificate signing request failed.**

#### **Cause**

Failed to generate a certificate signing request.

#### **Action**

Check the following, and then execute the command again.

- Is the output file name correct?
- If a value that includes spaces has been specified, has it been enclosed with double quotation marks?
- Has a non-numeric value been specified for the effective period?
- Has a non-numeric value been specified for the key size?
- Is the key size value correct?

- Have the key generation algorithm and signature algorithm been specified correctly?

---

### **Import certificate failed.**

#### **Cause**

Possible causes are as follows:

- A certificate signing request was not generated.
- The certificate is invalid.
- A certificate has already been registered under the same alias name.
- The certificate registration order is invalid.

#### **Action**

Check the following, and then execute the command again.

- Are certificate signing requests being generated?
- Are server certificates that are retrieved using generated certificate signing requests being specified?
- Are certificates of the same alias name being registered?
- Is the certificate registration order valid?

---

### **Certificate was not registered.**

#### **Cause**

The server certificate was not registered.

#### **Action**

Ensure that the server certificate has been registered, and then execute the command again.

---

### **Certificate import/export error.**

#### **Cause**

Possible causes are as follows:

- Cannot perform backup/restore for server certificates.
- Failed to generate the certificate.
- Failed to register the certificate.

#### **Action**

Take the following action, and then execute the command again.

- Ensure that the specified file is correct.
- If performing a backup, ensure that the server certificate has been registered.
- Review the value specified for the option.
- Stop the SWDTiSDSVWebService service.
- If this error occurred during certificate registration, generate the certificate again.

---

### **%1 has not stopped.**

#### **Variable information**

%1: Service

## Cause

The service has not stopped.

## Action

Stop the service, and then execute the command again.

---

## Failed to generate the server certificate.

### Cause

Possible causes are as follows:

- Cannot access the specified directory.
- An invalid file name has been specified.

### Action

Take the following action, and then execute the command again.

- Specify a directory that can be accessed.
  - Specify the correct file name.
- 

## backup data exist

### Cause

Back up data already exists in the save destination.

### Action

Specify a folder that does not contain back up data.

---

## no file (%1)

### Variable information

%1: Absolute path to assets targeted for backup

### Cause

Assets targeted for backup could not be found.

### Action

Contact Fujitsu technical support.

---

## failed to backup file (%1)

### Variable information

%1: Absolute path to files targeted for backup

### Cause

Failed to back up the files.

### Action

Contact Fujitsu technical support.

---

## no backup file (%1)

### Variable information

%1: File that could not be found in the specified folder

## Cause

Backup file could be found in the specified folder.

## Action

Specify the folder that contains the backup file.

---

## **fail save (%1)**

### Variable information

%1: Absolute path to files targeted for backup

## Cause

Failed to back up the files targeted for backup from the existing files.

## Action

Contact Fujitsu technical support.

---

## **fail restore (%1)**

### Variable information

%1: Absolute path of restore target

## Cause

Failed to restore.

## Action

Contact Fujitsu technical support.

---

## **SWDTiSDSV not installed**

### Cause

SS is not installed.

### Action

Execute the command in an environment where SS is installed.

---

## **Usage : swss\_ImportAppleCert.bat /root rootpath /mdm mdmpath**

### Cause

The specified argument is invalid.

### Action

Specify a valid argument.

---

## **Ruby.exe not found**

### Cause

Ruby.exe cannot be found.

### Action

Contact Fujitsu technical support.

---

## **RubyScript not found**

### Cause

RubyScript cannot be found.

#### Action

Contact Fujitsu technical support.

---

#### **rootCertificate move failed**

#### Cause

Failed to move the Apple root certificate.

#### Action

Contact Fujitsu technical support.

---

#### **APNs sign failed**

#### Cause

Failed to register to the APNs connection feature.

#### Action

Specify the correct MDM certificate.

---

## **3.9 Messages for Smart Device CT**

---

The following messages are displayed when using CT for smart devices.

---

#### **Collecting information...**

#### Cause

The information required for synchronization processing is being collected.

#### Action

Wait until processing is complete.

---

#### **The information has been collected.**

#### Cause

None.

#### Action

Operation is running normally, so no action is required.

---

#### **Synchronizing...**

#### Cause

Synchronization processing is being performed.

#### Action

Wait until synchronization is complete.

---

#### **Running normally.**

#### Cause

None.

#### Action

Operation is running normally, so no action is required.

---



---

### **The URL used for synchronization has not been specified.**

#### **Cause**

Neither the enterprise server URL nor the Internet URL has been specified.

#### **Action**

Specify an enterprise server URL and/or Internet URL.

---

### **Cannot connect to the server.**

#### **Cause**

An error has occurred when trying to communicate with the server.

#### **Action**

Check the following, and perform synchronization again.

- Is the enterprise server URL or Internet URL valid?
  - Has the network been disconnected?
  - Is flight mode on?
- 

### **Failed to synchronize.**

#### **Cause**

Possible causes are as follows:

- An error has occurred when trying to communicate with the server.
- The network was disconnected during synchronization.
- An error occurred on Systemwalker Desktop Patrol SS.

#### **Action**

Check the following, and perform synchronization again.

- Is the enterprise server URL and Internet URL valid?
- Has the network been disconnected?
- Is flight mode on?

If the issue is not resolved even after taking the above action, contact the administrator, and after solving the issue, perform synchronization again.

---

### **Not synchronized.**

#### **Cause**

Synchronization has not been performed after specifying an enterprise server URL and/or Internet URL.

#### **Action**

Check the network connection, and perform synchronization.

---

### **Collecting investigation data...**

#### **Cause**

Investigation data is being collected.

#### **Action**

Wait until collection of investigation data is complete.

---

### Failed to collect the investigation data.

#### Cause

Possible causes are as follows:

- Failed to access external storage.
- There is insufficient available external storage space.

#### Action

Check the following, and then collect investigation data again.

- Is external storage installed?
- Is external storage mounted?
- Does the external storage have available disk space?

---

### An application is available for download.

#### Cause

None.

#### Action

An application is available for download. You can reference the application list by tapping the notification.

---

### %s1 can now be installed.

#### Variable information

%s1: Application

#### Cause

None.

#### Action

The application download was completed. It can now be installed by tapping the notification.

---

### %s1 Begin downloading

#### Variable information

%s1: Application

#### Cause

None.

#### Action

Operation is running normally, so no action is required.

---

### %s1 Downloading...

#### Variable information

%s1: Application name

#### Cause

None.

#### Action

Operation is running normally, so no action is required.

---

## **%s1 Failed to download**

### Variable information

%s1: Application name

### Cause

Possible causes are as follows:

- Failed to access external storage.
- There is insufficient available external storage space.
- The network was disconnected while downloading was in progress.
- An error occurred on Systemwalker Desktop Patrol SS.

### Action

Check the following, and then perform the download again.

- Is external storage installed?
- Is external storage mounted?
- Does the external storage have available disk space?
- Is the enterprise server URL and Internet URL valid?
- Has the network been disconnected?
- Is flight mode on?

If the issue is not resolved even after taking the above action, contact the administrator, and after solving the issue, perform the download again.

---

## **%s1 cannot be installed**

### Variable information

%s1: Application

### Cause

Possible causes are as follows:

- There is insufficient available external storage space.
- The file is corrupted.
- The application cannot be installed.

### Action

Check the following, and then perform the download again.

- Does the external storage have available disk space?

If the issue is not resolved even after taking the above action, contact the administrator, and after solving the issue, perform the download again.

---

## **%s1 cannot be downloaded because the external storage cannot be used**

### Variable information

%s1: Application

### Cause

Possible causes are as follows:

- There is insufficient available external storage space.
- Failed to access external storage.

#### Action

Check the following, and then perform the download again.

- Does the external storage have available disk space?
- Is external storage installed?
- Is external storage mounted?

---

### **%s1 cannot be downloaded due to the administrator settings**

#### Variable information

%s1: Application name

#### Cause

Possible causes are as follows:

- Distribution was stopped by the administrator.
- Distribution tasks were deleted by the administrator.
- The enterprise server URL and Internet URL are invalid.
- The enterprise server URL and Internet URL do not support application distribution.

#### Action

Check the following, and then perform the download again.

- Is the enterprise server URL and Internet URL valid?
- Do the enterprise server URL and Internet URL support application distribution?

If the issue is not resolved even after taking the above action, contact the administrator to request distribution.

---

## **3.10 Messages when Creating MDM Certificate Request File**

This section describes messages output by the sign\_csr.sh script during creation of the MDM certificate request file.

---

### **Command Succeeded.**

#### Cause

-

#### Action

-

---

### **Command Failed.**

#### Cause

The detailed cause of the error is displayed on the console.

#### Action

Take action according to the on-screen instructions.

---

### **Required parameter is not set.**

#### Cause

A required parameter has not been specified.

#### Action

Ensure that all required parameters were specified, and then execute the command again.

## 3.11 Error Messages Output by the Uninstall (middleware) Function

---

### It has already been starting in another process.

#### Description

An attempt was made to start a second instance of Uninstall (middleware) or to start Uninstall (middleware) while the installer was active.

#### Action

Close the active instance of Uninstall (middleware) or wait until the installer terminates, and then start Uninstall (middleware).

---

### Invalid option.

#### Description

The specified option is invalid.

#### Action

Specify a valid option according to Usage.

---

### Failed to uninstall of the following software packages:

#### Description

Failed to uninstall the software displayed after this message.

#### Action

Check the uninstallation failure message displayed after this message and take corrective action.

---

### Internal data is broken.

#### Description

The internal data being used by the tool is corrupted.

#### Action

Retrieve the files from the following directories and contact Fujitsu technical support.

%SystemDrive%\FujitsuF4CR\cir\

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

---

### Command failed.

#### Description

The tool terminated abnormally.

#### Action

Retrieve the files from the following directories and contact Fujitsu technical support.

%SystemDrive%\FujitsuF4CR\cir\

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

---

### **An unexpected error has occurred during uninstall.**

#### **Description**

An abnormality occurred during uninstallation.

#### **Action**

Retrieve the files from the following directories and contact Fujitsu technical support.

%SystemDrive%\FujitsuF4CR\cir\

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

---

### **Failed to initialize the temp directory.**

#### **Description**

Failed to start Uninstall (middleware) because could not initialize the working directory.

#### **Action**

Restart Uninstall (middleware). If the problem persists, ensure that other processes are not accessing files under the directories below.

%SystemDrive%\FujitsuF4CR\cir\temp\meta\_db

%ProgramData%\Fujitsu\FujitsuF4CR\cir\temp\meta\_db

# Chapter 4 Port Number and Service

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

## 4.1 Port Number List

### Port numbers used

The following table lists port numbers used in Systemwalker Desktop Patrol.

Source	Receive port	Protocol	Transmission port	Destination	Used for	Exception setting (Note 4)
CS	2921	RMI	Random	CS	Inter-process communication	Y
DS	2856 (Note 1)	HTTP	Random	CS, DS	Transmitting/collecting the inventory information	Y
DS	2921	RMI	Random	DS	Inter-process communication	N
DS	2922 (Note 1)	HTTP	Random	CS, DS	Distribution software	Y
AC	10104	TCP	Random	CS	Operating asset information	Y
ADT	80 (Note 3)	HTTP	Random	CS	Notifying Systemwalker Desktop Patrol database of Device information detected by ADT	Y
CT	2856 (Note 1)	HTTP	Random	CS, DS	Transmitting the inventory information	Y
CT	2922 (Note 1)	HTTP	Random	CS, DS	Distribution software	Y
Web GUI	80 (Note 2)	HTTP	Random	CS (IIS)	Connecting IIS of CS through the Web browser, and performing Web GUI operations	Y
CS	16992	HTTP	Random	Management Target PC	Managing PC	N
SS	10104	TCP	Random	CS	Operating asset information or managing smart devices	Y
Smart device CT (Android)	38080	HTTP	Random	SS	Managing smart devices	Y
Smart device CT (Android)	38181	HTTPS	Random	SS	Managing smart devices	Y
Smart device CT (iOS)	50080	HTTPS	Random	SS	Managing smart devices	Y
Smart device CT (iOS)	50081	HTTPS	Random	SS	Managing smart devices	Y
SS	34848	HTTP	Random	SS	SS only (fixed)	N
SS	37676	JMS	Random	SS	SS only (fixed)	N
SS	33700	IIOP	Random	SS	SS only (fixed)	N

Source	Receive port	Protocol	Transmission port	Destination	Used for	Exception setting (Note 4)
SS	33820	IIOPS	Random	SS	SS only (fixed)	N
SS	33920	IIOPS (mutual authentication)	Random	SS	SS only (fixed)	N
SS	38686	JMX	Random	SS	SS only (fixed)	N
SS	53000	HTTP	Random	SS	SS only (fixed)	N
SS	53001	HTTP	Random	SS	SS only (fixed)	N
SS	58080	HTTP	Random	SS	SS only (fixed)	N
SS	58181	HTTPS	Random	SS	SS only (fixed)	N
SS	54848	HTTP	Random	SS	SS only (fixed)	N
SS	57676	JMS	Random	SS	SS only (fixed)	N
SS	53700	IIOP	Random	SS	SS only (fixed)	N
SS	53820	IIOPS	Random	SS	SS only (fixed)	N
SS	53920	IIOPS (mutual authentication)	Random	SS	SS only (fixed)	N
SS	58686	JMX	Random	SS	SS only (fixed)	N
SS	55432	HTTP	Random	CS	Managing iOS devices	Y

CS: Systemwalker Desktop Patrol CS

DS: Systemwalker Desktop Patrol DS

AC: Systemwalker Desktop Patrol AC

ADT: Systemwalker Desktop Patrol ADT

CT: Systemwalker Desktop Patrol CT

Web GUI: Desktop Patrol Main Menu and Desktop Patrol Download Menu

SS: Systemwalker Desktop Patrol SS

Smart device CT: Systemwalker Desktop Patrol Client

Random: Use any of numbers that are not used at that point.

**Note 1)**

Default port number, which can be modified when you install the CS.

**Note 2)**

Default port number of IIS. The Web GUI settings need to be modified when you modify the port number.

**Note 3)**

To determine the device information, ADT accesses the following port numbers at the same network segment.

- 515: For checking whether the detected device is a printer.  
ADT determines that the device whose port number is null is a printer.
- 161: Obtain details about the device that cannot be determined as a PC.



Note 4)

Y: Port that must be configured as an exception to the firewall of the communication destination system

N: Port that does not need to be configured as an exception to the firewall of the communication destination system

Remarks

For port numbers used in remote operation function (Systemwalker Live Help), see the Systemwalker Live Help Manual.

### Settings when using firewall in CS and DS

Specify the following command as exception command of the firewall.

```
<Systemwalker Desktop Patrol installation directory>\JRE\6.0\bin\javaw.exe
```

### Settings when using firewall in CS, DS, and SS

Set the port number used for receive port to exception in the firewall settings.

In addition, modify the settings when you modify the port number of the receive port.

## 4.2 How to Modify the Port Number

---

### 80

Port number for connecting to the Web GUI

To modify the port number 80 used to connect to IIS of CS through "Desktop Patrol Main Menu" or "Desktop Patrol Download Menu", perform the following operations after installing the CS:

#### IIS 6.0/7.0/7.5

1. [Stopping services](#)
2. [Modifying the port number of IIS](#)
3. [Modifying settings of Systemwalker Desktop Patrol](#)
4. [Starting services](#)

#### IIS 8.0/8.5

1. [Stopping services](#)
2. [Modifying the port number of IIS](#)
3. Modifying settings of [Modifying settings of Systemwalker Desktop Patrol](#)
4. [Starting services](#)[Starting services](#)

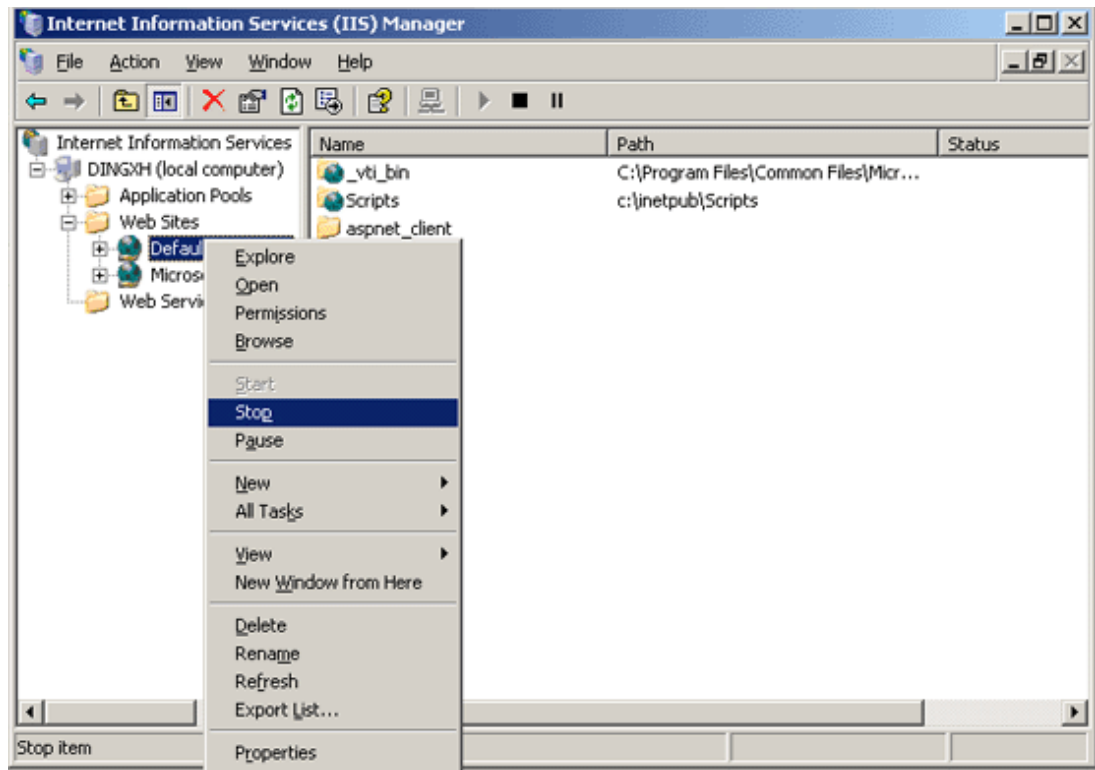
#### IIS 6.0/7.0/7.5

##### Stopping services

1. Log in to Windows on the CS as a user belonging to the Administrators group.
2. Stop the following services:
  - a. Choose **Control Panel > Management Tool > Services**. Right-click **ITBudgetMGR (INV)** and click **Stop** from the shortcut menu.

b. Click **Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**.

-> The following page appears.

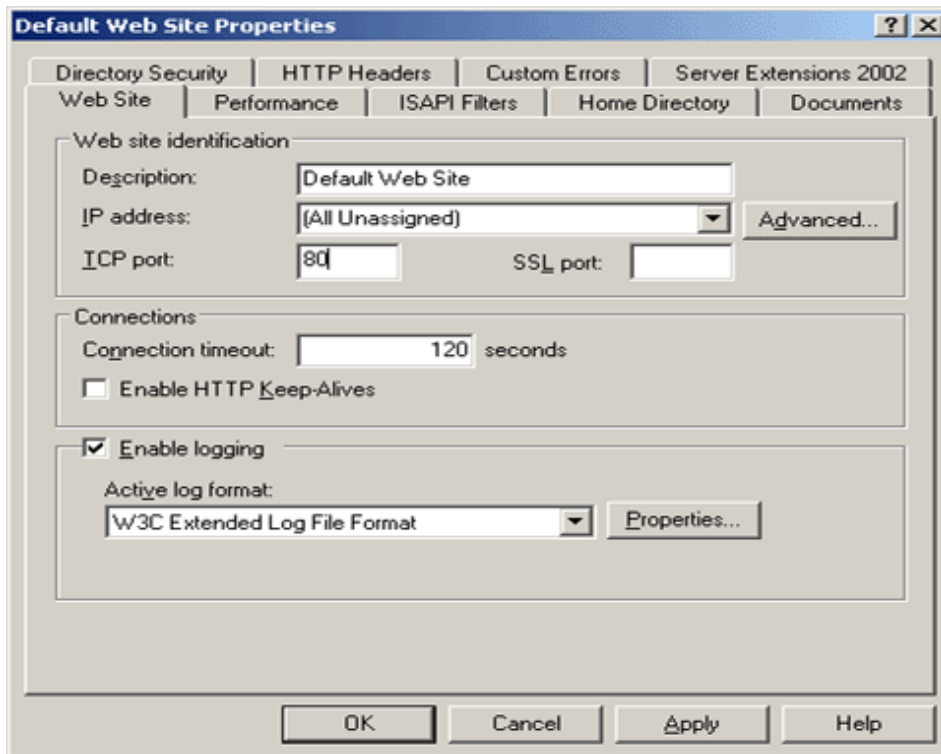


c. Right-click **Default Web Site** of **Web Sites** and click **Stop** from the shortcut menu.

## Modifying the port number of IIS

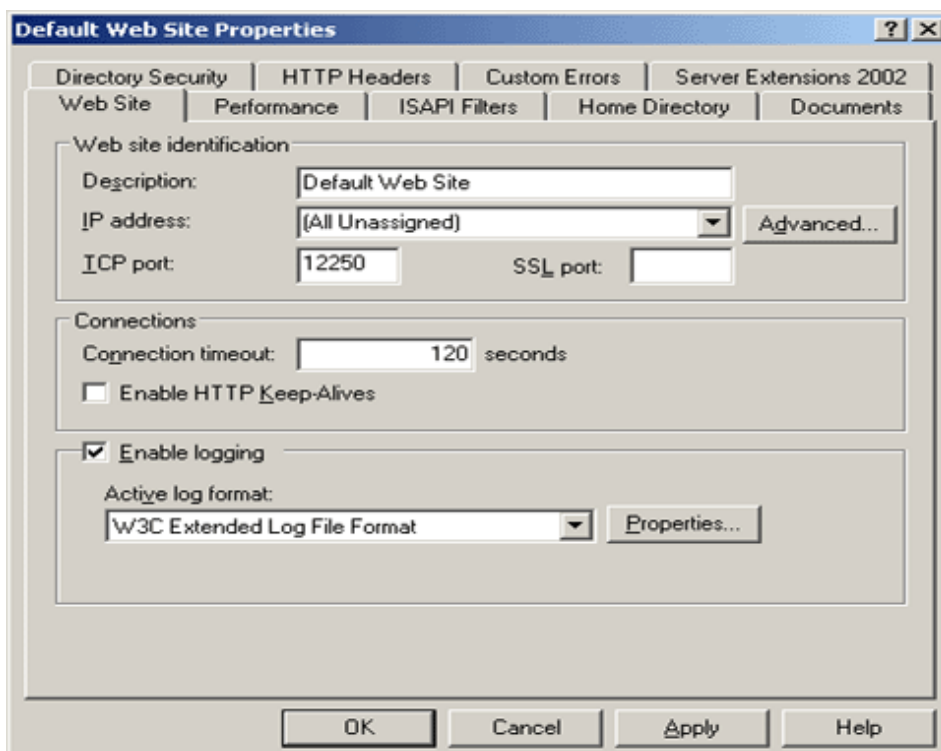
1. Click **Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**. Right-click **Existent Web Site of Web Site** and click **Properties** from the shortcut menu.

-> The following page appears.



2. Modify **TCP port** to any port number that is 1024 or higher and has not been used in the system. Determine the port numbers that are used in the system by running the netstat command.

The following takes modifying the **TCP port** number to 12250 as an example.

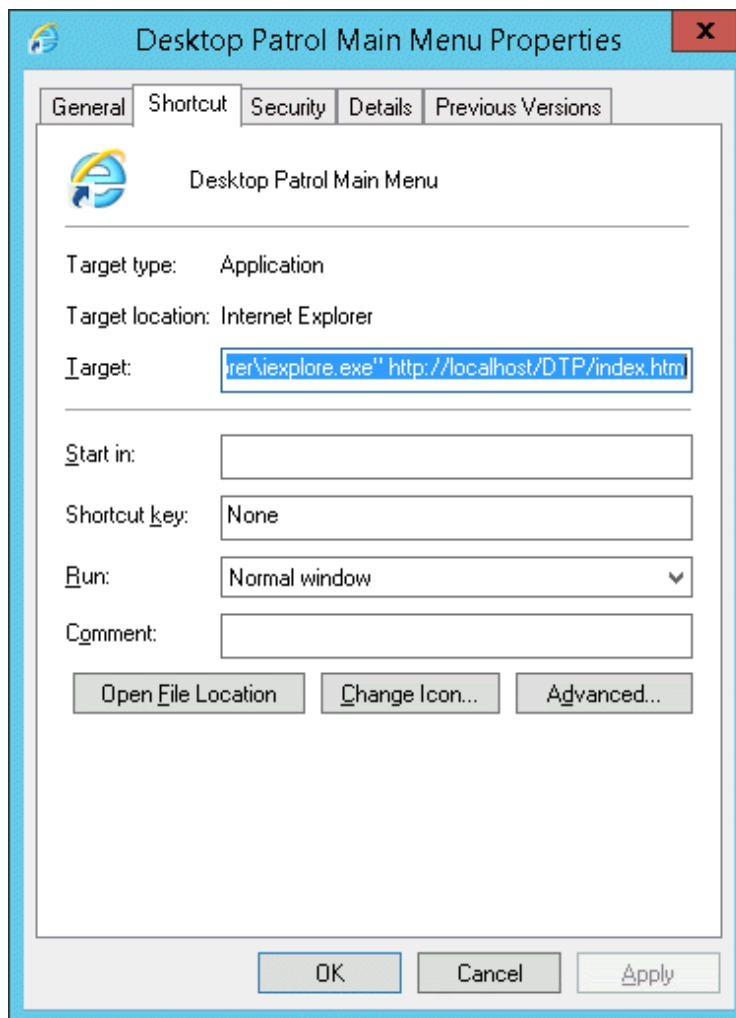


3. Click **OK** after modifying a number.

#### Modifying settings of Systemwalker Desktop Patrol

Modify the settings of Systemwalker Desktop Patrol according to the modified port number.

1. Log in to Windows on the CS as a user belonging to the Administrators group.
2. From the **Start** menu (**Apps** screen), start the Systemwalker Desktop Patrol Main Menu and modify the settings.
  - a. Click **Start > All Programs > Systemwalker Desktop Patrol**, or **Apps > Systemwalker Desktop Patrol**, and right-click **Desktop Patrol Main Menu**.
  - b. Click **Properties**.  
-> The following page appears.



- c. Modify the URL displayed in **Target** according to the modified port number.

For example, the port number is modified to 12250.

[Before the Modification]

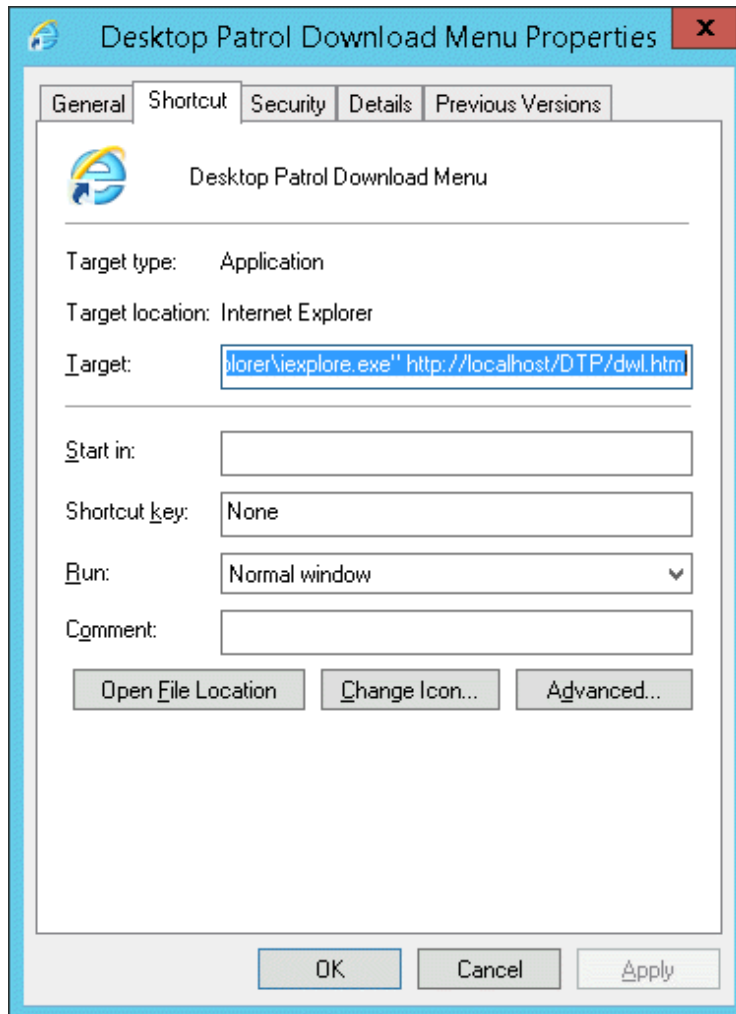
```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost/DTP/index.html
```

[After the Modification]

```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost:12250/DTP/index.html
```

3. From the **Start** menu (**Apps** screen), start the download menu and modify the settings.
  - a. Click **Start > All Programs > Systemwalker Desktop Patrol**, or **Apps > Systemwalker Desktop Patrol**, and right-click **Desktop Patrol Download Menu**.
  - b. Click **Properties**.
 

-> The following page appears.



- c. Modify the URL displayed in **Target** according to the modified port number.

For example, the port number is modified to 12250.

[Before the Modification]

"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost/DTP/dwl.html

[After the Modification]

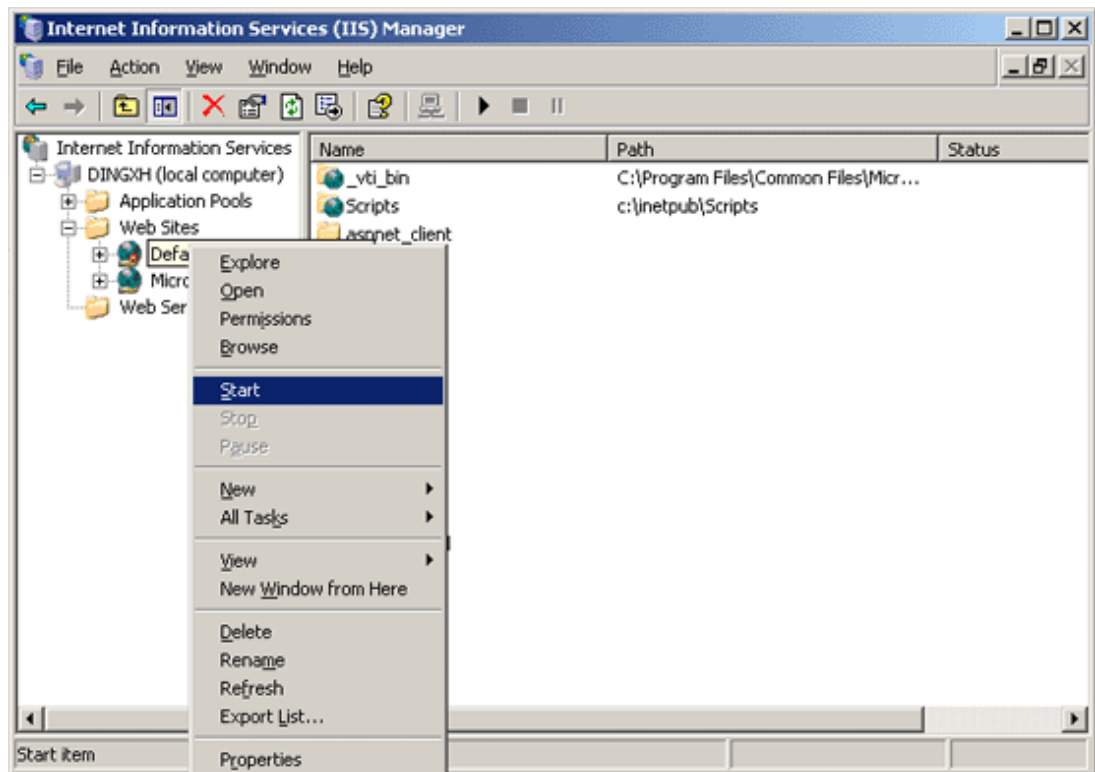
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost:12250/DTP/dwl.html

#### Starting services

1. Log in to Windows on the CS as a user belonging to the Administrators group.
2. Start the following services:
  - a. Choose **Control Panel > Management Tool > Services**. Right-click **ITBudgetMGR (INV)** and click **Start** from the shortcut menu.

b. Choose **Control Panel > Management Tool > IIS Manager**.

-> The following page appears.



c. Right-click **Default Web Site** of **Web Sites** and click **Start** from the shortcut menu.

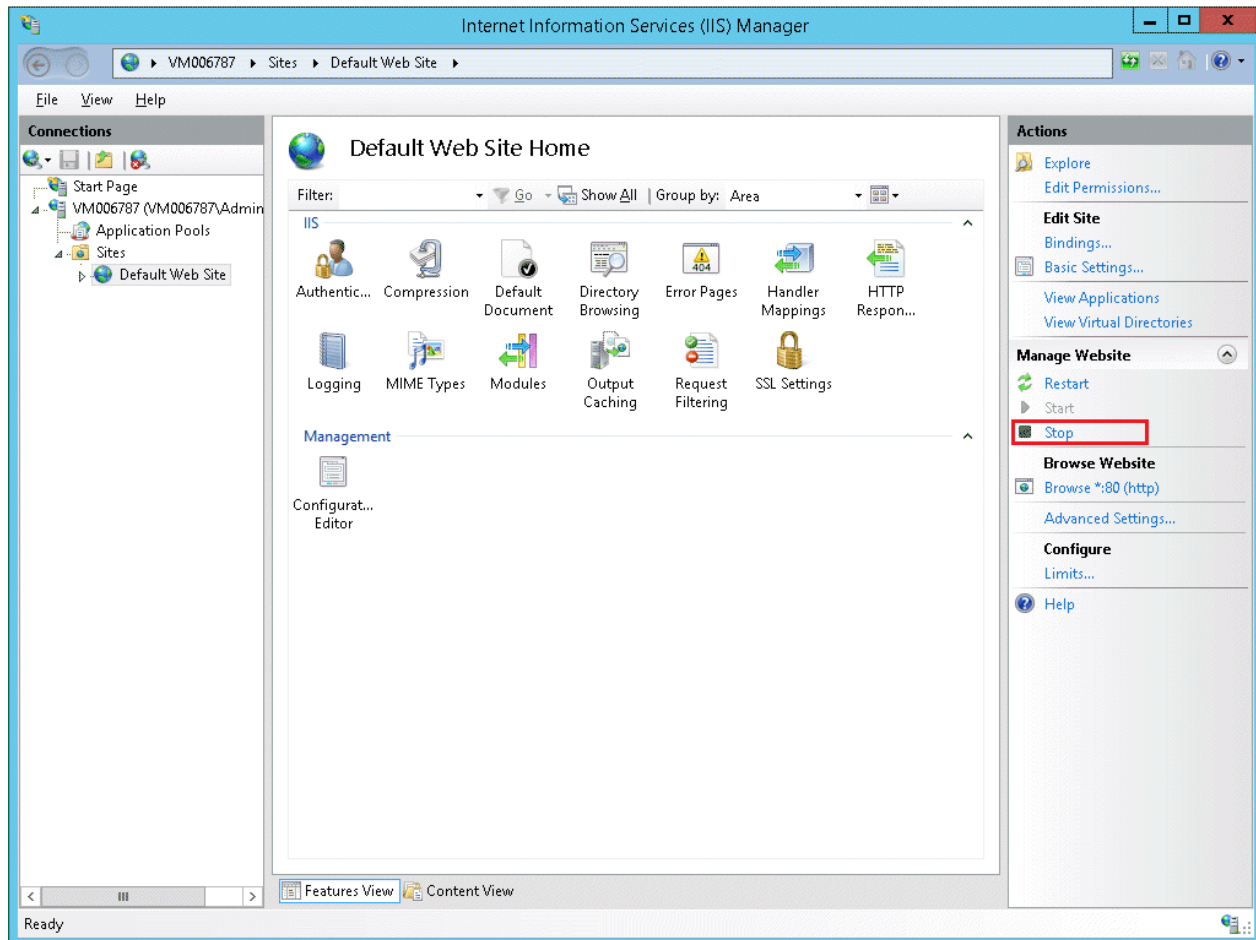
## IIS 8.0/8.5

### Stopping services

1. Log in to Windows on the CS as a user belonging to the Administrators group.
2. Stop the following services:
  - a. Click **Server Manager > Tools > Services**. Right-click **ITBudgetMGR(INV)** and click **Stop**.

- b. Click **Server Manager > Tools > Internet Information Services (IIS) Manager**.

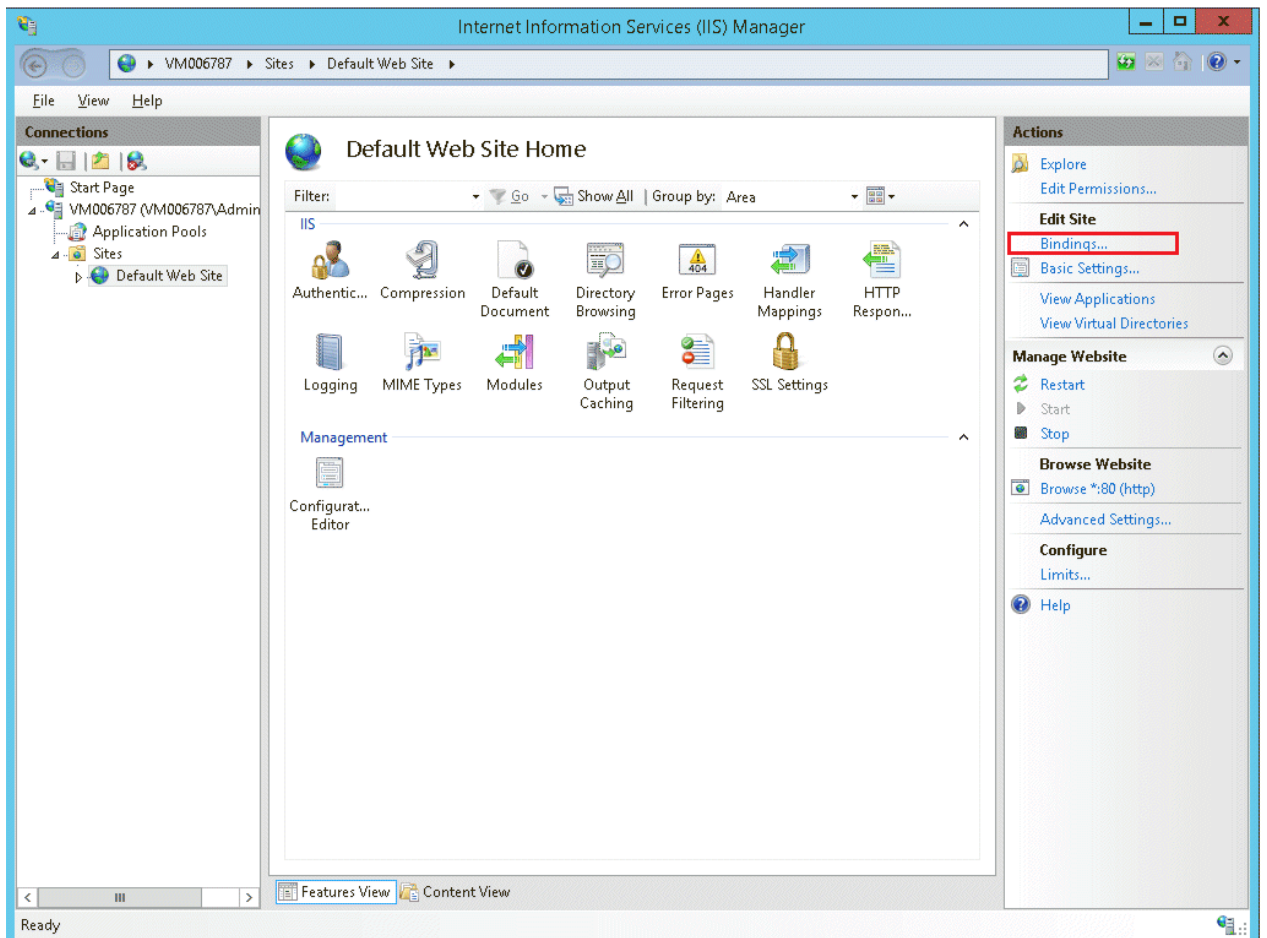
The following window will be displayed.



- c. Click **Sites**, right-click **Default Web Site**, click **Manage Website**, and then click **Stop**.

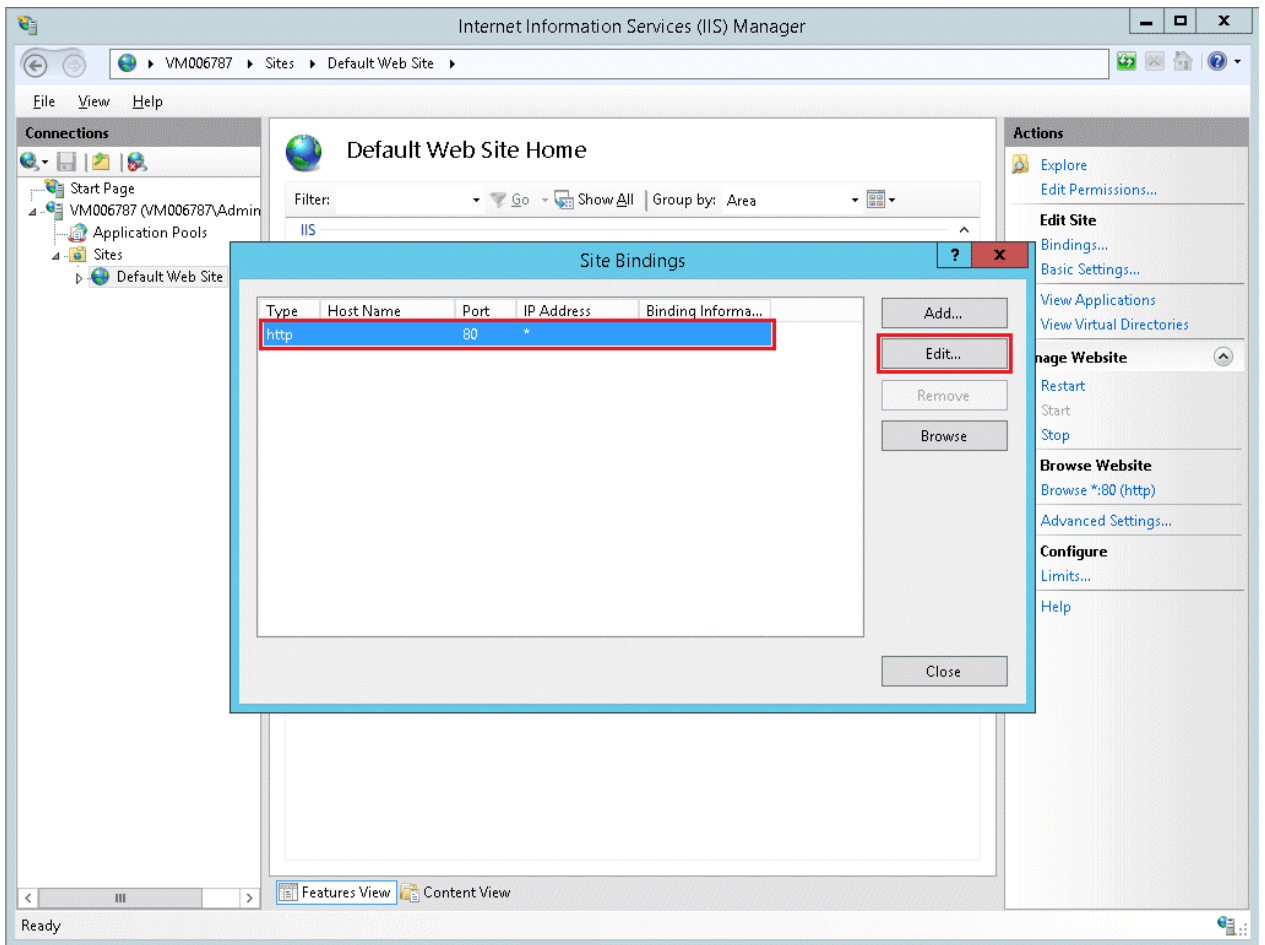
## Modifying the port number of IIS

1. Click **Server Manager > Tools > Internet Information Services (IIS) Manager**. Click **Sites**, right-click **Default Web Site**, and then click **Bindings**.



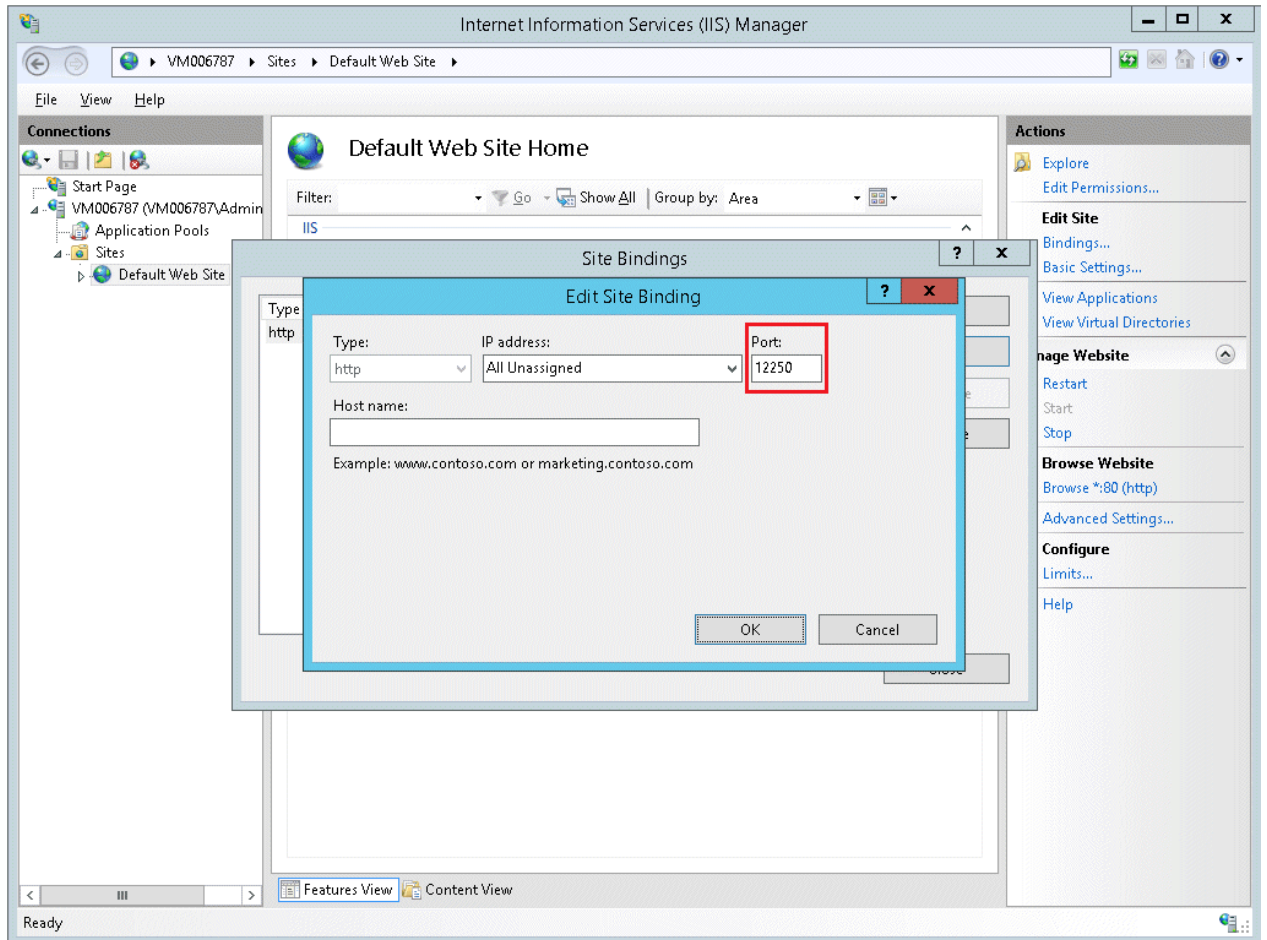


2. Select the binding for which you want to modify the port number, and click **Edit**.



3. Modify **Port** to any number that is 1024 or higher and has not been used in the system. Use netstat or similar to check numbers that are unused in the system.

The following explanation is based on the example of modifying **Port** to 12250.



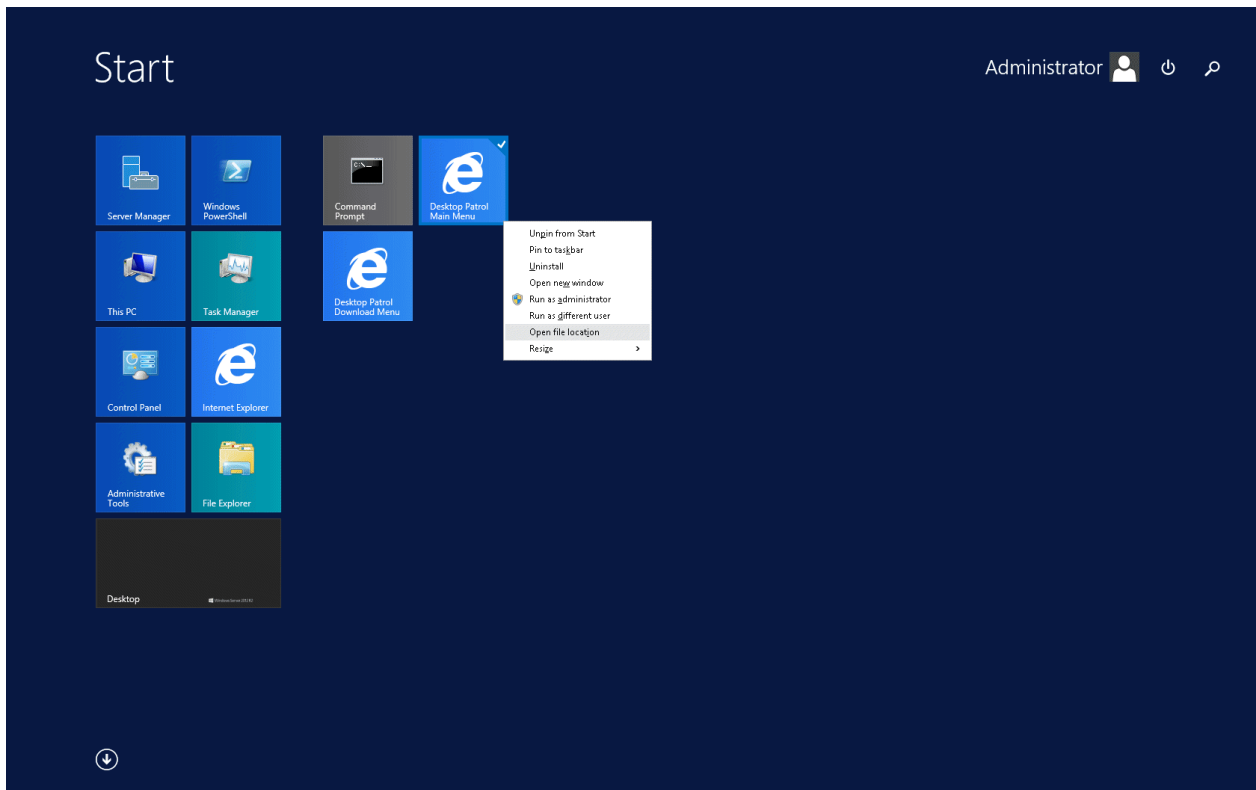
4. After modifying the number, click **OK**.

#### Modifying settings of Systemwalker Desktop Patrol

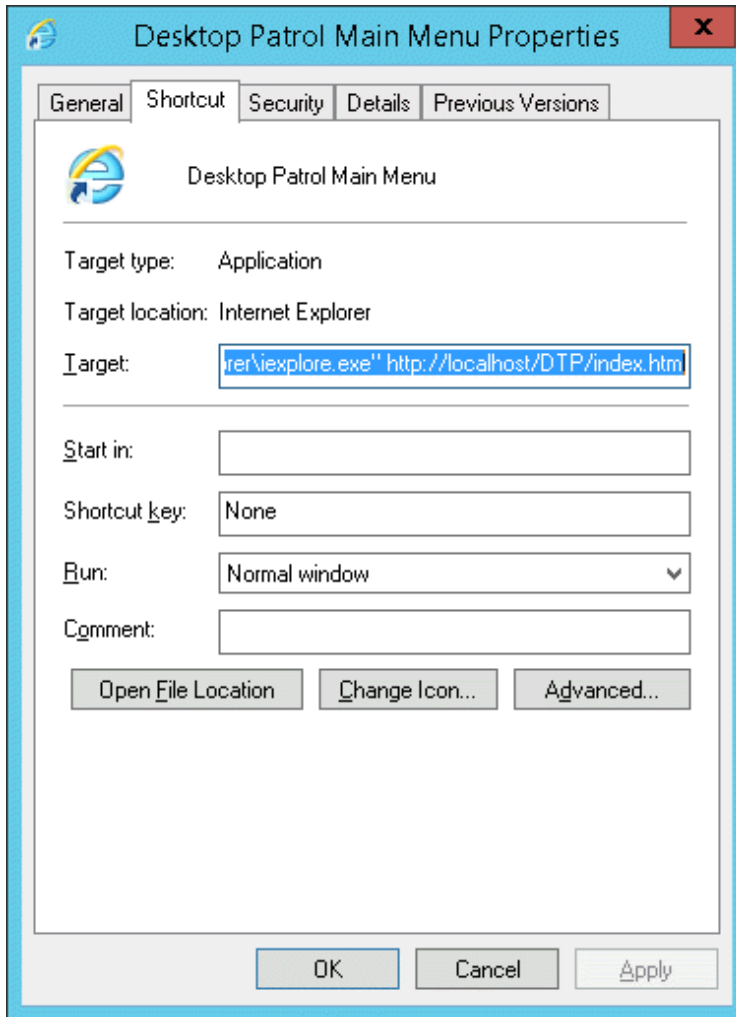
Modify the Systemwalker Desktop Patrol settings to suit the port you set.

1. Log in to Windows on the CS as a user belonging to the Administrators group.
2. From the **Start** menu, start the Systemwalker Desktop Patrol Main Menu and modify the settings.
  - a. Switch to the **Start** screen and right-click **Desktop Patrol Main Menu**.

b. From the menu at the bottom of the screen, click **Open file location**.



- c. Right-click the **Desktop Patrol Main Menu** shortcut and click **Properties**. The following window will be displayed.



- d. Modify the URL displayed in **Target** to suit the port number you set.

Example: Modifying the port number to 12250

Before

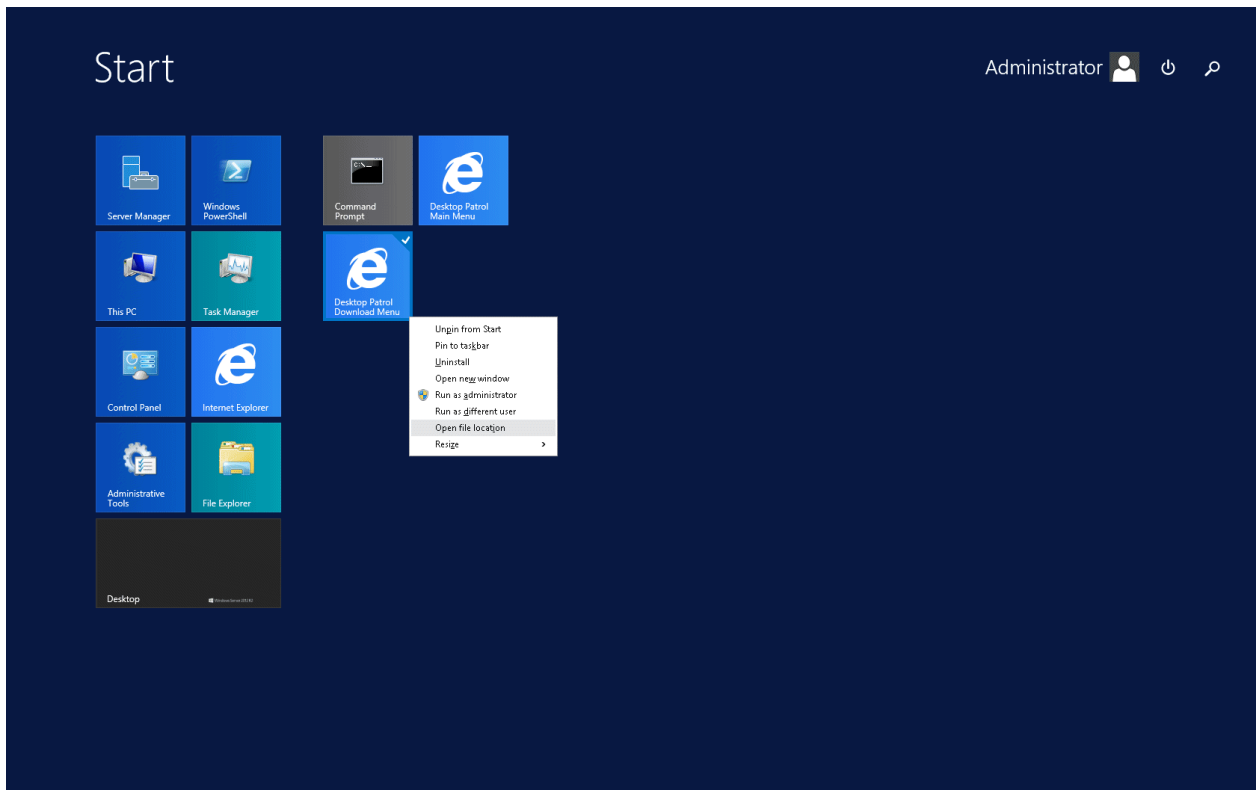
```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost/DTP/index.html
```

After

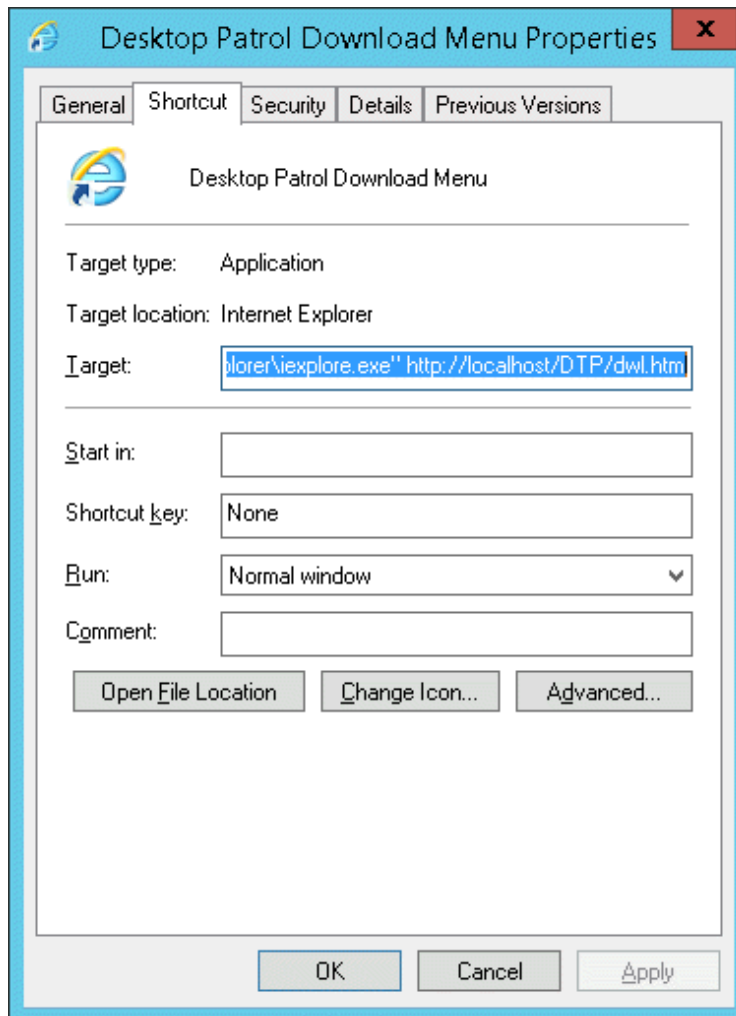
```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost:12250/DTP/index.html
```

3. Modify the download menu settings in the same way as the main menu settings. From the **Start** screen, start the download menu and modify the settings.
  - a. Switch to the **Start** screen and right-click **Desktop Patrol Download Menu**.

b. From the menu at the bottom of the screen, click **Open file location**.



- c. Right-click the **Desktop Patrol Download Menu** shortcut and click **Properties**. The following window will be displayed.



- d. Modify the URL displayed in **Target** to suit the port number you set.

Example: Modifying the port number to 12250

Before

```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost/DTP/dwl.html
```

After

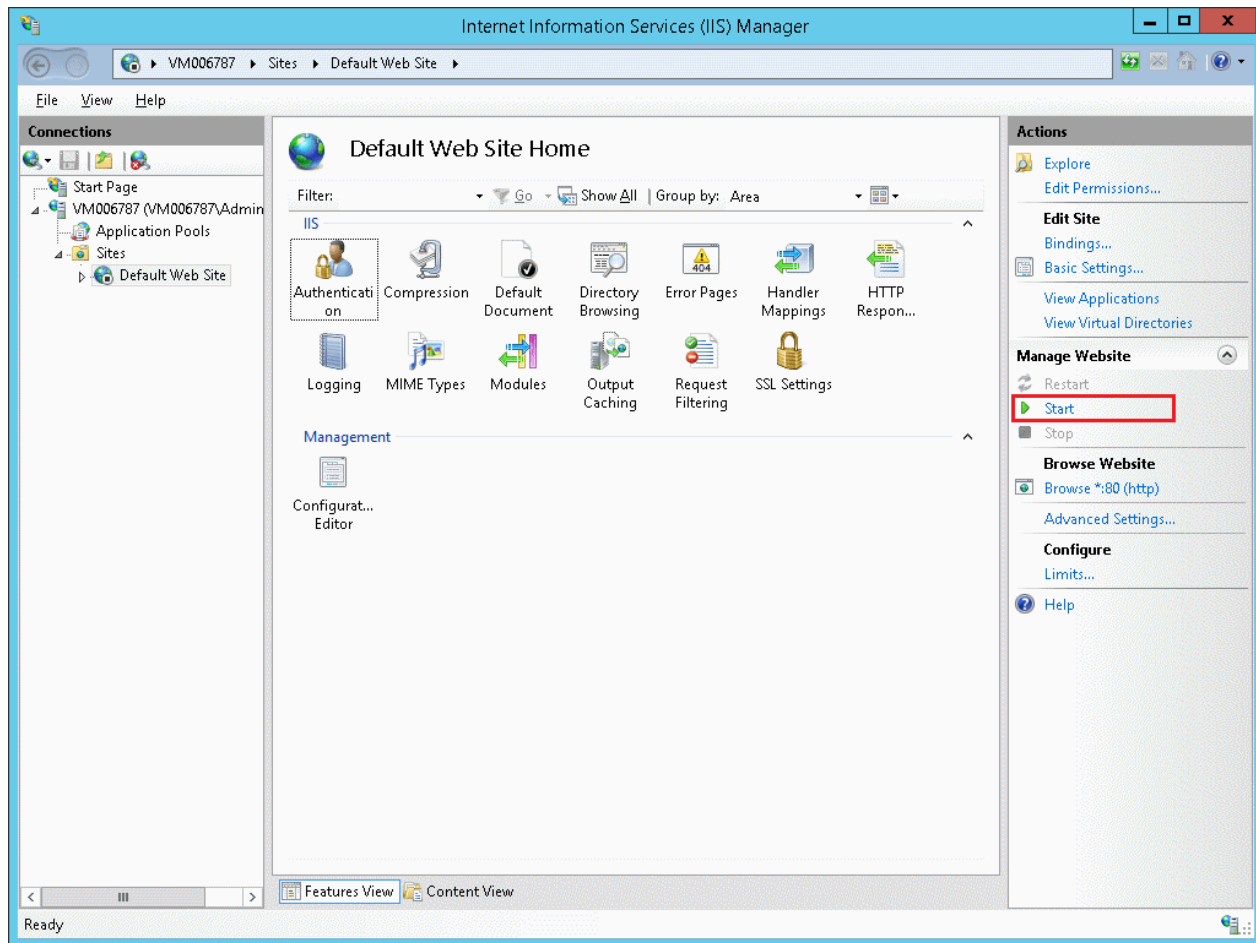
```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost:12250/DTP/dwl.html
```

#### Starting services

1. Log in to Windows on the CS as a user belonging to the Administrators group.
2. Start the following services:
  - a. Click **Server Manager > Tools > Services**. Right-click **ITBudgetMGR(INV)** and click **Start**.

- b. Click **Server Manager > Tools > Internet Information Services (IIS) Manager**.

The following window will be displayed.



- c. Click **Sites**, right-click **Default Web Site**, click **Manage Website**, and then click **Start**.

## 2856, 2922

Port numbers for software distribution and inventory transmission

While installing the Systemwalker Desktop Patrol CS, port numbers 2856 (for inventory transmission) and 2922 (for software distribution) used in each component can be modified. However, you cannot modify the port numbers after completing installation of Systemwalker Desktop Patrol CS.

## 10104

Perform the following operations to modify a port number.

1. Modify the CS settings.
2. Modify the AC settings.
3. Modify the SS settings.

Set the same port number for CS and AC, CS, and SS.

Modifying the CS settings

Open the following files. Modify the port number 10104.

- File to be edited

DTP installation directory: \bnserv\bin\ntp\_ddl\symfo\system\_AS.org

- Edit location

```
[RDB]
PORT=10104
```

#### Modifying the AC settings

Open the following files. Add the modified port number.

The port number that is set to the initial value is not recorded in the AC file.

Add the modified port number as a new item to the **COMMON** field.

- File for adding the item.

```
AC installation file: \ACSetup.ini
```

- Item to be added

```
[COMMON]
PORT=10104
```

#### Modifying the SS settings

1. Execute SWDTP\_ctrl.exe to stop Systemwalker Desktop Patrol.
2. Execute swss\_config.exe with the /cs.port option specified to modify the port number.
3. Execute SWDTP\_ctrl.exe to start Systemwalker Desktop Patrol.

### 38080

Use the following procedure to modify the port number:

1. Modify the SS settings.
2. Modify the smart device CT settings.

You must set the same port number on SS and the smart device CT.

#### Modifying the SS settings

1. Execute SWDTP\_ctrl.exe to stop Systemwalker Desktop Patrol.
2. Execute swss\_config.exe with the /Android.http.port option specified to modify the port number.
3. Execute SWDTP\_ctrl.exe to start Systemwalker Desktop Patrol.

#### Modifying the smart device CT settings

Append "*portNumber*" to the URL set in the smart device CT.

If a port number has already been appended, modify it.

### 38181

#### Modifying the SS settings

1. Execute SWDTP\_ctrl.exe to stop Systemwalker Desktop Patrol.
2. Execute swss\_config.exe with the /Android.https.port option specified to modify the port number.
3. Execute SWDTP\_ctrl.exe to start Systemwalker Desktop Patrol.

### 50080

#### Modifying the SS settings

1. Execute SWDTP\_ctrl.exe to stop Systemwalker Desktop Patrol.
2. Execute swss\_config.exe with the /iOS.profile.port option specified to modify the port number.



3. Execute SWDTP\_ctrl.exe to start Systemwalker Desktop Patrol.

## 50081

### Modifying the SS settings

1. Execute SWDTP\_ctrl.exe to stop Systemwalker Desktop Patrol.
2. Execute swss\_config.exe with the /iOS.https.port option specified to modify the port number.
3. Execute SWDTP\_ctrl.exe to start Systemwalker Desktop Patrol.

## 55432

Use the following procedure to modify the port number:

1. Modify the CS settings.
2. Modify the SS settings.

You must set the same port number on CS and SS.

### Modifying the CS settings

1. Use an editor or similar means to open the configuration file for the iOS management database.  
*iosManagementDbEnv\postgresql.conf*

Note: *iosManagementDbEnv* is the folder you specified when executing swss\_MDMDB\_ENV.exe to build the iOS management database.

2. Edit the port number.

```
port=55432
```

3. Start the PostgreSQL\_swdtmdm service.

### Modifying the SS settings

1. Execute SWDTP\_ctrl.exe to stop Systemwalker Desktop Patrol.
2. Execute swss\_config.exe with the /iOSmgr.port option specified to modify the port number.
3. Execute SWDTP\_ctrl.exe to start Systemwalker Desktop Patrol.

## 4.3 Service List

---

Start the following services according to different types.

Type	Service Name	Function
CS	ITBudgetMGR(INV)	Control the inventory data, path download, and software distribution function. Used to communicate with DS and CT.
CS	SymfoWARE RDB SWDTP	Systemwalker Desktop Patrol services of the standard database of Systemwalker.
CS	PostgreSQL_swdtmdm	Manage operation of the iOS management database.
DS	ITBudgetMGR(INV)	Transmit the inventory data, patch data, and software distribution. Used to communicate with CS and CT.
CT	ITBudgetMGR(INV)	Inventory collection/transmission, path download/installation, and software download. Used to communicate with CS and DS.
SS	Systemwalker Desktop Patrol SS	Relay smart device inventory data. Used to communicate with CS and the smart device CT.
SS	SWDTiSDSVWebService	Display the page for distributing iOS MDM profiles.

Type	Service Name	Function
SS	SWDT_APNs Client	Connect to the Apple APNs (Apple Push Notification Service) server.
SS	SWDT_MDMServer	iOS MDM.
SS	SWDTiSDSVService	Smart Device Relay Server for iOS.

### Required services of all functions

Function	Setting Value	Required Service	Type
Software distribution	<p>When performing the following settings in <b>Environment Setup</b> &gt; <b>Policy Groups</b> &gt; <b>Customize Various Policies</b> on <b>Desktop Patrol Main Menu</b></p> <ul style="list-style-type: none"> <li>- When specifying <b>Specified User Authority</b> in <b>Specify the authority for automatic execution after software download</b> of <b>Basic Operation Policy</b> &gt; <b>Software Distribution</b> tab..</li> </ul>	- SecondaryLogon	CT
Inventory information collection (basic information/security information/ power saving auditing information)	N/A	Windows Management Instrumentation	CT
Power saving auditing Security auditing	<p>When performing the following settings in <b>Environment Setup</b> &gt; <b>Policy Groups</b> &gt; <b>Customize Various Policies</b> on <b>Desktop Patrol Main Menu</b></p> <ul style="list-style-type: none"> <li>- When specifying a value other than <b>Not Auditing</b> for each item in <b>Power Saving Policy</b> &gt; <b>Power Saving Auditing Settings</b> tab</li> <li>- When specifying a value other than <b>Not Auditing</b> for each item in <b>Security Policy</b> &gt; <b>System Security Auditing Settings</b> tab or <b>User Security Auditing Settings</b> tab</li> </ul>	Windows Management Instrumentation	CT
Patch application	When applying patches to update programs	Windows Modules Installer	CT

# Chapter 5 Collecting Information for Investigation

You need to collect error logs and tracing logs to investigate the causes.

If you cannot identify the cause of an issue in Systemwalker Desktop Patrol, use this feature to send the collected information to Fujitsu technical support.

There are two methods of collecting investigation data: using FJQSS (Information Collection Tool), and using the log collection tool of Systemwalker Desktop Patrol.

When using FJQSS (Information Collection Tool), collect information from the window that is displayed when you start FJQSS (Information Collection Tool).

When using the log collection tool of Systemwalker Desktop Patrol, start the following log collection tool. The log information can be collected automatically.

- For the CS  
dtplook.exe and logget.exe
- For the DS/CT  
logget.exe
- For the AC  
Logget\_ac.exe
- For ADT  
Logget\_adt.exe

## 5.1 Collecting Information by Using FJQSS (Information Collection Tool)

The procedure for collecting information by using FJQSS (Information Collection Tool) is explained below.



See

Refer to the following manual for details on FJQSS:

**Start or Apps > FJQSS (Information Collection Tool) > FJQSS User's Guide**

### For CS

- When database table information is included  
Click **Start or Apps > FJQSS (Information Collection Tool) > Information Collection (Desktop Patrol CS + DB)**, and collect information from the window that is displayed.
- When database table information is not included  
Click **Start or Apps > FJQSS (Information Collection Tool) > Information Collection (Desktop Patrol CS)**, and collect information from the window that is displayed.

### For DS

Click **Start or Apps > FJQSS (Information Collection Tool) > Information Collection (Desktop Patrol DS)**, and collect information from the window that is displayed.

### For SS

Click **Start or Apps > FJQSS (Information Collection Tool) > Information Collection (Desktop Patrol DS)**, and collect information from the window that is displayed.

## For CT

FJQSS is not available. Use the logget.exe tool to collect information.

## For AC

Click **Start** or **Apps** > **FJQSS (Information Collection Tool)** > **Information Collection (Desktop Patrol DS)**, and collect information from the window that is displayed.

## For ADT

FJQSS is not available. Use the logget\_adt.exe tool to collect information.

## 5.2 Collecting Information by Using dtplook.exe

---

The tool dtplook.exe is used for collecting the CS log information.

### Storage directory

The tool dtplook.exe is stored as follows:

The following directory of the CS:

The CS installation directory: \bnserv\bin\ntplook.exe
--------------------------------------------------------

### Target PC

Start dtplook.exe only on the CS.

### How to use dtplook.exe

1. Create a directory for saving documents.  
For example, c:\log
2. In the command prompt, execute dtplook.exe, specifying the directory in which to store the collected information.  
For example, "C:\Program Files\DesktopPatrol\bnserv\bin\ntplook.exe" c:\log
3. Collect files created in the directory for saving documents.

### Record format

dtplook.exe [/d collection option] Directory for saving collected information
-------------------------------------------------------------------------------

### Option

#### /d Collection Option

Specify the collection option as required.

all: Collect detailed information. (Folder)

part: Collect partial detailed information.

no: Do not collect the detailed information.

#### Directory for Saving Collected Information

Specify the absolute path for saving the collected log information with 200 halfwidth characters.

Create a file in the format of dtplook.dat2.

### Cautions when using dtplook.exe

- Specify a folder in the local disk.
- Start dtplook.exe as the user with the administrator's right.

- Log in to the Windows as either of the following users:
  - The user who build or expand the usage environment through the environment maintenance guide.
  - The user that is added by dtpctlusr.exe.
- Do not use the remote desktop. Use dtplook.exe on the local computer where the CS is installed.

## 5.3 Collecting Information by Using logget.exe

The tool dtplook.exe is used for collecting the CS, DS, or CT log information.

### Storage directory

The tool logget.exe is stored as follows:

The following directory of the CS, DS, or CT:

The DTP installation directory: \FJSVsbtrsc\bin\logget.exe

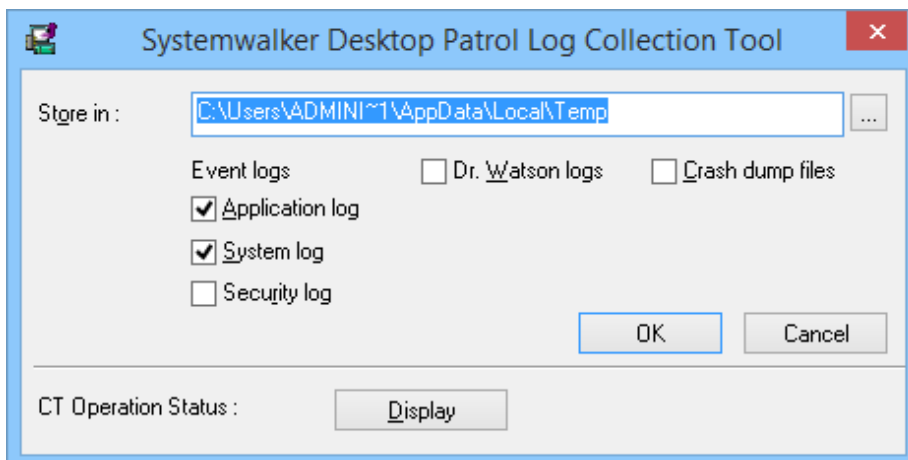
### Target PC

The log information that is required when a fault occurs is based on the connection status of the CS, DS, or CT. Multiple PCs are required for collecting the information.

- When a fault occurs on the CS:
  - Collect logs of the CS that reports the fault.
- When a fault occurs on the DS:
  - Collect logs of the DS or CS that reports the fault. When there are multiple DSs exist between the DS and CS where the fault occurs, collect all the DS logs.
- When a fault occurs on the CT
  - Collect logs of the CT and CS that report the fault. When there are multiple DSs exist between the CT and CS where the fault occurs, collect all the DS logs.

### How to use logget.exe

1. Enter and run the command according to the DOS prompt.  
Or double-click the icon through the Explorer.  
-> The window showing the specified log directory is displayed.



2. Select the path for saving logs and logs to be collected.  
Usually, select **Event logs**. (It is selected initially.)

3. When a program fault is reported, select "Dr. Watson logs" and "Crash dump files".



### Note

In case that the log size is large, ensure that the disk space is sufficient.

4. Click **OK**.

-> Start collecting the log information.

After the message "Exported the logs to the following file." is displayed, the compressed file is created in the format of Computer name\_log and time.zip.



### See

For details about the CT status, see [1.29 logcheck.exe \(Detection Command of CT Operation Status\)](#).

## Cautions when using logget.exe

- Specify a folder in the local disk.
- Start logget.exe as the user with the administrator's right.
- Perform the following operations according to different faults:
  - When a program fault occurs
    1. Start the collection tool as a login user.
      - > Collect the Dr. Watson logs and Crash Dump.
    2. Start the collection tool again as the user with the administrator's right.
      - > Collect the event logs.
  - When a non-program fault occurs and the system runs abnormally
    - Start the collection tool as the user with the administrator's right, and then collect the event logs.

## 5.4 Collecting Information by Using Logget\_ac.exe

The tool Logget\_ac.exe is used for collecting information for investigation the fault occurs on the AC, and compressing the information into a file.

The following information can be collected through this command:

- Dr. Watson log, Windows mini dump files
  - For investigating a program fault.
  - The Dr. Watson logs cannot be obtained.
  - The tool obtains only the Windows mini dump files generated in the last 72 hours.
- System information
  - It collects information about the server and PC that need to be investigated.
- AC run log
  - Program run log
- Installation log
  - AC installation log

Only run this command with Fujitsu technical support.

It can be used in the environment where AC is installed. Start the tool as the user with the administrator's right.

The procedure for running the command is as follows:

1. Open the following folder in the Explorer.

The tool is installed to the following folder by default:

C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\AC\

If the AC installation folder is modified, open the new folder.

2. Start Logget\_ac.exe.
  - a. Right-click Logget\_ac.exe and choose **Run as Administrator**.
  - b. Select **Allow** on the **User Account** page.

The information collection takes about 3 to 10 minutes according to different environments.

3. After the information is collected, a folder whose name starts with "ezcollect" is created together with its containing files in the location where Logget\_ac.exe was run. Send all files in this folder to Fujitsu technical support. Other files are not required.

## 5.5 Collecting Information by Using Logget\_adt.exe

---

The Logget\_adt.exe tool collects the required information and compresses it into a single file for investigating issues that occur in ADT.

The following information can be collected with this command:

- Dr. Watson log, Windows mini dump files

For investigating application errors.

The Dr. Watson logs cannot be obtained on Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows Server(R) 2008, or Windows Server(R) 2012.

The tool obtains only the Windows mini dump files generated in the last 72 hours.

- System information

Obtains the system status of the servers and PCs to be investigated.

- ADT operation log

Operation log of the program.

- Installation log

Log used during ADT installation.

Execute this command only when requested by Fujitsu technical support.

It can be used in the environment where ADT is installed. You must have Administrator privileges to execute it.

The procedure for running the command is as follows:

1. Open the following folder in Explorer:

The tool is installed to the following folder by default:

C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\ADT\

If the ADT installation folder is changed, open the new folder.

2. Start Logget\_adt.exe.
  - Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows Server(R) 2008, or Windows Server(R) 2012
    - a. Right-click Logget\_adt.exe and choose **Run as Administrator**.
    - b. Select **Yes** in the **User Account Control** window.

The information collection takes about 3 to 10 minutes depending on the environment.

3. After the information is collected, a folder whose name starts with "ezcollect" is created together with a subordinate folder in the location where Logget\_adt.exe was run. Send all files in this folder to Fujitsu technical support.

## 5.6 Collecting Investigation Information of Smart Device CT

---

If an error occurs when you are using smart device CT, collect investigation information and send it to the administrator. Output the collected information to external storage (such as an SD card). The procedure for collecting investigation information is as follows:

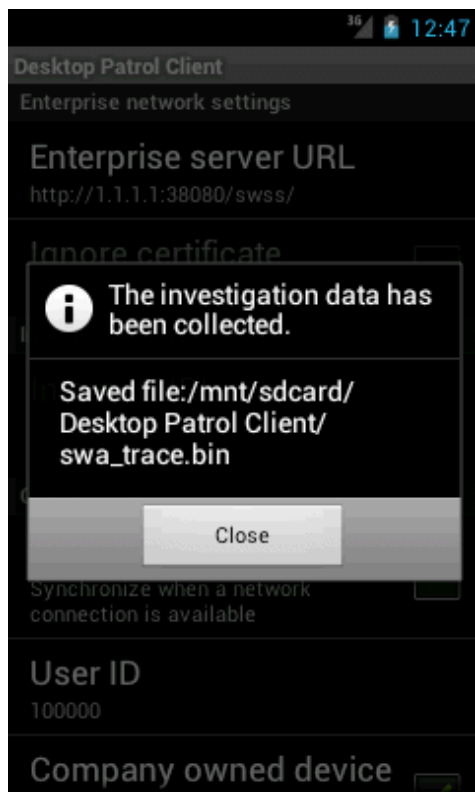
1. Tap (or click) the menu button in the setup screen to display the option menu. Then tap **Collect investigation data**.



2. Wait for a dialog box to be displayed.



3. After the information is collected, the name of the saved file will be displayed. Send the file to the administrator.



# Appendix A About Software Dictionary

The software dictionary contains support user definition.

- Support center definition

Software registered for Systemwalker support center must be tested. Software such as typical software, Microsoft patches, and virus definition file for anti-virus software needs to be registered.

To manage the license of Systemwalker Desktop Patrol, test information about the following products is provided:

- Microsoft Windows (OS)
  - Microsoft Office
  - Adobe products excluding servers
- User definition

Enterprise internal software that is not registered with dictionaries that is defined by managers is included.

## A.1 Dictionary Code Classification

This section describes the dictionary codes used in the software dictionary.

Dictionary codes are classified as follows:

- License dictionary code

Auditing software licenses. License dictionary codes include:

- Common code
  - Existence affirm code
  - BSA code
- Security code

Auditing Microsoft open security patch application and distribution, anti-virus software installation, and pattern file update. Security codes include:

- Security patch auditing code
- Security patch application code
- Anti-virus software auditing code

### A.1.1 License Code

#### Common code

Dictionary codes whose program name does not start with "Existence affirm" or "BSA". The Managed License icon is set for these codes.

For common codes, check programs on Systemwalker Desktop Patrol CT based on whether there is file and content, file creation date and size, and registry value.

Check programs after affirming the program name and version that are regarded as Inventory collection objects.

#### Existence affirm code

Dictionary codes whose program name starts with "Existence affirm" are software codes.

Irrelevant with the version and level, these codes are used to check whether certain programs exist. If certain programs are installed, regard the tested content as test conditions.

For example, when a new version is released, service pack and security patches are modified. In this case, software dictionary cannot be used to test, and you can select existence affirm code to check the total number.

The administrator can check the unknown version according to the difference between the existence affirm code statistics and summation of statistics of each version.

## BSA code

Software codes that start with BSA are BSA codes.

These codes are used to prevent illegal copy group and Business Software Alliance (BSA) auditing. These codes are not updated.

## A.1.2 Security Code

---

Security codes include:

- Security patch auditing code
- Security patch application code
- Anti-virus software auditing code

Operations after selecting all these security codes are secure. The administrator can combine any of the codes to perform check arbitrarily.

### Security patch auditing code

Security patch auditing codes are created based on "Technical support information (KB)" of "Microsoft security information".

The public Microsoft patches include "Update program" "Important update", and "Security update program".

The software dictionary provides the code corresponding to "Security update program".

By checking the security patch auditing code, you can check the Systemwalker Desktop Patrol CT that does not apply patches and details about the unused patches.

You are advised to check all dictionary codes in the whole security patch group.

### Security patch application code

Patch application codes are created based on "Technical support information (KB)" of "Microsoft security information".

The public Microsoft patches include "Update program" "Important update", and "Security update program".

The software dictionary provides the code corresponding to "Security update program".

By checking the security patch application code, you can distribute related patches to the Systemwalker Desktop Patrol CT that does not apply patches. The patches are applied automatically.

If Manual Installation is included in **Name** of the security patch application code, patches need to be applied manually:

- Security patches requiring CD-ROM or interaction patches
- Security patches intended for the server products
- Service pack that Microsoft Windows OS and Office products require

### Anti-virus software auditing code

Anti-virus software auditing codes are intended from virus definition files whose name varies according to pattern.

The following terms of the each product makes up the virus definition file:

Product	Virus Definition File
McAfee VirusScan Enterprise	Definition file
Symantec AntiVirus	Virus definition file
TrendMicro OfficeScan	Pattern file

- McAfee VirusScan Enterprise (McAfee VirusScan or VirusScan for short)

Indicate the virus definition file of McAfee VirusScan Enterprise.

For product details, see McAfee home page.

To monitor the preceding products, check all dictionary codes of the following work groups:

**Anti-Virus Software** work group subordinate > **Network Associates** work group subordinate > **McAfee VirusScan** work group subordinate dictionary code

- Symantec AntiVirus (AntiVirus for short)

Indicate the virus definition file of Symantec AntiVirus.

For product details, see Symantec home page.

To monitor the preceding products, check all software codes of the following work groups:

**Anti-Virus Software** work group subordinate > **Symantec** work group subordinate > **AntiVirus** work group subordinate dictionary code

- TrendMicro OfficeScan (OfficeScan for short)

Indicate the virus definition file of OfficeScan.

For product details, see TrendMicro home page.

To audit the preceding products, check all software codes of the following work groups:

**Anti-Virus Software** work group subordinate > **TrendMicro** work group subordinate > **OfficeScan** work group subordinate dictionary code

Check result browsing

The virus definition files between the 10th and 30th anti-virus software are audited.

Each virus definition file can check the PC that uses the definition file.

In addition, you can use the dictionary code under **Anti-Virus Software** work group subordinate > **Virus pattern [Details]** to calculate the total number of devices that update definition files through byte virus definition file.

## A.2 Remarks

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### Virus definition file pre-reading

Before releasing a virus definition file later than that in the software dictionary, you need to define products related to the new virus definition file in the software dictionary. The related products are as follows:

- McAfee VirusScan Enterprise
- Symantec AntiVirus
- TrendMicro OfficeScan

To find the dictionary code suitable to the pre-reading function, browse the virus definition file number of programs in the **Virus pattern [Details]** work group.

### Software working status

Not all products defined in the software dictionary support software working.

### Reused security dictionary codes

The number of dictionary codes is limited. The system allocates the reused security patch dictionary codes to new patches.

To prevent the reused dictionary code using the original collection value, you must reset the collection value. The processing of resetting collection value is called license account resetting.

Dictionary codes are used in the following cases:

- Security patch auditing/application

When service pack is released and security patches are accumulated, patch auditing/application is not required.

- Anti-virus software auditing code

The virus definition file of the anti-virus software and the engine will reuse the dictionary codes during a certain period.