

# FUJITSU Software

## Systemwalker Desktop Keeper

A decorative horizontal band with a red-to-dark-red gradient. It features abstract, glowing white and red lines that swirl and intersect, creating a sense of motion and energy.

# Reference Manual

Windows

B1WD-3256-07ENZ0(00)  
November 2015

# Preface

---

## Purpose of This Manual

This manual describes how to use commands, files, messages, port numbers, etc., when the user uses the following software:

- Systemwalker Desktop Keeper V15.1.1

## Readers

This manual is for readers who construct/apply information protection systems using Systemwalker Desktop Keeper. This manual assumes readers have the following knowledge:

- General knowledge of PCs
- General knowledge of Microsoft(R) Windows
- General knowledge of the Internet
- General knowledge of Microsoft(R) SQL Server (When update from V12)
- General knowledge of VMware View(TM) (when installing the client (CT) in the VMware View(TM) environment)
- General knowledge of Citrix XenDesktop(TM) (when installing the client (CT) in the VMware View(TM) environment)
- General knowledge of Google Android(TM) (when installing smart device (Agent) (Android))
- General knowledge of iOS (when installing smart device (Agent) (iOS))

## Structure

This manual consists of:

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

This chapter describes how to use the commands of Systemwalker Desktop Keeper

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

This chapter describes how to use the files of Systemwalker Desktop Keeper

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

This chapter describes the output messages of Systemwalker Desktop Keeper, causes of messages and how to process errors

### [Chapter 4 Port Numbers and Services](#)

This chapter describes the port numbers used by Systemwalker Desktop Keeper, how to modify the port number, and services

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

This chapter describes how to collect error logs or trace logs

### [Chapter 6 CT Version](#)

This chapter describes the correspondence between the CT version and edition/version of product

## Location of This Manual

The location of this manual in Systemwalker Desktop Keeper manuals is as follows.

Manual Name	Content
Systemwalker Desktop Keeper Release Information	This manual describes the additional functions of and incompatibility information on Systemwalker Desktop Keeper.
Systemwalker Desktop Keeper User's Guide	This guide describes the summary and the operating environment of Systemwalker Desktop Keeper.
Systemwalker Desktop Keeper Installation Guide	This guide describes the installation settings, as well as maintenance and management measures of Systemwalker Desktop Keeper.
Systemwalker Desktop Keeper User's Guide for Administrator	This guide introduces how to use Systemwalker Desktop Keeper
Systemwalker Desktop Keeper User's Guide for Client (Note)	This guide describes the function summary and operation methods of Export Utility of Systemwalker Desktop Keeper
Systemwalker Desktop Keeper Reference Manual (This Manual)	This manual describes the commands, files, messages and port numbers used in Systemwalker Desktop Keeper.
Systemwalker Desktop Keeper Centralized Management Guide	This guide explains how to centrally manage Systemwalker Desktop Keeper deployed at sites within and outside Japan.
Systemwalker Desktop Keeper Troubleshooting Guide	This guide describes the causes and processing methods for assumed exceptions in Systemwalker Desktop Keeper.

Note: Systemwalker Desktop Keeper User's Guide for Client can also be viewed from the "Help" of Systemwalker Desktop Keeper Export Utility.

## Notations

For the convenience of description, this manual uses the following names, symbols and abbreviations.

### Symbols Used in Commands

This subsection describes the symbols used in commands.

#### Meaning of Symbol

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 selected.

### Abbreviations

The manual uses abbreviations of the following products.

Product Name	Abbreviation
Systemwalker Desktop Keeper Base Edition V12.0L10	BEV12.0L10
Systemwalker Desktop Keeper Base Edition V12.0L20	BEV12.0L20
Systemwalker Desktop Keeper Base Edition V13.0.0	BEV13.0.0
Systemwalker Desktop Keeper Base Edition V13.2.0	BEV13.2.0
Systemwalker Desktop Keeper Base Edition V13.3.0	BEV13.3.0
Systemwalker Desktop Keeper Standard Edition V12.0L20	SEV12.0L20
Systemwalker Desktop Keeper Standard Edition V13.0.0	SEV13.0.0
Systemwalker Desktop Keeper Standard Edition V13.2.0	SEV13.2.0
Systemwalker Desktop Keeper Standard Edition V13.2.1	SEV13.2.0
Systemwalker Desktop Keeper Standard Edition V13.3.0	SEV13.3.0

<b>Product Name</b>	<b>Abbreviation</b>
Systemwalker Desktop Keeper V14g (14.0.0)	V14.0.0
Systemwalker Desktop Keeper V14g (14.0.1)	V14.0.1
Systemwalker Desktop Keeper V14g (14.1.0)	V14.1.0
Systemwalker Desktop Keeper V14g (14.2.0)	V14.2.0
Systemwalker Desktop Keeper V14g (14.3.0) Systemwalker Desktop Keeper V14g (14.3.1)	V14.3.0
Systemwalker Desktop Keeper V15.0.0 Systemwalker Desktop Keeper V15.0.1	V15.0.0
Systemwalker Desktop Keeper V15.1.0 Systemwalker Desktop Keeper V15.1.1	V15.1.0
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	Internet Explorer(R)

The manual uses abbreviations of the following operation systems.

<b>OS</b>	<b>Abbreviation</b>
Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials	Windows Server(R) 2012 R2
Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials	Windows Server(R) 2012
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 Microsoft(R) Windows (R) Small Business Server 2011 Essentials	Windows Server(R) 2008 (*1)
Microsoft(R) Windows Server(R) 2003, Standard Edition Microsoft(R) Windows Server(R) 2003, Enterprise Edition Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition	Windows Server(R) 2003 (*1)
Microsoft(R) Windows(R) 2000 Professional operating system Microsoft(R) Windows(R) 2000 Server operating system Microsoft(R) Windows(R) 2000 Advanced Server operating system	Windows(R) 2000

OS	Abbreviation
Microsoft(R) Windows NT(R) Server Version 4.0 Microsoft(R) Windows NT(R) Workstation Version 4.0	Windows NT(R)
Microsoft(R) Windows(R) XP Professional Microsoft(R) Windows(R) XP Home Edition	Windows(R) XP (*1)
Windows Vista(R) Home Basic Windows Vista(R) Home Premium Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate	Windows Vista(R) (*1)
Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education	Windows(R) 10 (*1)
Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1	Windows(R) 8.1 (*1)
Windows(R) 8 Enterprise Windows(R) 8 Pro Windows(R) 8 Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1	Windows(R) 8 (*1)
Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium	Windows(R) 7 (*1)
Microsoft(R) Windows(R) Millennium Edition	Windows(R) ME
Microsoft(R) Windows(R) 98 Second Edition	Windows(R) 98
Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials 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 Microsoft(R) Windows(R) Small Business Server 2011 Essentials Microsoft(R) Windows Server(R) 2003, Standard Edition Microsoft(R) Windows Server(R) 2003, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition	Windows

OS	Abbreviation
Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition Microsoft(R) Windows(R) 2000 Professional operating system Microsoft(R) Windows(R) 2000 Server operating system Microsoft(R) Windows(R) 2000 Advanced Server operating system Microsoft(R) Windows(R) XP Professional Microsoft(R) Windows(R) XP Home Edition Windows Vista(R) Home Basic Windows Vista(R) Home Premium Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium Windows(R) 8 Enterprise Windows(R) 8 Pro Windows(R) 8 Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1 Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education Microsoft(R) Windows(R) Millennium Edition Microsoft(R) Windows(R) 98 Second Edition	
Android(TM) 3.0~Android(TM) 5.1	Android
iOS 5.0~iOS 8.4	iOS

\*1: For commands and file saving locations, especially when they are differentially noted under the 64-bit edition, the abbreviations are as follows:

- Windows Server(R) 2008 64-bit Edition
- Windows Server(R) 2008 R2
- Windows Server(R) 2003 x64 Edition
- Windows Server(R) 2003 R2 x64 Edition
- Windows(R) XP 64-bit Edition
- Windows Vista(R) 64-bit Edition
- Windows(R) 7 64-bit Edition
- Windows(R) 8 64-bit Edition
- Windows(R) 8.1 64-bit Edition
- Windows(R) 10 64-bit Edition

## Export Restriction

Exportation/release of this document may require necessary procedures in accordance with the regulations of your resident country and/or US export control laws.

## General Restriction

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

(These functions can be used in the Japanese version, but are not available in Global version.)

- Prohibition Function
  - Encryption Function in File Export
  - Encryption Function in E-mail Attachment
  - E-mail Attachment Prohibition Function
  - E-mail Recipient Address Confirmation Function
- Record Function
  - Command Prompt Operation
  - Citrix XenApp Monitoring Function
- Others
  - Notification to Client
  - All-in-one Machine Linkage Report

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

- For character code, replace Shift-JIS with local character code (character code that corresponds to the code page on OS).
- Replace "Japanese" or "Fullwidth" with multi-byte character.
- For number of characters that can be used, multi-byte characters such as fullwidth in this manual are calculated as 2 bytes, but when actually saving to database, one character may occupy 2~6 bytes, pay attention.

The following versions do not exist, ignore relevant record.

- Systemwalker Desktop Keeper Base Edition V12.0L10
- Systemwalker Desktop Keeper Base Edition V12.0L20
- Systemwalker Desktop Keeper Base Edition V13.0.0
- Systemwalker Desktop Keeper Base Edition V13.2.0
- Systemwalker Desktop Keeper Base Edition V13.3.0
- Systemwalker Desktop Keeper Standard Edition V13.2.1
- Systemwalker Desktop Keeper Standard Edition V13.3.0
- Systemwalker Desktop Keeper V14g (14.0.0)
- Systemwalker Desktop Keeper V14g (14.0.1)
- Systemwalker Desktop Keeper V14g (14.1.0)
- Systemwalker Desktop Keeper V14g (14.3.0)
- Systemwalker Desktop Keeper V14g (14.3.1)
- Systemwalker Desktop Keeper V15.0.0
- Systemwalker Desktop Keeper V15.0.1

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

## Trademarks

Microsoft, Windows, Windows NT, Windows Vista and Windows Server or other Microsoft product names are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries.

Citrix, Xen, Citrix XenApp, Citrix XenServer, Citrix XenDesktop and Citrix Presentation Server are trademarks or registered trademarks Citrix Systems, Inc in the United States and other countries.

VMware is registered trademark or trademark of VMware, Inc. in the United States and other countries.

Android is either registered trademark or trademark of Google Inc.

Bluetooth is a registered trademark of Bluetooth SIG and is licensed to Fujitsu Limited.

Wi-Fi and the Wi-Fi logo are the registered trademarks of Wi-Fi Alliance.

IOS is the trademark of Cisco in the U.S. and other countries and is used under license.

Apple, Apple logo and Mac OS are trademarks of Apple Inc., registered in the U.S. and other countries.

Other product names are trademarks or registered trademarks of their respective holders.

Screenshots are used according to the guidelines of Microsoft Corporation

November 2015

Revision History
July 2015, First Edition
November 2015, Second Edition

Copyright 2005 - 2015 FUJITSU LIMITED



# Contents

---

Chapter 1 Command Reference.....	1
1.1 Command List.....	1
1.2 CREATEUSER.EXE (User Management on the Log Analyzer Server).....	2
1.3 DTKADCON.EXE (Active Directory Linkage).....	4
1.4 DTKBFDM.EXE (Calculation of Date).....	6
1.5 DTKBKDL.BAT (Backup Log Information/Delete Logs).....	7
1.6 DTKCVDL.BAT (Backup Log Information/Collective Output of Referrer Logs/Delete Logs).....	10
1.7 DTKDEL.R.EXE (Delete Logs).....	12
1.8 DTKDELST.EXE (Delete Configuration Change Log).....	15
1.9 DTKELSET.BAT (Reset the Value of ERRORLEVEL).....	17
1.10 DTKIMPDP.EXE (Import Systemwalker Desktop Patrol Configuration Information).....	18
1.11 DTKLGIT.EXE (Individual Output of Referrer Logs).....	25
1.12 DTKLGAT.BAT (Collective Output of Referrer Logs).....	29
1.13 DTKLGTB.EXE (Backup of Log Information).....	31
1.14 DTKMLDL.BAT (Delete E-mail Content).....	35
1.15 DTKMSTB.EXE (Backup of Management Information).....	36
1.16 DTKNUMCK.BAT (Number Check).....	39
1.17 DTKSTCV.EXE (Output of Configuration Change Log).....	40
1.18 DTKSERVICE.BAT (Start/Stop Management Server Services).....	45
1.19 DTKSETCN.EXE (Security Enhancement Command).....	49
1.20 DTKTBLCV.EXE (Transfer User Definition).....	51
1.21 swss_MDMDB_RESTORE.exe (Restore iOS Management Database).....	54
1.22 DTKTBLTRUNCATE.BAT (Delete Log Table).....	55
1.23 DTKTBLUNLOAD.BAT (High-speed Backup of Entire Log Table).....	58
1.24 DTKTBLRESTOR.EXE (Restore Database).....	60
1.25 DTLA_REPORT_BATCH.EXE (Report Output).....	72
1.26 DTTOOLEX.EXE (Data Transfer to/Delete from the Log Analyzer Server).....	73
1.27 LADBBKRS.BAT (Backup/Restore Log Analyzer Settings Information).....	76
1.28 TRANS.BAT (Data transmission of the Log Analyzer Server).....	78
1.29 FSW11EJ7.EXE (System Maintenance).....	80
1.29.1 Modify Server IP Address.....	80
1.29.2 Display Client Information.....	81
1.29.3 Display Settings Information.....	84
1.29.4 Display Prohibition Setting Information (File Operation Policy).....	87
1.29.5 USB Device Individual Identification Registration Information.....	88
1.29.6 Display Prohibition Settings Information (Operation Policy).....	91
1.29.7 Specify Output of Error Log.....	101
1.29.8 Specify Output of Trace Log.....	102
1.29.9 Display Log (Error Log).....	103
1.29.10 Display Log (Trace Log).....	103
1.29.11 Modify Number of Days to Save Logs.....	104
1.29.12 Modify Log Size (Error Log).....	105
1.29.13 Modify Log Size (Trace Log).....	105
1.29.14 Re-register Client (CT).....	106
1.29.15 Register Master Image.....	107
1.30 SDSVSetMS.EXE (Change Configuration of Smart Device Relay Server).....	107
1.31 SDSVService.bat (Start/Stop Service of Smart Device Relay Server).....	110
1.32 SDSVBackup.bat (Backup of Smart Device Relay Server).....	113
1.33 SDSVRestore.bat (Restore Smart Device Relay Server).....	114
1.34 sign_csr.sh (Create MDM certificate Application File).....	115
1.35 swss_ImportAppleCert.bat (Register Apple Inc. Certificate).....	116
1.36 SDSVMakeCSR.EXE (Create Application for Certificate Issuance).....	117
1.37 SDSVImportCert.EXE (Register Certificate).....	120
1.38 SDSVConfig.EXE (Set Certificate).....	121

1.39 SDSVKeyStore.EXE (Backup/Restore Server Certificate).....	122
1.40 fjlic.exe (License validation).....	123
<b>Chapter 2 File Reference.....</b>	<b>125</b>
2.1 User Information.....	125
2.2 CT Information.....	131
2.3 CT Group Information.....	139
2.4 Department Administrator Information.....	140
2.5 Log List.....	142
2.6 Configuration Change Log List.....	143
2.7 Result Log List of File Trace.....	144
2.8 Reference File of Active Directory Linkage.....	145
2.9 Reference File of Systemwalker Desktop Patrol Configuration Information Import.....	146
2.10 Discarded Folder Information File.....	147
2.11 Automatic Distribution File during CT Registration.....	148
2.12 Transfer Target Information File.....	150
2.13 CT Operation Parameter Information File.....	154
2.14 USB Device List File.....	159
2.15 Output Subordinate CT IP Address under Group.....	164
2.16 Settings File of Self Version Upgradable CT.....	165
2.17 Administrator Information File.....	168
2.18 Data Storage Folder Specifying File.....	173
2.19 Settings File for Creating the MDM Certificate Application File.....	174
<b>Chapter 3 Message List.....</b>	<b>176</b>
3.1 Message Output with Management Server/Master Management Server.....	176
3.1.1 Message Output During Installation.....	176
3.1.2 Message Output During Uninstallation.....	186
3.1.3 Message Output with Server Settings Tool.....	187
3.1.4 Message Output with Active Directory Linkage Command.....	249
3.1.5 Message Output with Systemwalker Desktop Patrol Composition Information Import Command.....	262
3.1.6 Message Output with Server Service.....	272
3.1.7 Message Output with Level Control Service.....	274
3.1.8 Message Output with E-mail Sending Module.....	277
3.1.9 Message Output During Maintenance Operations.....	278
3.1.9.1 Message Output with Backup Tool.....	278
3.1.9.2 Message Output with Backup Command.....	291
3.1.9.3 Message Output With Restoration Tool.....	321
3.1.9.4 Message Output with Restore Command.....	335
3.1.10 Message Output with Database Migration Tool.....	348
3.1.10.1 Message Output with Data Migration Command.....	348
3.1.11 Message Output with Application Event Log.....	353
3.1.12 Message Output with Log Analyzer Settings.....	407
3.1.13 Message Output with Data Transmission Command.....	408
3.1.14 Message Output During Registration of Log Analyzer Server Information with Log Analyzer Settings.....	413
3.1.15 Message Output with iOS Management Database Restore Command.....	414
3.2 Message Output with Management Console.....	416
3.2.1 Message Output During Installation.....	416
3.2.2 Message Output During Uninstallation.....	420
3.2.3 Message Output During Operation.....	421
3.3 Message Output with Client (CT).....	481
3.3.1 Message Output During Installation.....	481
3.3.2 Message Output During Uninstallation.....	490
3.3.3 Message Output During Operation.....	493
3.3.4 Message Output with File Export Utility.....	505
3.3.5 Message Output with Automatically Adding Encrypted Files As E-mail Attachment Function.....	525
3.3.6 Message Output with Maintenance Command.....	526
3.3.7 Message Output when Decoding File Exported by Encryption.....	527

3.4 Message Output with Smart Device (Agent) (Android).....	528
3.4.1 Message Output During Operation.....	528
3.5 Message Output with Log Analyzer Server.....	533
3.5.1 Message Output During Installation.....	533
3.5.2 Message Output During Uninstallation.....	541
3.5.3 Message Output with Operating Environment Maintenance Wizard.....	541
3.5.4 Message Output During Data Transfer Setting.....	548
3.5.5 Message Output During Operation.....	549
3.5.5.1 Message Output with User Management Command.....	549
3.5.5.2 Message Output with Data Import Command.....	551
3.5.5.3 Messages Output by Backup/Restoration Command of Log Analyzer Settings Information.....	556
3.6 Message Output with Web Console.....	556
3.7 Message Output with Report Output Tool.....	580
3.7.1 Message Output During Installation.....	580
3.7.2 Message Output During Uninstallation.....	585
3.7.3 Message Output During Environment Setting and Report Exporting.....	585
3.7.4 Message Output When Using Batch Command for Report Export.....	588
3.8 Message output in the Smart Device Relay Server.....	592
3.8.1 Message Output During Installation.....	592
3.8.2 Message Output While Executing SDSVSetMS.EXE.....	593
3.8.3 Message Output While Executing SDSVService.bat.....	593
3.8.4 Message Output While Executing SDSVBackup.bat.....	595
3.8.5 Message Output While Executing SDSVRestore.bat.....	596
3.8.6 Message Output While Executing swss_ImportAppleCert.bat.....	597
3.9 Message Output in the [Uninstall and Manage (middleware)] Function.....	598
<b>Chapter 4 Port Numbers and Services.....</b>	<b>603</b>
4.1 Port Number List.....	603
4.2 How to Modify the Port Number Being Used.....	607
4.3 Service List.....	616
<b>Chapter 5 Collect Information for Investigation.....</b>	<b>618</b>
5.1 Collect Debugging Trace.....	618
5.2 Collect Trace of Management Console.....	619
5.3 Collect Trace of Server Settings Tool.....	620
5.4 Collect Trace of Active Directory Linkage Function .....	620
5.5 Collect Trace of Backup Tool /Backup Command.....	621
5.6 Collect Trace of Restoration Tool/Restoration Command.....	622
5.7 Collect Trace of Log Viewer .....	622
5.8 Collect Logs for Investigation of Client (CT).....	623
5.8.1 Modify Collection Conditions.....	623
5.8.2 Display Logs.....	626
5.9 Collect Investigation Log of Smart Device (Agent) .....	626
5.10 Use Information Collection Tool .....	629
<b>Chapter 6 CT Version.....</b>	<b>634</b>

# Chapter 1 Command Reference

This chapter describes the command provided by Systemwalker Desktop Keeper.

## 1.1 Command List

The following command can be used in Systemwalker Desktop Keeper.

Category	Command Name (Function Summary)
Backup Command	DTKBFDM.EXE (Calculation of Date)
	DTKBKDL.BAT (Backup Log Information/Delete Logs)
	DTKCVDL.BAT (Backup Log Information/Collective Output of Referrer Logs/Delete Logs)
	DTKDEL.R.EXE (Delete Logs)
	DTKDELST.EXE (Delete Configuration Change Log)
	DTKELSET.BAT (Reset the Value of ERRORLEVEL)
	DTKLGIT.EXE (Individual Output of Referrer Logs)
	DTKLGAT.BAT (Collective Output of Referrer Logs)
	DTKLGTB.EXE (Backup of Log Information)
	DTKMLDL.BAT (Delete E-mail Content)
	DTKMSTB.EXE (Backup of Management Information)
	DTKNUMCK.BAT (Number Check)
	DTKSTCV.EXE (Output of Configuration Change Log)
	DTKTBLUNLOAD.BAT (High-speed Backup of Entire Log Table)
	DTKSERVICE.BAT (Start/Stop Management Server Services)
DTKTBLTRUNCATE.BAT (Delete Log Table)	
Import of Configuration Information	DTKADCON.EXE (Active Directory Linkage)
	DTKIMPDP.EXE (Import Systemwalker Desktop Patrol Configuration Information)
Database related	DTKTBLRESTOR.EXE (Restore Database)
	DTKTBLCV.EXE (Transfer User Definition)
	swss_MDMDB_RESTORE.exe (Restore iOS Management Database)
System Maintenance	FSW11EJ7.EXE (System Maintenance)
Security enhancement	DTKSETCN.EXE (Security Enhancement Command)
Log Analyzer Server	CREATEUSER.EXE (User Management on the Log Analyzer Server)
	DTLA_REPORT_BATCH.EXE (Report Output)
	DTTOOLEX.EXE (Data Transfer to/Delete from the Log Analyzer Server)
	LADBBKRS.BAT (Backup/Restore Log Analyzer Settings Information)
	TRANS.BAT (Data Transmission of the Log Analyzer Server)
Smart Device Relay Server	SDSVSetMS.EXE (Change Configuration of Smart Device Relay Server)

Category	Command Name (Function Summary)
	<a href="#">SDSVService.bat (Start/Stop Service of Smart Device Relay Server)</a>
	<a href="#">SDSVBackup.bat (Backup of Smart Device Relay Server)</a>
	<a href="#">SDSVRestore.bat (Restore Smart Device Relay Server)</a>
Certificate related	<a href="#">sign_csr.sh (Create MDM Certificate Application File)</a>
	<a href="#">swss_ImportAppleCert.bat (Register Apple Company Certificate)</a>
	<a href="#">SDSVMakeCSR.EXE (Create Application for Issuance of Certificate)</a>
	<a href="#">SDSVImportCert.EXE (Register Certificate)</a>
	<a href="#">SDSVConfig.EXE (Set Certificate)</a>
	<a href="#">SDSVKeyStore.EXE (Backup/Restore Server Certificate)</a>
License validation	<a href="#">fjlic.exe (License validation)</a>



### Note

For security, it is suggested to set the minimum access authority to folders used to save backup commands/restore commands.

- Backup commands/Restore commands can only be used to backup the database of a same Management Server/Master Management server on which the commands are installed.
- Backup commands must be executed after the services of Management Server/Master Management Server have been stopped.
- When starting backup commands/restore commands manually, move the current directory of the command prompt to the folder for saving commands.  
[Folder for Saving Backup Commands/Restore Commands]

Installation folder of database related files\BackupCommand.

(When a new V15 Management Server has installed, an installation folder for the database related files is the Installation folder of management server\DB.)

Example) C:\DTKDB\BackupCommand.

Example) C:\Program Files (x86)\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand

## 1.2 CREATEUSER.EXE (User Management on the Log Analyzer Server)

### Functional Specification

It has the following functions

- Delete the user that has been migrated to the Log Analyzer Server.  
The user imported from Management Server/Master Management Server is deleted collectively in server unit.
- Display the user migrated to the Log Analyzer Server in a list.
- Change the password of the Log Analyzer user (same ID as Windows account) that is registered to the Log Analyzer Server.
- When changing the password of Windows account, the password of the Log Analyzer user registered to the Log Analyzer Server that uses this command will also change in order to keep consistence with the password with Windows account.

### Command Format

```
CREATEUSER.EXE { -delete [-s <Server IP address>] | -list | -supw -u <Log Analyzer user name> -p <Password> }
```

## Option

**-delete:**

First a list of management servers to which the user belongs is displayed. The number of the management server to be deleted is interactively asked; therefore, specify that number in the list. The process ends if any unlisted number is specified.

**-delete -s <Server IP address>:**

Specify the IP address or the server name of the server on which the user will be deleted.  
Up to 39 characters can be specified.

**-list:**

Display the list of users registered in the Log Analyzer Server.

**-supw -u <Log Analyzer user name> -p <Password>:**

Specify the Log Analyzer user name (ID that is the same as Windows account), changed password of Windows account.

Specify the password with halfwidth alphanumeric symbols within 1-14 characters.

The -u option and -p option cannot be omitted.

## Return Value

0:

Ended normally

Other:

Ended abnormally

## Location for Saving Commands

The command is saved in the following folder of the Log Analyzer Server.

```
Log Analyzer Server Installation Folder\bin\USERMNG
```

## Authority Required for Execution/Execution Environment

- It can be executed when Log Analyzer user (ID that is the same as Windows account) logs on.
- It can be executed on the Log Analyzer Server.
- In Windows Server(R) 2008, or Windows Server(R) 2012 environment, for executing the tasks by using a command prompt, open the command prompt with "Run as administrator".

## Example of Use

Select a server from the list and delete all the affiliated users.

```
CreateUser.exe -delete
```

Delete all users migrated from the server with IP address [192.168.0.1].

```
CreateUser.exe -delete -s 192.168.0.1
```

Display the user list

```
CreateUser.exe -list
```

Change the password of the Log Analyzer user "swdtlaadmin" to "password"..

```
CreateUser.exe -supw -u swdtlaadmin -p password
```

## Execution Results/Output Format

Select a server from the list and delete all the affiliated users.

```

> The following management servers are available:
> (1)192.168.0.1
> (2)192.168.0.2
> Please specify the number of the management server to be deleted.
>1
>Are you sure you want to delete all user IDs of the management server [192.168.0.1]?
> Yes(y) or No(n) y
> y
> All the user IDs of the management server [192.168.0.1] are deleted.

```

Delete all users migrated from the server with IP address [192.168.0.1].

```

>To delete all User IDs of Management Server [192.168.0.1]. Execute?
>Yes(y) or No(n) y
>All User IDs of Management Server [192.168.0.1] have been deleted.

```

Display the user list

UserID	Authority	IP-Address	DateAndTimeOfCreation	DateAndTimeOfUpdate
dtla1	Department	192.168.0.1	2008/01/25 11:25:14	2008/01/25 11:25:14
dtla2	All	192.168.0.2	2008/01/25 11:25:15	2008/01/25 11:25:15

Change the password of the Log Analyzer user "swdtlaadmin" to "password".

```

>Change the password of Log Analyzer user "swdtlaadmin". Execute?
>Yes(y) or No(n) y
>The password of Log Analyzer user "swdtlaadmin" has been changed.

```

## 1.3 DTKADCON.EXE (Active Directory Linkage)

### Functional Specification

Create the CT group tree, user group tree or user information of Systemwalker Desktop Keeper based on the user/computer management information of Active Directory.

In addition, through setting "Active Directory Linkage organization unit target list", it is possible to import only the organization of linkage target. When it is not set, all organization information will be linked. (however, only the CT information of the client (CT) existing on the Management Server will be imported).

When this command is executed in the Master Management Server of a 3-level structure, Active Directory Linkage will also be performed by each Management Server.

### Command Format

```
DTKADCON /START [/R <Number>]
```

### Option

/START :

Execute the processing of Active Directory Linkage. Make sure to specify.

/R <Number> :

Specify when retrying the execution of command. The range of retry times is from "1" to "60". It can be omitted.

When executing this command, due to the exclusion control when other processes are being executed, this command may not be executed immediately during the communication between the Master Management Server and Management Server, etc.

In this case, specify the /R option to set the retry times in <Number>.

## "Active Directory Linkage organization unit target list"

During the installation of the Management Server, this file will be saved to the following folder. Define the names of the organization units (OU) to be extracted from the Active Directory. When defining the names, specify the organization units (OU) of 1-level. Even if 2-level and following levels are specified, they are not linked.

When linking all the organization units (OU), use only the line feed in the file.

### File Name

DTKActiveDirectoryOUList.txt

### Location for Saving

When OS is Windows Server(R) 2008, Windows Server(R) 2012

```
%ALLUSERPROFILE%\Fujitsu\Systemwalker Desktop Keeper
```

Note) %ALLUSERPROFILE% is usually C:\ProgramData.

When OS is not Windows Server(R) 2008, Windows Server(R) 2012

```
%ALLUSERPROFILE%\Application Data\Fujitsu\Systemwalker Desktop Keeper
```

Note) %ALLUSERPROFILE% is usually C:\Documents and Settings\All Users.

### Record Method

- Record in UTF-8 code.
- Select the line feeding code to two character sets of 0x0D+0x0A2, or one character of 0x0A.
- Halfwidth/Fullwidth can co-exist.
- Set only 1 item of organization unit (OU) at one line.
- Ignore blank lines (line with halfwidth space character or fullwidth space character only), and the line with only the line feeding code. In addition, space at both ends should be removed, and lines with more than 64 characters will not be taken as the linkage target.
- If halfwidth space character or fullwidth space character appears between characters, it will be processed as a part of "Organization Unit" of the linkage target directly.

### Return Value

[ERRORLEVEL] 0:

Ended normally.

[ERRORLEVEL] 1 or above:

Ended abnormally.

### Location for Saving Commands

When executing on the PC in which the OS is Windows Server(R) 2008 64-bit edition, Windows Server(R) 2008 R2, or Windows Server(R) 2012:

```
%SystemRoot%\SYSWOW64\DTKADCON.EXE
```

When executing on the PC in which the OS is not Windows Server(R) 2008 64-bit edition, Windows Server(R) 2008 R2, or Windows Server(R) 2012:

```
%SystemRoot%\system32\DTKADCON.EXE
```

Note) %SystemRoot% is usually C:\Windows.



## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.
- 

### Note

- Pay attention to the following two points before execution.
  - In the **System Settings** window of the Server Settings Tool, the **Execute Active Directory Linkage** option has already been selected.
  - In the **Active Directory Linkage Settings** window of the Server Settings Tool, the Active Directory server to be linked has already been registered.
- In the user information read from Active Directory server, when the following information is contained, user information will not be read.
  - When the string before @ of "User logon Name (UserPrincipalName)" does not contain any character, or contains over 41 halfwidth characters (21 fullwidth characters)
- In the process of executing this command, do not modify **System Settings** and **Active Directory Linkage Settings** in the Server Settings Tool.
- When the organization name exceeds 41 halfwidth characters (21 fullwidth characters), only the name before the 40<sup>th</sup> halfwidth character (20 fullwidth characters) can be displayed in the database.
- When executing on the PC in which the OS is Windows Server(R) 2008 64-bit edition, Windows Server(R) 2008 R2, or Windows Server(R) 2012, check if the specified path is full path, and execute after the current folder is modified to %SystemRoot%\SYSWOW64.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## Example of Use/Execution Results/Output Format

[Example of Use in case 5 times of retry]

```
C:\WINDOWS\system32>DTKADCON.exe /START /R 5

2009/06/08 16:01:36 Link with Systemwalker Desktop Keeper Active Directory .Start
2009/06/08 16:01:36 Parameter: /START /R 5
2009/06/08 16:01:36 Operation settings: The view of CT registration location is "Match with the
computer location of Active Directory"
2009/06/08 16:01:41 Operation settings: "Import all organization units (OU)" through Active
Directory
2009/06/08 16:01:42 Start domain linkage processing. Domain address [DTK-DOMAIN.local]
2009/06/08 16:01:43 Start linkage of user information and user group information.
2009/06/08 16:02:24 Start linkage of CT information and CT group information.
2009/06/08 16:03:08 End domain linkage processing. Domain address [DTK-DOMAIN.local]
2009/06/08 16:03:08 Move the CT to which the Local that can perform domain management belongs.
2009/06/08 16:03:09 Ended normally.
2009/06/08 16:03:09 Link with Systemwalker Desktop Keeper Active Directory .End
```

## 1.4 DTKBFDM.EXE (Calculation of Date)

### Functional Specification

Obtain the date of the past n days (or n months) calculated from today.

In addition, the range of date that can be acquired is "Jan. 1 2001 (20010101)" - "Dec. 31 2034 (20341231)".

## Command Format

```
DTKBFDm <Days|Months> [MONTH|month <Day>]
```

## Option

<Days|Months>:

Enter the past number of days or months until today required to be obtained. The range of value is "0" - "2000" for number of days and "0" - "120" for number of months. Whether the entered number is days or months is determined according to the specification in <MONTH|month>.

MONTH|month:

It can be omitted. When it is omitted, the number entered in <Days|Months> will be processed as days by default. When "MONTH" or "month" is entered, the number entered in <Days|Months> will be processed as the number of months passed.

<Day>:

When "MONTH|month" is specified, enter a number within "1" - "31" or "99". In the case of "1" - "31", the input value will be fixed as the date of a month calculated according to the value entered in <Days|Months>. In the case of "99", it will be fixed as the ending date of a month calculated according to the value entered in <Days|Months>.

In the command option, an option that contains space, etc., cannot be specified.

## Return Value

[ERRORLEVEL] Date obtained:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

## Location for Saving Commands

```
Installation folder of database related files\BackupCommand\DTKBFDm.EXE
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admin group of the domain.
- Execute on the Management Server/Master Management Server.

## Example of Use

This command cannot be used alone. Instead, it is used in other backup commands.

# 1.5 DTKBKDL.BAT (Backup Log Information/Delete Logs)

---

## Functional Specification

All tables of operation logs and prohibition logs of Systemwalker Desktop Keeper recorded as "Log Information" managed in database can be backed up as a CSV file in the tables and the tables that have been backed up can be deleted from the database. Also, the configuration change log is deleted from the database.

For log information that can be backed up and deleted, refer to "[1.13 DTKLGTB.EXE \(Backup of Log Information\)](#)" and "[1.8 DTKDELST.EXE \(Delete Configuration Change Log\)](#)"

## Command Format

```
DTKBKDL <StartDate> <EndDate>
```

## Option

### <StartDate>:

Enter the start day for data processing (8 digits). The range of value is "20010000" - "20349999" and "00000000". When the values of the last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Jan. 1 of the specified year will be the start date.
- When the last 4 digits are specified to "1232" - "9999"  
Jan. 1 of the next year of the specified year will be start date.
- When the last 2 digits are specified to "00"  
1<sup>st</sup> of the specified month will be the start date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
1<sup>st</sup> of the next month of the specified month will be the start date.

In addition, when "00000000" is entered, the start date will be determined as the time when data started to be accumulated in the database.

### <EndDate>:

Enter the end date for data processing (8 digits). The range of the value is "20010000" - "20349999" and must be larger than the value of <StartDate>. When the last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Dec. 31 of the year previous to the specified year will be the end date.
- When the last 4 digits are specified to "1232" - "9999"  
Dec. 31 of the specified year will be the end date.
- When the last 2 digits are specified to "00"  
The last date of the last month of specified month will be the end date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
The last date of the specified month will be the end date.

In the command option, an option that contains space, etc., cannot be specified.

## Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

## Location for Saving Commands

```
Installation folder of database related files\BackupCommand\DTKBKDL.BAT
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.

- Execute on the Management Server/Master Management Server.

## Command for Internal Use

The following commands are used internally.

Before using this command, check how to use the command for internal use and the notes. Some command requires settings of options in advance.

- DTKLGTB.EXE
- DTKDELR.EXE
- DTKELSET.BAT
- DTKNUMCK.BAT
- DTKDELST.EXE
- 

### Note

- The command execution result will be output to the command prompt. If you wish to keep the execution result, specify the file for output through redirection when executing the command.
- According to the environment being used, it is necessary to edit DTKBKDL.BAT. For information on how to edit, refer to relevant content in "Edit Backup Commands" of "Using the Backup Commands" of *Systemwalker Desktop Keeper Installation Guide*. In addition, error check is not performed in backup command for database name, connection user ID and password. When the set value is incorrect, an error will occur during the execution of backup command.
- An error will occur when the folder with same name exist in the folder of output target.
- The time required for deletion will be extended with the increasing number of records to be deleted. Verify the time consumed for deleting data in a day, and in order to complete backup and deletion operation within available time, arrange the number of days for backup and deletion rationally.
- When deleting, the disk I/O inside PostgreSQL will become very high, which may affect the service processing at server side of Systemwalker Desktop Keeper. When the deletion process consumes too much time, consider to stop the service on the server side of Systemwalker Desktop Keeper and start the service of server side again after the deletion process has finished.
- The screen hard copy collected from the client (CT) through the screen capture function will be saved in the Management Server/Master Management Server collected with the client (CT). In database, only the index information of image file is saved in the "COMMONLOG2" table. Backup and deletion process only processes the index information while the image file will not be processed.

## Example of Use/Execution Results/Output Format

[Example of use when backing up all the logs being kept]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKBKDL 20010000 20349999
2014/10/30 16: 18:24 Backup Log Information - Start
2014/10/30 16: 18:24
2014/10/30 16: 18:24 Database      : DTKDB
2014/10/30 16: 18:24 Processing start date      : 20010000
2014/10/30 16: 18:24 Processing finish date     : 20349999
2014/10/30 16: 18:24 Directory      : c: \DTKBKUP\BK20349999
2014/10/30 16: 18:24 Extraction Key   :
2014/10/30 16: 18:24
2014/10/30 16: 18:24 - COMMONLOG1
2014/10/30 16: 18:24   Output file name : c:\DTKBKUP\BK20349999\COMMONLOG1.csv
2014/10/30 16: 18:26   Number of output items.....3,209
2014/10/30 16: 18:26
- - (omitted) - -
```

```

2014/10/30 16:19:20      - FILEACCESSLOG
2014/10/30 16:19:21      Process 2014/10/30... 3 items deleted
2014/10/30 16:19:21      Process 2014/10/27... 1 item deleted
2014/10/30 16:19:21      Processed on 2014/10/26... 53 items deleted
2014/10/30 16:19:21      Processed on 2014/10/23... 8 items deleted
2014/10/30 16:19:22      Processed on 2014/10/21...23,207 items deleted
2014/10/30 16:19:26      Number of deleted items.... 23,272
2014/10/30 16:19:26
2014/10/30 16:19:26 Delete Configuration change log information - Start
2014/10/30 16:19:26
2014/10/30 16:19:26 Database: DTKDB
2014/10/30 16:19:26 Processing start date: 20010000
2014/10/30 16:19:26 Processing end date: 20349999
2014/10/30 16:19:26 Deletion instruction:
2014/10/30 16:19:26
2014/10/30 16:19:26 Processed on 2014/10/30... 40 items deleted
2014/10/30 16:19:26 Processed on 2014/10/28... 21 items deleted
2014/10/30 16:19:26 Processed on 2014/10/27... 10 items deleted
2014/10/30 16:19:26 Number of deleted items... 71
2014/10/30 16:19:26
2014/10/30 16:19:26 Delete Configuration change log information - End
2014/10/30 16:19:26
2014/10/30 16:19:26 Delete Log Information - End

```

## 1.6 DTKCVDL.BAT (Backup Log Information/Collective Output of Referrer Logs/Delete Logs)

### Functional Specification

All tables of operation logs, prohibition logs and configuration change logs of Systemwalker Desktop Keeper recorded as "Log Information" managed in database can be backed up as a CSV file in tables and the tables that have been backed up can be deleted from the database.

For log information that can be backed up and deleted, refer to "[1.13 DTKLGTB.EXE \(Backup of Log Information\)](#)" and [1.17 DTKSTCV.EXE \(Output of Configuration Change Log\)](#)". In addition, for log information accumulated in database, refer to "[1.11 DTKLGIT.EXE \(Individual Output of Referrer Logs\)](#)".

### Command Format

```
DTKCVDL
```

### Option

None

### Return Value

[ERRORLEVEL] 0:

Ended normally.

[ERRORLEVEL] 1:

Ended abnormally.

### Location for Saving Commands

```
Installation folder of database related files\BackupCommand\DTKCVDL.BAT
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.

## Internally Used Command

The following commands are used internally.

Before using this command, check how to use the command for internal use and the notes. Some command requires settings of options in advance.

- DTKLGTB.EXE
- DTKLG1T.EXE
- DTKDELR.EXE
- DTKBFDM.EXE
- DTKSTCV.EXE
- DTKDELST.EXE

### Note

- The command execution result will be output to the command prompt. If you wish to keep the execution result, specify the file for output through redirection when executing the command.
- According to the environment being used, it is necessary to edit DTKBKDL.BAT. For information on how to edit, refer to relevant content in "Edit Backup Commands" of "Using the Backup Command" of *Systemwalker Desktop Keeper Installation Guide*. In addition, error check is not performed in backup command for database name, connection user ID and password. When the set value is incorrect, an error will occur during the execution of backup command.
- An error will occur when the folder with same name exist in the folder of output target.
- The time required for deletion will be extended with the increasing number of records to be deleted. Verify the time consumed for deleting data in a day, and in order to complete backup and deletion operation within available time, arrange the number of days for backup and deletion rationally.
- When deleting, the disk I/O inside PostgreSQL will become very high, which may affect the service processing at server side of Systemwalker Desktop Keeper. When the deletion process consumes too much time, consider to stop the service on the server side of Systemwalker Desktop Keeper and start the service of server side again after the deletion process has finished.
- The image file of the screen hard copy collected from the client (CT) through the screen capture function will be saved in Management Server/Master Management Server collected with the client (CT). In database, only the index information of image file is saved in the "COMMONLOG2" table. Backup and deletion process only processes the index information while the image file will not be processed.

## Example of Use/Execution Results/Output Format

[Example of use when backing up all the logs being kept]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKCVDL
Today is Mon 06/08/2009.
Process the data before 20090509 that is 30 prior to today.
2009/06/08 16:25:01 Backup Log information - Start
2009/06/08 16:25:01
2009/06/08 16:25:01 Database      : DTKDB
2009/06/08 16:25:01 Processing Start date   : 00000000
2009/06/08 16:25:01 Processing finish date  : 20090509
2009/06/08 16:25:01 Directory       : c:\DTKBKUP\BK20090509
2009/06/08 16:25:01 Extraction Key    :
2009/06/08 16:25:01
```

```

2009/06/08 16:25:02 - COMMONLOG1
2009/06/08 16:25:02 Output file Name : c:\DTKBKUP\BK20090509\COMMONLOG1.csv
2009/06/08 16:25:02 Number of output items.....2

  ~~(Omitted)~~

2009/06/08 16:25:02 Backup log information - End
2009/06/08 16:25:02
2009/06/08 16:25:02 Backup log information of Log Viewer format - Start
2009/06/08 16:25:02
2009/06/08 16:25:02 Database      : DTKDB
2009/06/08 16:25:02 Processing start date      : 00000000
2009/06/08 16:25:02 Processing finish date     : 20090509
2009/06/08 16:25:02 Log type       : 3
2009/06/08 16:25:02 Output file      : c:\DTKBKUP\LV20090509\Application startup prohibition
Log.csv
2009/06/08 16:25:02 Extraction key      :
2009/06/08 16:25:02
2009/06/08 16:25:02 - Application startup prohibition log
2009/06/08 16:25:02 Output file name   : c:\DTKBKUP\LV20090509\Application startup prohibition
Log.csv
2009/06/08 16:25:02 Number of output items.....0
2009/06/08 16:25:02
2009/06/08 16:25:02 Backup log information of Log Viewer format - End

  ~~(Omitted)~~

2009/06/08 16:25:07 Delete log information - Start
2009/06/08 16:25:07
2009/06/08 16:25:07 Database      : DTKDB
2009/06/08 16:25:07 Processing start date      : 00000000
2009/06/08 16:25:07 Processing finish date     : 20090509
2009/06/08 16:25:07 Deletion indication      : -Y
2009/06/08 16:25:07 Extraction key      :
2009/06/08 16:25:07
2009/06/08 16:25:08 - COMMONLOG1
2009/06/08 16:25:08 Number of deleted items.....2

  ~~ (Omitted)~~

2009/06/08 16:27:19
2009/06/08 16:27:19 Delete log information - End

```

## 1.7 DTKDELR.EXE (Delete Logs)

### Functional Specification

All tables of operation logs and prohibition logs of Systemwalker Desktop Keeper recorded as "Log Information" managed in database can be backed up as a CSV file in tables and the tables that have been backed up can be deleted from the database.

For log information that can be backed up and deleted, refer to relevant information in "[1.13 DTKLGTB.EXE \(Backup of Log Information\)](#)".

### Command Format

Execute in the following format through the command prompt.

```
DTKDELR.EXE DTKDB <User> <Password> <StartDate> <EndDate> [-Y|-y] [SERVER] [STOP <seconds>]
```

## Option

DTKDB:

Fixed value.

<User>:

Enter the logon ID registered in Server Settings Tool (The access authority is the logon ID of "Backup/Restore").

<Password>:

Enter the password of the above logon ID.

<StartDate>:

Enter the start day for data processing (8 digits). The range of value is "20010000" - "20349999" and "00000000". When the value of the last 4 digits of "20010000" - "20349999" does not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Jan. 1 of the specified year will be the start date.
- When the last 4 digits are specified to "1232" - "9999"  
Jan. 1 of the next year of the specified year will be start date.
- When the last 2 digits are specified to "00"  
1st of the specified month will be the start date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
1st of the next month of the specified month will be the start date.

In addition, when "00000000" is entered, the start date will be determined as the time when data started to be accumulated in database.

<EndDate>:

Enter the end date for data processing (8 digits). The range of value is "20010000" - "20349999" that is larger than the value of <StartDate>. When the value of last 4 digits of "20010000" - "20349999" does not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Dec. 31 of the year previous to the specified year will be the end date.
- When the last 4 digits are specified to "1232" - "9999"  
Dec. 31 of the specified year will be the end date.
- When the last 2 digits are specified to "00"  
The last date of the last month of specified month will be the end date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
The last date of the specified month will be the end date.

-Y|-y:

When "-Y" or "-y" is entered, the deletion process is finished without displaying the confirmation message.

When "-Y" or "-y" is omitted, the following confirmation message will be displayed.

[BKCI-SEL004] Delete log table. Execute? (y/n)

In this window, enter "Y" or "y" key and press the [Enter] key to continue processing. If "N" or "n" key is entered and the [Enter] key is pressed, processing will be interrupted.

SERVER:

When specifying "SERVER" (Halfwidth character), processing is performed based on the date when log information is saved in Management Server/Master Management Server. If "SERVER" is omitted, processing will be performed by taking the date specified in <StartDate> and <EndDate> as condition, based on the date when the log information is collected on client.



## STOP <seconds>:

When "STOP" (halfwidth character) is specified, the command is completed if the log is not deleted even after the specified time has elapsed after the command start.

When it is omitted, the processing is continued till the deletion process has finished.

- When "STOP" is not specified, <seconds> cannot be specified.
- When "STOP" is specified, <seconds> must be specified.
- The operating time must be specified in the range 1 to 999999 in <seconds>. The unit is 'seconds', 999999 seconds = 11-days 13-hours 46-minutes 39-seconds.
- When "STOP" is not specified, the process is not interrupted till the deletion process has finished.
- When "STOP" is specified, the process is interrupted if the command is running for the time beyond the specified time. Note that the process is continued till the internal processing is paused; therefore, the command is completed few minutes after the specified time.
- When "STOP" is specified, if the command is completed before crossing the specified time, then similar to the normal processing, an error code 100 is given and the processing is stopped.

In the command option, an option that contains space, etc., cannot be specified.

When specifying an option, data enclosed in double quotations cannot be specified.

## Return Value

[ERRORLEVEL] 100:

Ended normally.

[ERRORLEVEL] 99 :

Process interrupted after the elapse of the time

[ERRORLEVEL] 1:

Ended abnormally.

## Location for Saving Commands

```
Installation folder of database related files\BackupCommand\DTKDELR.EXE
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.



### Note

- The command execution result will be output to the command prompt. If you wish to keep the execution result, specify the file for output through redirection when executing the command.
- The time required for deletion will be extended with the increasing number of records to be deleted. Verify the time consumed for deleting data in a day, and in order to complete backup and deletion operation within available time, arrange the number of days for backup and deletion rationally.
- When deleting, the disk I/O inside PostgreSQL will become very high, which may affect the service processing at server side of Systemwalker Desktop Keeper. When the deletion process consumes too much time, consider to stop the service at server side of Systemwalker Desktop Keeper and start the service of server side again after the deletion process has finished.
- The image file of the screen hard copy collected from the client (CT) through the screen capture function will be saved in Management Server/Master Management Server connected with the client (CT). In database, only the index information of image file is saved in

the "COMMONLOG2" table. Backup and deletion process only processes the index information while the image file will not be processed.

## Example of Use/Execution Result/Output Format

[Example of execution when performing the operation for maximum of 1 hour (3600 seconds)]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKDELR.EXE DTKDB User
Password 20111201 20111205 STOP 3600
[BKCI-SEL004] Delete log table. Execute? (y/n) y
2012/06/04 11:35:37 Delete Log Information - Start
2012/06/04 11:35:37
2012/06/04 11:35:37 Database      : DTKDB
2012/06/04 11:35:37 Processing start date   : 20111201
2012/06/04 11:35:37 Processing finish date  : 20111205
2012/06/04 11:35:37 Deletion indication    :
2012/06/04 11:35:37 Extraction Key         :
2012/06/04 11:35:37 Interruption instruction (seconds) : 3600
2012/06/04 11:35:37
2012/06/04 11:35:37 - COMMONLOG1
2012/06/04 11:35:37     Processed on 2011/12/05 ... 123456 items deleted
2012/06/04 11:35:37     Processed on 2011/12/04 ... 234567 items deleted
2012/06/04 11:35:37     Processed on 2011/12/03 ... 345678 items deleted
2012/06/04 12:41:34 Specified time has elapsed.
2012/06/04 12:41:34     Processed on 2011/12/02... 97345 items deleted (Actually deleted items)
2012/06/04 12:41:34
2012/06/04 12:41:34 Delete log information - End
```

## 1.8 DTKDELST.EXE (Delete Configuration Change Log)

### Functional Specification

For information of the collected configuration change logs, delete the log recorded in the specified period.

### Command Format

```
DTKDELST.EXE DTKDB <User> <Password> <StartDate> <EndDate> [-Y|-y]
```

### Option

DTKDB:

Fixed value.

<User>:

Enter the logon ID registered in Server Settings Tool (The access authority is the logon ID of "Backup/Restore").

<Password>:

Enter the password of the above logon ID.

<StartDate>:

Enter the start day for data processing (8 digits). The range of value is "20010000" - "20349999" and "00000000". When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"

Jan. 1 of the specified year will be the start date.

- When the last 4 digits are specified to "1232" - "9999"  
Jan. 1 of the next year of the specified year will be start date.
- When the last 2 digits are specified to "00"  
1st of the specified month will be the start date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
1st of the next month of the specified month will be the start date.

In addition, when "00000000" is entered, the start date will be determined as the time when data started to be accumulated in database.

**<EndDate>:**

Enter the end date for data processing (8 digits). The range of value is "20010000" - "20349999" that is larger than the value of <StartDate>. When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Dec. 31 of the year previous to the specified year will be the end date.
- When the last 4 digits are specified to "1232" - "9999"  
Dec. 31 of the specified year will be the end date.
- When the last 2 digits are specified to "00"  
The last date of the last month of specified month will be the end date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
The last date of the specified month will be the end date.

**-Y|-y:**

When "-Y" or "-y" is entered, the deletion process is finished without displaying the confirmation message.  
When "-Y" or "-y" is omitted, the following confirmation message will be displayed.

```
[Delete setting change log table. Execute? (y/n)]
```

In this window, enter "Y" or "y" and press the [Enter] key to continue processing. If other characters are entered and the [Enter] key is pressed, or when only the [Enter] key is pressed, processing will be interrupted.

**Return Value**

[ERRORLEVEL] 100:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

**Location for Saving Commands**

```
Installation folder of database related files\BackupCommand\DTKDELST.EXE
```

**Authority Required for Execution/Execution Environment**

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.

## Note

- No restoration function.  
Before deleting configuration change log, though backup can be executed through Master, the configuration change log before deletion can be saved, after restoring the data of master series, since overall replacement is required, after the backup process has been executed, the data before restoration process will be deleted
- The command execution result will be output to the command prompt. If you wish to keep the execution result, specify the file for output through redirection when executing the command.
- The time required for deletion will be extended with the increasing number of records to be deleted. Verify the time consumed for deleting data in a day, and in order to complete backup and deletion operation within available time, arrange the number of days for backup and deletion rationally.
- When deleting, the disk I/O inside PostgreSQL will become very high, which may affect the service processing at server side of Systemwalker Desktop Keeper. When the deletion process consumes too much time, consider to stop the service at server side of Systemwalker Desktop Keeper and start the service of server side again after the deletion process has finished.

## Example of Use/Execution Results/Output Format

[Example of use when deleting all saved logs]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKDELST.exe DTKDB User
Password 20010000 20349999
2009/06/08 16:39:07 [BKCI-SEL101] Delete setting change log table. Execute? (y/n)
y
2009/06/08 16:39:09 Delete setting change log information - Start
2009/06/08 16:39:09
2009/06/08 16:39:09 Database      : DTKDB
2009/06/08 16:39:09 Processing start date    : 20010000
2009/06/08 16:39:09 Processing finish date   : 20349999
2009/06/08 16:39:09 Deletion indication     :
2009/06/08 16:39:09
2009/06/08 16:39:09      Processing 2009/06/08 ... 40 items are deleted
2009/06/08 16:39:09      Number of deleted items...71
2009/06/08 16:39:09
2009/06/08 16:39:09 Delete setting change log information - End
```

## 1.9 DTKELSET.BAT (Reset the Value of ERRORLEVEL)

### Functional Specification

Reset the value of [ERRORLEVEL] used in the command prompt.

### Command Format

```
DTKELSET [ <Number> ]
```

### Option

<Number>:

Specify the number within "0" - "2147487647" as the error code to be set. When omitted, "0" will be set.

In command option, an option that contains characters such as space cannot be specified.

### Return Value

[ERRORLEVEL] The value of <Number> entered in option:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

### Location for Saving Commands

```
Installation folder of database related file\BackupCommand\DTKELSET.BAT
```

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.

### Example of Use

This command cannot be used alone. It is used in other backup command.



#### Note

- This command cannot be customized.
- Whether the option is number or not cannot be checked. When characters other than numbers are entered, the setting to [ERRORLEVEL] relies on the operation of "exit" command.
- Use it when creating a backup command for yourself.

## 1.10 DTKIMPDP.EXE (Import Systemwalker Desktop Patrol Configuration Information)

### Functional Specification

Update the configuration information of Systemwalker Desktop Keeper based on the "Configuration Information File" created in Systemwalker Desktop Patrol.

Update CT group information and the location information of the client (CT).

In addition, as the option function, it supports the following functions.

- Update of discarded file information
- Update of user group information
- Move the user ID registered in the same level composition as the location information of the client (CT)
- Delete the Systemwalker Desktop Patrol linkage information until the last time and establish a new link

In addition, the CT group and user group on Systemwalker Desktop Keeper linked through Systemwalker Desktop Patrol configuration information command can also be deleted.

### Command Format

[Format 1] Registration/Update of Configuration Information

```
DTKIMPDP.EXE /START <Configuration Information File Name>  
  [/E <discarded Folder Information File> /G "<Group Name>"]  
  [/U [/F <Correspondent File Name> [/M] ] ]  
  [/R <Retry Times>] [/L <Log File Name>] [/T <Trace Level>]
```

[Format 2] Deletion of Configuration Information

```
DTKIMPDP.EXE /DELETE [/R <Retry Times>] [/L <Log Folder Name>] [/T <Trace Level>]
```

## Option

**/START <Configuration Information File Name>:**

Execute the process of importing configuration information of Systemwalker Desktop Patrol. In the case of format 1, be sure to specify.

**<Configuration Information File Name>:**

Make sure to specify the name of configuration information file created in Systemwalker Desktop Patrol. The path of any name and filename can be specified.

Specify with a full path beginning from the drive letter with no more than 218 characters.

When the file name and path contains space, enclose the whole path with double quotations. A network path beginning with \\ cannot be specified.

Some characters cannot be used as file name. The restriction of character type is based on the restriction of Windows standard.

When the file cannot be opened or read or the file format does not comply with the rules, processing will be interrupted.

**/E <Discarded Folder Information File>:**

Specify the discarded folder information file created in Systemwalker Desktop Patrol.

It is used for reflecting the PC information that is disposed in Systemwalker Desktop Patrol to the configuration information tree of Systemwalker Desktop Keeper.

**<Discarded Folder Information File>:**

The path of any name and filename can be specified. Specify with a full path beginning from a drive letter with no more than 218 characters.

When the file name and path contains space, enclose the whole path with double quotation. Network path beginning with \\ cannot be specified.

**/G "<Group Name>":**

When the discarded folder information file is specified, make sure to specify this option.

Specify the group created as the group exists at the time of import as the group name.

The group of reservations created during the import of configuration information cannot be specified as group name.

**<Group Name>:**

Specify the group name to be moved in the client (CT) specified in the information file of discarded folder.

When specifying group name, enclose the names of group name on this server with double quotation.

An error will occur in the command when the group that does not exist is specified. In addition, if this group exists at startup, but it does not exist when actually moving it to the discarded folder, skip the processing of discarded folder and continue with the following process.

When multiple correspondent group names are found, the group name that is found at first will be processed. In addition, there is not fixed method to determine one group name from multiple group names. Therefore, make sure to specify one specific group.

Up to 40 characters can be specified as group name. Group name with space can also be specified. When specifying the group name with double quotations, add the \ symbol before the double quotation. (Example: specify the group name of "Tokyo" Associate "City Center" as " Tokyo\"Associate\"City Center".)

The group name created freely under the Local group can be specified. It can be the group name that is not created by linking with Systemwalker Desktop Patrol. However, the group name created through Active Directory Linkage cannot be specified.

"Deleted CT" cannot be specified as group name.

If specified, an error will occur.

**/U:**

Specify it when reflecting configuration information to user group.

It can be omitted.

In addition, an error will occur when managing data collectively and this option is specified in the lower-level Management Server.

**/F <Correspondent File>:**

It can be specified only when the /U option is specified. It can be omitted.

When you wish to configure the user in the same level composition as the location of computer, specify "Correspondent File <Of Computer and User>".

Path of any name and file name can be specified in correspondent file.

Specify with a full path beginning from the drive letter with no more than 218 characters.  
When the file name and path contains space, enclose the whole path with double quotation.

#### **/M:**

It can be specified only after the /U and /F options have been specified. It can be omitted.

When it is expected to configure the user in the same level composition as the location of computer, specify "Correspondent File <Of Computer and User>". When the user ID specified in the file does not exist in the database (domain information is in the range of Local group), the user ID will be created again and directed to the specified location.

In addition, the user policy created at this moment is created based on the policy of parent group to which it belongs. (However, when created in root directory, the terminal initial policy will be applied)

The user information apart from user ID will be displayed as blank.

#### **/R <Retry Times>:**

Specify it when retrying the command execution. The range of retry times is "1" - "60". When omitted, the retry operation will not be performed.

When executing this command, due to the exclusion control when other processes are being executed, this command may not be executed immediately during the communication between the Master Management Server and Management Server, etc.

When this problem occurs, specify the /R option to set retry times.

#### **/L <Result Log File>:**

Specify this option when it is expected to output the information displayed in window during execution to result log file. It can be omitted.

When this option is specified, it will be displayed to the window at the same time.

Path of any name and file name can be specified for result log file.

Specify with a full path beginning from the drive letter with no more than 218 characters.

When the file name and path contains space, enclose the whole path with double quotation.

Some characters cannot be used as file name.

The restriction of character type is based on the restriction of Windows standard.

When the file cannot be opened or read or the file format does not comply with the rules, processing will be interrupted.

#### **/T <Trace Level>:**

Specify it when it is expected to collect execution trace. It can be omitted.

Do not specify without instruction from Fujitsu's technical staff.

Specify one digit of 1-5 as the trace level. Generally, the output trace of 3 is the summary level and 5 is the detail level.

#### **/DELETE:**

Delete all content of CT group and user group imported using configuration information of Systemwalker Desktop Patrol before. Make sure to specify in the case of format 2.

The group information imported in "Link with Other System"- "Link with Systemwalker Desktop Patrol" will not be deleted.

The client (CT), CT group, user, user group belonging to this deleted group will be moved to their root directory.

When the /DELETE option is specified, only three options that can be specified at the same time are [/R Number of Retries] [/L Result Log File] [/T Trace Level].

## **Return Value**

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Option error

[ERRORLEVEL] 2:

Input file error

[ERRORLEVEL] 3:

Other errors

### Location for Saving Commands

When executing on the PC with OS that is Windows Server(R) 2008 64-bit edition, Windows Server(R) 2008 R2, or Windows Server(R) 2012

```
%SystemRoot%\SYSWOW64\DTKIMPDP.EXE
```

When executing on the PC with other OS apart from Windows Server(R) 2008 64-bit edition, Windows Server(R) 2008 R2, or Windows Server(R) 2012

```
%SystemRoot%\system32\DTKIMPDP.EXE
```

Note) %SystemRoot% is usually C:/Windows.

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.
- This command can be used in "Execute Active Directory Linkage" environment. However, it cannot be executed at the same time with Active Directory Linkage.
- This command cannot be started in the process of backup tool and restoration tool. However, Systemwalker Desktop Patrol configuration information import command and backup command have no program restriction for each other, so they can be used at the same time. Therefore, when executing backup command, avoid starting Systemwalker Desktop Patrol configuration information import command during the execution of backup command.
- In the /E (discarded folder information file) option, specify the following environment.
  - In a 2-level system structure  
Execute the /E option in Management Server.
  - In a 3-level system structure  
Execute the /E option in each Management Server.
- Specify the /F (correspondent folder) option in the following environment.
  - In a 2-level system structure  
Execute the /F option in Management Server.
  - In a 3-level system structure (when managing user information collectively)  
Specify the /F option in Master Management Server. It cannot be executed in each Management Server.
  - In a 3-level system structure (when managing user information in each Management Server)  
Execute the /F option in Master Management Server and each Management Server.

#### Note

- When executing on the PC with OS that is Windows Server(R) 2008 64-bit edition, Windows Server(R) 2008 R2, or Windows Server(R) 2012, execute after specifying with full path or modify the current folder to %SystemRoot%\SYSWOW64.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".



## Example of Use/Execution Results/Output Format

[When it is expected to link CT group structure information with the location information of The client (CT)]

```
C:\WINDOWS\system32>DTKIMPDP.exe /START C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv
2009/06/16 20:13:43 Systemwalker Desktop Patrol configuration information import process - Start
2009/06/16 20:13:43 Startup parameter      : /START
2009/06/16 20:13:43 Configuration file name  : C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv
2009/06/16 20:13:43 Option                :
2009/06/16 20:13:43
2009/06/16 20:13:43 Configuration file integrity check - Start
2009/06/16 20:13:43 Version information    ... OK
2009/06/16 20:13:43 File format          ... OK
2009/06/16 20:13:43 Check                ... OK
2009/06/16 20:13:43 Number of items read           5
2009/06/16 20:13:43 Number of items of normal judgment      5
2009/06/16 20:13:43 Number of items of discarding judgment  0
2009/06/16 20:13:43 Configuration file integrity check - End
2009/06/16 20:13:43
2009/06/16 20:13:43 Configuration file CSV format check - Start
2009/06/16 20:13:43 configuration file CSV format check (group information) - Start
2009/06/16 20:13:43 Item No. 000001 (001,Fujitsu Limited,) ... OK
2009/06/16 20:13:43 Item No. 000002 (002, Business Department,001) ... OK
2009/06/16 20:13:43 configuration file CSV format check (group information) - End
2009/06/16 20:13:43 configuration file CSV format check (CT information) - Start
2009/06/16 20:13:43 Item No. 000003 (user001+DTPSV,001) ... OK
2009/06/16 20:13:43 Item No. 000004 (dtp+dtkct2,002) ... OK
2009/06/16 20:13:43 configuration file CSV format check (CT information) - End
2009/06/16 20:13:43 Number of items of normal judgment      4
2009/06/16 20:13:43 Number of items of error judgment       0
2009/06/16 20:13:43 Configuration file CSV format check - End

    ~ ~ (Omitted) ~ ~

2009/06/16 20:13:44 Move CT information - Start
2009/06/16 20:13:44 Number of CTs moved                    1
2009/06/16 20:13:44 Move CT information - End
2009/06/16 20:13:44
2009/06/16 20:13:44 Ended normally.
2009/06/16 20:13:44
2009/06/16 20:13:44 Systemwalker Desktop Patrol configuration information import process - End
```

[When it is expected to link CT group structure information with location information of the client (CT) and discarded folder information]

```
C:\WINDOWS\system32>DTKIMPDP.exe /START C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv /E C:\DTPIMPORT\discarded.csv /G "Discarded"
2009/06/16 20:28:33 Systemwalker Desktop Patrol configuration information import process - Start
2009/06/16 20:28:33 Configuration file integrity check - Start
2009/06/16 20:28:33 Configuration file name  : C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv
2009/06/16 20:28:33 Option                : /E C:\DTPIMPORT\discarded.csv /G Discarded
2009/06/16 20:28:33
2009/06/16 20:28:33 Configuration file integrity check - Start
2009/06/16 20:28:33 Version information    ... OK
2009/06/16 20:28:33 File format          ... OK
2009/06/16 20:28:33 Check                ... OK
2009/06/16 20:28:33 Number of items read           5
2009/06/16 20:28:33 Number of items of normal judgment      5
2009/06/16 20:28:33 Number of items of discarding judgment  0
2009/06/16 20:28:33 Configuration file integrity check - End
2009/06/16 20:28:33
    ~ ~ (Omitted) ~ ~
2009/06/16 20:28:34
2009/06/16 20:28:34 Move CT information - Start
```

```

2009/06/16 20:28:34 Number of CTs moved          0
2009/06/16 20:28:34 Move CT Information - End
2009/06/16 20:28:34
2009/06/16 20:28:34 Discarded folder information file Move CT Information - Start
2009/06/16 20:28:34 Number of CTs moved          1
2009/06/16 20:28:34 Discarded folder information file Move CT Information - End
2009/06/16 20:28:34
2009/06/16 20:28:34 Ended normally.
2009/06/16 20:28:34
2009/06/16 20:28:34 Systemwalker Desktop Patrol configuration information import process - End

```

[When it is expected to link CT group structure information with location information of the client (CT) and user group structure information]

```

C:\WINDOWS\system32>DTKIMPDP.exe /START C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv /U
2009/06/16 20:31:05 Systemwalker Desktop Patrol configuration information import process - Start
2009/06/16 20:31:05 Startup parameter      : /START
2009/06/16 20:31:05 Configuration file name   : C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv
2009/06/16 20:31:05 Option                : /U
2009/06/16 20:31:05
2009/06/16 20:31:06 Configuration file integrity check - Start
2009/06/16 20:31:06 Version information    ... OK
2009/06/16 20:31:06 File format        ... OK
2009/06/16 20:31:06 Check              ... OK
2009/06/16 20:31:06 Number of items read      5
    ~ ~ (Omitted) ~ ~
2009/06/16 20:31:06 Configuration file data check (User group information linkage confirmation) - End
2009/06/16 20:31:06
2009/06/16 20:31:06 User group increment update - Start
2009/06/16 20:31:07 Add user group          2
2009/06/16 20:31:07 Update user group         0
2009/06/16 20:31:07 Delete user group        0
2009/06/16 20:31:07 User group increment update - End
2009/06/16 20:31:07
2009/06/16 20:31:07 Ended normally.
2009/06/16 20:31:07
2009/06/16 20:31:07 Systemwalker Desktop Patrol configuration information import process - End

```

[When it is expected to link CT group structure information with the location information of the client (CT), user group structure information and user location information]

```

C:\WINDOWS\system32>DTKIMPDP.exe /START C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv /U /F C:\DTPIMPORT\usercomp.csv
2009/06/16 20:37:40 Systemwalker Desktop Patrol configuration information import process - Start
2009/06/16 20:37:40 Startup parameter      : /START
2009/06/16 20:37:40 Configuration file name   : C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv
2009/06/16 20:37:40 Option                : /U /F C:\DTPIMPORT\usercomp.csv
2009/06/16 20:37:40
2009/06/16 20:37:40 Configuration file integrity check - Start
2009/06/16 20:37:40 Version information    ... OK
2009/06/16 20:37:40 File format        ... OK
2009/06/16 20:37:40 Check              ... OK
2009/06/16 20:37:40 Number of items read      5
2009/06/16 20:37:40 Number of items of normal judgment      5
2009/06/16 20:37:40 Number of items of discarding judgment  0
2009/06/16 20:37:40 Configuration file integrity check - End
2009/06/16 20:37:40
    ~ ~ (Omitted) ~ ~
2009/06/16 20:37:41 Move user group - Start
2009/06/16 20:37:41 Number of users moved          1
2009/06/16 20:37:41 Move user group - End
2009/06/16 20:37:41
2009/06/16 20:37:42 Ended normally.

```

```
2009/06/16 20:37:42
2009/06/16 20:37:42 Systemwalker Desktop Patrol configuration information import process - End
```

[When 10 times of retry has been set in job scheduler and result log file is specified in case that it is expected to link CT group structure information with the location information of the client (CT)]

```
C:\WINDOWS\system32>DTKIMPDP.exe /START C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv /R 10 /L C:\temp\exec.log
2009/06/16 20:39:40 Systemwalker Desktop Patrol configuration information import process - Start
2009/06/16 20:39:40 Startup parameter      : /START
2009/06/16 20:39:40 Configuration file name  : C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv
2009/06/16 20:39:40 Option                  : /R 10 /L C:\temp\exec.log
2009/06/16 20:39:40
2009/06/16 20:39:40 Configuration file integrity check - Start
2009/06/16 20:39:40 Version information     ... OK
2009/06/16 20:39:40 File format            ... OK
2009/06/16 20:39:40 Check                  ... OK
2009/06/16 20:39:40 Number of items read           5
2009/06/16 20:39:40 Number of items of normal judgment      5
2009/06/16 20:39:40 Number of items of discarding judgment  0
2009/06/16 20:39:40 Configuration file integrity check - End
2009/06/16 20:39:40
  ~ ~ (Omitted) ~ ~
2009/06/16 20:39:40 Move CT information - Start
2009/06/16 20:39:40 Number of CTs moved             0
2009/06/16 20:39:40 Move CT information - End
2009/06/16 20:39:40
2009/06/16 20:39:41 Ended normally.
2009/06/16 20:39:41
2009/06/16 20:39:41 Systemwalker Desktop Patrol configuration information import process - End
```

[When it is expected to set trace output]

```
C:\WINDOWS\system32>DTKIMPDP.exe /START C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv /T 5
2009/06/16 20:41:32 Systemwalker Desktop Patrol configuration information import process - Start
2009/06/16 20:41:32 Startup parameter      : /START
2009/06/16 20:41:32 Configuration file name  : C:\DTPIMPORT\dtkdwn_0616201054125_admin.csv
2009/06/16 20:41:32 Option                  : /T 5
2009/06/16 20:41:32
2009/06/16 20:41:33 Configuration file integrity check - Start
2009/06/16 20:41:33 Version information     ... OK
2009/06/16 20:41:33 File format            ... OK
2009/06/16 20:41:33 Check                  ... OK
2009/06/16 20:41:33 Number of items read           5
2009/06/16 20:41:33 Number of items of normal judgment      5
2009/06/16 20:41:33 Number of items of discarding judgment  0
2009/06/16 20:41:33 Configuration file integrity check - End
2009/06/16 20:41:33
2009/06/16 20:41:33 Configuration file CSV format check - Start
  ~ ~ (Omitted) ~ ~
2009/06/16 20:41:33 Move CT information - Start
2009/06/16 20:41:33 Number of CTs moved             0
2009/06/16 20:41:33 Move CT information - End
2009/06/16 20:41:33
2009/06/16 20:41:34 Ended normally.
2009/06/16 20:41:34
2009/06/16 20:41:34 Systemwalker Desktop Patrol configuration information import process - End
```

[When it is expected to delete all information of the CT group and user group imported through Systemwalker Desktop Patrol configuration information import command before]

```
C:\WINDOWS\system32>DTKIMPDP.exe /DELETE
2009/06/16 20:43:12 Systemwalker Desktop Patrol configuration information import process - Start
2009/06/16 20:43:12 Startup parameter      : /DELETE
```

```

2009/06/16 20:43:12 Option          :
2009/06/16 20:43:12
2009/06/16 20:43:12 Delete the information created through Systemwalker Desktop Patrol
configuration information import command.
2009/06/16 20:43:12
2009/06/16 20:43:12 Delete CT group          2
2009/06/16 20:43:12 Move CT information          2
2009/06/16 20:43:12 Delete user group          2
2009/06/16 20:43:12 Move User Information          1
2009/06/16 20:43:12
2009/06/16 20:43:12 Ended normally.
2009/06/16 20:43:12
2009/06/16 20:43:12 Systemwalker Desktop Patrol configuration information import process - End

```

## 1.11 DTKLG1T.EXE (Individual Output of Referrer Logs)

### Functional Specification

Specify one type of log information of Systemwalker Desktop Keeper managed by database and output as a CSV file. In addition, if ALL is specified in the log type, all the log types are output to a CSV file at a time.

The log information that can be backed up is shown as follows.

No. (Log Type)	Backup Target Log	Output File Name
1	Application Startup Log	Application startup log.csv
2	Application Termination Log	Application termination log.csv
3	Application Startup Prohibition Log	Application startup prohibition log.csv
4	Window Title Obtaining Log	Window title obtaining log.csv
5	E-mail Sending Log	E-mail sending log.csv
6	Command Operation Log	Command operation log.csv
7	Device Configuration Change Log	Device configuration change log.csv
8	Printing Operation Log	Printing operation log.csv
9	Printing Prohibition Log	Printing prohibition log.csv
10	Logon Prohibition Log	Logon prohibition log.csv
11	File Export Log	File export log.csv
12	PrintScreen Key Prohibition Log PrintScreen Key Operation Log	PrintScreen key prohibition log.csv
13	File Operation Log	File operation log.csv
14	Logon/Logoff Log	Logon,Logoff log.csv
16	E-mail Attachment Prohibition Log	E-mail attachment prohibition log.csv
17	Window Title (with URL) Obtaining Log	Window title (with URL) obtaining log.csv
24	FTP Operation Prohibition Log	FTP operation prohibition log.csv
25	FTP Operation Log	FTP operation log.csv
29	Web Operation Prohibition Log	Web operation prohibition log.csv
31	Web Operation Log	Web operation log.csv
34	E-mail Sending Interruption Log	E-mail sending interruption log.csv
37	Clipboard Operation Log	Clipboard operation log.csv
38	Clipboard Operation Prohibition Log	Clipboard operation prohibition log.csv
90	Linkage Application Log	Linkage application log.csv

No. (Log Type)	Backup Target Log	Output File Name
106	Phone Outgoing and Incoming Call Log	Phone Outgoing and Incoming Call Log.csv
107	Application Configuration Change Log	Application Configuration Change Log.csv

For a CSV file, line feeding code "two characters of CR+LF", separator "Comma", and character items should be enclosed with double quotations and output.

The above-mentioned output filenames are examples. When specifying the log type in the <LogKind>, any output file name can be set. When "ALL" is specified in the <LogKind>, the above-mentioned output file names are output for each log type.

## Command Format

Execute according to the following format in the command prompt.

```
DTKLGIT.EXE DTKDB <User> <Password> <StartDate> <EndDate> <LogKind> <OutFile> [SERVER]
```

or

```
DTKLGIT.EXE DTKDB <User> <Password> <StartDate> <EndDate> ALL <OutDir> [SERVER]
```

## Option

**DTKDB:**

Fixed value.

**<User>:**

Enter the logon ID registered in Server Settings Tool (The access authority is the logon ID of "Backup/Restore").

**<Password>:**

Enter the password of the above logon ID.

**<StartDate>:**

Enter the start day for data processing (8 digits). The range of value is "20010000" - "20349999" and "00000000". When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Jan. 1 of the specified year will be the start date.
- When the last 4 digits are specified to "1232" - "9999"  
Jan. 1 of the next year of the specified year will be start date.
- When the last 2 digits are specified to "00"  
1st of the specified month will be the start date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
1st of the next month of the specified month will be the start date.

In addition, when "00000000" is entered, the start date will be determined as the time when data started to be accumulated in database.

**<EndDate>:**

Enter the end date for data processing (8 digits). The range of value is "20010000" - "20349999" that is larger than the value of <StartDate>. When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Dec. 31 of the year previous to the specified year will be the end date.
- When the last 4 digits are specified to "1232" - "9999"  
Dec. 31 of the specified year will be the end date.

- When the last 2 digits are specified to "00"

The last date of the last month of specified month will be the end date.

- When the last 2 digits are specified to "second day after the end of month" - "99"

The last date of the specified month will be the end date.

<LogKind> or, ALL:

When outputting a log type, specify the No. of the log to be output. The number is the same as the No. in the above table. (You can specify only one number.)

To output all log types in batch, specify "ALL". Specify halfwidth uppercase or lowercase characters.

<OutFile> or, <OutDir>:

When a log type is specified in the <LogKind>, specify the name of the file to be saved as <OutFile> with an absolute path. The folder should be created in advance.

When "ALL" is specified in the <LogKind>, enter the file of saving target as <OutDir> with an absolute path. The folder should be created in advance.

SERVER:

When specifying "SERVER" (Halfwidth character), processing is performed based on the date when log information is saved in the Management Server/Master Management Server. If "SERVER" is omitted, processing will be performed by taking the date specified in <StartDate> and <EndDate> as condition, based on the date when log information is collected on client.

In the command option, an option that contains a space, cannot be specified.

When specifying an option, data enclosed with double quotations cannot be specified.

In particular, pay attention when entering the file name of <OutFile> and <OutDir>.

When "ALL" is specified in the <LogKind>, multiple log files are created under the specified folder. Log files are created with the respective names given in the "Output file name" column in the table above.

## Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

## Location for Saving Commands

```
Installation folder of database related files\BackupCommand\DTKLG1T.EXE
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.



### Note

- The command execution result will be output to the command prompt. If you need to save the execution result, specify the file for outputting execution result through redirection when executing this command.
- When the file with same name as the output file in the folder, replace it by force. Confirmation message will not be displayed.
- For command operation log, the index information saved in COMMONLOG2 will be output as a CSV file. In addition, the folder named "PromptLog" will be created under the output target path of <OutFile>, and the text file in which the content of command log is saved will be output to this folder.

- The image file of screen hard copy captured at the client (CT) by the screen capture function will be saved to the Management Server/Master Management Server that is connected with the client (CT). In database, only the index information to the image file will be saved to the "COMMONLOG2" table. Backup and deletion processes can only process index information, and image file will not be processed.
- The original file backup file in the File Export Utility is saved on the Management Server/Master Management Server connected with the client (CT). In database, only the index information to the original file will be saved in the "FILEBRINGOUTLOG" table. Backup and deletion processes can only process index information, and original file will not be processed.
- The E-mail content file backed up during E-mail sending is saved on the Management Server/Master Management Server connected with the client (CT). In database, only the index information to the E-mail content file will be saved in the "COMMONLOG1" table. Backup and deletion processes can only process index information, and E-mail content file will not be processed.

When "ALL" is specified in the <LogKind>, all log types are output. To select and output multiple log types in batch, use "[1.12 DTKLGAT.BAT \(Collective Output of Referrer Logs\)](#)".

- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## Example of Use/Execution Results/Output Format

[Example of Use when outputting the application startup log (LogKind: 1) that is being kept]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKLG1T.exe DTKDB User
Password 20010000 20349999 1 C:\DTKKBKUP\Application Startup Log.csv
2009/06/08 16:44:23 Backup log information of Log Viewer format - Start
2009/06/08 16:44:23
2009/06/08 16:44:23 Database      : DTKDB
2009/06/08 16:44:23 Processing start date    : 20010000
2009/06/08 16:44:23 Processing finish Date   : 20349999
2009/06/08 16:44:23 Log type                 : 1
2009/06/08 16:44:23 Output File              : C:\DTKKBKUP\Application Startup Log.csv
2009/06/08 16:44:23 Extraction key           :
2009/06/08 16:44:23
2009/06/08 16:44:23 - Application startup log
2009/06/08 16:44:24   Output file name      : C:\DTKKBKUP\Application Startup Log.csv
2009/06/08 16:44:24   Number of output items.....1,016
2009/06/08 16:44:24
2009/06/08 16:44:24 Backup log information of Log Viewer format - End
2009/06/08 16:44:24
```

The Items output to the CSV file is shown as follows.

Item Name	Description
[Name]	It is the name of the client (CT). The initial value is computer name.
[Occurrence Date and Time]	It is date and time when logs are collected.
[Logon User ID]	It is the user name entered during logon to the client (CT).
[Domain Name]	At domain logon, it is the domain name of the client (CT). At logon to local computer, it is the computer name of the client (CT). However, it will be blank in the case of Windows(R) 98 and Windows(R) ME.
[Name of Log Category]	It is the category (type) of log.
[Regular/Violation Classification]	Operations that are approved in policy setting is [regular], and the operations not approved are [Violation].
[Existence of Image Data]	It is the number of window obtained when screen capture is performed. It can be 1, 2 or blank (not to obtain).

Item Name	Description
[Content]	It is the content of log.
[Notes]	It is the notes of log.
[Computer Name]	It is the computer name of the client (CT).
[CTID]	It is the number assigned automatically in order for Management Server/Master Management Server to identify the client (CT).
[IP Address]	It is the IP address of the client (CT).
[MAC Address]	It is the MAC address of the client (CT).
[Image Data Information]	When screen capture data exists in the window title obtaining log, the "LOGLEVEL" item of COMMONLOG2 table will be output. The format is "AAAAAA-B", in which AAAAAA can be any digit, and B can be 1 or 2. 1 is to obtain the image of screen capture for one time, and 2 means to obtain for the second time after 5 seconds.

## 1.12 DTKLGAT.BAT (Collective Output of Referrer Logs)

### Functional Specification

Output log information such as operation log, prohibition log and configuration change log of Systemwalker Desktop Keeper managed in database to CSV file collectively.

For log information that can be backed up, refer to "[1.11 DTKLG1T.EXE \(Individual Output of Referrer Logs\)](#)" and "DTKSTCV.EXE (Output of configuration change log)".

### Command Format

Execute according to the following format in the command prompt.

```
DTKLGAT <StartDate> <EndDate>
```

### Option

<StartDate>:

Enter the start day for data processing (8 digits). The range of value is "20010000" - "20349999" and "00000000". When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Jan. 1 of the specified year will be the start date.
- When the last 4 digits are specified to "1232" - "9999"  
Jan. 1 of the next year of the specified year will be start date.
- When the last 2 digits are specified to "00"  
1st of the specified month will be the start date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
1st of the next month of the specified month will be the start date.

In addition, when "00000000" is entered, the start date will be determined as the time when data started to be accumulated in database.

<EndDate>:

Enter the end date for data processing (8 digits). The range of value is "20010000" - "20349999" that is larger than the value of <StartDate>. When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Dec. 31 of the year previous to the specified year will be the end date.



- When the last 4 digits are specified to "1232" - "9999"  
Dec. 31 of the specified year will be the end date.
- When the last 2 digits are specified to "00"  
The last date of the last month of specified month will be the end date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
The last date of the specified month will be the end date.

In the command option, an option that contains a space, etc., cannot be specified.

### Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

### Location for Saving Commands

Installation folder of database related files\BackupCommand\DTKLGAT.BAT

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.

### Internally Used Command

The following commands are used internally.

Before using this command, check how to use the command for internal use and the notes. Some command requires settings of options in advance.

- DTKLG1T.EXE
- DTKNUMCK.BAT
- DTKSTCV.EXE

### Note

- The command execution result will be output to the command prompt. To remain the execution result, specify the file to output execution result through redirection when executing this command.
- According to the environment being used, it is necessary to edit DTKBKDL.BAT. For information on how to edit, refer to relevant content in "Edit Backup Commands" of "Using Backup Commands" of *Systemwalker Desktop Keeper Installation Guide*. In addition, error check is not performed in backup command for database name, connection user ID and password. When the set value is incorrect, an error will occur during the execution of backup command.
- The image file of screen captured at the client (CT) by the screen capture function will be saved to the Management Server/Master Management Server that is connected with the client (CT). In database, only the index information of image file is saved in the "COMMONLOG2" table. Backup and deletion process only processes the index information while the image file will not be processed.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## Example of Use/Execution Results/Output Format

[Example of use when outputting all logs that are kept]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKLGAT 20010000 20349999
2009/06/08 16:48:32 Backup log information of Log Viewer format - Start
2009/06/08 16:48:32
2009/06/08 16:48:32 Database      : DTKDB
2009/06/08 16:48:32 Processing start date   : 20010000
2009/06/08 16:48:32 Processing finish date  : 20349999
2009/06/08 16:48:32 Log type                : 3
2009/06/08 16:48:32 Output file             : c:\DTKBKUP\LV20349999\Application Startup Prohibition
Log.csv
2009/06/08 16:48:32 Extraction key          :
2009/06/08 16:48:32
2009/06/08 16:48:32 - Application startup prohibition log
2009/06/08 16:48:32 Output file name       : c:\DTKBKUP\LV20349999\Application Startup Prohibition
Log.csv
2009/06/08 16:48:32 Number of output items.....0
2009/06/08 16:48:32
  ~(Omitted)~ *Repetition in log category
2009/06/08 16:48:41
```

## 1.13 DTKLGTB.EXE (Backup of Log Information)

### Functional Specification

All tables of operation logs and prohibition logs of Systemwalker Desktop Keeper recorded as "Log Information" managed in database can be backed up as a CSV file in tables and the tables that have been backed up can be output as a CSV file.

The log information that can be backed up is shown as follows.

No.	Table Name	Logs being Saved	Output File Name
1	COMMONLOG1	Common Log 1 - Application Startup Log - Application Termination Log - E-mail Sending Log - E-mail Sending Interruption Log - E-mail Attachment Prohibition Log (Note 1) - Device Configuration Change Log (Note 2) - PrintScreen Key Prohibition Log - PrintScreen Key Operation Log - Clipboard Operation Prohibition Log - Clipboard Operation Log	COMMONLOG1.csv
2	COMMONLOG2	Common Log 2 - Window Title Obtaining Log - Printing Prohibition Log - Command Operation Log (index information only) - Linkage Application Log	COMMONLOG2.csv
3	COMMONLOG3	Common Log 3 - E-mail Attachment Prohibition Log (Note 1)	COMMONLOG3.csv

No.	Table Name	Logs being Saved	Output File Name
		<ul style="list-style-type: none"> <li>- Window Title (with URL) Obtaining Log (with URL)</li> <li>- Logon/Logoff Log</li> <li>- Device Configuration Change Log (Note 2)</li> <li>- Web Operation Log</li> <li>- Web Operation Prohibition Log</li> <li>- FTP Operation Log</li> <li>- FTP Operation Prohibition Log</li> <li>- Wi-Fi Connection Log</li> <li>- Wi-Fi Connection Prohibition Log</li> <li>- Bluetooth Connection Log</li> <li>- Bluetooth Connection Prohibition Log</li> <li>- Application Usage Log</li> <li>- Application Usage Prohibition Log</li> <li>- Web Access Log</li> <li>- SD Card Mount/Unmount Log</li> <li>- SIM Card Mount/Unmount Log</li> <li>- Phone Outgoing and Incoming Call Log</li> <li>- Application Configuration Change Log</li> </ul>	
4	STARTUPGUARDLOG	Application Startup Prohibition Log	STARTUPGUARDLOG.csv
5	LOGINGUARDLOG	Logon Prohibition Log	LOGINGUARDLOG.csv
6	PRINTLOG	Printing Operation Log	PRINTLOG.csv
7	FILEBRINGOUTLOG	File Export Log	FILEBRINGOUTLOG.csv
8	LOGKEYWORDS	Log Keyword Search	LOGKEYWORDS.csv
9	FILEACCESSLOG	File Operation Log	FILEACCESSLOG.csv
10	SESSIONMANAGE	Information of Connection to Virtual Environment	SESSIONMANAGE.csv
11	USERLIST	Information for Searching User Operation Log	USERLIST.csv

Note 1:

The E-mail attachment prohibition log in V13.2.0 or earlier is saved in COMMONLOG3 as [E-mail Attachment Prohibition Log]. The E-mail attachment prohibition log in V14.2.0 or later, the E-mail file attachment prohibition log that satisfies one of the following conditions will be saved in COMMONLOG1 as [E-mail Attachment Prohibition Log].

- The policy of confirming recipient address during E-mail sending is not applied.
- The compatible mode of V12.0L20 - V13.0.0 is used.

Note 2:

The device configuration change log of V13.2.0 or earlier is saved in COMMONLOG1. The device configuration change log of V14.2.0 or later is saved in COMMONLOG3. After upgrading to V14.2.0 or later, when restoring device configuration change log, the device configuration change log of V14.2.0 or later to be restored is saved in COMMONLOG1. After version upgrade, the newly collected device configuration change log is saved in COMMONLOG3.

For the CSV file, the line feeding code "two characters of CR+LF", separator "Comma", and character items should be enclosed with double quotations and output. There is no "double quotations" before and after numeral items.

Through restoring all "Log Information" that has been backed up, operation logs and prohibition logs of Systemwalker Desktop Keeper at the time of backup can be viewed in Log Viewer.

## Command Format

Execute according to the following format in the command prompt.

```
DTKLGTB.EXE DTKDB <User> <Password> <StartDate> <EndDate> <OutDir> [SERVER]
```

## Option

DTKDB:

Fixed value.

<User>:

Enter the logon ID registered in Server Settings Tool (The access authority is the logon ID of "Backup/Restore").

<Password>:

Enter the password of the above logon ID.

<StartDate>:

Enter the start day for data processing (8 digits). The range of value is "20010000" - "20349999" and "00000000". When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Jan. 1 of the specified year will be the start date.
- When the last 4 digits are specified to "1232" - "9999"  
Jan. 1 of the next year of the specified year will be start date.
- When the last 2 digits are specified to "00"  
1st of the specified month will be the start date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
1st of the next month of the specified month will be the start date.

In addition, when "00000000" is entered, the start date will be determined as the time when data started to be accumulated in database.

<EndDate>:

Enter the end date for data processing (8 digits). The range of value is "20010000" - "20349999" that is larger than the value of <StartDate>. When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Dec. 31 of the year previous to the specified year will be the end date.
- When the last 4 digits are specified to "1232" - "9999"  
Dec. 31 of the specified year will be the end date.
- When the last 2 digits are specified to "00"  
The last date of the last month of specified month will be the end date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
The last date of the specified month will be the end date.

<OutDir>:

Enter the file of saving target with absolute path. The folder should be created in advance.

## SERVER:

When specifying "SERVER" (Halfwidth character), processing is performed based on the date when log information is saved in Management Server/Master Management Server. If "SERVER" is omitted, processing will be performed by taking the date specified in <StartDate> and <EndDate> as condition, based on the date when log information is collected on client.

In the command option, an option that contains a space, etc., cannot be specified.

When specifying an option, data enclosed with double quotations cannot be specified.

Pay particular attention when entering the folder name of <OutDir>.

## Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

## Location for Saving Commands

Installation folder of database related files\BackupCommand\DTKLGTB.EXE
---

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.



- The command execution result will be output to the command prompt. To remain the execution result, specify the file to output execution result through redirection when executing this command.
- Create the output file under the folder entered in <OutDir>.
- When the file with same name as the output file in the folder, replace it by force. A confirmation message will not be displayed.
- The command log collected from the client (CT) will be saved to the Management Server/Master Management Server connected with the client (CT) in text format. In database, only the index information to the text file will be saved to the "COMMONLOG2" table. In backup processing, create the "PromptLog" folder under the folder entered in <OutDir> and save the text file to this folder.
- The image file of screen hard copy captured at the client (CT) by the screen capture function will be saved to the Management Server/Master Management Server that is connected with the client (CT). In the database, only the index information to the image file will be saved to the "COMMONLOG2" table. Backup and deletion processes can only process index information, and image file will not be processed.
- The original file backup file in the File Export Utility is saved on the Management Server/Master Management Server connected with the client (CT). In database, only the index information to the original file will be saved in the "FILEBRINGOUTLOG" table. Backup and deletion processes can only process index information, and original file will not be processed.
- The E-mail content file backed up during E-mail sending is saved on the Management Server/Master Management Server connected with the client (CT). In the database, only the index information to the E-mail content file will be saved in the "COMMONLOG1" table. Backup and deletion processes can only process index information, and E-mail content file will not be processed.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## Example of Use/Execution Results/Output Format

[Example of use when outputting all logs that are kept]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKLGTB.exe DTKDB User
Password 20010000 20349999 C:\DTKBKUP
2009/06/08 16:52:35 Backup log information- Start
2009/06/08 16:52:35
2009/06/08 16:52:35 Database      : DTKDB
2009/06/08 16:52:35 Processing start date   : 20010000
2009/06/08 16:52:35 Processing finish date  : 20349999
2009/06/08 16:52:35 Directory       : C:\DTKBKUP
2009/06/08 16:52:35 Extraction key      :
2009/06/08 16:52:35
2009/06/08 16:52:35 - COMMONLOG1
2009/06/08 16:52:35   Output file Name   : C:\DTKBKUP\COMMONLOG1.csv
2009/06/08 16:52:37   Number of output items.....4,001
2009/06/08 16:52:37
    ~~ (Omitted) ~~
2009/06/08 16:52:46
2009/06/08 16:52:46 Backup log information- End
2009/06/08 16:52:46
```

## 1.14 DTKMLDL.BAT (Delete E-mail Content)

### Functional Specification

Delete the E-mail saved by E-mail content saving function of Systemwalker Desktop Keeper from Management Server/Master Management Server.

Collectively delete E-mails before specified number of days, specified number of months or specified date.

### Command Format

Execute according to the following format in the command prompt.

```
DTKMLDL <Days|Months> [MONTH|month <Day>]
```

### Option

<Days|Months>:

Specify the number of days, number of months or date from which the E-mail content to be deleted is kept.

The number of days is a number within "0" - "999", number of months is a number within "0" - "99" and date is a number within "20010101" - "20351231". When the entered number of days is 8 digits, it will be considered as date. For digits apart from this, determine whether it is number of days or months through the content specified in "MONTH|month".

MONTH|month:

Omit it when specifying number of days or date.

If "MONTH" or "month" is entered, the number of <Days|Months> will be considered as the number of months passed.

<Day>:

When "MONTH|month" is specified, enter a number within "1" - "31".

In the case of "1" - "31", the date of the month entered in <Days|Months> will be specified, while In the case of "99", it will be calculated as the last date of the month entered in <Days|Months>.

### Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

### Location for Saving Commands

Installation folder of database related files\BackupCommand\DTKMMLDL.BAT

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.

### Internally Used Command

The following commands are used internally. Before using this command, confirm how to use internal command and notes.

- DTKBFDM.EXE



#### Note

- The command execution result will be output to the command prompt. To remain the execution result, specify the file to output execution result through redirection when executing this command.
- "C:\DTK\MailContents" will be specified in the folder of deletion target. Modify according to the environment of installation target.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## 1.15 DTKMSTB.EXE (Backup of Management Information)

### Functional Specification

All the tables recorded as "Management Information" such as operating environment, CT information, policy information of Systemwalker Desktop Keeper managed in database can be backed up as a CSV file for each table. The tables to be backed up are shown as follows.

No.	Table Name	Purpose	Output File Name
1	LEVELOBJECT	Level object information	LEVELOBJECT.csv
2	LEVELCOMPOSITION	Level composition	LEVELCOMPOSITION.csv
3	PRINTPERMISSION	Printing permission	PRINTPERMISSION.csv
4	LOGINGUARD	Logon prohibition	LOGINGUARD.csv
5	STARTUPGUARD	Application startup prohibition	STARTUPGUARD.csv
6	MAILATTACHSET	E-mail attachment prohibition	MAILATTACHSET.csv
7	USERINFO	User information	USERINFO.csv
8	NODEINFO	Note information	NODEINFO.csv
9	PHYSICALNODELIST	Physical node list	PHYSICALNODELIST.csv
10	SETTINGS	Setting value	SETTINGS.csv
11	SETTINGSLOG	Configuration change log	SETTINGSLOG.csv
12	FILEACC_ACQUIREPROCESS	File operation log registration process	FILEACC_ACQUIREPROCESS.csv

No.	Table Name	Purpose	Output File Name
13	FILEACC_ACQUIREEXTENSION	File operation log registration extension	FILEACC_ACQUIREEXTENSION.csv
14	USERPOLICYINFO	User policy information	USERPOLICYINFO.csv
15	LOGONUSER_PRINTPERMISSION	Printing permission registered in user unit	LOGONUSER_PRINTPERMISSION.csv
16	LOGONUSER_STARTUPGUARD	Application startup prohibition registered in user unit	LOGONUSER_STARTUPGUARD.csv
17	USERMAILATTACHSET	E-mail attachment prohibition registered in user unit	USERMAILATTACHSET.csv
18	LOGONUSER_SETTINGSLOG	Configuration change log registered in user unit	LOGONUSER_SETTINGSLOG.csv
19	WINDOWTITLELOGFILTER	Filtering condition of window title log	WINDOWTITLELOGFILTER.csv
20	LOGONUSER_WINDOWTITLELOGFILTER	Filtering condition of window title log registered in user unit	LOGONUSER_WINDOWTITLELOGFILTER.csv
21	WINDOWCAPTUREFILTER	Screen capture condition	WINDOWCAPTUREFILTER.csv
22	LOGONUSER_WINDOWCAPTUREFILTER	Screen capture condition registered in user unit	LOGONUSER_WINDOWCAPTUREFILTER.csv
23	EXCLUSIONCONTROL	Exclusion control information	EXCLUSIONCONTROL.csv
24	DOMAINSETTINGS	Domain settings information	DOMAINSETTINGS.CSV
25	OBJECT_CONTROL	CT department administrator settings information	OBJECT_CONTROL.CSV
26	LOGONUSER_LEVELCOMPOSITION	User level composition information	LOGONUSER_LEVELCOMPOSITION.CSV
27	LOGONUSER_CONTROL	User department administrator settings information	LOGONUSER_CONTROL.CSV
28	USBMASTER	USB settings information	USBMASTER.csv
29	POLICYTABLE	Common policy	POLICYTABLE.csv
30	DTK_AUDIT_SETTING	Status window settings information	DTK_AUDIT_SETTING.csv
31	DTK_TOTAL_ALERTLOG	Aggregation information of abnormal operation items	DTK_TOTAL_ALERTLOG.csv
32	DTK_ALERT_LIST	Exception list information	DTK_ALERT_LIST.csv
33	DTK_ALERTPC_LIST	Exception PC list information	DTK_ALERTPC_LIST.csv
34	DTK_PRINTER_OBJECTMASTER	Multifunction machine object management	DTK_PRINTER_OBJECTMASTER.csv
35	DTK_PRINTER_PRINTUSERMASTER	Multifunction machine user management	DTK_PRINTER_PRINTUSERMASTER.csv
36	DTK_PRINTER_PAPERNUM_BASIC	Total multifunction machine copies	DTK_PRINTER_PAPERNUM_BASIC.csv
37	All tables of iOS management database	iOS Management Data	MDMBackup.dump

For CSV file, line feeding code "two characters of CR+LF", separator "Comma", and character items should be enclosed with double quotations and output. There is no "double quotations" before and after numeral items.



If all "Management Information" that have been backed up is restored, the operating environment, CT information and policy information of Systemwalker Desktop Keeper at the time of backup can be reconstructed. However, it is necessary to set the same computer name and IP address for Management Server/Master Management Server.

## Command Format

Execute according to the following format in the command prompt.

```
DTKMSTB.EXE DTKDB <User> <Password> <OutDir>
```

## Option

DTKDB:

Fixed value.

<User>:

Enter the logon ID registered in Server Settings Tool (The access authority is the logon ID of "Backup/Restore").

<Password>:

Enter the password of the above logon ID.

<OutDir>:

Enter the file of saving target with full path. The folder should be created in advance.

Some characters cannot be used in the folder name. The character type restrictions conform to the Windows restrictions.

The following restrictions are applicable when specifying a folder name when managing iOS devices:

- The halfwidth alphanumeric characters and symbols can be specified.
- A maximum of 244 characters can be specified.

In the command option, an option that contains a space, etc., cannot be specified.

When specifying an option, data enclosed with double quotations cannot be specified.

In particular, pay attention when entering the folder name of <OutDir>.

## Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

## Location for Saving Commands

```
Installation folder of database related files\BackupCommand\DTKMSTB.EXE
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.



### Note

- The command execution result will be output to the command prompt. To remain the execution result, specify the file to output execution result through redirection when executing this command.
- Example: DTKMSTB.EXE DTKDB bkuser bkpsw d:\backup > c:\temp\kekka.txt

- Create the output file under the folder entered in <OutDir>.
- When the file with same name as the output file in the folder, replace it by force. Confirmation message will not be displayed.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- When managing iOS device, it is required to execute the SDSVService.bat command and stop the service of the smart device relay server before executing this command.

## Example of Use/Execution Results/Output Format

[Example of use when outputting all management information to "C:\DTKKBKUP"]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKMSTB.exe DTKDB User
Password C:\DTKKBKUP
2009/06/08 16:54:46 Backup management information collectively - Start
2009/06/08 16:54:46
2009/06/08 16:54:46 Database : DTKDB
2009/06/08 16:54:46 Directory : C:\DTKKBKUP
2009/06/08 16:54:46
2009/06/08 16:54:46 - LEVELOBJECT
2009/06/08 16:54:47 Output file name : C:\DTKKBKUP\LEVELOBJECT.csv
2009/06/08 16:54:48 Number of output items.....172
2009/06/08 16:54:48
2009/06/08 16:54:48
2009/06/08 16:54:48 .. (Omitted) ..
2009/06/08 16:54:49
2009/06/08 16:54:49 - POLICYTABLE
2009/06/08 16:54:49 Output file name : C:\DTKKBKUP\POLICYTABLE.csv
2009/06/08 16:54:49 Number of output items.....1
2009/06/08 16:54:49
2009/06/08 16:54:49 - iOS Management database
2009/06/08 16:54:49 Output file name : C:\DTKKBKUP\MDMBackup.dump
2009/06/08 16:54:49
2009/06/08 16:54:49 Backup management information collectively - End
2009/06/08 16:54:49
```

Output cases are not displayed in the backup of iOS management database.

## 1.16 DTKNUMCK.BAT (Number Check)

### Functional Specification

Check if the entered option is number using backup commands.

### Command Format

```
DTKNUMCK <Number>
```

### Option

<Number>:

Enter the string to be checked. In the case of the string of 1-8 digits that uses the character of "0" - "9", it will be judged as number.

In the command option, an option that contains a space, etc., cannot be specified.

### Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

### Location for Saving Commands

```
Installation folder of database related files\BackupCommand\DTKNUMCK.BAT
```

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.

### Example of Use

This command cannot be used alone. Instead, it should be used in backup commands.



- This command cannot be customized.
- Use it when creating backup command for your own.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## 1.17 DTKSTCV.EXE (Output of Configuration Change Log)

### Functional Specification

In Management Console, when the settings information of the client (CT) and user policy is modified, it will be collected as configuration change log in Management Server. In addition, operations performed in the Management Console and Log Viewer will also be collected as configuration change log. The information of collected configuration change log will be output after specifying a period.

### Command Format

```
DTKSTCV.EXE DTKDB <User> <Password> <StartDate> <EndDate> <OutFile>
```

### Option

DTKDB:

Fixed value.

<User>:

Enter the logon ID registered in Server Settings Tool (The access authority is the logon ID of "Backup/Restore").

<Password>:

Enter the password of the above logon ID.

<StartDate>:

Enter the start day for data processing (8 digits). The range of value is "20010000" - "20349999" and "00000000". When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"

Jan. 1 of the specified year will be the start date.

- When the last 4 digits are specified to "1232" - "9999"  
Jan. 1 of the next year of the specified year will be start date.
- When the last 2 digits are specified to "00"  
1st of the specified month will be the start date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
1st of the next month of the specified month will be the start date.

In addition, when "00000000" is entered, the start date will be determined as the time when data started to be accumulated in database.

**<EndDate>:**

Enter the end date for data processing (8 digits). The range of value is "20010000" - "20349999" that is larger than the value of <StartDate>. When the value of last 4 digits of "20010000" - "20349999" do not exist in the calendar, the following date will be specified.

- When the last 4 digits are specified to "0000"  
Dec. 31 of the year previous to the specified year will be the end date.
- When the last 4 digits are specified to "1232" - "9999"  
Dec. 31 of the specified year will be the end date.
- When the last 2 digits are specified to "00"  
The last date of the last month of specified month will be the end date.
- When the last 2 digits are specified to "second day after the end of month" - "99"  
The last date of the specified month will be the end date.

**<OutFile>:**

Enter the file of saving target with absolute path. The folder should be created in advance.

In the command option, an option that contains a space, etc., cannot be specified.

When specifying an option, data enclosed with double quotations cannot be specified.

In particular, pay attention when entering the file name of <OutFile>.

**Return Value**

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

**Location for Saving Commands**

Installation folder of database related files\BackupCommand\DTKSTCV.EXE

**Authority Required for Execution/Execution Environment**

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.
-

## Note

- The command execution result will be output to the command prompt. To remain the execution result, specify the file to output execution result through redirection when executing this command.
- When the file with same name as the output file in the folder, replace it by force. Confirmation message will not be displayed.
- Since the CSV data output function of configuration change log is different from the backup function, the data that has been output cannot be restored to the original table.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## Example of Use/Execution Results/Output Format

[Example of use when outputting all configuration change logs to "c:\DTKKBKUP\settinglog.csv"]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKSTCV.exe DTKDB User
Password 20010000 20349999 C:\DTKKBKUP\settinglog.csv
2009/06/08 17:26:00 CSV export of setting change log - Start
2009/06/08 17:26:00
2009/06/08 17:26:00 Database      : DTKDB
2009/06/08 17:26:00 Processing start date    : 20010000
2009/06/08 17:26:00 Processing finish date   : 20349999
2009/06/08 17:26:00 Output file              : C:\DTKKBKUP\settinglog.csv
2009/06/08 17:26:00
2009/06/08 17:26:00 - Configuration Change Log (Related to CT/CT Group
2009/06/08 17:26:00   Number of output items.....32
2009/06/08 17:26:00
2009/06/08 17:26:00 - Configuration Change Log (Related User/User Group)
2009/06/08 17:26:02   Number of output items.....11
2009/06/08 17:26:02
2009/06/08 17:26:02 - Configuration Change Log (Other)
2009/06/08 17:26:02   Number of output.....1
2009/06/08 17:26:02
2009/06/08 17:26:02 CSV export of setting change log - End
2009/06/08 17:26:02
```

Items output in CSV file are as follows.

No.	Data Item	Type	Digits	Output Format
1	[Date and Time]	Character	19	"YYYY/MM/DD HH:MM:SS" format
2	[No.]	Number	9	No. beginning from 1 of each operation
3	[Identification ID]	Character	36	Item set uniquely for client (CT), etc.
4	[Category]	Number	9	Code value is 0 - 99 0: Terminal Settings 1: Level Composition Settings 2: Services Control 3: Process Control 10: User Settings 11: User Level Composition Settings 99: Other

No.	Data Item	Type	Digits	Output Format
				0-3 In the case of CT 0 - 1 In the case of CT group 10 - 11 In the case of user/user group 99 In the case of Management Console/Log Viewer
5	[Operation]	Number	9	0: Register 1: Update (Modify) 2: Delete 3: Search (Screen Output) 4: File Output 5: File Input
6	[Setting Content]	Character	2048	Settings saved on DB In V14.2.0 or later, in the operation of Log Viewer, output file name will not be recorded for output to CSV file.
7	[User ID]	Character	40	User ID during authentication in the Management Console or Log Viewer.
8	[Operation Object]	Number	9	1:CT 2:CT Group 3:User 4:User Group 0: Other 9: Set when CT/CT group is deleted at the time of migration during data migration from V13.0.0 or earlier
9	[Operation Computer Name]	Character	15	Name of computer on which Management Console/Log Viewer has been started  When operating on the Log Viewer of V14.2.0 or later, "Operation Computer name" will not be recorded (this information cannot be obtained on Web).
10	[Operation Logon User Name]	Character	40	Logon ID to the terminal on which Management Console/Log Viewer has been started  When operating on the Log Viewer of V14.2.0 or later, "Operation Logon User name" will not be recorded (this information cannot be obtained on Web).
11	[Operation Logon Domain Name]	Character	156	Authentication domain name during logon in terminal on which Management Console/Log Viewer has been started Note) Displayed as blank when domain is not authenticated  When operating on the Log Viewer of V14.2.0 or later, "Operation Logon Domain name" will not be recorded (this information cannot be obtained on Web).
12	[Operation Application]	Number	9	1: Management Console (when used by administrator) 2: Management Console (when used by department administrator)  16: Log Viewer (when used by administrator) 32: Log Viewer (when used by department administrator)
13	[Name]	Character	40	When "Operation Object" is 1 - 4: CT Name/CT Group Name/User Name/User Group Name  When "Operation Object" is 0 or 9: Halfwidth space of 1 character

No.	Data Item	Type	Digits	Output Format
14	[Computer Name/User ID]	Character	40	In the case of CT: Computer Name In the case of user: Windows Logon ID In the case of CT group/user group/others: Halfwidth space of 1 character
15	[Operation Category]	Number	9	Operation Category of Management Console 1001: CT, CT group policy settings 1002: Real-time service control 1003: Real-time process control 1004: Create CT group, user group 1005: Delete CT, CT group, user, user group 1006: Move CT, CT group, user, user group 1007: Communication settings 1008: User, user group policy settings 1009: Delete user 1010: CT operation settings 1011: Delete all groups 1012: Copy level object 1013: Department administrator settings 1101: Logon operation 1102: Logoff operation 1103: Export CT information in CSV format 1104: Export user information in CSV format 1105: Import user information in CSV format 1106: Export Desktop Patrol linkage in CSV format 1107: Import Desktop Patrol linkage in CSV format 1109: When modifying debugging trace 1110: When modifying Management Console trace 1112: When executing CT updating configuration 1114: When executing user updating configuration 1115: Change password 1116: Export department administrator information in CSV format 1117: Import department administrator information in CSV format 1118: Export USB device file 1119: Import USB device file 1120: Export IP address file of CT 1121: Register/Update/Delete USB device 1122: Cancel CT debugging trace settings 1123: Export CT group information in CSV format 1124: Update USB device operation settings 1125: Remote control

No.	Data Item	Type	Digits	Output Format
				Operation Category of Log Viewer 2101: Logon operation 2102: Logoff operation 2103: Search logs 2105: Search configuration change log 2106: File trace 2107: Export logs in CSV format 2108: Export configuration change log in CSV format 2109: Export file trace result in CSV format 2110: Save original file of log details 2115: Change password
16	[Reserved Number 1 - 4]	Number	9 each	Reserved item
17	[Reserved Character 1 - 5]	Character	-	Reserved item

## **1.18 DTKSERVICE.BAT (Start/Stop Management Server Services)**

### **Functional Specification**

The Database service (Note 1) and Systemwalker Desktop Keeper service (Note 2) can be started/stopped, and their status can be displayed.

Note 1) Group of database services that constitute operational system database service, view system database service, iOS management database service and log analysis database service

Note 2) Group of functional services that constitute hierarchical service, server service and log analysis service

### **Command Format**

```
DTKSERVICE.BAT {STATUS | START | STARTDB | STOP | STOPALL} [<times>]
```

### **Option**

Uppercase and lowercase characters can be used in the following options. Fullwidth characters cannot be specified.

#### **STATUS:**

Specify when you want to view the status of the database service and Systemwalker Desktop Keeper service.

#### **START:**

From among the database service and Systemwalker Desktop Keeper service, start the service that is not yet started.

#### **STARTDB:**

Start the service that is not yet started from database services.

<Example of use>

1. Execute **DTKSERVICE.BAT STOPALL**, and stop the database service and Systemwalker Desktop Keeper service.
2. Take backup of the entire system by using applications such as NTBACKUP.
3. Execute **DTKSERVICE.BAT STARTDB**, and start the database service.
4. All the database services start post step 3; therefore, take backup of the database, delete logs by using backup command of Systemwalker Desktop Keeper.



5. Execute **DTKSERVICE.BAT START**, and start all the Systemwalker Desktop Keeper services.

**STOP:**

Stop only Systemwalker Desktop Keeper services.

<Example of use>

1. Execute **DTKSERVICE.BAT STOP**, and stop the Systemwalker Desktop Keeper services.
2. Take backup of the database, delete logs by using backup command of Systemwalker Desktop Keeper.
3. Execute **DTKSERVICE.BAT START**, and start all Systemwalker Desktop Keeper services.

**STOPALL:**

Stop database services and Systemwalker Desktop Keeper services.

<times>:

Specify the monitoring time required till the service stops in seconds. The time can be specified in the range of 1 to 99999 seconds. It is valid only when STOP or STOPALL is specified. When each service is getting stopped, the total elapsed time monitors whether the services are stopped (processes are completely finished) within the specified time. If the services are not stopped within the given time, an error occurs.

When entering a numeric value, do not attach 0 before that number.

If this setting is omitted, then it is considered that the specified time is 300.

**Return Value**

[ERRORLEVEL] 0:

Ended normally (When value other than STATUS is specified.)

[ERRORLEVEL] 90:

Service cannot be started.

[ERRORLEVEL] 91:

Service cannot be stopped.

[ERRORLEVEL] 97:

Database is not constructed.

[ERRORLEVEL] 98:

Option error

[ERRORLEVEL] 99:

Other errors

[ERRORLEVEL] 100 to 227:

When STATUS is specified, and no error has occurred, the basic operation status of the service is considered as 100, and the value converted according to the operation status of each service is returned.

- When hierarchical service is in operation: +1
- When server service is in operation: +2
- When POSTGRESQL (operational system) is in operation: +4
- When POSTGRESQL (view system) is in operation: +8
- When SYMFOWARE (log analysis) is in operation: +16
- When log service is in operation: +32
- When iOS management database service is in operation: +64

The services being stopped are not added.

<Example of operating status of service and ERRORLEVEL >

	Database service	Desktop Keeper service	ERROR LEVEL
--	------------------	------------------------	-------------

Service name	Operational system	Monitoring system	Log analysis	iOS management database service	Hierarchical service	Server service	Log analysis	
Added numbers	+4	+8	+16	+64	+1	+2	+32	
Service status	Stopping	Stopping	Stopping	Stopping	Stopping	Stopping	Stopping	100
	Starting	Starting	Starting	Starting	Stopping	Stopping	Stopping	192
	Starting	Starting	Starting	Starting	Starting	Starting	Starting	227
	Starting	Stopping	Stopping	Stopping	Starting	Starting	Stopping	107

Normally, start or stop the Systemwalker Desktop Keeper services by using START and STOP respectively. As and when required, database can be stopped or started by using STOPALL and STARTDB respectively.

### Location for Saving Commands

<Installation folder of database related files>\BackupCommand\DTKSERVICE.BAT

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.



- When stopping the Systemwalker Desktop Keeper services by using STOP or STOPALL, if the actions of processing and monitoring of the depletion of database area overlap, it takes a long time until the service is stopped. For frequent occurrences, specify <times>, and set the longer monitoring time.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- Start/Stop the iOS management database service by using start/stop option of the database services. It does not start/stop by itself.

### Example of use/Execution Results/Output Format

[Inquiring the service status (STATUS)]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKSERVICE.BAT STATUS
Tue 06/02/2015-18:48:31.21 -DTKSERVICE-----
Tue 06/02/2015-18:48:31.21 [The service of Management server situation display (STATUS)]
Tue 06/02/2015-18:48:31.21 -----
Tue 06/02/2015-18:48:31.56 The service of POSTGRESQL(Operation) :operating
Tue 06/02/2015-18:48:31.68 The service of POSTGRESQL(Log view) :operating
Tue 06/02/2015-18:48:31.70 The service of SYMFOWARE(Log analyze) :operating
Tue 06/02/2015-18:48:31.81 The service of management server(SWLevelControlService) :operating
Tue 06/02/2015-18:48:31.93 The service of management server(SWServerService) :operating
Tue 06/02/2015-18:48:31.95 The service of management server(Log analyze) :operating
Tue 06/02/2015-18:48:32.06 The service of iOS management database :operating
Tue 06/02/2015-18:48:32.06 The service inquiry of the management server ended.
```

[Stopping (STOP) Systemwalker Desktop Keeper services]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKSERVICE.BAT STOP
Tue 06/02/2015-18:50:30.10 -DTKSERVICE-----
```

```

Tue 06/02/2015-18:50:30.10 [ Service termination processing of the management server (STOP) ]
Tue 06/02/2015-18:50:30.12 -----
Tue 06/02/2015-18:50:30.40 The service of POSTGRESQL(Operation)          :operating
Tue 06/02/2015-18:50:30.54 The service of POSTGRESQL(Log view)           :operating
Tue 06/02/2015-18:50:30.54 The service of SYMFOWARE(Log analyze)         :operating
Tue 06/02/2015-18:50:30.67 The service of management server(SWLevelControlService) :operating
Tue 06/02/2015-18:50:30.79 The service of management server(SWServerService) :operating
Tue 06/02/2015-18:50:30.79 The service of management server(Log analyze)   :operating
Tue 06/02/2015-18:50:30.90 The service of iOS management database         :operating
Tue 06/02/2015-18:50:30.92 The service inquiry of the management server ended.
Tue 06/02/2015-18:50:30.92 The service of the management server (SWLevelControlService) is stopped.
Tue 06/02/2015-18:50:34.58 The SWLevelControlService was stopped.
Tue 06/02/2015-18:50:34.59 The service of the management server (SWServerService) is stopped.
Tue 06/02/2015-18:50:37.40 The SWServerService was stopped.
Tue 06/02/2015-18:50:37.90 The service of POSTGRESQL(Operation)          :operating
Tue 06/02/2015-18:50:38.01 The service of POSTGRESQL(Log view)           :operating
Tue 06/02/2015-18:50:38.01 The service of SYMFOWARE(Log analyze)         :operating
Tue 06/02/2015-18:50:38.14 The service of management server(SWLevelControlService) :halt
condition
Tue 06/02/2015-18:50:38.25 The service of management server(SWServerService) :halt condition
Tue 06/02/2015-18:50:38.25 The service of management server(Log analyze)   :operating
Tue 06/02/2015-18:50:38.36 The service of iOS management database         :operating
Tue 06/02/2015-18:50:38.36 Service stopped.

```

[Starting (START) the services when database services are in stopped state]

```

C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKSERVICE.BAT START
Tue 06/02/2015-18:52:25.53 -DTKSERVICE-----
Tue 06/02/2015-18:52:25.53 [ service start processing (START) of the Management server ]
Tue 06/02/2015-18:52:25.55 -----
Tue 06/02/2015-18:52:25.77 The service of POSTGRESQL(Operation)          :halt condition
Tue 06/02/2015-18:52:25.86 The service of POSTGRESQL(Log view)           :halt condition
Tue 06/02/2015-18:52:25.88 The service of SYMFOWARE(Log analyze)         :halt condition
Tue 06/02/2015-18:52:25.98 The service of management server(SWLevelControlService) :halt
condition
Tue 06/02/2015-18:52:26.08 The service of management server(SWServerService) :halt condition
Tue 06/02/2015-18:52:26.09 The service of management server(Log analyze)   :halt condition
Tue 06/02/2015-18:52:26.17 The service of iOS management database         :halt condition
Tue 06/02/2015-18:52:26.17 The service inquiry of the management server ended.
Tue 06/02/2015-18:52:26.19 The service of POSTGRESQL(Operation) is started.
Tue 06/02/2015-18:52:28.34 The service of POSTGRESQL(Log view) is started.
Tue 06/02/2015-18:52:30.36 The service of SYMFOWARE(Log analyze) is started.
Tue 06/02/2015-18:52:30.37 The service of management server(Log analyze) is started.
Tue 06/02/2015-18:52:30.40 The service of iOS management database is started.
Tue 06/02/2015-18:52:32.44 The service of the management server (SWLevelControlService) is started.
Tue 06/02/2015-18:52:37.06 The service of the management server (SWServerService) is started.
Tue 06/02/2015-18:52:41.79 The service of POSTGRESQL(Operation)          :operating
Tue 06/02/2015-18:52:41.92 The service of POSTGRESQL(Log view)           :operating
Tue 06/02/2015-18:52:41.92 The service of SYMFOWARE(Log analyze)         :operating
Tue 06/02/2015-18:52:42.06 The service of management server(SWLevelControlService) :operating
Tue 06/02/2015-18:52:42.19 The service of management server(SWServerService) :operating
Tue 06/02/2015-18:52:42.19 The service of management server(Log analyze)   :operating
Tue 06/02/2015-18:52:42.31 The service of iOS management database         :operating
Tue 06/02/2015-18:52:42.31 Service was started.

```

[Starting (START) the services when database services are operating]

```

C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKSERVICE.BAT START
Tue 06/02/2015-18:54:14.18 -DTKSERVICE-----
Tue 06/02/2015-18:54:14.18 [ service start processing (START) of the Management server ]
Tue 06/02/2015-18:54:14.20 -----
Tue 06/02/2015-18:54:14.45 The service of POSTGRESQL(Operation)          :operating
Tue 06/02/2015-18:54:14.57 The service of POSTGRESQL(Log view)           :operating
Tue 06/02/2015-18:54:14.57 The service of SYMFOWARE(Log analyze)         :operating

```

```

Tue 06/02/2015-18:54:14.70 The service of management server(SWLevelControlService)      :halt
condition
Tue 06/02/2015-18:54:14.80 The service of management server(SWServerService)      :halt condition
Tue 06/02/2015-18:54:14.80 The service of management server(Log analyze)      :operating
Tue 06/02/2015-18:54:14.91 The service of iOS management database      :operating
Tue 06/02/2015-18:54:14.91 The service inquiry of the management server ended.
Tue 06/02/2015-18:54:14.93 The service of the management server (SWLevelControlService) is started.
Tue 06/02/2015-18:54:16.96 The service of the management server (SWServerService) is started.
Tue 06/02/2015-18:54:21.66 The service of POSTGRESQL(Operation)      :operating
Tue 06/02/2015-18:54:21.81 The service of POSTGRESQL(Log view)      :operating
Tue 06/02/2015-18:54:21.81 The service of SYMFOWARE(Log analyze)      :operating
Tue 06/02/2015-18:54:21.93 The service of management server(SWLevelControlService)      :operating
Tue 06/02/2015-18:54:22.27 The service of management server(SWServerService)      :operating
Tue 06/02/2015-18:54:22.29 The service of management server(Log analyze)      :operating
Tue 06/02/2015-18:54:22.40 The service of iOS management database      :operating
Tue 06/02/2015-18:54:22.40 Service was started.

```

[Staring the database (STARTDB) when the database services are in stopped state]

```

C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKSERVICE.BAT STARTDB
Tue 06/02/2015-18:55:01.33 -DTKSERVICE-----
Tue 06/02/2015-18:55:01.34 [ service start processing (STARTDB) of the Management server ]
Tue 06/02/2015-18:55:01.34 -----
Tue 06/02/2015-18:55:01.55 The service of POSTGRESQL(Operation)      :halt condition
Tue 06/02/2015-18:55:01.64 The service of POSTGRESQL(Log view)      :halt condition
Tue 06/02/2015-18:55:01.66 The service of SYMFOWARE(Log analyze)      :halt condition
Tue 06/02/2015-18:55:01.75 The service of management server(SWLevelControlService)      :halt
condition
Tue 06/02/2015-18:55:01.83 The service of management server(SWServerService)      :halt condition
Tue 06/02/2015-18:55:01.83 The service of management server(Log analyze)      :halt condition
Tue 06/02/2015-18:55:01.92 The service of iOS management database      :halt condition
Tue 06/02/2015-18:55:01.92 The service inquiry of the management server ended.
Tue 06/02/2015-18:55:01.92 The service of POSTGRESQL(Operation) is started.
Tue 06/02/2015-18:55:03.96 The service of POSTGRESQL(Log view) is started.
Tue 06/02/2015-18:55:06.00 The service of SYMFOWARE(Log analyze) is started.
Tue 06/02/2015-18:55:06.00 The service of management server(Log analyze) is started.
Tue 06/02/2015-18:55:06.00 The service of iOS management database is started.
Tue 06/02/2015-18:55:08.18 The service of POSTGRESQL(Operation)      :operating
Tue 06/02/2015-18:55:08.34 The service of POSTGRESQL(Log view)      :operating
Tue 06/02/2015-18:55:08.34 The service of SYMFOWARE(Log analyze)      :operating
Tue 06/02/2015-18:55:08.46 The service of management server(SWLevelControlService)      :halt
condition
Tue 06/02/2015-18:55:08.57 The service of management server(SWServerService)      :halt condition
Tue 06/02/2015-18:55:08.59 The service of management server(Log analyze)      :operating
Tue 06/02/2015-18:55:08.70 The service of iOS management database      :operating
Tue 06/02/2015-18:55:08.70 Service was started.

```

## 1.19 DTKSETCN.EXE (Security Enhancement Command)

### Functional Specification

The communication security settings of the management server can be changed.

### Command Format

```
DTKSETCN.exe <Password> /CC {ON|OFF}
```

### Option

<Password>:

Specify the password of the initial administrator (secureadmin) of the management server.

/CC {ON/OFF}:

Switch ON/OFF of security enhancement.

ON:

Activate (ON) the security enhancement of the communication between management server and clients (CT).

In this case, self-version management request from the old client is not accepted.

OFF:

Inactivate (OFF) the security enhancement of the communication between management server and clients (CT).

In this case, self-version management request from the old client is accepted.

## Return Value

0:

Ended normally

Other:

Ended abnormally

## Location for Saving Commands

```
<Management server installation folder >\ServerConfigTool
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.
- Stop the management server services before executing this command.



- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- By using the Security enhancement command (DTKSETCN.EXE), even if the security enhancement is inactive (OFF), when the period of 90 days elapses, the security enhancement gets activated (ON) automatically. Here, "Lapse of 90 days" means "Pass 23:59:59 of the 90th day by considering the next changed day as the first day".

## Example of use/Execution Results/Output Format

[Example when security enhancement is active (ON)]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\Server\ServerConfigTool>DTKSETCN.exe  
password /CC ON  
The security enhancement has been turned on...  
Command ended normally
```

[Example when security enhancement is inactive (OFF)]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\Server\ServerConfigTool>DTKSETCN.exe  
password /CC OFF  
The security enhancement has been turned off...  
Command ended normally
```

[Example when parameter is incorrect]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\Server\ServerConfigTool>DTKSETCN.exe
password /CC
Invalid parameter.
Command terminated abnormally
```

[Example when password is incorrect]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\Server\ServerConfigTool>DTKSETCN.exe
badpassword /CC OFF
Invalid parameter.
Command terminated abnormally
```

## 1.20 DTKTBLCV.EXE (Transfer User Definition)

---

### Functional Specification

When modifying the environment without collective management of users to the environment with collective management of users in three-level system structure, it is necessary to migrate "user information, definition of user policy" registered in each lower-level Management Server to Master Management Server.

This command migrates "user information, definition of user policy" out from lower-level Management Server into Master Management Server.

("Settings information of department administrator of user group" and "user tree information" are also the migration targets.)

### Command Format

```
DTKTBLCV.EXE 15.1 {/UI|/UP|/IN|/CK} <File Name>
```

### Option

<Version>:

15.1:

Enter the current system version, which is "15.1".

<Operation Option>:

/UI :

In user definition data, specify it when extracting user data (USERINFO) of administrator.

/UP :

In user definition data, specify it when extracting user policy data.

/IN :

Specify it when importing user definition data into the database of migration target.

/CK :

Specify it when checking the import of user definition data. In addition, confirm whether the user in data file exists in the database environment of migration target.

Uppercase/lowercase letters can be used in the string of option. Fullwidth characters cannot be specified.

<File Name>:

When outputting user definition data, specify a new file name. An error will occur when the specified file name already exists.

When outputting user definition data, specify an existing file name. Only one file can be specified.

Specify the file name with absolute path that contains drive name and folder name.

## Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Ended abnormally

## Location for Saving Commands

```
Installation folder of database related files\DBEnv\DTKTBLCV.EXE
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.
- Execute after stopping all the services of Management Server, backup function, restoration function, Active Directory Linkage function, or Systemwalker Desktop Patrol configuration information import function .etc, as well as other programs that accesses the database.
- Execute in the environment in which both Management Server/Master Management Server is V15.1.0. The data migrated out by V15.1.0 can only be migrated into the environment of V15.1.0. It is unable to migrate old data to V15.1.0 or transfer data from V15.1.0 to an old environment.



### Note

- Execute in the database environment in which Systemwalker Desktop Keeper V15.1.0 has already been constructed.
- Execute this command by setting **Manage on each Management Server** for the **Manage user information** in the **System Settings** of Server Settings Tool. Modify the setting of **Manage user information** to **Manage collectively on Master Management Server** after data migration.
- Execute this command on each Management Server and copy the output file to Master Management Server.
- Execute this command for each file that has been migrated on Master Management Server.
- If the number of registered items of user policy data has reached to 100,000, it will be unable to register any more. Error will be output and processing will be interrupted.
- If the number of registered items of user data of administrator has reached to 100,000, it will be unable to register any more. Error will be output and processing will be interrupted.
- When repeated user data exists, the repeated data will not be registered (if multiple identical IDs exist in Management Server, only the user ID processed at first will be registered).
- This command also migrates the tree information of user group, and the configuration value of department administrator set in the user group.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".

## Example of Use/Execution Results/Output Format

[Example 1] Extract "User Data of Administrator" to C:\Temp\USERINFO.DAT.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\DBEnv>DTKTBLCV.EXE 15.1 /UI C:\Temp\USERINFO.DAT
```

Example of Output:

```
2013/06/30 18:03:30 Systemwalker Desktop Keeper Data Transfer - Start
2013/06/30 18:03:30 Option: UI (Export the transfer data of management information)
2013/06/30 18:03:30 Output file name : C:\Temp\USERINFO.dat
2013/06/30 18:03:30 Number of processed objects : 4
2013/06/30 18:03:30 Ended normally.
2013/06/30 18:03:30 Systemwalker Desktop Keeper Data Transfer - End
```

[Example 2] Extract "User Policy Data" to C:\Temp\USERPOLICY.DAT.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\DBEnv>DTKTBLCV.EXE 15.1/UP C:\Temp
\USERPOLICY.DAT
```

Example of Output:

```
2013/06/30 18:04:31 Systemwalker Desktop Keeper Data Transfer - Start
2013/06/30 18:04:31 Option: UP (Export the transfer data of user/user group)
2013/06/30 18:04:31 Output file name : C:\Temp\USERPOLICY.dat
2013/06/30 18:04:31 Number of processed object : 3
2013/06/30 18:04:31 Ended normally.
2013/06/30 18:04:31 Systemwalker Desktop Keeper Data Transfer - End
```

[Example 3] Copy "User Data of Administrator" to C:\Temp\USERINFO.DAT, and perform input check.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\DBEnv>DTKTBLCV.EXE 15.1 /CK C:\Temp
\USERINFO.DAT
```

Example of Output:

```
2013/06/30 18:23:47 Systemwalker Desktop Keeper Data Transfer - Start
2013/06/30 18:23:47 Option: CK (Check transfer data)
2013/06/30 18:23:47 Input file name : C:\Temp\USERINFO.dat
2013/06/30 18:23:47 Input data: Administrator information
2013/06/30 18:23:47 Number of processed objects : 2
2013/06/30 18:23:47 dtk : Register
2013/06/30 18:23:47 dtkbk : Discard repetitively
2013/06/30 18:23:47 Number of items can be registered : 1
2013/06/30 18:23:47 Number of items reserved to discard : 1
2013/06/30 18:23:47 Ended normally.
2013/06/30 18:23:47 Systemwalker Desktop Keeper Data Transfer - End
```

[Example 4] Copy "User Policy Data" to C:\Temp\USERPOLICY.DAT, and perform input check.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\DBEnv>DTKTBLCV.EXE 15.1 /CK C:\Temp
\USERPOLICY.DAT
```

Example of Output:

```
2013/06/30 19:01:13 Systemwalker Desktop Keeper Data Transfer - Start
2013/06/30 19:01:13 Option: CK (Check transfer data)
2013/06/30 19:01:13 Input file name: C:\Temp\USERPOLICY.dat
2013/06/30 19:01:13 Input data : User/User Group Information
2013/06/30 19:01:13 GP Sales Department : Register
2013/06/30 19:01:13 US User001 : Register
2013/06/30 19:01:13 US User002 : Register
2013/06/30 19:01:13 US User003 : Register
2013/06/30 19:01:13 Number of processed objects : 4
2013/06/30 19:01:13 Number of items can be registered : 4
2013/06/30 19:01:13 Number of items reserved to discard : 0
2013/06/30 19:01:13 Ended normally.
2013/06/30 19:01:13 Systemwalker Desktop Keeper Data Transfers - End
```



[Example 5] Copy "User Data of Administrator" to C:\Temp\USERINFO.DAT, and perform import.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\DBEnv>DTKTBLCV.EXE 15.1 /IN C:\Temp\USERINFO.DAT
```

Example of Output:

```
2013/06/30 18:54:54 Systemwalker Desktop Keeper Data Transfer - Start
2013/06/30 18:54:54 Option: IN (Record transfer data)
2013/06/30 18:54:54 Input file name : C:\Temp\USERINFO.dat
2013/06/30 18:54:54 Input data : Administrator information
2013/06/30 18:54:54 dtk : Register
2013/06/30 18:54:54 dtkbbk : Register
2013/06/30 18:54:54 Number of registered items: 2
2013/06/30 18:54:54 Number of discarded items : 0
2013/06/30 18:54:54 Ended normally.
2013/06/30 18:54:54 Systemwalker Desktop Keeper Data Transfer - End
```

[Example 6] Copy "User Policy Data" to C:\Temp\USERPOLICY.DAT, and perform import.

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\DBEnv>DTKTBLCV.EXE 15.1 /IN C:\Temp\USERPOLICY.DAT
```

Example of Output:

```
2013/06/30 19:03:10 Systemwalker Desktop Keeper Data Transfer - Start
2013/06/30 19:03:10 Option: IN (Record transfer data)
2013/06/30 19:03:10 Input file name : C:\Temp\USERPOLICY.dat
2013/06/30 19:03:10 Input data : User/User Group information
2013/06/30 19:03:10 GP Sales Department : Register
2013/06/30 19:03:10 US User001 : Register
2013/06/30 19:03:10 US User002 : Register
2013/06/30 19:03:10 US User003 : Register
2013/06/30 19:03:10 Number of processed objects : 4
2013/06/30 19:03:10 Number of registered items: 4
2013/06/30 19:03:10 Number of discarded items : 0
2013/06/30 19:03:10 Ended normally.
2013/06/30 19:03:10 Systemwalker Desktop Keeper Data Transfer - End
```

## 1.21 swss\_MDMDB\_RESTORE.exe (Restore iOS Management Database)

---

### Functional Specification

Restore data in the iOS management database.

### Command Format

```
swss_MDMDB_RESTORE.exe <OutDir>
```

### Option

<OutDir>:

In the full path, specify the folder for storing the backup information of the iOS management database.

A network drive cannot be specified.

A maximum of 189 halfwidth characters can be specified in the full path.

The halfwidth alphanumeric characters and symbols can be specified.

However, the following symbols cannot be used in a folder name.

The symbols that cannot be used: "\", "/", ":", ":", "<", ">", "|"

## Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] Other:

Ended abnormally

## Location for Saving Commands

```
<Installation folder for database related files>\DBEnv
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.



- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- Before executing this command, stop the services of the smart device relay server by executing the SDSVService.bat command.

## Example of Use

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\DBEnv>swss_MDMDB_RESTORE.exe D:\DB\DataDir
```

## Execution Results/Output Format

```
Restoring iOS Management Database..  
Restore Database "mdm_server_production" Success
```

# 1.22 DTKTBLTRUNCATE.BAT (Delete Log Table)

## Functional Specification

Delete all log records by initializing a log table of the operation database.

By formatting the table area, the log can be deleted in time less than the time required for deleting records. Also, by specifying the option, the free space of the operation database can be increased by opening all the areas acquired through the automatic extension function.

## Command Format

```
DTKTBLTRUNCATE.BAT DTKDB {OPELOG | SETTINGSLOG | ALLLOG} [NOPROMPTLOG] [-Y|-y]
```

## Option

DTKDB:

It is a fixed value.

<Processing target>:

Uppercase/lowercase letters can be used in the string of option. Fullwidth characters cannot be specified.

OPELOG:

Specify when processing the log table.

**SETTINGSLOG:**

Specify when processing the configuration change log table.

**ALLOG:**

Specify when processing both the log table and the configuration change log table.

**NOPROMPTLOG:**

Specify when the command prompt log text file under the PromptLog folder collected from the client (CT) needs not be deleted. When NOPRONPTLOG is omitted by specifying OPELOG or ALLOG in <Processing target>, all the files under PromptLog folder are deleted. When NOPRONPTLOG is omitted by specifying SETTINGSLOG in <Processing target >, the command prompt log is not deleted. It can be omitted. (The log table and PromptLog are in pair; therefore, if OPELOG,ALLOG is specified, PromptLog also gets deleted. The configuration change log table does not have any relation to the PromptLog; therefore, PromptLog is not deleted when the SETTINGSLOG is specified.)

**-Y|-y:**

When "-Y" or "-y" is entered, no confirmation message is displayed during execution or after execution.

- Execute by specifying "-Y" or "-y"

```
(Processing without displaying any message)
```

- Execute by omitting "-Y" or "-y"

```
Execution is confirmed. (Please push the CTRL+C key when interrupting. )
Press any key to continue . . .
Here, if the [Enter] key is pressed, the process is continued. If [CTRL] and "C" keys are
concurrently pressed, the process is discontinued.

      .
      .
      (Omitted)
      .
      .
Press any key to continue . . .
Here, the process can be continued by pressing the [Enter] key.
```

**Return Value**

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Option error

[ERRORLEVEL] 2:

Other errors

**Location for Saving Commands**

```
<Installation folder for database related files>\BackupCommand\DTKTBLTRUNCATE.BAT
```

**Authority Required for Execution/Execution Environment**

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.
- Execute after stopping all the programs that access the database in addition to the management server's services and different functions such as backup, restore, Active Directory linkage, and Systemwalker Desktop Patrol configuration information import.



- Confirm that the backup of the data is taken before executing this command.
- When the database capacity is large, it might require few minutes to few tens of minutes to end the command.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- According to the environment being used, it is necessary to edit DTKTBLTRUNCATE.BAT. For information on how to edit, refer to relevant content in "Edit Backup Commands" of "Using the Backup Commands" of *Systemwalker Desktop Keeper Installation Guide*. In addition, error check is not performed in backup command for database name, connection user ID and password. When the set value is incorrect, an error will occur during the execution of backup command.

## Example of Use/Execution Results/Output Format

[Example of normal execution]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKTBLTRUNCATE.BAT DTKDB
ALLLOG -y
Tue 06/02/2015-20:21:33.94 (1) [Start]Initialization of log system table
Tue 06/02/2015-20:21:33.96 (1-1) COMMONLOG1 Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:34.54 (1-2) COMMONLOG2 Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:35.02 (1-3) COMMONLOG3 Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:35.64 (1-4) FILEACCESSLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:36.16 (1-5) FILEBRINGOUTLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:36.64 (1-6) LOGINGUARDLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:37.47 (1-7) LOGKEYWORDS Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:38.00 (1-8) PRINTLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:38.41 (1-9) SESSIONMANAGE Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:38.80 (1-10) STARTUPGUARDLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:39.14 (1-11) USERLIST Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:39.65 (1-13) Command prompt log file deletion
Tue 06/02/2015-20:21:39.68 (1) [End]Initialization of log system table
Tue 06/02/2015-20:21:39.68 (2) [Start]Initialization of setting change log system table
Tue 06/02/2015-20:21:39.68 (2-1) SETTINGSLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:39.97 (2-2) LOGONUSER_SETTINGSLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:21:40.19 (2) [End]Initialization of setting change log system table
```

[Example of execution when any abnormality occurs in database]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand> DTKTBLTRUNCATE.bat DTKDB
OPELOG -y
Tue 06/02/2015-20:46:21.28 (1) [Start]Initialization of log system table
Tue 06/02/2015-20:46:21.28 (1-1) COMMONLOG1 Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:46:22.27 (1-2) COMMONLOG2 Initialization
TRUNCATE TABLE
```

```
Tue 06/02/2015-20:46:22.88 ERROR:COMMONLOG2_DSI Initialization is abnormal (RC=1)
Tue 06/02/2015-20:46:22.88 It terminated abnormally
```

[Example of execution when -y option is omitted]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKTBLTRUNCATE.BAT DTKDB
SETTINGSLOG
Execution is confirmed. (Please push the CTRL+C key when interrupting. )
Press any key to continue . . .
Terminate batch job (Y/N)?
Tue 06/02/2015-20:32:08.19 (2) [Start]Initialization of setting change log system table
Tue 06/02/2015-20:32:08.19 (2-1) SETTINGSLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:32:08.33 (2-2) LOGONUSER_SETTINGSLOG Initialization
TRUNCATE TABLE
Tue 06/02/2015-20:32:08.50 (2) [End]Initialization of setting change log system table
Press any key to continue . . .
```

## 1.23 DTKTBLUNLOAD.BAT (High-speed Backup of Entire Log Table)

### Functional Specification

The backup of all the records from the log table and configuration change log table can be taken at a high speed. However, the backup of all the records in the table is taken. It is not possible to take backup of some records by specifying the period.

### Command Format

```
DTKTBLUNLOAD.BAT DTKDB {OPELOG | SETTINGSLOG | ALLLOG} <OutDir> [NOPROMPTLOG] [AUTOPATH]
```

### Option

**DTKDB:**

It is a fixed value.

**<Processing target>:**

Uppercase/lowercase letters can be used in the string of option. Fullwidth characters cannot be specified.

**OPELOG:**

Specify for processing the log table.

**SETTINGSLOG:**

Specify for processing the configuration change log table.

**ALLLOG:**

Specify for processing both the log table and the configuration change log table.

**<OutDir>:**

Enter the file of saving target with absolute path. The folder should be created in advance.

**NOPROMPTLOG:**

Specify when it is not required to take backup of the command prompt log text file under the PromptLog folder collected from the client (CT).

When NOPROMPTLOG is omitted by specifying OPELOG or ALLLOG in <Processing target>, a folder named "PromptLog" is created at the location specified in the <OutDir> and all the text files storing the command prompt log details are placed immediately under that folder.

When NOPROMPTLOG is omitted by specifying SETTINGSLOG in <Processing target >, the command prompt log is not deleted. It can be omitted.

## AUTOPATH:

Create a folder named "BKyyyyymmddhhmmss" (yyyyymmddhhmmss is the date and time of command execution) in the folder specified under <OutDir>, and store backup files under that folder. Also, create a folder called "PromptLog" under this folder, and place all the text files storing the command prompt log details.

It can be omitted. If omitted, create a folder called "PromptLog" under <OutDir>, and place all the text files storing the command prompt log details.

## Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] 1:

Option error

[ERRORLEVEL] 2:

Other errors

## Location for Saving Commands

```
<Installation folder for database related files>\BackupCommand\DTKTBLUNLOAD.BAT
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.
- Execute after stopping all the programs that access the database in addition to the management server's services and different functions such as backup, restore, Active Directory linkage, and Systemwalker Desktop Patrol configuration information import.

## Note

- All the logs in the log table are output; therefore, a large quantity of data might be output. Confirm that the output destination has the sufficient empty space. While displaying a file, if it is found that the area is not sufficient, the process ends abnormally.
- If the output destination folder contains a file with the same name, the process ends abnormally. Delete the file in advance or automatically create a folder on the given date and time by specifying the AUTOPATH.
- As per the result output by DTKLGTB.exe, the file creation order is different from the data record output order.
- Only local hard disk can be specified in the output destination folder. Do not specify network drives or removable drives. When sending files to network drives or removable drives, take a backup in the local disk, and then transfer the file to any other folder.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- According to the environment being used, it is necessary to edit DTKTBLUNLOAD.BAT. For information on how to edit, refer to relevant content in "Edit Backup Commands" of "Using the Backup Commands" of *Systemwalker Desktop Keeper Installation Guide*. In addition, error check is not performed in backup command for database name, connection user ID and password. When the set value is incorrect, an error will occur during the execution of backup command.

## Example of Use/Execution Results/Output Format

[Example of use when backup of all logs is taken by specifying AUTOPATH]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKTBLUNLOAD.BAT DTKDB
ALLLOG "C:\DTKBKUP" AUTOPATH
Tue 06/02/2015-20:05:59.54 (1) [Start]Backup of log system table
Tue 06/02/2015-20:05:59.55 (1-1) COMMONLOG1 Start of processing
```

```

COPY 4052
Tue 06/02/2015-20:06:01.30 (1-2) COMMONLOG2 Start of processing
COPY 16348
Tue 06/02/2015-20:06:05.10 (1-3) COMMONLOG3 Start of processing
COPY 1625
Tue 06/02/2015-20:06:06.28 (1-4) FILEACCESSLOG Start of processing
COPY 80519
Tue 06/02/2015-20:06:50.45 (1-5) FILEBRINGOUTLOG Start of processing
COPY 39
Tue 06/02/2015-20:06:51.87 (1-6) LOGINGUARDLOG Start of processing
COPY 0
Tue 06/02/2015-20:06:52.07 (1-7) LOGKEYWORDS Start of processing
COPY 22073
Tue 06/02/2015-20:06:56.43 (1-8) PRINTLOG Start of processing
COPY 2
Tue 06/02/2015-20:06:56.81 (1-9) SESSIONMANAGE Start of processing
COPY 68
Tue 06/02/2015-20:06:57.20 (1-10) STARTUPGUARDLOG Start of processing
COPY 7
Tue 06/02/2015-20:06:57.53 (1-11) USERLIST Start of processing
COPY 0
Tue 06/02/2015-20:06:57.71 (1-12) Command Prompt Log File Start of processing
0 File(s) copied
Tue 06/02/2015-20:06:57.85 (1) [End]Backup of log system table
Tue 06/02/2015-20:06:57.87 (2) [Start]Backup of setting change log system table
Tue 06/02/2015-20:06:57.87 (2-1) SETTINGS Start of processing
COPY 1053
Tue 06/02/2015-20:06:58.73 (2-2) LOGONUSER_SETTINGS Start of processing
COPY 0
Tue 06/02/2015-20:06:58.96 (2) [End]Backup of setting change log system table

```

## 1.24 DTKTBLRESTOR.EXE (Restore Database)

### Functional Specification

Restores the "management information" and "log information" that is backed up by using a backup tool and backup command, into the log browsing database in backup unit. It is possible to replace the "management information", and replace or add the log information through options.

However, the operation database cannot be restored.

### Command Format

```

DTKTBLRESTOR.EXE DTKDB2 <User> <Password> { MASTER | OPELOG | OPELOGF } { <InDir> | <InFile> }
<WorkDir> [REPLACE]

```

### Option

DTKDB2:

It is a fixed value.

It indicates restoring in log viewing database.

<User>:

Specify the user ID (The access authority is the user ID of "Backup/Restore") registered in the Server Settings Tool.

Specify the user ID of the existing operation database while restoring to the log viewing database.

It can be executed by using the user ID and password of the default administrator.

<Password>:

Specify the <User> password.

<Restoration object>

Specify the data type of the object to be restored.

MASTER:

Specify when management information is to be restored.

OPELOG:

Specify when log information is to be restored from a folder.

OPELOGF:

Specify when log information is to be restored from multiple folders.

<InDir>:

When "MASTER" is specified in the restoration object, specify the folder storing management information in maximum of 189 characters, with full path beginning from the drive letter.

When "OPELOG" is specified in the restoration object, specify the folder storing log information in maximum of 189 characters, with full path beginning from the drive letter.

If the path comprises of halfwidth spaces, enclose both the ends with double quotation.

[Example of <InDir>]

"C:\Documents and Settings\Administrator\My Documents\LG20120621"

<InFile>:

When "OPELOGF" is specified in the restoration object, specify the folder described in the file of the restoration target in maximum of 255 characters, with full path beginning from drive letter.

Set the file as text file in the local disk.

Specify the folders saving log information of the restoration object in maximum of 198 characters, with one folder in one line, in the file with full path beginning from the drive letter.

Up to 2000 folders can be described.

Because a line is imported as a path, double quotations need not be put even if the path comprises of halfwidth spaces.

[Examples of files describing the restoration object folders]

```
C:\Documents and Settings\Administrator\My Documents\LG20120621
C:\Documents and Settings\Administrator\My Documents\LG20120622
C:\Documents and Settings\Administrator\My Documents\LG20120623
C:\Documents and Settings\Administrator\My Documents\LG20120624
C:\Documents and Settings\Administrator\My Documents\LG20120625
C:\Documents and Settings\Administrator\My Documents\LG20120626
```

<WorkDir>:

Specify the working folder to replace the input file during restoration in maximum of 189 characters, with full path beginning from drive letter.

Only local hard disk can be specified in the working folder.

While restoring management information, a working file of size 1.2 times the total size of management information data file is created in the working folder.

While restoring log information, a working file is created with size 1.2 times the maximum size of log table from the total sizes of all the log tables of all sub folders, (For example, if the total size of all files of FILEACCESSLOG.csv is 10GB, then working file of size 12GB is required.) Therefore, specify a disk with enough free space in the working folder. Free space of minimum 10MB is necessary. A working file gets deleted after execution.

REPLACE:

Specify when already stored log information is to be deleted before restoring log information in the log viewing database.

If deleted, add and restore the log information.



The operation of this option is similar to the operation when the option of "delete all the existing log information before restoring (fast delete)" of the log viewing database restore tool, is specified. Refer to the "Using the restore tool" of the *Systemwalker Desktop Keeper Installation Guide*.

When a path with blank characters is specified in the command option, put double quotations. Double quotations cannot be specified for other options which do not specify the path.

### Return Value

[ERRORLEVEL] 0:

Ended normally

[ERRORLEVEL] Other:

Ended abnormally

### Location for Saving Commands

```
< Installation folder of database related files >\BackupCommand\DTKTBLRESTOR.EXE
```

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Management Server/Master Management Server.

### Note

- Command execution results are output through the command prompt. If there are any execution results left, specify the file to output execution results by redirecting when this command is being executed
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- Describe <Infile> in SJIS code.
- Path comprising of UNICODE cannot be specified. Specify the line feeding character 2 bytes of CR+LF.

### Example of Use/Execution Results/Output Format

[When log information is to be restored in log viewing database]

[Examples of execution of management information restoration]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKTBLRESTOR.exe DTKDB2 User
Password MASTER d:\temp\MS20130723 C:\temp

2015/06/02 14:37:30 Started restoration command
2015/06/02 14:37:30
2015/06/02 14:37:30 Database           : DTKDB2
2015/06/02 14:37:30 Restoration target      : MASTER
2015/06/02 14:37:30 Input folder           : d:\temp\MS20150602
2015/06/02 14:37:30 Work folder            : C:\temp
2015/06/02 14:37:32 * Deletion status of record in management information table
2015/06/02 14:37:32
2015/06/02 14:37:32 Delete management information - Start
2015/06/02 14:37:32
2015/06/02 14:37:32 - LEVELOBJECT
2015/06/02 14:37:32   Number of object items.....27
2015/06/02 14:37:32   deletion completed
2015/06/02 14:37:32
2015/06/02 14:37:32 - LEVELCOMPOSITION
```

```

2015/06/02 14:37:32      Number of object items.....26
2015/06/02 14:37:32      deletion completed
2015/06/02 14:37:32
2015/06/02 14:37:32      - PRINTPERMISSION
2015/06/02 14:37:32      Number of object items.....0
2015/06/02 14:37:32      deletion completed
2015/06/02 14:37:32
2015/06/02 14:37:32      - LOGINGUARD
2015/06/02 14:37:32      Number of object items.....0
2015/06/02 14:37:32      deletion completed
2015/06/02 14:37:32
2015/06/02 14:37:32      - STARTUPGUARD
2015/06/02 14:37:32      Number of object items.....1
2015/06/02 14:37:32      deletion completed
2015/06/02 14:37:32
2015/06/02 14:37:32      - USERINFO
2015/06/02 14:37:32      Number of object items.....7
2015/06/02 14:37:33      deletion completed
2015/06/02 14:37:33
2015/06/02 14:37:33      - NODEINFO
2015/06/02 14:37:33      Number of object items.....1
2015/06/02 14:37:33      deletion completed
2015/06/02 14:37:33
2015/06/02 14:37:33      - PHYSICALNODELIST
2015/06/02 14:37:33      Number of object items.....1
2015/06/02 14:37:33      deletion completed
2015/06/02 14:37:33
2015/06/02 14:37:33      - SETTINGS
2015/06/02 14:37:33      Number of object items.....6
2015/06/02 14:37:33      deletion completed
2015/06/02 14:37:33
2015/06/02 14:37:33      - SETTINGSLOG
2015/06/02 14:37:33      Number of object items.....778
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34
2015/06/02 14:37:34      - FILEACC_ACQUIREPROCESS
2015/06/02 14:37:34      Number of object items.....130
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34
2015/06/02 14:37:34      - FILEACC_ACQUIREEXTENSION
2015/06/02 14:37:34      Number of object items.....0
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34
2015/06/02 14:37:34      - MAILATTACHSET
2015/06/02 14:37:34      Number of object items.....0
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34
2015/06/02 14:37:34      - WINDOWTITLELOGFILTER
2015/06/02 14:37:34      Number of object items.....0
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34
2015/06/02 14:37:34      - WINDOWCAPTUREFILTER
2015/06/02 14:37:34      Number of object items.....0
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34
2015/06/02 14:37:34      - USERPOLICYINFO
2015/06/02 14:37:34      Number of object items.....2
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34
2015/06/02 14:37:34      - LOGONUSER_PRINTPERMISSION
2015/06/02 14:37:34      Number of object items.....0
2015/06/02 14:37:34      deletion completed
2015/06/02 14:37:34

```

```

2015/06/02 14:37:34 - LOGONUSER_STARTUPGUARD
2015/06/02 14:37:34   Number of object items.....0
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - LOGONUSER_SETTINGSLOG
2015/06/02 14:37:35   Number of object items.....0
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - USERMAILATTACHSET
2015/06/02 14:37:35   Number of object items.....0
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - LOGONUSER_WINDOWTITLELOGFILTER
2015/06/02 14:37:35   Number of object items.....0
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - LOGONUSER_WINDOWCAPTUREFILTER
2015/06/02 14:37:35   Number of object items.....0
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - DOMAINSETTINGS
2015/06/02 14:37:35   Number of object items.....1
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - OBJECT_CONTROL
2015/06/02 14:37:35   Number of object items.....0
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - LOGONUSER_LEVELCOMPOSITION
2015/06/02 14:37:35   Number of object items.....2
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - LOGONUSER_CONTROL
2015/06/02 14:37:35   Number of object items.....0
2015/06/02 14:37:35   deletion completed
2015/06/02 14:37:35
2015/06/02 14:37:35 - USBMASTER
2015/06/02 14:37:35   Number of object items.....3
2015/06/02 14:37:36   deletion completed
2015/06/02 14:37:36
2015/06/02 14:37:36 - POLICYTABLE
2015/06/02 14:37:36   Number of object items.....3
2015/06/02 14:37:36   deletion completed
2015/06/02 14:37:36
2015/06/02 14:37:36 - DTK_AUDIT_SETTING
2015/06/02 14:37:36   Number of object items.....83
2015/06/02 14:37:36   deletion completed
2015/06/02 14:37:36
2015/06/02 14:37:36 - DTK_TOTAL_ALERTLOG
2015/06/02 14:37:36   Number of object items.....7
2015/06/02 14:37:36   deletion completed
2015/06/02 14:37:36
2015/06/02 14:37:36 - DTK_ALERT_LIST
2015/06/02 14:37:36   Number of object items.....7
2015/06/02 14:37:37   deletion completed
2015/06/02 14:37:37
2015/06/02 14:37:37 - DTK_ALERTPC_LIST
2015/06/02 14:37:37   Number of object items.....3
2015/06/02 14:37:37   deletion completed
2015/06/02 14:37:37
2015/06/02 14:37:37 - DTK_PRINTER_OBJECTMASTER
2015/06/02 14:37:37   Number of object items.....0
2015/06/02 14:37:37   deletion completed

```

```

2015/06/02 14:37:37
2015/06/02 14:37:37 - DTK_PRINTER_PRINTUSERMASTER
2015/06/02 14:37:37   Number of object items.....0
2015/06/02 14:37:37   deletion completed
2015/06/02 14:37:37
2015/06/02 14:37:37 - DTK_PRINTER_PAPERNUM_BASIC
2015/06/02 14:37:37   Number of object items.....0
2015/06/02 14:37:37   deletion completed
2015/06/02 14:37:37
2015/06/02 14:37:37 Delete management information - End
2015/06/02 14:37:37
2015/06/02 14:37:37 Restore management information collectively - Start
2015/06/02 14:37:37
2015/06/02 14:37:38 - LEVELOBJECT
2015/06/02 14:37:38   Input file name : C:\temp\LEVELOBJECT.tmp
2015/06/02 14:37:38   Number of files.....9
2015/06/02 14:37:38   Number of input items .....9
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - LEVELCOMPOSITION
2015/06/02 14:37:38   Input file name : C:\temp\LEVELCOMPOSITION.tmp
2015/06/02 14:37:38   Number of files.....8
2015/06/02 14:37:38   Number of input items .....8
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - PRINTPERMISSION
2015/06/02 14:37:38   Input file name : d:\temp\MS20150602\PRINTPERMISSION.csv
2015/06/02 14:37:38   Number of files.....0
2015/06/02 14:37:38   Number of input items .....0
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - LOGINGUARD
2015/06/02 14:37:38   Input file name : d:\temp\MS20150602\LOGINGUARD.csv
2015/06/02 14:37:38   Number of files.....0
2015/06/02 14:37:38   Number of input items .....0
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - STARTUPGUARD
2015/06/02 14:37:38   Input file name : d:\temp\MS20150602\STARTUPGUARD.csv
2015/06/02 14:37:38   Number of files.....1
2015/06/02 14:37:38   Number of input items .....1
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - USERINFO
2015/06/02 14:37:38   Input file name : d:\temp\MS20150602\USERINFO.csv
2015/06/02 14:37:38   Number of files.....8
2015/06/02 14:37:38   Number of input items .....8
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - NODEINFO
2015/06/02 14:37:38   Input file name : d:\temp\MS20150602\NODEINFO.csv
2015/06/02 14:37:38   Number of files.....1
2015/06/02 14:37:38   Number of input items .....1
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - PHYSICALNODELIST
2015/06/02 14:37:38   Input file name : d:\temp\MS20150602\PHYSICALNODELIST.csv
2015/06/02 14:37:38   Number of files.....2
2015/06/02 14:37:38   Number of input items .....2
2015/06/02 14:37:38   Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - SETTINGS
2015/06/02 14:37:38   Input file name : d:\temp\MS20150602\SETTINGS.csv

```

```

2015/06/02 14:37:38      Number of files.....6
2015/06/02 14:37:38      Number of input items .....6
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - SETTINGSLOG
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\SETTINGSLOG.csv
2015/06/02 14:37:38      Number of files.....485
2015/06/02 14:37:38      Number of input items .....485
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - FILEACC_ACQUIREPROCESS
2015/06/02 14:37:38      Input file name   : C:\temp\FILEACC_ACQUIREPROCESS.tmp
2015/06/02 14:37:38      Number of files.....45
2015/06/02 14:37:38      Number of input items .....45
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - FILEACC_ACQUIREEXTENSION
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\FILEACC_ACQUIREEXTENSION.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - MAILATTACHSET
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\MAILATTACHSET.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - WINDOWTITLELOGFILTER
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\WINDOWTITLELOGFILTER.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - WINDOWCAPTUREFILTER
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\WINDOWCAPTUREFILTER.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - USERPOLICYINFO
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\USERPOLICYINFO.csv
2015/06/02 14:37:38      Number of files.....4
2015/06/02 14:37:38      Number of input items .....4
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - LOGONUSER_PRINTPERMISSION
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\LOGONUSER_PRINTPERMISSION.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - LOGONUSER_STARTUPGUARD
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\LOGONUSER_STARTUPGUARD.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - LOGONUSER_SETTINGSLOG
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\LOGONUSER_SETTINGSLOG.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)

```

```

2015/06/02 14:37:38
2015/06/02 14:37:38 - USERMAILATTACHSET
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\USERMAILATTACHSET.csv
2015/06/02 14:37:38   Number of files   :.....0
2015/06/02 14:37:38   Number of input  :.....0
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - LOGONUSER_WINDOWTITLELOGFILTER
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\LOGONUSER_WINDOWTITLELOGFILTER.csv
2015/06/02 14:37:38   Number of files   :.....0
2015/06/02 14:37:38   Number of input  :.....0
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - LOGONUSER_WINDOWCAPTUREFILTER
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\LOGONUSER_WINDOWCAPTUREFILTER.csv
2015/06/02 14:37:38   Number of files   :.....0
2015/06/02 14:37:38   Number of input  :.....0
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - DOMAINSETTINGS
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\DOMAINSETTINGS.csv
2015/06/02 14:37:38   Number of files   :.....2
2015/06/02 14:37:38   Number of input  :.....2
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - OBJECT_CONTROL
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\OBJECT_CONTROL.csv
2015/06/02 14:37:38   Number of files   :.....1
2015/06/02 14:37:38   Number of input  :.....1
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - LOGONUSER_LEVELCOMPOSITION
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\LOGONUSER_LEVELCOMPOSITION.csv
2015/06/02 14:37:38   Number of files   :.....4
2015/06/02 14:37:38   Number of input  :.....4
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - LOGONUSER_CONTROL
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\LOGONUSER_CONTROL.csv
2015/06/02 14:37:38   Number of files   :.....0
2015/06/02 14:37:38   Number of input  :.....0
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - USBMASTER
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\USBMASTER.csv
2015/06/02 14:37:38   Number of files   :.....3
2015/06/02 14:37:38   Number of input  :.....3
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - POLICYTABLE
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\POLICYTABLE.csv
2015/06/02 14:37:38   Number of files   :.....0
2015/06/02 14:37:38   Number of input  :.....0
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - DTK_AUDIT_SETTING
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\DTK_AUDIT_SETTING.csv
2015/06/02 14:37:38   Number of files   :.....83
2015/06/02 14:37:38   Number of input  :.....83
2015/06/02 14:37:38   Number of error  :.....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38 - DTK_TOTAL_ALERTLOG
2015/06/02 14:37:38   Input file name   : d:\temp\MS20150602\DTK_TOTAL_ALERTLOG.csv

```

```

2015/06/02 14:37:38      Number of files.....7
2015/06/02 14:37:38      Number of input items .....7
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - DTK_ALERT_LIST
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\DTK_ALERT_LIST.csv
2015/06/02 14:37:38      Number of files.....7
2015/06/02 14:37:38      Number of input items .....7
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - DTK_ALERTPC_LIST
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\DTK_ALERTPC_LIST.csv
2015/06/02 14:37:38      Number of files.....3
2015/06/02 14:37:38      Number of input items .....3
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - DTK_PRINTER_OBJECTMASTER
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\DTK_PRINTER_OBJECTMASTER.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - DTK_PRINTER_PRINTUSERMASTER
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\DTK_PRINTER_PRINTUSERMASTER.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      - DTK_PRINTER_PAPERNUM_BASIC
2015/06/02 14:37:38      Input file name   : d:\temp\MS20150602\DTK_PRINTER_PAPERNUM_BASIC.csv
2015/06/02 14:37:38      Number of files.....0
2015/06/02 14:37:38      Number of input items .....0
2015/06/02 14:37:38      Number of error items .....0 (Normal)
2015/06/02 14:37:38
2015/06/02 14:37:38      Restore management information collectively - End
2015/06/02 14:37:38

```

[Examples of execution log information restoration (in the case of OPELOG)]

```

C:\Program Files (x86)\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKTBLRESTOR.exe DTKDB2
User Password OPELOG d:\temp\BK20120601 C:\temp REPLACE

2015/06/02 16:21:41      Started restoration command
2015/06/02 16:21:41
2015/06/02 16:21:41      Database           : DTKDB2
2015/06/02 16:21:41      Restoration target  : OPELOG
2015/06/02 16:21:41      Input folder       : d:\temp\BK20150601
2015/06/02 16:21:41      Work folder        : C:\temp
2015/06/02 16:21:41      All deletions      : REPLACE
2015/06/02 16:21:41      Restore log information - Start
2015/06/02 16:21:41
2015/06/02 16:21:41      * Deletion status of record in log table
2015/06/02 16:21:41
2015/06/02 16:21:41      Delete logs - Start
2015/06/02 16:21:41
2015/06/02 16:21:41      - COMMONLOG1
2015/06/02 16:21:41      Number of object items.....32
2015/06/02 16:21:41      deletion completed
2015/06/02 16:21:41
2015/06/02 16:21:41      - COMMONLOG2
2015/06/02 16:21:41      Number of object items.....150
2015/06/02 16:21:41      deletion completed
2015/06/02 16:21:41

```

```

2015/06/02 16:21:41 - COMMONLOG3
2015/06/02 16:21:41   Number of object items.....25
2015/06/02 16:21:42   deletion completed
2015/06/02 16:21:42
2015/06/02 16:21:42 - LOGKEYWORDS
2015/06/02 16:21:42   Number of object items.....207
2015/06/02 16:21:42   deletion completed
2015/06/02 16:21:42
2015/06/02 16:21:42 - STARTUPGUARDLOG
2015/06/02 16:21:42   Number of object items.....0
2015/06/02 16:21:42   deletion completed
2015/06/02 16:21:42
2015/06/02 16:21:42 - LOGINGUARDLOG
2015/06/02 16:21:42   Number of object items.....0
2015/06/02 16:21:42   deletion completed
2015/06/02 16:21:42
2015/06/02 16:21:42 - PRINTLOG
2015/06/02 16:21:42   Number of object items.....0
2015/06/02 16:21:42   deletion completed
2015/06/02 16:21:42
2015/06/02 16:21:42 - FILEBRINGOULOG
2015/06/02 16:21:42   Number of object items.....0
2015/06/02 16:21:43   deletion completed
2015/06/02 16:21:43
2015/06/02 16:21:43 - FILEACCESSLOG
2015/06/02 16:21:43   Number of object items.....661
2015/06/02 16:21:43   deletion completed
2015/06/02 16:21:43
2015/06/02 16:21:43 - SESSIONMANAGE
2015/06/02 16:21:43   Number of object items.....10
2015/06/02 16:21:43   deletion completed
2015/06/02 16:21:43
2015/06/02 16:21:43 - USERLIST
2015/06/02 16:21:43   Number of object items.....5
2015/06/02 16:21:43   deletion completed
2015/06/02 16:21:43
2015/06/02 16:21:43 - Command prompt detail file
2015/06/02 16:21:43   deletion completed
2015/06/02 16:21:43
2015/06/02 16:21:43 Delete logs - End
2015/06/02 16:21:43
2015/06/02 16:21:44 - COMMONLOG1
2015/06/02 16:21:44   Input file name   : C:\temp\COMMONLOG1.tmp
2015/06/02 16:21:44   Number of files.....32
2015/06/02 16:21:44   Number of input items .....32
2015/06/02 16:21:44   Number of error items .....0 (Normal)
2015/06/02 16:21:44   Number of tables.....32
2015/06/02 16:21:44
2015/06/02 16:21:44 - COMMONLOG2
2015/06/02 16:21:44   Input file name   : C:\temp\COMMONLOG2.tmp
2015/06/02 16:21:44   Number of files.....150
2015/06/02 16:21:44   Number of input items .....150
2015/06/02 16:21:44   Number of error items .....0 (Normal)
2015/06/02 16:21:44   Number of tables.....150
2015/06/02 16:21:44
2015/06/02 16:21:44 - COMMONLOG3
2015/06/02 16:21:44   Input file name   : C:\temp\COMMONLOG3.tmp
2015/06/02 16:21:44   Number of files.....25
2015/06/02 16:21:44   Number of input items .....25
2015/06/02 16:21:44   Number of error items .....0 (Normal)
2015/06/02 16:21:44   Number of tables.....25
2015/06/02 16:21:44
2015/06/02 16:21:44 - LOGKEYWORDS

```



```

2015/06/02 16:21:44      Input file name   : C:\temp\LOGKEYWORDS.tmp
2015/06/02 16:21:44      Number of files.....207
2015/06/02 16:21:44      Number of input items .....207
2015/06/02 16:21:44      Number of error items .....0 (Normal)
2015/06/02 16:21:44      Number of tables.....207
2015/06/02 16:21:44      - STARTUPGUARDLOG
2015/06/02 16:21:44      Input file name   : C:\temp\STARTUPGUARDLOG.tmp
2015/06/02 16:21:44      Number of files.....0
2015/06/02 16:21:44      Number of input items .....0
2015/06/02 16:21:44      Number of error items .....0 (Normal)
2015/06/02 16:21:44      Number of tables.....0
2015/06/02 16:21:44      - LOGINGUARDLOG
2015/06/02 16:21:44      Input file name   : C:\temp\LOGINGUARDLOG.tmp
2015/06/02 16:21:44      Number of files.....0
2015/06/02 16:21:44      Number of input items .....0
2015/06/02 16:21:44      Number of error items .....0 (Normal)
2015/06/02 16:21:44      Number of tables.....0
2015/06/02 16:21:44      - PRINTLOG
2015/06/02 16:21:44      Input file name   : C:\temp\PRINTLOG.tmp
2015/06/02 16:21:44      Number of files.....0
2015/06/02 16:21:44      Number of input items .....0
2015/06/02 16:21:44      Number of error items .....0 (Normal)
2015/06/02 16:21:44      Number of tables.....0
2015/06/02 16:21:44      - FILEBRINGOUTLOG
2015/06/02 16:21:44      Input file name   : C:\temp\FILEBRINGOULOG.tmp
2015/06/02 16:21:44      Number of files.....0
2015/06/02 16:21:44      Number of input items .....0
2015/06/02 16:21:44      Number of error items .....0 (Normal)
2015/06/02 16:21:44      Number of tables.....0
2015/06/02 16:21:44      - FILEACCESSLOG
2015/06/02 16:21:44      Input file name   : C:\temp\FILEACCESSLOG.tmp
2015/06/02 16:21:44      Number of files.....661
2015/06/02 16:21:44      Number of input items .....661
2015/06/02 16:21:44      Number of error items .....0 (Normal)
2015/06/02 16:21:44      Number of tables.....661
2015/06/02 16:21:44      - Started recreating the index
2015/06/02 16:21:46      Finished recreating the index
2015/06/02 16:21:46      - SESSIONMANAGE
2015/06/02 16:21:46      Input file name   : C:\temp\SESSIONMANAGE.tmp
2015/06/02 16:21:46      Number of files.....10
2015/06/02 16:21:46      Number of error items .....0 (Normal)
2015/06/02 16:21:46      Number of tables.....10
2015/06/02 16:21:46      - Command prompt detail file
2015/06/02 16:21:46      Number of files.....0
2015/06/02 16:21:46      Restore log information - End
2015/06/02 16:21:46

```

[Examples of execution of log information restoration (in the case of OPELOGF)]

```

C:\Program Files (x86)\Fujitsu\Systemwalker Desktop Keeper\DB\BackupCommand>DTKTBLRESTOR.exe DTKDB2
User Password OPELOGF d:\temp\IMPORTLIST.txt c:\temp

2015/06/02 16:22:12 Started restoration command
2015/06/02 16:22:12

```

```

2015/06/02 16:22:12 Database      : DTKDB2
2015/06/02 16:22:12 Restoration target : OPELOGF
2015/06/02 16:22:12 Input folder      : d:\temp\IMPORTLIST.txt
2015/06/02 16:22:12 Work folder       : C:\temp
2015/06/02 16:22:12 Restore log information - Start
2015/06/02 16:22:12
2015/06/02 16:22:13 - COMMONLOG1
2015/06/02 16:22:13   Input file name : C:\temp\COMMONLOG1.tmp
2015/06/02 16:22:13   Number of files.....2,838
2015/06/02 16:22:13   Number of input items .....2,838
2015/06/02 16:22:13   Number of error items .....0 (Normal)
2015/06/02 16:22:13   Number of tables.....2,870
2015/06/02 16:22:13
2015/06/02 16:22:13 - COMMONLOG2
2015/06/02 16:22:13   Input file name : C:\temp\COMMONLOG2.tmp
2015/06/02 16:22:13   Number of files.....11,441
2015/06/02 16:22:13   Number of input items .....11,441
2015/06/02 16:22:13   Number of error items .....0 (Normal)
2015/06/02 16:22:13   Number of tables.....11,591
2015/06/02 16:22:13
2015/06/02 16:22:13 - COMMONLOG3
2015/06/02 16:22:13   Input file name : C:\temp\COMMONLOG3.tmp
2015/06/02 16:22:13   Number of files.....1,189
2015/06/02 16:22:13   Number of input items .....1,189
2015/06/02 16:22:13   Number of error items .....0 (Normal)
2015/06/02 16:22:13   Number of tables.....1,214
2015/06/02 16:22:13
2015/06/02 16:22:14 - LOGKEYWORDS
2015/06/02 16:22:14   Input file name : C:\temp\LOGKEYWORDS.tmp
2015/06/02 16:22:15   Number of files.....15,502
2015/06/02 16:22:15   Number of input items .....15,502
2015/06/02 16:22:15   Number of error items .....0 (Normal)
2015/06/02 16:22:15   Number of tables.....15,709
2015/06/02 16:22:15
2015/06/02 16:22:15 - STARTUPGUARDLOG
2015/06/02 16:22:15   Input file name : C:\temp\STARTUPGUARDLOG.tmp
2015/06/02 16:22:15   Number of files.....5
2015/06/02 16:22:15   Number of input items .....5
2015/06/02 16:22:15   Number of error items .....0 (Normal)
2015/06/02 16:22:15   Number of tables.....5
2015/06/02 16:22:15
2015/06/02 16:22:15 - LOGINGUARDLOG
2015/06/02 16:22:15   Input file name : C:\temp\LOGINGUARDLOG.tmp
2015/06/02 16:22:15   Number of files.....0
2015/06/02 16:22:15   Number of input items .....0
2015/06/02 16:22:15   Number of error items .....0 (Normal)
2015/06/02 16:22:15   Number of tables.....0
2015/06/02 16:22:15
2015/06/02 16:22:15 - PRINTLOG
2015/06/02 16:22:15   Input file name : C:\temp\PRINTLOG.tmp
2015/06/02 16:22:15   Number of files.....2
2015/06/02 16:22:15   Number of input items .....2
2015/06/02 16:22:15   Number of error items .....0 (Normal)
2015/06/02 16:22:15   Number of tables.....2
2015/06/02 16:22:15
2015/06/02 16:22:15 - FILEBRINGOUTLOG
2015/06/02 16:22:15   Input file name : C:\temp\FILEBRINGOULOG.tmp
2015/06/02 16:22:15   Number of files.....27
2015/06/02 16:22:15   Number of input items .....27
2015/06/02 16:22:15   Number of error items .....0 (Normal)
2015/06/02 16:22:15   Number of tables.....27
2015/06/02 16:22:15
2015/06/02 16:22:17 - FILEACCESSLOG

```

```

2015/06/02 16:22:17      Input file name   : C:\temp\FILEACCESSLOG.tmp
2015/06/02 16:22:24      Number of files.....46,797
2015/06/02 16:22:24      Number of input items .....46,797
2015/06/02 16:22:24      Number of error items .....0 (Normal)
2015/06/02 16:22:24      Number of tables.....47,458
2015/06/02 16:22:24
2015/06/02 16:22:24      - Started recreating the index
2015/06/02 16:22:29      Finished recreating the index
2015/06/02 16:22:29
2015/06/02 16:22:29      - SESSIONMANAGE
2015/06/02 16:22:29      Input file name   : C:\temp\SESSIONMANAGE.tmp
2015/06/02 16:22:29      Number of files.....76
2015/06/02 16:22:29      Number of error items .....0 (Normal)
2015/06/02 16:22:29      Number of tables.....44
2015/06/02 16:22:29
2015/06/02 16:22:29      - Command prompt detail file
2015/06/02 16:22:29      Number of files.....0
2015/06/02 16:22:29
2015/06/02 16:22:29      Restore log information - End
2015/06/02 16:22:29

```

## 1.25 DTLA\_REPORT\_BATCH.EXE (Report Output)

### Functional Specification

Analyze operation logs and output report according to purpose.

### Command Format

```
DTLA_REPORT_BATCH.EXE -t <Report Type> -s <Aggregation Period> -f <Output Target Folder> [-p current]
```

### Option

-t <Report Type>:

Specify the type of report to be output. Specify any of the following.

- summary  
Comprehensive analysis report
- leak  
Information disclosure analysis report
- cmuse  
Terminal usage analysis report
- islegal  
Violation operation analysis report
- ecoprint  
Printing volume auditing monitoring report

-s <Aggregation Period>:

Specify the aggregation period of target log. Specify any of the following.

- daily  
Daily report. The aggregation period is the day before the date when command is started.
- weekly  
Weekly report. The aggregation period is weekly report period that is closest to the date when command is started.

- monthly

Monthly report. The aggregation period is monthly report period that is closest to the date when command is started.  
When outputting printing volume auditing monitoring report, specify monthly.

-f <Output Target Folder>:

Specify the report output target folder with full path.

-p current:

If this option is specified, then the report up to the day before the system date of the terminal on which this command is executed will be output. However, if the system date is 1, then the report up to the last month will be output.

-t option is only effective when printer is specified in it.

## Return Value

0:

Ended normally

Other:

Ended abnormally

## Location for Saving Commands

```
<Under the installation folder of report output tool>
```

## Authority Required for Execution/Execution Environment

The user that satisfies all the following conditions can execute.

- The user that belongs to the Administrators group of the local computer, or a user that belongs to the Domain Admins group of the domain
- User name that has already logged on to Windows when back user setting is performed

### Note

- In the output report, personal information or system configuration information may be contained sometimes. Save the file to the folder with sufficient security countermeasures executed.

[Example]

The folder for which access authority cannot be viewed by the users apart from the administrator is specified.

## Example of Use

Output comprehensive analysis report (monthly report).

```
DTLA_REPORT_BATCH.EXE -t summary -s monthly -f "Output Folder Name"
```

# 1.26 DTTOOLEX.EXE (Data Transfer to/Delete from the Log Analyzer Server)

## Functional Specification

Transfer log data and administrator information of Management Server/Master Management Server into the Log Analyzer Server.  
In addition, delete the data to be analyzed on the Log Analyzer Server.

If the CSV data of migration target contains problem, then skip the data of the corresponding line and continue with execution.  
The following cases require skipping.

- Log data of CT that belongs to the group deleted in of Management Server/Master Management Server
- Log data that does not use Log Analyzer as aggregation target
  - Log data that cannot be used in information disclosure prevention diagnosis function, aggregates by objectives function and report output function such as settings change log
  - Data of linkage application log (SMARTACCESS/Suite Premium etc.) apart from Systemwalker Desktop Rights Master (DTRM) and data of linkage application log of DTRM that is not used as aggregation target in the function of aggregation by objectives
- Log data that does not have information required for Log Analyzer to perform aggregation
  - E-mail Sending Log (Subject/Sender/Recipient is empty, E-mail address is incorrect, or the file name of attachment is empty .etc)
  - Window Title Obtaining Log (URL is empty or incorrect etc.)

In addition, perform aggregation again using the screening conditions and exclusion conditions set currently for the logs saved on the Log Analyzer Server. The purpose for re-aggregation is to aggregate from the perspective of information disclosure, terminal usage, violations etc. Aggregation will not be performed again in printing volume auditing monitoring.

## Command Formats

```
DTTOOLEX.EXE {-f <Transfer Target Folder> | -d | -r | -u <Transfer Target Folder> }
```

## Option

**-f <Transfer Target Folder>:**

To migrate log data and administrator information, specify the shared folder as migration target on the Log Analyzer Server. However, network folder cannot be specified.

**-d:**

Delete the data of analysis target on the Log Analyzer Server.

**-r:**

Aggregate again with the latest screening keyword or exclusion terminal list set on Web Console for all log data on the database.

**-u <Transfer Target Folder>:**

Transfer administrator information. Specify the folder in which the administrator information is saved as the migration target folder. Normally, specify the shared folder of migration target on the Log Analyzer Server. In this case, administrator information of all Management Server will be migrated to the shared folder of migration target.

Since the system in operation, or when only the administrator information of specific Management Server is migrated, select target folder, select the target folder from the folder named with computer name of the Management Server created under the shared folder of migration target and specify this folder as the migration target folder.

Network folder cannot be specified as migration target folder.

## Return Value

0:

Ended normally

Other:

Ended abnormally

## Location for Saving Commands

It is saved in the following folder of the Log Analyzer Server.

```
Installation folder of the Log Analyzer Server\bin\dttool
```

## Authority Required for Execution/Execution Environment

- It can be executed after logon with Log Analyzer User.

- It can be executed on the Log Analyzer Server.
- In the environment of Windows Server(R) 2008, or Windows Server(R) 2012, when operating using the command prompt, open the command prompt with "Run as Administrator".
- 

## Note

When the -d option is specified, all log data will be deleted from the Log Analyzer Server. Before deletion, execute after paying great attention to confirming if it is unnecessary log.

Log data including file path exceeding 260 characters cannot be imported.

## Example of Use

[Transfer log data into the Log Analyzer Server]

```
DttoolEx.exe -f [Folder Name]
```

[Delete data]

```
DttoolEx.exe -d
```

[Re-aggregate]

```
DttoolEx.exe -r
```

[Transfer administrator information under the folder (C:\LASVDATA) into the Log Analyzer Server]

```
DttoolEx.exe -u C:\LASVDATA
```

## Execution Results/Output Format

[Transfer log data into the Log Analyzer Server]

```
> Executing data transfer command.
> dttool.exe start ( 1 / 10 )
> Saving data.....
> Log data has been saved.
> Perform night-time Perform night-time batch aggregation.

- Display the process of night-time batch aggregation -

> Night-time batch aggregation has finished.
> dttool.exe end ( 1 / 10 )

- Display the processing of dttool.exe of each migration target folder -

> Data transfer command ends normally.
```

[Delete data]

```
> Executing data transfer command.
> dttool.exe start ( 1 / 1 )
> Delete all log data from Log Analyzer Server?
> Yes(y) or No(n):y
> Database has been initialized.
> dttool.exe end ( 1 / 1 )
> Data transfer command ends normally.
```

[Re-aggregate]

```

> Executing data transfer command.
> dttool.exe start ( 1 / 1 )
> Re-aggregate all log data on Log Analyzer Server. Execute?
> Yes(y) or No(n):y
> Re-aggregate all log data on Log Analyzer Server.

- Display the process of night-time batch aggregation -

> Re-aggregation of all log data on Log Analyzer Server has finished.
> dttool.exe end ( 1 / 1 )
> Data transfer command ends normally.

```

[Transfer administrator information into the Log Analyzer Server]

```

> Executing data transfer command.
> dttool.exe start ( 1 / 1 )
> Saving administrator data.....
> Administrator data has been saved.
> dttool.exe end ( 1 / 1 )
> Data transfer command ends normally.

```

## 1.27 LADBBKRS.BAT (Backup/Restore Log Analyzer Settings Information)

---

### Functional Specification

Backup all tables recorded as setting information managed in database of the Log Analyzer Server of Systemwalker Desktop Keeper as a CSV file for each table.

In addition, the CSV data that has been backed up can be restored to database. However, backup and restoration of aggregation result information and log information will not be performed.

### Command Format

```
LADBBKRS.BAT {-bs | -rs} -d <OutDir>
```

### Option

-bs :

Specify it when backing up settings information.

-rs :

Specify it when restoring settings information.

-d <OutDir>:

Specify the directory for saving backup information or restoration information with full path.  
Only the local folder can be specified. It cannot run normally in network folder.

### Return Value

0:

Ended normally

Other:

Ended abnormally

### Location for Saving Commands

The following folder of Systemwalker Desktop Keeper the Log Analyzer Server

```
Installation folder of the Log Analyzer Server\bin\SWDTLAENV
```

## Authority Required for Execution/Execution Environment

- It can be executed by Log Analyzer user.
- It can be executed on the Log Analyzer Server.

### Note

- When the file with same name exists in the folder of output target, it will be overwritten. Confirmation message will not be displayed.
- At backup/restore, do not use Log Analyzer function.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- Execute this command after moving the current folder to the location for saving commands.  
If the execution path of this command or the path specified with -d contains space, enclose it with "(Double quotations)".

## Example of Use

[At backup]

```
LADBBKRS.BAT -bs -d c:\backup
```

[At restoration]

```
LADBBKRS.BAT -rs -d c:\backup
```

## Execution Results/Output Format

[At backup]

```
Tue 05/19/2009 15:47:00.00 Settings Information Backup - Start
Tue 05/19/2009 15:47:01.00     database : SWDTLA
Tue 05/19/2009 15:47:02.00     directory : c:\backup
Tue 05/19/2009 15:47:03.00     - SETTING_INF
Tue 05/19/2009 15:47:04.00     output file name : c:\backup\SETTING_INF.csv

    ~~ (Omitted) ~~

Tue 05/19/2009 15:50:00.00     - PRINTUSER_PARERNUM_BASIC
Tue 05/19/2009 15:50:01.00     output file name : c:\backup\USERSECTIONMASTER.csv
Tue 05/19/2009 15:50:02.00 Settings Information Backup - End
```

[At restoration]

```
Tue 05/19/2009 15:47:00.00 Settings Information Restore - Start
Tue 05/19/2009 15:47:01.00     database : SWDTLA
Tue 05/19/2009 15:47:02.00     directory : c:\backup
Tue 05/19/2009 15:47:03.00     - SETTING_INF
Tue 05/19/2009 15:47:04.00     input file name : c:\backup\SETTING_INF.csv

    ~~ (Omitted) ~~

Tue 05/19/2009 15:50:00.00     - PRINTUSER_PARERNUM_BASIC
Tue 05/19/2009 15:50:01.00     input file name : c:\backup\USERSECTIONMASTER.csv
Tue 05/19/2009 15:50:02.00 Settings Information Restore - End
```



## 1.28 TRANS.BAT (Data transmission of the Log Analyzer Server)

### Functional Specification

Transfer logs or administrator information from Management Server to the Log Analyzer Server.

### Command Format

```
TRANS.BAT [ -u ]
```

### Option

-u:

Transfer administrator information.

None:

Transfer administrator information and logs.

### Return Value

0:

Ended normally

Other:

Ended abnormally

### Location for Saving Commands

It is saved in the following folder of Management Server:

```
<Systemwalker Desktop Keeper installation folder>\LogAnalyzer\TRANS
```

### Authority Required for Execution/Execution Environment

- Administrator authority is required.
- It can be executed in Management Server.

### Example of Use

[Transfer administrator information to the Log Analyzer Server.]

```
TRANS.bat -u
```

[Transfer administrator information and logs to the Log Analyzer Server.]

```
TRANS.bat
```

### Execution Results/Output Format

Command execution result will be output to event log. Refer to ", "" after confirming the event ID in Log Viewer. In addition, error message (messages beginning with "BKCI-ERR" or "BKSJ-ERR") of backup command of Management Server is displayed on the window sometimes according to execution result. When these messages are output, it also indicates that error occurs in the execution of TRANS.BAT, check the event log.

[Transfer administrator information to the Log Analyzer Server.]

```
>The SWServerServiceService is stopping.  
>The SWServerService Service was stopped successfully.  
>The SWLevelControlServiceService is stopping.  
>The SWLevelControlService Service was stopped successfully.
```

```
>DTLATRANS Command Start executing
>ini file reading Start...
>ini file reading End
>Backup Command Existence check Start...
>Backup Command Existence check Finished
>File Transfer Processing Start...
>Backup Command Start

- Display execution result of backup command of Management Server -

>Backup Command Finish
>Log Analyzer Server File transfer processing Start...
>Log Analyzer Server File transfer processing Finished
>trans_user_end File Start creating...
>trans_user_end File Creation finished
>Command has finished normally END
>DTLATRANS Command Execution finished

>The SWLevelControlService service is starting.
>The SWLevelControlService service was started successfully.
>The SWServerService service is starting..
>The SWServerService service was started successfully.
```

[Transfer administrator information and log to the Log Analyzer Server]

```
>The SWServerServiceService is stopping.
>The SWServerService Service was stopped successfully.
>The SWLevelControlServiceService is stopping.
>The SWLevelControlService Service was stopped successfully.

>DTLATRANS Command start executing
>ini file reading Start...
>ini file reading End
>Backup Command Existence check Start...
>Backup Command Existence check Finished
> Data Transfer Processing Start... (Processing date: 20090201, Log acquisition period: 20090201 -
20090501)
>Backup Command Start...

- Display the processing of backup command of Management Server -

>Backup Command Finish
>Log Analyzer Server File transfer processing Start...
>Log Analyzer Server File transfer processing Finished
>trans_end File Start creating...
>trans_end File Creation finished
>Data Transmission Process End(Date of processing:20090201, Log acquisition period: 20090201 -
20090501))

- Display data transmission process in number of days of log acquisition period -

>Command has finished normally END
>DTLATRANS Command Execution finished

>The SWLevelControlService service is starting.
>The SWLevelControlService service was started successfully.
>The SWServerService service is starting.
>The SWServerService service was started successfully.
```

## 1.29 FSW11EJ7.EXE (System Maintenance)

---

In Systemwalker Desktop Keeper, this maintenance command is provided for the purpose of viewing settings information of the client (CT), modifying configuration value, etc.

The method of using maintenance command (FSW11EJ7.EXE) is different depending on the purpose. The following describes how to use each function.

### Location for Saving Commands

When executing on the PC in which the OS is Windows Server(R) 2008 64-bit edition, Windows Server(R) 2008 R2, Windows Vista(R) 64-bit Edition, Windows(R) 7 64-bit Edition, Windows(R) 8 64-bit Edition, Windows(R) 10 64-bit Edition, or Windows Server(R) 2012:

```
%SystemRoot%\SYSWOW64\
```

When executing on the PC in which the OS is other than those mentioned above:

```
%SystemRoot%\system32\
```

Note) %SystemRoot% is usually C:\Windows.

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the client (CT).



- When executing this command from the command prompt, the password may be viewed by a third party or end user. Therefore, perform operations by considering security so that the password will not be viewed by any means when using this command.
- When executing on the PC on which OS is Windows Server(R) 2008 64-bit Edition, Windows Server(R) 2008 R2, Windows Vista(R) 64-bit Edition, Windows(R) 7 64-bit Edition, Windows(R) 8 64-bit Edition, Windows(R) 10 64-bit Edition, or Windows Server(R) 2012, execute after specifying with full path or modify the current folder to %SystemRoot%\SYSWOW64

### 1.29.1 Modify Server IP Address

---

#### Functional Specification

Modify the IP address of Management Server/Master Management Server

#### Command Format

```
FSW11EJ7.EXE <Password> /C /I <IP address of Management Server/Master Management Server after modification> [<IP address of backup Management Server/Master Management Server after modification>] [/Silent]
```

#### Option

<Password>:

Enter the client management password set on the management console or the password specified during installation of the client (CT).

/C:

Perform change of settings.

/I:

Specify the IP address to be modified.

<IP address of Management Server/Master Management Server after modification>:

Enter the IPv6 address, IPv4 address or server name of Management Server/Master Management Server to which the client (CT) is connected. Specify the server name in 15 characters or less.

Do not enter the link local address. If link local address is specified, the operations cannot be guaranteed.

<IP address of backup Management Server/Master Management Server after modification>:

Specify IPv6 address, IPv4 address or server name of backup Management Server when inquiring user policy. Specify the server name in 15 characters or less.

Do not enter the link local address. If link local address is specified, the operations cannot be guaranteed.

When omitted, set a value that is same as "IP address of Management Server/Master Management Server after modification".

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

## Return Value

0:

[Fixed Value]

## Example of Use/Execution Results/Output Format

```
C:\>fsw11ej7.exe password /C /I 192.168.1.1 1234::a:0:0:0:08ff
192.168.1.1 : IP address of new server
1234::a:0:0:0:08ff : IP address of new server (Backup Management Server)
[E701-INF001] The command has ended.
```

```
C:\>fsw11ej7.exe password /C /I 192.168.1.1 DTK-PC
192.168.1.1 : IP address of new server
DTK-PC : IP address of new server (Backup Management Server)
[E701-INF001] The command has ended.
```

```
C:\>fsw11ej7.exe password /C /I 192.168.1.1 192.168.1.2
192.168.1.1: IP address of new server
192.168.1.2: new IP address of server (Backup Management Server)
[E701-INF001] The command has ended.
```

## 1.29.2 Display Client Information

### Functional Specification

Display information of the client (CT).

### Command Format

```
FSW11EJ7.EXE <Password> /D /C [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password specified during installation of the client (CT).

/D:

Display information.

/C:

Specify it when displaying the client information.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

Press any key to continue...

### Return Value

0:

[Fixed Value]



### Note

- When the client (CT) is imported to the Management Server, one of the following messages will be displayed sometimes. Ignore it if there is no exception.
  - "NBT Remote Cache Name Table have been deleted normally and read in advance."
  - "Successful purge and preload of the NBT Remote Cache Name Table."
- Do not enter the link local address. If link local address is specified, the operations cannot be guaranteed.

### Example of Use/Execution Results/Output Format

```
C:\>fsw11ej7.exe password /D /C
[Client Information]
-Computer name      : DTK-PC
-MAC address       : 00-11-22-33-44-55
-IP address        : 192.168.1.2
-Subnet mask       : 255.255.255.0
-Computer organization name : FJ-WORK
-Computer owner name : dtk
-OS platform       : 2
-OS major version  : 6
-OS minor version  : 0
-OS product type   : 1
-CT classification : SE
-CT version        : 4.0.0.10
-CT identification ID : DBFB4105-DD22-4204-BF52-511D5D93AC58
-DTP identification ID : 012345678+dtk-pc
-Date and time of CT service startup : 2014/01/20 18:16:39.394
-Date and time of CT policy reflection :
-Date and time of user policy reflection:
User Name          : fujitsu.tarou
-Domain Name       : example.com
-Logon method      : 2 (Microsoft Account Logon)

[E701-INF001]The command has ended.
```

The following information will be displayed in the command prompt.

Item Name	Description
[Computer name]	It is computer name of the client (CT).
[MAC address]	It is MAC address of the client (CT).

Item Name	Description
[IP address]	It is IP address of the client (CT). In the case of dual stack, displays the IP address used to communicate with Management Server.
[Subnet mask]	It is the subnet mask set in the network setting of the client (CT). Blank field, in the case of IPv6 environment.
[Computer organization name]	It is the organization name set in the OS of the client (CT).
[Computer owner name]	It is the owner name set in the OS of the client (CT).
[OS platform]	<p>It is the number for identifying the OS of the client (CT).</p> <ul style="list-style-type: none"> <li>- 1: Window(R) ME or Windows(R) 98</li> <li>- 2: Windows Server(R) 2003, Windows(R) 2000, Windows(R) XP, Windows NT(R), Windows Vista(R), Windows Server(R) 2008, Windows(R) 7, Windows(R) 8, Windows(R) 10, or Windows Server(R) 2012</li> </ul>
[OS major version]	<p>It is the number for identifying the OS of the client (CT).</p> <ul style="list-style-type: none"> <li>- 4: Windows(R) ME, Windows(R) 98, or Windows NT(R)</li> <li>- 5: Windows Server(R) 2003, Windows(R) 2000, or Windows(R) XP</li> <li>- 6: Windows Vista(R), Windows Server(R) 2008, Windows(R) 7, Windows(R) 8, or Windows Server(R) 2012</li> <li>- 10: Windows(R) 10</li> </ul>
[OS minor version]	<p>It is the number for identifying the OS of the client (CT).</p> <ul style="list-style-type: none"> <li>- 0: Windows(R) 2000, Windows NT(R), Windows Vista(R), Windows(R) 10, or Windows Server(R) 2008</li> <li>- 1: Windows(R) XP, Windows(R) 7, or Windows Server(R) 2008R2</li> <li>- 2: Windows Server(R) 2003, Windows(R) 8, or Windows Server(R) 2012</li> <li>- 3: Windows(R) 8.1, or Windows Server(R) 2012 R2</li> <li>- 10: Windows(R) 98 (In the case of the client (CT) of V12)</li> <li>- 90: Windows(R) ME (In the case of the client (CT) of V12)</li> </ul>
[OS product type]	<p>It is the number for identifying the OS type.</p> <ul style="list-style-type: none"> <li>- 1: Client OS</li> <li>- 2: Server OS (In the case of domain controller)</li> <li>- 3: Server OS</li> </ul>
[CT classification]	It is displayed as [SE].
[CT version]	It is the version of the client (CT) of Systemwalker Desktop Keeper installed. In addition, For the correspondence relationship with version/edition of product, refer to " <a href="#">Chapter 6 CT Version</a> ".
[CT identification ID]	It is the number assigned automatically for Management Server/Master Management Server to identify the client (CT).
[DTP identification ID]	<p>It is the "User ID (+) PC Name" of the CT Systemwalker Desktop Patrol.</p> <p>It is displayed when the client (CT) of Systemwalker Desktop Keeper and the client (CT) of Systemwalker Desktop Patrol are installed on the same machine.</p>
[Date and time of CT service startup]	Display the date and time when CT service is started.
[Date and time of CT policy reflection]	Display the date and time when CT policy is received.

Item Name	Description
[Date and time of user policy reflection]	Display the date and time when user policy is received.
[User name]	Display the user name when inquiring user policy to the server. During authentication using the Microsoft account, characters before @ of the mail address of the Microsoft account used for authentication are displayed.
[Domain name]	Display the domain name when inquiring user policy to the server. During authentication using the Microsoft account, characters after @ of the mail address of the Microsoft account used for authentication are displayed.
[Logon method]	It is an authentication method used while logging on. <ul style="list-style-type: none"> <li>- 0 (local logon): Local authentication</li> <li>- 1 (Domain logon): Active Directory authentication</li> <li>- 2 (Microsoft account logon): Authentication using Microsoft account</li> </ul>

## 1.29.3 Display Settings Information

### Functional Specification

Display the settings information.

### Command Format

```
FSW11EJ7.EXE <Password> /D /D [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/D:

Display information.

/D:

Specify it when displaying settings information related to operation.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

### Return Value

0:

[Fixed Value]



### Note

- When the client (CT) is imported to the Management Server, one of the following messages will be displayed sometimes. Ignore it if there is no exception.
  - "NBT Remote Cache Name Table have been deleted normally and read in advance."

- "Successful purge and preload of the NBT Remote Cache Name Table."

## Example of Use/Execution Results/Output Format

```
C:\>fswlllej7.exe password /D /D
[Communication Relationship]
-Communication Port No. (Receiving) : 10010
-Communication Port No. (Sending) : 10010
-Communication Port No. (Sending 2) : 10014
-IP address of server (CT Management Server): 192.168.1.1
-IP address of server (Backup Management Server): 192.168.1.2
-Server coexitence CT Flag: 0
-Dial-up connection: 1
[E-mail relationship]
-E-mail attachment prohibition method : 0
-E-mail sending monitoring port No. : 25
-E-mail driver receiving port No.: 10018
-E-mail driver transission port No. : 10019
[Log File Relationship]
-Saving contents: C:\DTK\_Extension
-Log size
Operation log: 30MB
Prohibition log: 10MB
Error : 1MB [ON]
Trace: 10MB [OFF]
-Number of days to save error log: 30
-Log sending method: 1
-Specify time for log sending: 0
Sending time :
[Printing relationship]
-Printing monitoring mode : 0
[E701-INF001] The command has ended.
```

The following information will be displayed.

Item Name	Description
[Communication Port No. (Receiving)]	It is the port number used on server service of Management Server/Master Management Server and the client (CT). (Port number used for receiving at the client (CT) side)
[Communication Port No. (Sending)]	It is the port number used on server service of Management Server/Master Management Server and the client (CT). (Port number used for sending logs immediately from the client (CT) side)
[Communication Port No. (Sending 2)]	It is the port number used on server service of Management Server/Master Management Server and the client (CT). (Port number used for sending logs collectively from the client (CT) side)
[IP address of server (CT Management Server)]	It is the IP address of Management Server/Master Management Server connected with the client (CT).
[IP address of server (Backup Management Server)]	It is the IP address of backup Management Server when inquiring user policy.
[Server coexitence CT Flag]	It is the flag indicating the existence of Management Server in the client (CT). <ul style="list-style-type: none"> <li>- 0: Management Server does not exist on the client (CT)</li> <li>- 1: Management Server exists on the client (CT)</li> </ul>
[Dial-up connection]	It is the setting of whether to communicate with Management Server/Master Management Server during dial-up connection. <ul style="list-style-type: none"> <li>- 1: Do not communicate with Management Server.</li> </ul>



Item Name		Description
		<ul style="list-style-type: none"> <li>- 2: Do not communicate with Management Server.</li> <li>- 3: Communicate with Management Server.</li> </ul>
[E-mail attachment prohibition method]		<p>It is the method for monitoring E-mail attachment prohibition (information specified in the monitoring mode of E-mail attachment prohibition of CT operating parameter file)</p> <ul style="list-style-type: none"> <li>- 0: Port Monitoring Mode (Default)</li> <li>- 1: V12.0L20 - V13.0.0 Compatible Mode</li> </ul>
[E-mail sending monitoring port No.]		<p>It is the port number used for communication between the client (CT) and SMTP server (information specified in the port number used for monitoring E-mail sending of CT operating parameter information file).</p> <p>The default is 25. It is displayed within the range of 1 - 60000.</p>
[E-mail driver receiving port No.]		<p>It is the port number used by the E-mail driver of Systemwalker Desktop Keeper (information specified in the port number used for E-mail attachment prohibition communication of CT operating parameter information file).</p> <p>The default is 10018. It is displayed within the range of 5001 - 60000.</p>
[E-mail driver transmission port No.]		<p>It is the port number used by the E-mail driver of Systemwalker Desktop Keeper (information specified in the port number 2 used for E-mail attachment prohibition communication of CT operating parameter information file).</p> <p>The default is 10019. It is displayed within the range of 5001 - 60000.</p>
[Saving contents]		It is the directory for saving logs specified during the installation of the client (CT).
[Log size]	[Operation log]	It is the maximum size of operation log saved on the client (CT).
	[Prohibition log]	It is the maximum size of prohibition log saved on the client (CT).
	[Error]	It is the maximum size of error log saved on the client (CT). In addition, it is displayed as <b>ON</b> when it is set to collect logs, and displayed as <b>OFF</b> when it is set to not to collect logs. For details of settings, refer to " <a href="#">Chapter 5 Collect Information for Investigation</a> ".
	[Trace]	It is the maximum size of error log saved on the client (CT) and trace level. It is displayed as <b>ON</b> when it is set to collect, and displayed as <b>OFF</b> when it is set to not to collect. For trace level, 3 to 4 refers to trace at summary level and 5 or above refers to trace at detail level. For details of settings, refer to " <a href="#">Chapter 5 Collect Information for Investigation</a> ".
[Number of days to save error log]		<p>It is the number of days in which the collected logs are saved on the client (CT) (information specified in the number of days to save error logs of CT operating parameter information file).</p> <p>The default is 30.</p>
[Log sending method]		<p>It is the mode of sending logs from the client (CT) to the Management Server.</p> <p>[0]:</p> <ul style="list-style-type: none"> <li>- When selecting [Send immediately when operation logs occur], and selecting [Send accumulated logs immediately after connection]</li> </ul> <p>[1]:</p> <ul style="list-style-type: none"> <li>- When selecting [Send immediately when operation logs occur], and selecting [Send operation logs accumulated in certain amount collectively after connection]</li> </ul> <p>[2]:</p> <ul style="list-style-type: none"> <li>- [Send accumulated logs immediately after connection] -&gt; (Specify time for log sending: 0)</li> </ul>

Item Name	Description
	<ul style="list-style-type: none"> <li>- [Send operation logs accumulated in certain amount collectively after connection] -&gt; (Specify time for log sending: 1 Sending time: hhmm)]</li> </ul> <p>For details of settings, refer to "Perform Terminal Operation Settings" of <i>Systemwalker Desktop Keeper User's Guide for Administrator</i>.</p>
[Specify time for log sending]	<p>It is the flag indicating whether to perform time specification.</p> <ul style="list-style-type: none"> <li>- 0: Do not specify time for log sending.</li> <li>- 1: Specify time for log sending.</li> </ul>
[Sending time]	<p>It is the time of sending when time is specified.</p>
[Printing monitoring mode]	<p>It is the mode of monitoring printing operation (Information specified in printing monitoring mode of CT operating parameter information file).</p> <ul style="list-style-type: none"> <li>- 0: Monitor printing on all printers set by this PC (default).</li> <li>- 1: Monitor printing on local printers only (mode of monitoring printing through printer server).</li> </ul>

## 1.29.4 Display Prohibition Setting Information (File Operation Policy)

### Functional Specification

Display prohibition setting information (file operation policy).

### Command Format

```
FSW11EJ7.EXE <Password> /D /F [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password specified during installation of the client (CT).

/D:

Display information.

/F:

Specify it when displaying prohibition settings information (file operation policy).

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

### Return Value

0:

[Fixed Value]

### Example of Use/Execution Results/Output Format

```
C:\>fsw11ej7.exe password /D /F
[File Operation Log Settings Information]
-Get application name
  Cmd.exe                ALL 126 (1-1-1-1-1-1-0)
  Dllhost.exe            ALL 126 (1-1-1-1-1-1-0)
```

```

Explorer.exe                ALL 126 (1-1-1-1-1-1-0)
fsw00ej2.exe               ALL 126 (1-1-1-1-1-1-0)
xcopy.exe                  ALL 126 (1-1-1-1-1-1-0)
-Get extension
-Log acquisition exclusion folder : 7 (1-1-1)
Number of operation log acquisition exclusion folder : 2 cases
Operation log acquisition exclusion folder
  c:\DTK\_Extension
  d:\private\secret folder
[E701-INF001] The command has ended.

```

The following information will be displayed.

Item Name	Description
[Acquired Application Name]	<p>It is <b>Process EXE Name</b> specified in the <b>File Operation</b> when setting the policy of Management Console.</p> <p>In addition, information specified in <b>Select according to Extensions</b> and <b>Select Record Operation</b> of the <b>File Operation</b> on the right of each process EXE name displayed in the command prompt will be displayed.</p> <p><b>Select according to Extensions</b></p> <ul style="list-style-type: none"> <li>- ALL: When <b>Get All Extensions</b> is selected</li> <li>- EXT: When <b>Select Extension</b> is selected</li> </ul> <p><b>Selection of Record Operation</b></p> <ul style="list-style-type: none"> <li>- 126: When <b>Except view</b> is selected</li> <li>- 127: When <b>Get All</b> is selected</li> </ul> <p>The process EXE name for which <b>Do not Get</b> is selected in <b>Selection of Record Operation</b> will not be displayed.</p>
[Acquired Extension]	It is the extension specified in the <b>Extension</b> when setting the policy of Management Console.
[Log Acquisition Exclusion Folder]	It is the information specified in the detailed settings of the <b>File Operation</b> when setting the policy of Management Console.
[Number of Setting Items for Operation Log Acquisition Exclusion Folder]	It is the information specified in <b>List of Arbitrary Folder</b> of detailed settings of the <b>File Operation</b> when setting the policy of Management Console. The number of items set in <b>List of Arbitrary Folder</b> will be displayed.
[File Operation Log Acquisition Exclusion Folder]	It is the information specified in <b>List of Arbitrary Folder</b> of detailed settings of the <b>File Operation</b> when setting the policy of Management Console. File operation log acquisition exclusion folder will be displayed in full path by number of setting items.

## 1.29.5 USB Device Individual Identification Registration Information

### Functional Specification

Display information of USB device registered in the Management Console.

When USB device information is registered to the Management Console, the registered content has nothing to do with policy settings (Note) and it will be sent to all clients (CTs). At the sending of CT policy, it will be updated to the latest information.

Note) It refers to the setting of "Use/Do not Use" in **USB Device Individual Identification Function** of the **File export/read** of the **Policy Settings** window.

### Command Format

```
FSW11EJ7.EXE <Password> /D /USB [/Silent]
```

## Option

<Password>:

Enter the client management password set on the management console or the password specified during installation of the client (CT).

/D:

Display information.

/USB:

Specify it when displaying the registration information of USB device individual identification.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

## Return Value

0:

[Fixed Value]

## Example of Use/Execution Results/Output Format

- When the use of all USBs registered on the Management Server is not permitted

```
C:\>fswllej7.exe password /D /USB
-Permission switch of all USB registered in Management Server: 0
-Number of settings for USB device individual identification: 2
-USB Device - Management No.: 1
  Name: FJ-USBDEV
  Device Name: FUJITSU USB Device
  Identification Method: 3
  Manufacturer ID: 0x0001
  Product ID: 0x0002
  Internal Serial No.: 0123456789ABCDEF
  Device Control : 10 (1-0-1-0)
-USB Device - Management No.: 2
  Name: FJ-USBDEV1
  Device Name: FUJITSU USB Device
  Identification Method: 1
  Manufacturer ID: 0x0023
  Product ID: 0x0045
  Internal Serial No.: 0123456789012345
  Device Control : 14(1-1-1-0)
  Period for Use: 20110704
  Period for Use (when offline): 20110704
[E701-INF001] The command has ended.
```

- When the use of all USBs registered on the Management Server is permitted

```
C:\>fswllej7.exe password /D /USB
-Permission switch of all USB registered in Management Server: 1
  Device Control : 14(1-1-1-0)
-USB Device Connection Record: 1
-USB Device - Connection Record No.: 1
  Name: FJ-USBDEV
  Device Name: FUJITSU USB Device
  Identification Method: 3
  Manufacturer ID: 0x0001
  Product ID: 0x0002
```

```

Internal Serial No.: 0123456789ABCDEF
Period for Use: 20110704
Period for Use (when offline): 20110704
[E701-INF001] The command has ended.

```

The following information will be displayed.

Item Name	Description
[Permission switch of all USB registered in Management Server]	It is the setting of whether the all the USB devices registered on the Management Server can be used. <ul style="list-style-type: none"> <li>- 0: Not permitted to use.</li> <li>- 1: Permitted to use.</li> </ul>
[Number of settings for USB device individual identification]	It is the number of USB devices registered as permitted USB in <b>Detailed Settings of USB Device Individual Identification Function</b> of the <b>File export/read</b> in the policy being applied. When the value is 0, items after <b>USB Device - Management No.</b> will not be output.
[USB Device - Management No.]	It is the number allocated to each registered USB device. It is an integer above 1. It has nothing to do the registration sequence and display sequence of Management Console.
[Name]	It is the information registered in <b>USB Device Name</b> of <b>Setting Item</b> in the <b>USB Device Registration</b> window of Management Console.
[Device Name]	It is the information registered in <b>Device Name</b> of <b>USB Device Information</b> in the <b>USB Device Registration</b> window of Management Console.
[Identification Method]	It is the information registered in <b>Identification Method of USB Device</b> in the <b>USB Device Registration</b> window of Management Console. <ul style="list-style-type: none"> <li>- 1: When <b>Complete Match</b> is selected (Identify Manufacturer ID, Product ID and Internal Serial No.)</li> <li>- 2: When <b>Product Match</b> is selected (Identify Manufacturer ID and Product ID.)</li> <li>- 3: When <b>Serial Match</b> is selected (Identify Manufacturer ID + Internal Serial No.)</li> </ul>
[Manufacturer ID]	It is the information registered in <b>Manufacturer ID</b> of <b>USB Device Information</b> in the <b>USB Device Registration</b> window of Management Console.
[Product ID]	It is the information registered in <b>Product ID</b> of <b>USB Device Information</b> in the <b>USB Device Registration</b> window of Management Console.
[Internal Serial No.]	It is the information registered in <b>Internal Serial No.</b> of <b>USB Device Information</b> in the <b>USB Device Registration</b> window of Management Console. It cannot be displayed when <b>Product Match</b> is selected in <b>Identification Method</b> .
[Device Control]	It is the value converted from binary bit array into decimal number based on the <b>Access Settings</b> information registered in the <b>File Export Prohibition - USB Device Individual Identification Function - Detailed Settings</b> window of <b>USB Device Individual Identification Function</b> in the policy settings of Management Console. <ul style="list-style-type: none"> <li>- 10 (1-0-1-0): Read-only</li> <li>- 15(1-1-1-1): Read and write</li> <li>- 12(1-1-0-0): Write limited to when the File Export Utility is selected</li> <li>- 14(1-1-1-0): Read limited to when the File Export Utility is selected</li> </ul>
Period for Use	Display the period for use set for the USB device. Display format: YYYYMMDD format When the period for use is not set, it is displayed as 99999999.
Period for Use (when offline)	It is the same content as <b>Period for Use</b> .

Item Name	Description
[Number of USB Device Record]	It is the number of items of USB connection record that is recorded in the client (CT) when communication with the Management Server cannot be performed. When the value is 0, items after <b>USB Device - Management No.</b> will not be output.
[USB Device - Record No.]	It is the number of the USB device connection record that is recorded in the client (CT) when communication with Management Server cannot be performed. It is an integer above 1. It has nothing to do the registration sequence and display sequence of Management Console.

## 1.29.6 Display Prohibition Settings Information (Operation Policy)

### Functional Specification

Display prohibition settings information (operation policy).

### Command Format

```
FSW11EJ7.EXE <Password> /D /Y [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password specified during installation of the client (CT).

/D:

Display information.

/Y:

Specify it when displaying prohibition settings information.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

### Return Value

0:

[Fixed Value]

### Example of Use/Execution Results/Output Format

```
C:\>fsw11ej7.exe password /D /Y
[User Information/Operation Policy Status/User Policy Query Status]
-User name      : fujitsu.tarou
-Domain name    : example.com
-Logon method   : 2 (Microsoft account logon)
-User SID string : S-1-2-34-1234567890-1234567890-1234567890-100
-Run immediately after logon : 1 (Inherit user policy of last time)
-Current running policy : 0 (CT Policy)
-User policy receiving status : 2 (No user policy)
-Date and time of user policy reflection:
[Prohibition Settings Information]
-Start prohibited application name
-Logon prohibition control
User group name of logon prohibition
-File export restriction switch: 1
Display message during file export prohibition: 0
```

Drive of monitoring object:  
Drive type of monitoring object : 0  
Switch for File Export Utility: 1  
Specify the available days for startup : 0  
Available days for startup : 00000000 ~ 00000000  
Specify the available time for startup : 0  
Available time for startup : 0000 ~ 2359  
Available week for startup: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday  
Confirmation method of available date and time for startup : 2  
Number of password characters during encryption : 1 ~ 8  
Number of password attempts during encryption : 0  
Number of days the password can be recovered during encryption: 0  
Specify encrypted file extension : 0  
Encrypted file extension : ex\_  
Prohibit the display of file format menu: 1  
Display removable media only : 1  
Input switch of reasons for export : 1  
File export original file backup : 0  
-Reading prohibition - Removable: 0  
-Portable device/Imaging device connection prohibition  
Portable device : 0  
Imaging device : 0  
-Reading prohibition - DVD/CD : 1  
-Reading prohibition - Network: 0  
Number of registered folders that are allowed to access to network drive : 0 cases  
Path of the folder that is allowed to access to network drive  
-USB individual identification function : 0  
-Permission switch of all USB registered in Management Server: 1  
-Disable switch of PrintScreen Key : 1  
-Printing prohibition switch : 1  
Name of application that allows printing  
-E-mail attachment prohibition : 1  
Specify extension  
-Recipient address confirmation switch during E-mail sending : 1  
Number of exclusion domains : 2 cases  
Exclusion domain name  
Aaaaaaaaaa.aaaaaaaaaa.aaaaaaaaaa.jp.fujitsu.com  
dtk.com  
-File operation log filtering switch : 1  
-Repeated log filter switch : 1  
-Settings for window title log filter : 1  
Number of settings for window title log filter : 0  
Object application name for window title log filter  
-Screen capture setting : 0  
Attached data saving location : 0  
Number of settings for screen capture conditions: 0  
Object application name for screen capture condition  
Screen capture-During Printscreen key prohibition : Get 0 times  
Screen capture-During PrintScreen key operation: Get 0 times  
-URL access prohibition switch : 1  
Number of settings for URL site prohibited to be accessed : 2 cases  
URL of site prohibited to be accessed  
fujitsu.com  
fujitsu.co.jp  
-FTP server connection prohibition switch : 1  
Number of settings of FTP server allowed to be connected : 2 cases  
IP address of FTP server allowed to be connected  
192.168.0.1  
2001:db8::abcd:1234-Web upload/download prohibition switch : 1  
Detailed upload/download prohibition settings: 2  
Number of setting for URL of sites allow upload/download : 2 cases  
URL of site allow upload-download  
fujitsu.com

```

fujitsu.co.jp
-Clipboard operation prohibition switch: 0
-Clipboard operation prohibition backup original switch : 0
-Collection log switch      : 44031 (0-1-0-1-0-1-0-1-1-1-1-1-1-1-1-1)
-Sent E-mail content backup switch : 1
-Clipboard operation content backup switch: 0
-Printing monitor operation
Warning          : 0
Warning-Number of set pages : 1
Prohibit printing      : 0
Prohibit printing-Number of set pages: 1000
Aggregation unit      : 0
-Retry count of communication      : 3
-Communication timeout      : 300000

[E701-INF001] The Command has ended.

```

The following information will be displayed.

Item Name	Description
[User name]	It is the name of user that logs on to the client (CT) and executes command. During authentication using the Microsoft account, characters before @ of the e-mail address of the Microsoft account used for authentication are displayed.
[Domain name]	It is the domain name or this computer name to be authenticated during logon. During authentication using the Microsoft account, characters after @ of the e-mail address of the Microsoft account used for authentication are displayed.
[User SID string]	It is the unique internal code for identifying the user being managed in the OS.
[Logon method]	It is an authentication method used while logging on. <ul style="list-style-type: none"> <li>- 0 (local logon): Local authentication</li> <li>- 1 (Domain logon): Active Directory authentication</li> <li>- 2 (Microsoft account logon): Authentication using Microsoft account</li> </ul>
[Run immediately after logon]	It is the policy status right after logon. <ul style="list-style-type: none"> <li>- 0 (CT policy initialization): it is run according to CT policy and has nothing to do with the policy applied at last logon. It is same as the operation in V13.3.0 or earlier.</li> <li>- 1 (Take over user policy of last time): Take over user policy of last time.</li> </ul>
[Current running policy]	It is the policy that is running currently (during command execution). <ul style="list-style-type: none"> <li>- 0: CT policy</li> <li>- 1: User policy</li> </ul>
[User policy receiving status]	It is the application status of user policy. <ul style="list-style-type: none"> <li>- 0: Not received</li> <li>- 1: There is user policy</li> <li>- 2: There is no user policy</li> </ul>
[Date and time of user policy reflection]	It is the date and time when user policy has been applied. When offline, the date and time when policy is received at last will be displayed.
[Start prohibition application name]	It is the application startup prohibition name specified in the <b>Application</b> when setting policy of Management Console.
[Logon prohibition control]	It is the group name prohibited from logon specified in the <b>Logon</b> when setting policy of Management Console.



Item Name	Description
[File export restriction switch]	<p>It is the information of radio button selected in the <b>File export/read</b> when setting policy of Management Console. It indicates whether to prohibit file export.</p> <ul style="list-style-type: none"> <li>- 1: When <b>No</b> is selected in <b>File access control</b></li> <li>- 2: When <b>Yes</b> is selected in <b>File access control</b></li> </ul>
[Display message during file export prohibition]	<p>It is the information of radio button selected in the <b>File export/read</b> when setting policy of Management Console. It indicates whether to display message during file export prohibition.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Display message when prohibited</b> is not selected in <b>File access control</b></li> <li>- 1: When <b>Display message when prohibited</b> is selected in <b>File access control</b></li> </ul>
[Drive of monitoring object]	<p>It is the drive from A-Z specified in the <b>File export/read</b> when setting policy of Management Console.</p> <p>It is not displayed when <b>No</b> is selected in <b>File Access Control</b>.</p>
[Drive type of monitoring object]	<p>It is the information of <b>Removable</b> or <b>DVD/CD</b> selected in the <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Removable</b> and <b>DVD/CD</b> are not selected</li> <li>- 1: When only <b>Removable</b> is selected</li> <li>- 2: When only <b>DVD/CD</b> is selected</li> <li>- 3: When <b>Removable</b> and <b>DVD/CD</b> are selected</li> </ul>
[Switch for File Export Utility]	<p>It is the information of radio button selected in <b>Export using File Export Utility</b> of the <b>File export/read</b> when setting policy of Management Console. It indicates whether the File Export Utility can be used. The export utility can be used in following cases except "1".</p> <ul style="list-style-type: none"> <li>- 1: when <b>Not Allowed</b> is selected</li> <li>- 2: when <b>Allowed</b> is selected, and <b>Only encryption export is allowed</b> is selected</li> <li>- 3: when <b>Allowed</b> is selected, and <b>Only encryption export is allowed</b> is not selected</li> </ul>
[Specify the available days for startup]	<p>It is the policy information set in <b>Limit Period for Use of File Export Utility function setting &gt; Set the date on which File Export Utility can be started</b> of <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 1: Specify</li> <li>- 0: Not Specify</li> </ul>
[Available days for startup]	<p>It is the information of time when startup of export utility is allowed set in <b>Limit Period for Use of File Export Utility function setting &gt; Set the date on which File Export Utility can be started</b> of <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- YYYYMMDD - YYYYMMDD</li> </ul> <p>(It is effective when the date specified when startup is allowed is 1. It is also displayed In the case of 0)</p>
[Specify the available time for startup]	<p>It is the information about the policy set in <b>Limit Period for Use of File Export Utility function setting &gt; Settings of Date when Export Utility can be Started</b> of <b>File Export/Reading</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 1: Specify</li> <li>- 0: Not Specify</li> </ul>
[Available time for startup]	<p>It is the information of time when the Export Utility can be started that is set in <b>Limit Time for Use in File Export Utility function setting</b> of <b>File export/read</b> when Export Utility can be Started when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- HHMM - HHMM</li> </ul>

Item Name	Description
	(It is effective when the date when startup is allowed is 1. It is also displayed In the case of 0)
[Available week for startup]	<p>It is the information of the day in a week when the Export Utility can be started that is set in <b>The day of a week on which it can be used</b> of <b>File Export Utility function setting &gt; Set the date on which File Export Utility can be started</b> of <b>File export/read</b> when setting policy of Management Console. The day on which startup is not allowed will not be displayed.</p> <ul style="list-style-type: none"> <li>- Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday</li> </ul>
[Confirmation method of available date and time for startup]	<p>It is the information of policy set in <b>Date and Time Confirmation Method</b> of <b>File Export Utility function setting &gt; Set the date on which File Export Utility can be started</b> of <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: when <b>Date and time when CT is used</b> is selected</li> <li>- 1: when <b>Inquire Management Server</b> is selected and <b>Use Date and time of CT when it is unable to get</b> is selected</li> <li>- 2: when <b>Inquire Management Server</b> is selected and <b>Unable to start when it is unable to obtain</b> is selected</li> </ul>
[Number of password characters during encryption ]	<p>It is the information set in <b>Password Length</b> of <b>Detailed Settings of Encryption Export</b> of <b>File Export Utility function setting</b> of the <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- Minimum number of characters - Maximum number of characters (Example: 1 - 128)</li> </ul>
[Number of password attempts during encryption]	<p>It is the policy information set in <b>Number of Password Attempts</b> of <b>File Export Utility function setting &gt; Detailed Setting of Encryption Export &gt; Decryption Restriction</b> of <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: Not specify</li> <li>- 1 - 5: Indicates the number of password attempts.</li> </ul>
[Number of days the password can be recovered during encryption]	<p>It is the policy information set in <b>Number of days to decrypt</b> of <b>File Export Utility function setting &gt; Detailed Setting of Encryption Export &gt; Decryption Restriction</b> of <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: Not specify</li> <li>- 1 - 999: Indicates the deadline of decryption.</li> </ul>
[Specify encrypted file extension]	<p>It is the policy information set in <b>File Export Utility function setting &gt; Extension of encrypted file</b> of <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: fixed as exe</li> <li>- 1: Specify Extension</li> </ul>
[Encrypted file extension]	<p>It is the information of extension of encrypted file set in <b>File Export Utility function setting &gt; Extension of Encrypted File</b> of <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- Specify Extension (initial value is ex_)</li> </ul> <p>(It is effective when <b>Specify encrypted file extension</b> is 1. It is also displayed In the case of 0)</p>
[Prohibit the display of file format menu]	<p>It is the information of <b>Unable to start the format function</b>] selected in the <b>File Export/Reading</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 1: When <b>Unable to start the format function</b> is not selected</li> <li>- 2: When <b>Unable to start the format function</b> is selected</li> </ul>
[Display removable media only]	<p>It is the information of <b>Display only removable device and DVD/CD as export destination</b> selected <b>File export/read</b> when setting policy of Management Console.</p>

Item Name	Description
	<ul style="list-style-type: none"> <li>- 1: When <b>Display only removable device and DVD/CD as export destination</b> is not selected</li> <li>- 2: When <b>Display only removable device and DVD/CD as export destination</b> is selected</li> </ul>
[Input switch of reasons for export]	<p>It is the information of <b>Enter the reason for export</b> selected in <b>File Export Utility function setting</b> of the <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Enter the reason for export</b> is not selected</li> <li>- 1: When <b>Enter the reason for export</b> is selected</li> </ul>
[File export original file backup]	<p>It is the information of <b>Backup Original File</b> selected in <b>File Export Log in Log Collection Operation</b> of <b>Windows</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Backup Original File</b> is not selected</li> <li>- 1: When <b>Backup Original File</b> is selected</li> </ul>
[Reading prohibition-Removable]	<p>It is the information selected in <b>Reading Prohibition</b> of the <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Portable devices]	<p>It is the information selected in <b>Portable devices</b> selected in <b>Portable devices/Imaging devices connection prohibition</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Imaging devices]	<p>It is the information selected in <b>Imaging devices</b> selected in <b>Portable devices/Imaging devices connection prohibition</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Reading prohibition-DVD/CD]	<p>It is the information selected in <b>Reading Prohibition</b> of the <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Reading prohibition-Network]	<p>It is the information selected in <b>Reading Prohibition</b> of the <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Number of registered folders that are allowed to network drive]	<p>Display the number of items set in <b>File Access Control - Detailed Settings</b> of <b>File export/read</b> when setting policy of Management Console.</p>
[Path of the folder that is allowed to access to network drive]	<p>Display the permitted folder path of network drive set in <b>File Access Control - Detailed Settings</b> of <b>File export/read</b> when setting policy of Management Console.</p>
[USB individual identification function]	<p>It is the information selected in <b>USB Device Individual Identification Function</b> of the <b>File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Do not Use</b> is selected</li> <li>- 1: When <b>Use</b> is selected</li> </ul>

Item Name	Description
[Permission switch of all USB registered in Management Server]	<p>It is the information selected in <b>Permission of Use of All USBs Registered in Management Server of USB Device Individual Identification Function - Detailed Settings of File export/read</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>No</b> is selected</li> <li>- 1: When <b>Yes</b> is selected</li> </ul>
[Disable switch of PrintScreen key]	<p>It is the information selected in <b>Disabling PrintScreen Key</b> of the <b>Printing-PrintScreen</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 1: When <b>No</b> is selected</li> <li>- 2: When <b>Yes</b> is selected</li> </ul>
[Printing prohibition switch]	<p>It is the information of the radio button of <b>Printing Prohibition</b> selected in the <b>Printing-PrintScreen</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 1: When <b>No</b> is selected</li> <li>- 2: When <b>Yes</b> is selected</li> </ul>
[Name of application that allows printing]	<p>It is the name of application with printing permission specified in the <b>Printing-PrintScreen</b> when setting policy of Management Console.</p>
[E-mail attachment prohibition] (Note 1)	<p>It is the information of the radio button of <b>E-mail Attachment Prohibition</b> selected in the <b>E-mail Attachment</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 1: When <b>Do not Prohibit</b> is selected</li> <li>- 2: When <b>Prohibit (Permit Encrypted Files Only)</b> is selected</li> <li>- 3: When <b>Prohibit (Prohibit Specified Extension Only)</b> is selected</li> <li>- 4: When <b>Prohibit (Permit Specified Extension Only)</b> is selected</li> </ul>
[Specify extension]	<p>It is the extension name specified in the <b>E-mail Attachment</b> when setting policy of Management Console.</p> <p>When the value of <b>E-mail Attachment Prohibition</b> is 2, information will be output and displayed as "Extension with Prohibition of E-mail Attachment".</p> <p>When the value of <b>E-mail Attachment Prohibition</b> is 4, information will be output and displayed as the "Extension with Permission of E-mail Attachment"</p>
[Recipient address confirmation switch during E-mail sending]	<p>It is the information of radio button of <b>Confirm Recipient Address During E-mail Sending</b> selected in the <b>E-mail Attachment</b> when setting policy of Management Console.</p> <ul style="list-style-type: none"> <li>- 0: When <b>Do not Confirm</b> is selected</li> <li>- 1: When <b>Confirm</b> is selected.</li> </ul>
[Number of exclusion domains]	<p>Display the number of items set in <b>List of Exclusion Domains</b> of the <b>E-mail Attachment</b> when setting policy of Management Console.</p>
[Exclusion domain name]	<p>Display the domain name set in the <b>List of Exclusion Domains</b> of the <b>E-mail Attachment</b> when setting policy of Management Console.</p>
[File operation log filter switch]	<p>It is the information of radio button selected in <b>File Operation Log Filter Operation Settings</b> of the <b>File Operation</b> when setting policy of Management Console. Display the setting of file operation log filtering conditions.</p> <ul style="list-style-type: none"> <li>- 1: When <b>Get All</b> is selected</li> <li>- 2: When <b>Get File Access on Removable Drive Only</b> is selected</li> <li>- 3: When <b>Get File Access on Network and Removable Drive Only</b></li> </ul>
[Repeated log filter switch]	<p>Display the settings information of repeated log filtering operation of window title log.</p> <ul style="list-style-type: none"> <li>- 1: Filter disabled</li> </ul>

Item Name	Description
	- 2: Filter is enabled
[Settings for window title log filter]	Display the settings of keyword log filter operation of window title log. <ul style="list-style-type: none"> <li>- 1: When <b>Screening condition is not set</b> is selected</li> <li>- 2: When <b>Obtain matched logs only</b> is selected</li> <li>- 3: When <b>Exclude matched logs</b> is selected</li> </ul>
[Number of settings for window title log filter]	Display the number of setting items of window title log filter condition.
[Object application name for window title log filter]	Display the process name and keyword of window title log filter condition.
[Screen capture setting]	Display the settings of screen capture function. <ul style="list-style-type: none"> <li>- 0: When <b>Do not Use</b> is selected</li> <li>- 1: When <b>Use</b> is selected</li> </ul>
[Attached data saving location]	Display the location for saving attached data (screen capture data, original file backup data). <ul style="list-style-type: none"> <li>- 0: Save on the server (transfer to server)</li> <li>- 1: Save on the client (CT)</li> </ul>
[Number of settings for screen capture conditions]	Display the number of setting items of screen capture condition.
[Object application name for screen capture conditions]	Display the process name, keyword and times of acquisition of screen capture condition.
[Screen capture-During PrintScreen key prohibition]	Display whether to screen capture during PrintScreen key prohibition. <ul style="list-style-type: none"> <li>- Get 1 time: Perform screen capture.</li> <li>- Get 0 times: Do not perform screen capture</li> </ul>
[Screen capture-During PrintScreen key operation]	Display whether to screen capture during PrintScreen key operation. <ul style="list-style-type: none"> <li>- Get 1 time: Perform screen capture.</li> <li>- Get 0 times: Do not perform screen capture</li> </ul>
[URL access prohibition switch]	It is the information of the radio button of <b>URL Access</b> selected in <b>Internet</b> when setting policy of Management Console. <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Access permission settings]	It is the information of the radio button of <b>Prohibit</b> selected in <b>Internet</b> when setting policy of Management Console. <ul style="list-style-type: none"> <li>- 0: When <b>Prohibit access to registered site</b> is selected</li> <li>- 1: When <b>Prohibit access to non-registered site</b> is selected</li> </ul>
[Number of settings for URL of site prohibition to be accessed]	Display the number of items set in <b>List of Registered Sites</b> of <b>Internet</b> when setting policy of Management Console. (It is effective when <b>Access permission settings</b> is 0.)
[URL of site prohibited to be accessed]	Display the URL set in <b>List of Registered Sites</b> of <b>Internet</b> when setting policy of Management Console. (It is effective when <b>Access permission settings</b> is 0.)
[Number of settings for URL of site prohibition to be accessed]	Display the number of items set in <b>List of Registered Sites</b> of <b>Internet</b> when setting policy of Management Console. (It is effective when <b>Access permission settings</b> is 1.)

Item Name	Description
[URL of site prohibited to be accessed]	Display the URL set in <b>List of Registered Sites of Internet</b> when setting policy of Management Console. (It is effective when <b>Access permission settings</b> is 1.)
[FTP server connection prohibition switch]	It is the information of the radio button of <b>FTP Server Connection</b> selected in the <b>FTP Server Connection</b> when setting policy of Management Console. <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Number of setting for IP address of FTP server allowed to be connected]	Display the number of items set in <b>List of servers allowed to be connected of FTP Server Connection</b> when setting policy of Management Console.
[IP address of FTP server allowed to be connected]	Display the IP Address set in <b>List of servers allowed to be connected of the FTP Server Connection</b> when setting policy of Management Console.
[Web upload/download prohibition switch]	It is the information of the radio button of <b>Web upload/download prohibition detail setting</b> selected in the <b>Web Upload and Download</b> when setting policy of Management Console. <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When 1, 2 or 3 is selected in <b>Web upload/download prohibition detail setting</b></li> </ul>
[Upload/download prohibition-Detailed settings] Note)	It is the information of the radio button of <b>Upload and Download Prohibition Settings</b> selected in the <b>Web Upload and Download</b> when setting policy of Management Console. <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit uploading only</b> is selected</li> <li>- 2: When <b>Prohibit downloading only</b> is selected</li> <li>- 3: When <b>Prohibit uploading and downloading</b> is selected</li> <li>- Note) Displayed when the client (CT) version is V14.3 or higher.</li> <li>- When <b>Web upload/download prohibition switch</b> is set to [0], values of detailed settings become invalid.</li> </ul>
[Number of setting for URL of sites allow upload/download]	Display the number of items set in <b>List of allowed sites of Web Upload and Download</b> when setting policy of Management Console.
[URL of sites allow upload/download]	Display the URL set in <b>List of allowed sites of Web Upload and Download</b> when setting policy of Management Console.
[Clipboard operation prohibition switch]	It is the information of the radio button of <b>Prohibit Clipboard Operation between Different Environments</b> selected in <b>Clipboard</b> when setting policy of Management Console. <ul style="list-style-type: none"> <li>- 0: When <b>Do not Prohibit</b> is selected</li> <li>- 1: When <b>Prohibit</b> is selected</li> </ul>
[Clipboard operation prohibition backup original switch]	It is the information of <b>Backup Original File of Prohibit Clipboard Operation between Different Environments</b> selected in <b>Clipboard</b> when setting policy of Management Console. <ul style="list-style-type: none"> <li>- 0: When it is not selected</li> <li>- 1: When it is selected</li> </ul>
[Collection log switch]	It is the value converted the following binary bit array into decimal based on the information in the selected <b>Log collection operation of Windows</b> when setting policy of Management Console.  <b>yes</b> is "1" and <b>no</b> is "0" in each item. In addition, the bit No. 0 is the value at the most right of the window.  Bit No. 0: Application Startup Log

Item Name	Description
	Bit No. 1: Application Termination Log Bit No. 2: Window Title Obtaining Log Bit No. 3: E-mail Sending Log Bit No. 4: Command operation Log Bit No. 5: Device Configuration Change Log Bit No. 6: Printing Operation Log Bit No. 7: File Export Log Bit No. 8: File Operation Log Bit No. 9: Logon/Logoff Log Bit No. 10: 0 (is "0") Bit No. 11: Linkage Application Log Bit No. 12: 0 (is "0") Bit No. 13: PrintScreen Key Operation Log Bit No. 14: FTP Operation Log Bit No. 15: Web Operation Log Bit No. 16: Clipboard Operation Log
[Sent E-mail content backup switch]	It is the information of <b>E-mail Content Can be Viewed</b> selected in <b>Log collection operation of Windows</b> when setting policy of Management Console. - 0: When <b>E-mail Content Can be Viewed</b> is not selected (Do not keep) - 1: When <b>E-mail Content Can be Viewed</b> is selected (Keep)
[Clipboard operation content backup switch]	It is the information of <b>Backup Original File</b> selected from <b>Clipboard Operation Log (Virtual Environment)</b> in <b>Log collection operation of Windows</b> when setting policy of Management Console. - 0: When <b>Backup Original File</b> is not selected - 1: When <b>Backup Original File</b> is selected
[Warning]	It is the information set in <b>Operation when the set number of pages for printing is reached</b> of the <b>Eco Monitoring</b> when setting policy of Management Console. - 0: When <b>Warning</b> is not selected (Not Warn) - 1: When <b>Warning</b> is selected (Warn)
[Warning-Number of set pages]	It is the information set in <b>Operation when the set number of pages for printing is reached</b> of the <b>Eco Monitoring</b> when setting policy of Management Console. - Range of 1 - 999999
[Prohibit printing]	It is the information set in <b>Operation when the set number of pages for printing is reached</b> of the <b>Eco Monitoring</b> when setting policy of Management Console. - 0: When <b>Prohibit Printing</b> is not selected (Not Prohibit) - 1: When <b>Prohibit Printing</b> is selected (Prohibit)
[Prohibit printing-Number of set pages]	It is the information set in <b>Operation when the set number of pages for printing is reached</b> of the <b>Eco Monitoring</b> when setting policy of Management Console. - Range of 1 - 999999
[Aggregation unit]	It is the information set in <b>Unit for aggregating number of printing pages</b> of the <b>Eco Monitoring</b> when setting policy of Management Console.

Item Name	Description
	<ul style="list-style-type: none"> <li>- 0: When <b>Daily</b> is selected</li> <li>- 1: When <b>Weekly</b> is selected</li> <li>- 2: When <b>Monthly</b> is selected</li> </ul>
[Retry count of communication]	It is the retry times for the communication between client and Management Server.
[Communication timeout]	It is the timeout value (milliseconds) of the communication between client and Management Server

Note 1) When all of the following conditions are satisfied, **Do not Prohibit** will be set as operation policy. Therefore, "1" is displayed.

When Management Console is V14.0.0 or later

When **Prohibit (Permit Specified Extensions Only)** is selected in the **E-mail Attachment** of policy setting

When the client (CT) is V13.3.0 or earlier

## 1.29.7 Specify Output of Error Log

### Functional Specification

Modify the collected log for investigation (error log).

### Command Format

```
FSW11EJ7.EXE <Password> /L /F /E <Flag> [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/L:

Perform log output.

/F:

Specify it when outputting to files.

/E:

Specify it when outputting error logs.

<Flag>:

Enter one of the following numbers.

0:

When logs are not to be collected

1:

When logs are to be collected

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```



## Return Value

0:

[Fixed Value]

## Example of Use

```
c:\>fsw11ej7.exe password /L /F /E 0  
[E701-INF001] The command has ended.
```

## 1.29.8 Specify Output of Trace Log

---

### Functional Specification

Modify the collected log for investigation (trace log).

### Command Format

```
FSW11EJ7.EXE /L /F /T <Flag> [/Silent]
```

### Option

/L:

Perform log output.

/F:

Specify it when outputting to files.

/T:

Specify when outputting trace logs.

<Flag>:

Enter any one of the following numbers:

0:

When logs are not to be collected

1:

When logs are to be collected

3:

When logs are to be collected (collect trace of summary level)

5:

When logs are to be collected (collect trace of details level)

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

## Return Value

0:

[Fixed Value]

## Example of Use

```
C:\>fsw11ej7.exe /L /F /T 0  
[E701-INF001] The command has ended.
```

## 1.29.9 Display Log (Error Log)

---

### Functional Specification

Display log for investigation (error log).

### Command Format

```
FSW11EJ7.EXE <Password> /L /O /E [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/L:

Perform log output.

/O:

Specify it when output to screen.

/E:

Specify it when displaying error logs.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Please press any key to continue...
```

### Return Value

0:

[Fixed Value]

## 1.29.10 Display Log (Trace Log)

---

### Functional Specification

Display log for investigation (trace log).

### Command Format

```
FSW11EJ7.EXE <Password> /L /O /T [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/L:

Perform log output.

/O:

Specify when output to screen.

/T:

Specify when outputting trace logs.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

## Return Value

0:

[Fixed Value]

## 1.29.11 Modify Number of Days to Save Logs

---

### Functional Specification

Modify number days to save collected logs for investigation on CT.

### Command Format

```
FSW11EJ7.EXE <Password> /L /R <Number of days to save> [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/L:

Perform modification related to logs.

/R:

Specify this option when specifying the number of log day.

<Number of Days to Save>:

Enter the maximum days for saving. In addition, the entered value is in day unit.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

## Return Value

0:

[Fixed Value]

## Example of Use

```
C:\>fsw11ej7.exe password /L /R 30  
[E701-INF001] The command has ended.
```

## 1.29.12 Modify Log Size (Error Log)

---

### Functional Specification

Modify the maximum log size of collected log for investigation (error log),

### Command Format

```
FSW11EJ7.EXE <Password> /L /S /E <Log Size> [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/L:

Perform modification related to logs.

/S:

Specify this option when specifying the log size.

/E:

Specify it when modifying the size of error log.

<Log Size>:

Enter the maximum log size. In addition, enter the value in MB.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

### Return Value

0:

[Fixed Value]

### Example of Use

```
C:\>fsw11ej7.exe password /L /S /E 1  
[E701-INF001] The command has ended.
```

## 1.29.13 Modify Log Size (Trace Log)

---

### Functional Specification

Modify the maximum log size of collected log for investigation (trace log),

### Command Format

```
FSW11EJ7.EXE <Password> /L /S /T <Log Size> [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/L:

Perform modification related to logs.

/S:

Specify this option when specifying the log size.

/T:

Specify it when modifying the size of trace log.

<Log Size>:

Enter the maximum log size. In addition, enter the value in MB.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

### Return Value

0:

[Fixed Value]

### Example of Use

```
C:\>fsw11ej7.exe password /L /S /T 10  
[E701-INF001] The command has ended.
```

## 1.29.14 Re-register Client (CT)

---

### Functional Specification

Notify the CT information to the Management Server/Master Management Server connected with the client (CT).

### Command Format

```
FSW11EJ7.EXE <Password> /R [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/R:

Perform CT re-registration.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Press any key to continue...
```

### Return Value

0:

[Fixed Value]

### Notes

- You cannot re-register the client (CT) via remote desktop.

### Example of Use

```
C:\>fsw11ej7 password /R  
[E701-INF001] The command has ended.
```

## 1.29.15 Register Master Image

---

### Functional Specification

Register as the client (CT) on Master PC when using the master management function of virtual environment.

### Command Format

```
FSW11EJ7.EXE <Password> /image provisioning [/Silent]
```

### Option

<Password>:

Enter the client management password set on the management console or the password set during installation of the client (CT).

/image provisioning:

Perform registration in the client (CT) on Master PC.

/Silent:

It is the option that is effective in the OS of Windows Vista(R) or higher. It can avoid displaying the following message after command execution.

```
Please press any key to continue...
```

### Return Value

0:

[Fixed Value]

### Example of Use

```
C:\>fsw11ej7 password /image provisioning  
[E701-INF001]The command has ended.
```

## 1.30 SDSVSetMS.EXE (Change Configuration of Smart Device Relay Server)

---

### Functional Specification

Change the configuration of the Smart Device Relay Server.

### Command Format

```
SDSVSetMS.exe [-h host] [-p port] [-iOSmgr.h host] [-iOSmgr.p port] [-Android.http.p port] [-  
Android.https.p port] [-iOS.profile.p port] [-iOS.https.p port] [-iOS.connect.h host] [-iOS.connect.p  
port] [-iOS.connect.profile.p port] [-Android.enabled {true|false}] [-iOS.enabled {true|false}]
```

## Option

None

Display the current configuration information when the command is executed without specifying the options.

-h

Specify the IP address or the host name of the Management Server/Master Management Server in the following format by using the halfwidth alphanumeric characters and symbols such as '-', '.' and ':' in 255 characters or less:

- IPv6 address
- IPv4 address
- Host name

-p

Set the port number to be used for the communication with the Management Server/Master Management Server by using the numbers between 1 and 65535 such that the number does not conflict with other systems.

The port number, by default, is set to 42050.

-iOSmgr.h

Specify the IP address or the host name of the iOS Management Server/Master Management Server by using the halfwidth alphanumeric characters and symbols such as '-', '.' and ':' in 255 characters or less.

By default, it is set as "localhost". You need not set this parameter when the Smart Device Relay Server and Management Server/Master management Server coexist.

-iOSmgr.p

Set the port number to be used for the communication with the iOS Management Database by using the numbers between 1 and 65535 such that the number does not conflict with other systems.

The port number, by default, is set to 55432.

-Android.http.p

Set the port number to be used for the communication (HTTP) with the Android device by using the numbers between 1 and 65535 such that the number does not conflict with other systems.

The port number, by default, is set to 48080.

-Android.https.p

Set the port number to be used for the communication (HTTPS) with the Android device by using the numbers between 1 and 65535 such that the number does not conflict with other systems.

The port number, by default, is set to 48181.

-iOS.profile.p

Set the port number to be used for the communication (HTTPS) between the iOS device or Reverse Proxy Server and Smart Device Relay Server by using the numbers between 1 and 65535 such that the number does not conflict with other systems.

This port is used for importing Smart Device (Agent)(iOS).

The port number, by default, is set to 50080.

-iOS.https.p

Set the port number to be used for the communication (HTTPS) between the iOS device or Reverse Proxy Server and Smart Device Relay Server by using the numbers between 1 and 65535 such that the number does not conflict with other systems.

The port number, by default, is set to 50081.

-iOS.connect.h

Specify the IP address or the host name of the Smart Device Relay Server or Reverse Proxy Server to be connected through iOS device by using the halfwidth alphanumeric characters and symbols such as '-', '.' and ':' in 255 characters or less.

Always specify this option to manage the iOS device.

#### -iOS.connect.p

Set the port number of the Smart Device Relay Server or Reverse Proxy Server to be connected through iOS device by using the numbers between 1 and 65535.

When Reverse Proxy Server is deployed between the iOS device and Smart Device Relay Server, confirm and specify the port number of Reverse Proxy Server.

If Reverse Proxy Server is not deployed, specify the value set in -iOS.https.p.

The port number, by default, is set to 50081.

#### -iOS.connect.profile.p

Specify the port number of Smart Device Relay Server to be connected via iOS device or the port number of Reverse Proxy by using the numbers between 1 and 65535.

This port is used for importing Smart Device (Agent)(iOS).

When Reverse Proxy Server is deployed between the iOS device and Smart Device Relay Server, confirm and specify the port number of Reverse Proxy Server.

If Reverse Proxy Server is not deployed, specify the value set in -iOS.profile.p.

The port number, by default, is set to 50080.

#### -Android.enabled

Specify whether the Android device management is enabled or disabled.

- When enabled: true
- When disabled: false

#### -iOS.enabled

Specify whether the iOS device management is enabled or disabled.

- When enabled: true
- When disabled: false

### Return Value

0:

Ended successfully

1:

Runtime error

10:

Option error

99:

Internal error

### Location for Saving Commands

```
<Smart Device Relay Server installation folder>\bin
```

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.



#### Note

Before executing this command, always stop the services of Smart Device Relay Server by executing the SDSVService.bat command. The services of Smart Device Relay Server are stopped at the time of installation, therefore stopping the services is not necessary. After the installation, if you want to change the settings, stop the services and then execute the command.



## Example of Use

Set the IP address and port number of Management Server/Master Management Server to Smart Device Relay Server.

Example 1: In the case of IPv4

IP address of Management Server/Master Management Server: 111.222.333.444

Port Number: 42050 (Default)

```
SDSVSetMS.exe -h 111.222.333.444
```

Example 2: In the case of IPv6

IP address of Management Server/Master Management Server: 2001:0db8:0000:0000:0000:0000:9abc

Port Number: 42000

```
SDSVSetMS.exe -h 2001:0db8:0000:0000:0000:0000:9abc -p 42000
```

## Execution Results/Output Format

```
success.
```

# 1.31 SDSVService.bat (Start/Stop Service of Smart Device Relay Server)

---

## Functional Specification

Display the start, stop and the status of Smart Device Relay Server.

The actual services displaying the start, stop and the status are as follows:

- SWDTiSDSVWebService (MDM profile distribution service for iOS)
- SWDT\_APNsClient (APNs connection function)
- SWDT\_MDMServer (MDM function)
- SWDTiSDSVService (Smart Device Relay Server services for iOS)
- SWDTKSDSVService (Smart Device Relay Server services for Android)

## Command Format

```
SDSVService.bat {-STATUS | -START | -STOP } [-times <TIME>]
```

## Option

**-STATUS**

Specify to display the status of the service.

**-START**

Specify to start the service.

**-STOP**

Specify to stop the service.

**-times <TIME>**

Specify the monitoring time period at the time of stopping the service in seconds. You can specify the numeric value between 1 and 99999.

Valid only when **-STOP** is specified.

Unless the service ends within the specified monitoring time period at the time of ending the service, command ends due to error.

While describing the numeric value, add 0 at the beginning.  
 When omitted, the monitoring time period is of 300 seconds.

### Return Value

[ERRORLEVEL] 0:

Ended successfully (when the value other than STATUS is specified)

[ERRORLEVEL] 90:

Service unable to start

[ERRORLEVEL] 91:

Service unable to stop

[ERRORLEVEL] 98:

Option error

[ERRORLEVEL] 99:

Other error

[ERRORLEVEL] 100~131:

- When STATUS is specified and no error occurs, the value calculated according to the operation status of the following services is returned by considering 100 as the standard.
- While executing MDM profile distribution service for iOS +1
- While executing APNs connection function +2
- While executing MDM function +4
- While executing Smart Device Relay Server Service for iOS +8
- While executing Smart Device Relay Server Service for Android +16

<Example of operating status and ERRORLEVEL of the services>

	Smart Device Relay Server Services					ERRO R LEVEL
Service name	MDM profile distribution service for iOS	APNs connection service	MDM service	Smart Device Relay Server Service for iOS	Smart Device Relay Server Service for Android	
Added value	+1	+2	+4	+8	+16	
Service status	Stopping	Stopping	Stopping	Stopping	Stopping	100
	Starting	Starting	Starting	Starting	Starting	131
	Starting	Starting	Starting	Starting	Stopping	115
	Starting	Stopping	Stopping	Stopping	Starting	117

### Location for Saving Commands

<Smart Device Relay Server installation folder>\bin

### Authority Required For Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute the command on Smart Device Relay Server.
-

## Note

- Stopping the service by specifying -STOP may take up some time to stop the service. If the error occurs frequently at the time of stopping the service, set a longer monitoring time period in -times option.
- When executing this command in the environment of Windows Server(R) 2008, or Windows Server(R) 2012, it is necessary to open the command prompt with "Run as Administrator".
- When coexisting with SS of Systemwalker Desktop Patrol, the following four services to be started or stopped are commonly used. Execute the command after confirming that there are no issues arising regarding starting or stopping the service.
  - SWDTiSDSVWebService
  - SWDT\_APNsClient
  - SWDT\_MDMServer
  - SWDTiSDSVService

## Example of Use/Execution Results/Output Format

[When query of service status (-STATUS) is performed]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\SDSV\bin>SDSVService.bat -STATUS
Tue 06/02/2015-18:45:58.77 -SDSVSERVICE-----
Tue 06/02/2015-18:45:58.78 [The Service of smart device relay server situation display (STATUS)]
Tue 06/02/2015-18:45:58.78 -----
Tue 06/02/2015-18:45:59.08 The service of MDM profile distribution service for iOS :operating
Tue 06/02/2015-18:45:59.22 The service of APNs connection function :operating
Tue 06/02/2015-18:45:59.36 The service of MDM function :operating
Tue 06/02/2015-18:45:59.50 The service of Service of smart device relay server for iOS :operating
Tue 06/02/2015-18:45:59.67 The service of Service of smart device relay server for Android :operating
Tue 06/02/2015-18:45:59.69 The service inquiry of the management server ended.
```

[When service is stopped (-STOP)]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\SDSV\bin>SDSVService.bat -STOP
Tue 06/02/2015-18:46:14.26 -SDSVSERVICE-----
Tue 06/02/2015-18:46:14.27 [ Service termination processing of the smart device relay server (STOP) ]
Tue 06/02/2015-18:46:14.27 -----
Tue 06/02/2015-18:46:14.55 The service of MDM profile distribution service for iOS :operating
Tue 06/02/2015-18:46:14.70 The service of APNs connection function :operating
Tue 06/02/2015-18:46:14.87 The service of MDM function :operating
Tue 06/02/2015-18:46:15.02 The service of Service of smart device relay server for iOS :operating
Tue 06/02/2015-18:46:15.15 The service of Service of smart device relay server for Android :operating
Tue 06/02/2015-18:46:15.16 The service inquiry of the smart device relay server ended.
Tue 06/02/2015-18:46:15.71 The service of the MDM profile distribution service for iOS is stopped.
Tue 06/02/2015-18:46:16.22 The MDM profile distribution service was stopped.
Tue 06/02/2015-18:46:32.53 The service of smart device relay server for iOS is stopped.
Tue 06/02/2015-18:46:32.67 The service of smart device relay server for iOS was stopped.
Tue 06/02/2015-18:46:32.81 The MDM function is stopped.
Tue 06/02/2015-18:46:32.94 The MDM function was stopped.
Tue 06/02/2015-18:46:33.10 The APNs connection function is stopped.
Tue 06/02/2015-18:46:33.10 The APNs connection function was stopped.
Tue 06/02/2015-18:46:37.68 The service of smart device relay server for Android is stopped.
Tue 06/02/2015-18:46:37.69 The service of smart device relay server for Android was stopped.
Tue 06/02/2015-18:46:44.32 The service of MDM profile distribution service for iOS :halt condition
Tue 06/02/2015-18:46:44.41 The service of APNs connection function :halt condition
Tue 06/02/2015-18:46:44.50 The service of MDM function :halt condition
Tue 06/02/2015-18:46:44.60 The service of Service of smart device relay server for iOS :halt condition
Tue 06/02/2015-18:46:44.68 The service of Service of smart device relay server for Android :halt
condition
Tue 06/02/2015-18:46:44.68 Service stopped.
```

[When the service is started (-START) while the services have stopped]

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\SDSV\bin>SDSVService.bat -START
Tue 06/02/2015-18:46:49.48 -SDSVSERVICE-----
Tue 06/02/2015-18:46:49.50 [ Smart device relay server service start processing (-START) ]
Tue 06/02/2015-18:46:49.50 -----
Tue 06/02/2015-18:46:49.76 The service of MDM profile distribution service for iOS :halt condition
Tue 06/02/2015-18:46:49.93 The service of APNs connection function :halt condition
Tue 06/02/2015-18:46:50.07 The service of MDM function :halt condition
Tue 06/02/2015-18:46:50.21 The service of Service of smart device relay server for iOS :halt condition
Tue 06/02/2015-18:46:50.37 The service of Service of smart device relay server for Android :halt
condition
Tue 06/02/2015-18:46:50.39 The smart device relay server service inquiry end was done.
Tue 06/02/2015-18:46:50.39 The APNs connection function is started.
Tue 06/02/2015-18:46:50.68 The MDM function is started.
Tue 06/02/2015-18:46:50.82 The service of iOS management database(Log analyze) is started.
Tue 06/02/2015-18:46:50.98 The service of smart device relay server for iOS is started.
Tue 06/02/2015-18:46:51.12 The service of smart device relay server for Android is started.
Tue 06/02/2015-18:46:51.28 The service of MDM profile distribution service for iOS :operating
Tue 06/02/2015-18:46:51.28 The service of APNs connection function :operating
Tue 06/02/2015-18:46:51.50 The service of MDM function :operating
Tue 06/02/2015-18:46:51.12 The service of Service of smart device relay server for iOS :operating
Tue 06/02/2015-18:46:51.26 The service of Service of smart device relay server for Android :operating
Tue 06/02/2015-18:46:51.26 Service was started.
```

## 1.32 SDSVBackup.bat (Backup of Smart Device Relay Server)

### Functional Specification

Backup the 'User assets' and 'Certificates' of the Smart Device Relay Server.

### Command Format

```
SDSVBackup.bat -dir BackupFolder [-autodate]
```

### Option

-dir BackupFolder

Specify the full path of the folder in which the backup data of the smart device relay server is to be stored. You need to create a folder beforehand.

If the full path of the folder includes halfwidth spaces, enclose it in double quotations.

It is recommended to describe the specifiable full path in 96 halfwidth characters or less.

The operations in the case where the length of the full path exceeds 96 characters cannot be guaranteed.

Halfwidth alphanumeric characters and symbols can be used to specify the path.

The following symbols, however, cannot be used while specifying a folder name:

The symbols that cannot be used: '\', '/', ':', '\*', '?', '"', '<', '>', '|'

-autodate

When this option is specified, create a subfolder with the backup acquisition date (format: yyyyymmddhhmmss) under the folder in which you want to keep the backup and save the backup data in that subfolder.

### Return Value

0:

Ended normally

Other:

Ended abnormally

## Location for Saving Commands

```
<Smart Device Relay Server installation folder>\bin
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Smart Device Relay Server.



The command execution result will be output to the command prompt. To save the execution result, specify the file for output through redirection when executing this command.

## Examples of Use

```
SDSVBackup.bat -dir d:\DTKBK -autopath
```

# 1.33 SDSVRestore.bat (Restore Smart Device Relay Server)

## Functional Specification

Restore the 'User assets' and 'Certificates' of the Smart Device Relay Server.

## Command Format

```
SDSVRestore.bat -dir BackupFolder
```

## Option

-dir BackupFolder

Specify the full path of the backup folder where you have created using SDSVBackup.bat.

If the full path of the folder includes halfwidth spaces, enclose it in double quotations.

It is recommended to describe the specifiable full path in 96 halfwidth characters or less.

The operations in the case where the length of the full path exceeds 96 characters cannot be guaranteed.

Halfwidth alphanumeric characters and symbols can be used to specify the path.

The following symbols, however, cannot be used while specifying a folder name:

The symbols that cannot be used: \, /, :, \*, ?, "", <, >, |

## Return Value

0:

Ended Normally

Other:

Ended Abnormally

## Location for Saving Commands

```
<Smart Device Relay Server installation folder>\bin
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.

- Execute on the Smart Device Relay Server.

### Note

- The command execution result will be output to the command prompt. To save the execution result, specify the file for output through redirection when executing this command.
- Stop the related services by using SDSVService.bat before executing this command.
- If there is no backup file for the server certificate in the backup data, the certificate is considered invalid.

### Examples of Use

```
SDSVRestore.bat -dir d:\DTKB
```

## 1.34 sign\_csr.sh (Create MDM certificate Application File)

### Functional Specification

Execute this script on Mac OS. The MDM certificate application file and a secret key for the MDM certificate are auto-generated.

### Command Format

```
sign_csr.sh Secret key for the signature certificate Passphrase of the signature certificate (1)  
Passphrase of the signature certificate (2) Signature certificate Apple Inc. Interim certificate  
Apple Inc. root certificate Passphrase of the secret key for the MDM certificate Settings file for  
creating a MDM certificate application file [Output Directory]
```

### Option

#### Secret Key for the signature certificate

Specify the secret key created in "Preparations" of *Systemwalker Desktop Keeper Installation Guide*.

#### Passphrase of the signature certificate (1)

Specify the passphrase specified at the time of writing the secret key in "Preparations" of *Systemwalker Desktop Keeper Installation Guide*

#### Passphrase of the signature certificate (2)

Specify the passphrase necessary for changing the secret key format.

#### Signature certificate

Specify the file name of the Signature certificate issued by Apple Inc. with an absolute or relative path.

#### Apple Inc. Interim certificate

Specify the file name of the Interim certificate issued by Apple Inc. with an absolute or relative path.

#### Apple Inc. root certificate

Specify the file name of the Interim certificate issued by Apple Inc. with an absolute or relative path.

#### Passphrase of the secret key for the MDM certificate

Specify the passphrase of the secret key for the MDM certificate. This passphrase is necessary for changing the format of the MDM certificate.

#### Settings file for creating a MDM certificate application file

Specify the name of the configuration file used for creating a MDM certificate with an absolute or relative path. For details, refer to "[2.19 Settings File for Creating the MDM Certificate Application File](#)".

## Output directory

Specify the directory that outputs the MDM certificate application file and the secret key for the MDM certificate. The output files are "PushCertWebRequest" (MDM certificate application file) and "keyfile.pem" (Secret key of the MDM certificate).

If you omit this option, the file is output in the current directory.

## Return Value

0:

Ended Normally

Other:

Ended Abnormally

## Location for Saving Commands

```
<Drive on which the DVD-ROM of the Systemwalker Desktop Keeper>:\win32\SmartDevice\x86\Server\unified\Tool
```

## Authority Required for Execution/Execution Environment

- Copy this script in an arbitrary folder of Mac OS environment and add the execution rights.
- Execute by using administrator's authority.

## Examples of Use

```
sign_csr.sh VendorPKey.p12 password! password! mdm.cer appleWWDCA.cer AppleIncRootCertificate.cer password! req.config /Users/dtpmac/Desktop/work
```

# 1.35 swss\_ImportAppleCert.bat (Register Apple Inc. Certificate)

## Functional Specification

Deploy the Apple Inc. root certificate, and register the MDM certificate (PKCS#12) to the APNs connection function.

## Command Format

```
swss_ImportAppleCert.bat /root Apple Inc. root certificate /mdm MDM certificate
```

## Option

/root-Apple Inc root certificate

Specify the full path of the Apple Inc. root certificate (PEM format).

If the full path of the file includes halfwidth spaces, enclose it in double quotations.

It is recommended to describe the specifiable full path in 96 halfwidth characters or less.

The operations in the case where the length of the full path exceeds 96 characters cannot be guaranteed.

Halfwidth alphanumeric characters and symbols can be used to specify the path.

The following symbols, however, cannot be used while specifying a folder name:

The symbols that cannot be used: '\', '/', ':', '\*', '?', '"', '<', '>', '|'

/mdm MDM certificate

Specify the full path of the MDM certificate (PKCS#12).

If the full path of the file includes halfwidth spaces, enclose it in double quotations.

It is recommended to describe the specifiable full path in 96 halfwidth characters or less.

The operations in the case where the length of the full path exceeds 96 characters cannot be guaranteed.

Halfwidth alphanumeric characters and symbols can be used to specify the path.

The following symbols, however, cannot be used while specifying a folder name:  
The symbols that cannot be used: \, /, :, \*, ?, ", <, >, |

### Return Value

- 0:  
    Ended normally
- 1:  
    Ended abnormally

### Location for Saving Commands

```
<Smart Device Relay Server installation folder>\ios\bin
```

When coexisting with SS of the Systemwalker Desktop Patrol, and when the Systemwalker Desktop Patrol is pre-installed, the saving location is as follows:

```
<Installation directory of Systemwalker Desktop Patrol>\SS\ios\bin
```

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.
- Execute on the Smart device relay server.

### Examples of Use/Execution Results/Output Format

```
C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\SDSV\ios\bin>swss_ImportAppleCert.bat /root C:\root\aproot.cer /mdm "C:\mdm_pkcs\mdmpkcs12.p12"
*****
*passphrase(.\APNsCert.p12): pkcs12 passphrase
*****
passphrase(C:\mdm_pkcs\mdmpkcs12.p12): Enter the password input while creating the PKCS#12 format.
OK
Topic: com.apple.mgmt.External.11111111-1111-1111-1111-111111111111
already exist: C:/Program Files/Fujitsu/Systemwalker Desktop Keeper/SDSV/ios/lib/mdm/apns_client/data/mdm_certificates/com.apple.mgmt.External.11111111-1111-1111-1111-111111111111/mdm_certificate.pem
already exist: C:/Program Files/Fujitsu/Systemwalker Desktop Keeper/SDSV/ios/lib/mdm/apns_client/data/mdm_certificates/com.apple.mgmt.External.11111111-1111-1111-1111-111111111111/private_key.pem
Done
Completion
```

## 1.36 SDSVMakeCSR.EXE (Create Application for Certificate Issuance)

### Functional Specification

It is a command to create a certificate issuance application to the certificate authority. The key creation algorithm is "RSA".

### Command Format

```
SDSVMakeCSR.exe -file file path -validity Validity period -CN FQDN -OU Organization unit -O Organization name [-L City name, Area] [-ST State, Locality] -C Country name [-keysize size of the key to be generated] [-sigalg Signature algorithm] [-certfile File name of the certificate]
```



## Option

### -file

Specify the output file path of the application. (Mandatory)

### -validity

Specify the validity period in the range of 1 to 36500. (Mandatory)

### -CN

Specify the "Server address" to be specified in the Smart Device (agent) as FQDN. (Mandatory)

### -OU

Specify the organization unit (Mandatory)

### -O

Specify the name of the organization (Mandatory)

### -L

Specify the name of the city and area (Optional)

If you omit this option, the name of the city and area are not set.

### -ST

Specify the name of the state and locality. (Optional)

If you omit this option, the name of the state and locality are not set.

### -C

Specify the name of the country. (Mandatory)

Enter "JP" for Japan.

### -keysize

Specify the size of the key to be generated in the range of 1 to 8192. (Optional)

Set to "2048", when this option is omitted.

### -sigalg

Specify the signature algorithm.(Optional)

Set to "SHA1withRSA", when this option is omitted.

### -certfile

Specify the file name when generating the server certificate by using the generated certificate signature name request. (Optional)

If you omit this option, a server certificate is not generated.

File name same as that of specified in -file option cannot be specified.

Get the each input item confirmed from the certificate authority.

## Note

- If there is a space in the character string in the options, enclose it in halfwidth quotation marks ("").
- If you run this command for multiple times, only the last application is considered as valid. The previous applications are considered as invalid.
- If FQDN and the "server address" specified in the smart device (agent) do not match, an error is generated during certificate verification.

## Return Value

0:

Ended normally

Other:

Ended abnormally

## Location for Saving Commands

```
<Smart Device Relay Server installation folder>\bin
```

## Execution Results/Output Format

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.

## Examples of Use

Example: To output to c:\temp\dtk.csr

Name of the company: DTK Corporation

Address: Chuo-ku, Tokyo

Domain name: dtk.co.jp

Validity period: 90 (days)

FQDN: PC1.dtk.co.jp Note 1

Organization unit: Sales department

Name of the organization: DTK K.K.

Name of the city: Chuo-Ku

Area: Tokyo

Name of the country: Japan

Size of the key to be generated: 2048

Signature name algorithm: SHA1withRSA

```
SDSVMakeCSR.exe -file c:\temp\dtk.csr -validity 90 -CN PC1.dtk.co.jp -OU "Sales department" -O "DTK K.K." -L Chuo-Ku -ST Tokyo -C JP -keysize 2048 -sigalg SHA1withRSA
```

Example: To output the application to c:\temp\dtk.csr, and to output the server certificate to c:\temp\dtk.cer

Name of the company: DTK Corporation

Address: Chuo-ku, Tokyo

Domain name: dtk.co.jp

Validity period: 90 (days)

FQDN: PC1.dtk.co.jp Note 1

Organization unit: Sales department

Name of the organization: DTK K.K.

Name of the city: Chuo-Ku

Area: Tokyo

Name of the country: Japan

Size of the key to be generated:

2048Signature name algorithm: SHA1withRSA

```
SDSVMakeCSR.exe -file c:\temp\dtk.csr -validity 90 -CN PC1.dtk.co.jp -OU "Sales department" -O "DTK K.K." -L Chuo-Ku -ST Tokyo -C JP -keysize 2048 -sigalg SHA1withRSA -certfile c:\temp\dtk.cer
```

Note 1) When the computer name of the applying PC is PC1

## Execution Results/Output Format

```
success
```

## 1.37 SDSVImportCert.EXE (Register Certificate)

---

### Functional Specification

It is a command to register the certificate on Smart Device Relay Server.

### Command Format

Registration of the Certificate Authority Certification and Intermediate Certificate Authority Certification

```
SDSVImportCert.exe -file Certificate Authority Certification (Intermediate Certificate Authority Certification) file name [-alias any arbitrary name]
```

Registration of the Server Certificate

```
SDSVImportCert.exe -file Server Certificate file name
```

Use the Server Certificate of the Systemwalker

```
SDSVImportCert.exe -CACERT
```

### Option

-file

Specify the file names of Certificate authority certification and Intermediate Certificate Authority Certification

-alias

Specify the unique name of the certificate (halfwidth alphanumeric characters)

(Refer to the following references for naming convention.)

-CACERT

Specify when using the Systemwalker Server Certificate.

### Return Value

0:

Ended normally

Other:

Ended abnormally

### Location for Saving Commands

```
<Smart Device Relay Server installation folder>\bin
```

### Authority Required for Execution/Execution environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.

### Examples of Use

Example If certificate is in c:\temp\

Registration of Certificate Authority Certification and Intermediate Certificate Authority Certification

```
SDSVImportCert.exe -file c:\temp\ca.cer -alias DTKCA
```

Registration of Server Certificate

```
SDSVImportCert.exe -file c:\temp\dtk.cer
```

```
SDSVImportCert.exe -CACERT
```

### Execution Results/Output Format

```
success
```

### Information

#### Name to be set in -alias options

It is a name required during the registration of Certificate Authority Certification and Intermediate Certificate Authority Certification. Change the name while registering multiple certificates. You cannot use an already used name again. An error occurs if the certificate is registered under an already used name. "Certificate could not be imported. Alias <DTKCA> already exists."

[Example]

Registration of Certificate Authority Certification and Intermediate Certification Authority Certificate

Certificate Authority Certification: DTKCA01

Intermediate Certificate Authority Certification: DTKCA02

### Note

- If an already registered certificate is updated, restart the Smart Device Relay Server service.
- In the case of coexistence with SS of Systemwalker Desktop Patrol V15.0.0 or higher, if registration of certificate in Systemwalker Desktop Patrol is executed after registering the certificate in the System Desktop Keeper, HTTPS communication is carried out between the iOS device and Smart Device Relay Server through the certificate registered in Systemwalker Desktop Patrol.
- Stop the services (SWDTiSDSVWebService) before executing this command.

## 1.38 SDSVConfig.EXE (Set Certificate)

### Functional Specification

It is a command to set whether or not to use the server certificate registered by the user.

### Command Format

```
SDSVConfig.exe -usercert [ enable | disable ]
```

### Option

-usercert

Specify whether to enable or disable the setting. (Mandatory)

enable

Use the server certificate registered by the user.

disable

Do not use the server certificate registered by the user. (Use the setting to stop the https communication)

### Return Value

0:

Ended normally

Other:

Ended abnormally

### Location for Saving Commands

```
<Smart Device Relay Server installation folder>\bin
```

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.

### Examples of Use

Enable the certificate.

```
SDSVConfig.exe -usercert enable
```

Disable the certificate.

```
SDSVConfig.exe -usercert disable
```

### Results/Output Format

```
success
```



#### Note

Restart the Smart Device Relay Server service if the settings are changed

## 1.39 SDSVKeyStore.EXE (Backup/Restore Server Certificate)

### Functional Specification

It is a command to back up and restore server certificate.

### Command Format

```
SDSVKeyStore.exe {-export Output file name | -import Input file name}
```

### Option

- export output file name

Specify the path of the output file created while taking a backup of the server certificate.

- import input file name

Specify the path of the input file for restoring the server certificate.

### Return Value

0:

Ended normally

Other:

Ended abnormally

## Location for Saving Commands

```
<Smart Device Relay Server installation folder>\bin
```

## Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.

## Examples of Use

Back up the server certificate in C:\temp\keybackup

```
SDSVKeyStore.exe -export c:\temp\keybackup.cer
```

Restore the server certification for which back up is created in C:\temp\keybackup

```
SDSVKeyStore.exe -import c:\temp\keybackup.cer
```

## Execution Results/Output Format

```
success
```



- In the case of coexistence with SS of Systemwalker Desktop Patrol V15.0.0 or higher, if restoration of certificate in Systemwalker Desktop Patrol is executed after restoring the certificate in the System Desktop Keeper, HTTPS communication is carried out between the iOS device and Smart Device Relay Server through the certificate registered in Systemwalker Desktop Patrol.
- Stop the services (SWDTiSDSVWebService) before specifying the -import option and executing this command.

## 1.40 fjlic.exe (License validation)

### Functional Specification

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).

### Command 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:

Ended abnormally

### Location for Saving Commands

```
<Management server installation folder>\fjlic
```

### Authority Required for Execution/Execution Environment

- Execute with a user that belongs to the Administrators group of the local computer or a user that belongs to the Domain Admins group of the domain.

### Examples of Use

Specifying the license key in the fjlic register command directly

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\Server\fjlic\fjlic.exe" register -k XXXX-XXXX-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 Keeper\Server\fjlic\fjlic.exe" register -f C:\temp\nlicense.txt
```

# Chapter 2 File Reference

The chapter describes the CSV files output in Systemwalker Desktop Keeper and CSV files imported to Systemwalker Desktop Keeper for use.

Edit the imported CSV files as text files (UTF-8). After they are edited by using software such as Excel, certain characters such as the double quote will be missing.

## CSV file encoding format

CSV files can be converted into Shift JIS or UTF-8 formats.

When Shift JIS encoding format is specified, the characters that are not supported in Shift JIS may not be output correctly. If there is a possibility of using the characters not supported by Shift JIS, change the encoding to UTF-8 before you input/output the file.

## 2.1 User Information

### Imported CSV files for use

The [User Policy Settings] window of the Management Console describes how to import the CSV file of this user information when logging on the user information in batch. Refer to the contents of "Register a User" in *Systemwalker Desktop Keeper User's Guide for Administrator* for user information and how to use the CSV file and register in batch.

One of the two character encoding formats, Shift JIS or UTF-8, is specified in the server configuration tool.

The item name and description of the input CSV file are described as follows:

When generating the CSV files, the items required to be input are recorded as "(Required)."

Item Name	Input Contents
[Separator] (Required)	Enter one of the following mentioned separators. In a CSV file, use a unified separator. <ul style="list-style-type: none"><li>- ","(halfwidth comma)</li><li>- "(Tab)</li><li>- ";"( halfwidth semicolon)</li><li>- " "(halfwidth broken bar)</li></ul>
[Quotation Marks of String] (Required)	This is required to enter one of the following mentioned quotation marks of string. <ul style="list-style-type: none"><li>- "" (halfwidth double quote)</li><li>- "'" (halfwidth single quote)</li></ul> However, when the marks that are the same as quotation marks of a string are used in the following mentioned data items ([User Name],[User's Name],[Employee ID],[Post],[Section Name],[Section Code],[Notes]), enter them twice. If they are entered only once, an error will occur.
[User ID] (Required)	Enter the user ID that can logon Windows (It shall differ from "Full Name" that can set in the user name). Enter a user ID within 40 halfwidth characters (20 fullwidth characters). However, under the following situation, an error will occur. <ul style="list-style-type: none"><li>- User ID completely composed of period "."</li><li>- User ID completely composed of space</li><li>- User ID composed of """, "/", "\", "[", "]", ":", ";", " ", "=", " ", "+", "*", "?", "&lt;" "&gt;"</li></ul>
[User Name]	Enter the name of user who uses this user ID. Enter within 128 halfwidth characters (64 fullwidth characters).
[Employee ID]	Enter the employee ID of user who uses this user ID. Enter within 40 halfwidth characters (20 fullwidth characters).



Item Name	Input Contents
[Post]	Enter the post of user who uses this user ID. Enter within 128 halfwidth characters (64 fullwidth characters).
[Section Name]	Enter the affiliated section of user who uses this user ID. Enter within 128 halfwidth characters (64 fullwidth characters).
[Section Code]	Enter the affiliated section code of user who uses this user ID. Enter no greater than 40 halfwidth characters (20 fullwidth characters).
[Notes]	Enter the notes information of user who uses this user ID. Enter within 128 halfwidth characters (64 fullwidth characters).

The following mentioned is an example when the user information of one person is logged on. When the user information of several people is logged on, record this information using the same method in a new line.

When Active Directory Linkage is not performed, the maximum case(s) of register in one operation is 10,000.

When Active Directory Linkage is performed, the maximum case(s) that can be logged on the local group of the configuration information tree in one operation is 100,000.

```
{Quotation Marks of String}{User ID}{Quotation Marks of String}{Separator}{Quotation Marks of String}
{User Name}{Quotation Marks of String}{Separator}{Quotation Marks of String}{Employee ID}{Quotation
Marks of String}{Separator}{Quotation Marks of String}{Post}{Quotation Marks of String}{Separator}
{Quotation Marks of String}{Section Name}{Quotation Marks of String}{Separator}{Quotation Marks of
String}{Section Code}{Quotation Marks of String}{Separator}{Quotation Marks of String}{Notes}
{Quotation Marks of String}
```

The following mentioned is an example when the separator, ",", and quotation marks of string, "'", are used for record.

```
'taro','Fujitsu Taro','100000','Director of A Department','General Affairs
Department','5555','Assets Management
'hanako',' Fujitsu Hanako','100001','Manager of A Department','General Affairs Department','5555',''
```

When the required items are entered only, it is shown as follows. It is an example when the separator, ",", and quotation marks of string, "'", are used.

```
'taro',' ',' ',' ',' ',' ',' ',' ',' '
'hanako',' ',' ',' ',' ',' ',' ',' ',' '
'
```

## Output CSV files for use

The [User Policy Settings] window of the Management Console describes the CSV file of this user information that can be output. Refer to the contents of "Export User Information" in *Systemwalker Desktop Keeper User's Guide for Administrator* for details on how to output the user information as CSV file.

The character encoding used is either Shift JIS or UTF-8, one of which is specified in the server configuration tool. The item name and description output in CSV file are described as follows:

No.	Item Name (Note 1)	Description
1	[User ID]	This is the user ID that can logon Windows (It shall differ from " Full Name"that can set in the user name).
2	[User Name]	Enter the name of user who uses this user ID.
3	[Employee No.]	Enter the employee ID of user who uses this user ID.
4	[POST]	Enter the post of user who uses this user ID.
5	[Organization]	Use the affiliated section name of user who uses this user ID.
6	[Organization Code]	Use the affiliated section code of user who uses this user.
7	[Notes]	Enter the notes information of user who uses this user ID.
8	[Affiliated Group Name] (Note 2)	This is the user group name for user registered.

No.	Item Name (Note 1)		Description
9	[Last date and time of policy acquisition] (Note 2)		This is the last time for the CT to get the user policy from the Management Server/Master Management Server.
10	[Server (database) Update Date and Time] (Note 2)		When the Management Server/Master Management Server is updating the client (CT) policy (user policy of user name), the operation will be reflected to the database and the reflection time will be recorded as the update time (including the immediate update).
11	[Registration Date and Time] (Note 2)		Use the time when user name logs on.
12	[Apply Policy] (Note 2)		This is the policy applied to the CT. <ul style="list-style-type: none"> <li>- User: indicates that the applied policy is user policy.</li> <li>- Group: indicates that the applied policy is user group policy to which the user belongs.</li> </ul>
13	[Do not Apply Policy](Note 2)		This is the policy applied to the CT. <ul style="list-style-type: none"> <li>- Not apply: indicates that the user policy will not be applied and the CT policy will be applied.</li> <li>- (Blank): indicates that the user policy is used.</li> </ul>
14	[Affiliated Domain Name] ( Note 2)		This is the domain name (address) to which the user name belongs. When the name does not belong to the domain, one character, halfwidth space, will be output.
15	Policy	[File Export Prohibition] (Note 2)	This is the configuration value of file export prohibition policy. <ul style="list-style-type: none"> <li>- General export: indicates that the policy is set to export the files not encrypted by using File Export Utility.</li> <li>- Encrypted export: indicates that the policy is set to export encrypted files by using File Export Utility.</li> <li>- Prohibited export: indicates the policy is not set to export files.</li> </ul>
16		[Printing Prohibition] (Note 2)	This is the configuration value of printing prohibition policy. <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit printing.</li> <li>- Yes: indicates that the policy is set to prohibit printing.</li> </ul>
17		[PrintScreen Key Prohibition] (Note 2)	This is the configuration value of PrintScreen key prohibition policy. <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit PrintScreen key.</li> <li>- Yes: indicates that the policy is set to prohibit PrintScreen key.</li> </ul> <p>When the policy is set to prohibit, the settings information of screen capture will not be output.</p>
18		[Application Startup Prohibition] (Note 2)	This is the configuration value of application startup prohibition policy. <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit startup application.</li> <li>- Yes: indicates that the policy is set to prohibit startup application.</li> </ul> <p>The name and notes information of application that is prohibited starting will not be output.</p>
19		[E-mail Attachment Prohibition] (Note 2)	This is the configuration value of E-mail attachment prohibition policy. <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit adding E-mail attachment.</li> <li>- Encrypt: indicates that the policy is set so that the files not encrypted are prohibited adding to E-mail as attachment.</li> </ul>

No.	Item Name (Note 1)	Description
		<ul style="list-style-type: none"> <li>- Only extension prohibited: indicates that the policy is set so that the files with specified extension is prohibited adding to E-mail as attachment.</li> <li>- Only extension allowed: indicates that the policy is set so that the files with specified extension can be added to E-mail as attachment.</li> </ul> <p>The type information of extension will not be output.</p>
20	[Application Startup Log] (Note 2)	<p>This is the log switch information of application startup log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect application startup log.</li> <li>- Yes: indicates that the policy is set to collect application startup log.</li> </ul>
21	[Application Termination Log] (Note 2)	<p>This is the log switch information of application termination log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect application termination log.</li> <li>- Yes: indicates that the policy is set to collect application termination log.</li> </ul>
22	[Window Title Obtaining Log] (Note 2)	<p>This is the log switch information of window title obtaining log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect window title obtaining log.</li> <li>- Yes: indicates that the policy is set to collect window title obtaining log.</li> </ul> <p>The filter settings and conditions of repeated logs will not be output.</p>
23	[E-mail Sending Log] (Note 2)	<p>This is the log switch information of E-mail sending log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect E-mail sending log.</li> <li>- Yes: indicates that the policy is set to collect E-mail sending log.</li> </ul>
24	[Command Log] (Note 2)	<p>This is the log switch information of the command log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect command log.</li> <li>- Yes: indicates that the policy is set to collect command log.</li> </ul>
25	[Device Configuration Change Log] (Note 2)	<p>This is the log switch information of the device configuration change log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect device configuration change log.</li> <li>- Yes: indicates that the policy is set to collect device configuration change log.</li> </ul>
26	[Printing Operation Log] (Note 2)	<p>This is the log switch information of the printing operation log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect printing operation log.</li> <li>- Yes: indicates that the policy is set to collect printing operation log.</li> </ul> <p>The information from applications that are allowed to print will not be output.</p>
27	[File Export Log] (Note 2)	<p>This is the log switch information of the file export log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect file export log.</li> <li>- Yes: indicates that the policy is set to collect file export log.</li> </ul>
28	[PrintScreen Key Operation Log] (Note 2)	<p>This is the log switch information of the PrintScreen key operation log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect PrintScreen key operation log.</li> <li>- Yes: indicates that the policy is set to collect PrintScreen key operation log.</li> </ul>
29	[File access control] (Note 2)	<p>This is the configuration value of the file access limit policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is set as no file access limit.</li> </ul>

No.	Item Name (Note 1)	Description
		- Yes: indicates that the policy is set to have file access limit.
30	[Read removable drive] (Note 2)	This is the configuration value of the reading removable disk policy. - Not prohibited: indicates that the policy is not set to prohibit reading removable disk. - Prohibited: indicates that the policy is set to prohibit reading removable disk.
31	[USB Device Individual Identification Function] (Note 2)	This is the configuration value of the USB device individual identification function policy. - Not used: indicates that the policy is not set to use USB device individual identification function. - Used: indicates that the policy is set to use USB device individual identification function.
32	[Web Operation Log] (Note 2)	This is the log switch information of the Web operation log. - No: indicates that the policy is not set to collect Web operation log. - Yes: indicates that the policy is set to collect Web operation log.
33	[FTP Operation Log] (Note 2)	This is the log switch information of the FTP operation log. - No: indicates that the policy is not set to collect FTP operation log. - Yes: indicates that the policy is set to collect FTP operation log.
34	[Confirm recipient address when sending E-mail] (Note 2)	This is the configuration value of policy to confirm the recipient address when sending an E-mail. - No: indicates that the policy is not set to confirm the recipient address during E-mail sending. - Yes: indicates that the policy is set to confirm the recipient address during E-mail sending.
35	[URL Access Prohibition] (Note 2)	This is the configuration value of the URL access prohibition policy. - No: indicates that the policy is not set to prohibit accessing to URL. - Yes: indicates that the policy is set to prohibit accessing to URL.
36	[FTP Server Connection Prohibition] (Note 2)	This is the configuration value of the FTP server connection prohibition policy. - No: indicates that the policy is not set to prohibit connecting FTP server. - Yes: indicates that the policy is set to prohibit connecting FTP server.
37	[Web Operation Prohibition] (Note 2)	This is the configuration value of the Web upload and download prohibition policy. - No: indicates that the policy is not set to prohibit Web upload and download. - Yes: indicates that the policy is set to prohibit Web upload and download.
38	[Clipboard Operation Log (Virtual Environment)] (Note 3)	This is the log switch information of the clipboard operation log. - No: indicates that the policy is not set to collect clipboard operation log. - Yes: indicates that the policy is set to collect clipboard operation log.
39	[Clipboard Operation Prohibition (Virtual Environment)] (Note 3)	This is the configuration value of the clipboard operation prohibition policy. - No: indicates that the policy is not set to collect prohibited clipboard operation. - Yes: indicates that the policy is set to collect prohibited clipboard operation.

No.	Item Name (Note 1)		Description
40		[Read CD/DVD Drive] (Note 3)	<ul style="list-style-type: none"> <li>- This is the configuration value of the policy for reading CD/DVD drive.</li> <li>- Not prohibited: indicates that the policy is not set to prohibit reading CD/DVD drive.</li> <li>- Prohibited: indicates that the policy is set to prohibit reading CD/DVD drive.</li> </ul>
41		[Read Network Drive] (Note 3)	<ul style="list-style-type: none"> <li>- This is the configuration value of policy for reading network drive: indicates that the policy is not set to prohibit reading network drive.</li> <li>- Yes: indicates that the policy is set to prohibit reading network drive.</li> </ul>
42		[Use of All USB Devices Logging on Management Server] (Note 3)	<ul style="list-style-type: none"> <li>- This is the configuration value of whether all USB devices logging on the Management Server are allowed.</li> <li>- Not allowed: prohibit using USB devices logging on Management Server.</li> <li>- Allowed: allow to use USB devices logging on Management Server.</li> </ul>
43	User Identification ID		This is the identification ID of the user.
44			Reserved item
45			Reserved item
46			Reserved item
47			Reserved item
48			Reserved item
49			Reserved item
50			Reserved item
51	Policy	[Web Operation Prohibition Settings] (Note 3)	<p>This is the configuration value of the web upload and download prohibition policy.</p> <ul style="list-style-type: none"> <li>- Upload/Download: Indicates that the policy is set to prohibit Web uploading and downloading.</li> <li>- Upload: Indicates that the policy is set to prohibit only Web uploading.</li> <li>- Download: Indicates that the policy is set to prohibit only Web downloading.</li> </ul>
52		[Portable Device] (Note3)	<p>This is the configuration value of the portable device connection prohibition policy.</p> <ul style="list-style-type: none"> <li>- Do not Prohibit: indicates that the policy is set not to prohibit connecting portable device.</li> <li>- Prohibit: indicates that the policy is set to prohibit connecting portable device.</li> </ul>
53		[Imaging Device] (Note3)	<p>This is the configuration value of the imaging device connection prohibition policy.</p> <ul style="list-style-type: none"> <li>- Do not Prohibit: indicates that the policy is set not to prohibit connecting imaging device.</li> <li>- Prohibit: indicates that the policy is set to prohibit connecting imaging device.</li> </ul>

Note 1: In the [Specify a File for Exporting User Information in CSV Format] window, when selecting [V13.2.0~V14.1.0 Compatible Mode] or [V14.2.0 Format], the first line of CSV file will be displayed as the item name.

Note 2: In the [Specify a File for Exporting User Information in CSV Format] window, this is the output information when selecting [V13.2.0~V14.1.0 Compatible Mode] or [V14.2.0 Format].

Note 3: In the [Specify a File for Exporting User Information in CSV Format] window, this is the output information when selecting [V14.2.0 Format] only.

Specify the name of output CSV file and specify a full path name within 218 characters.

## 2.2 CT Information

This section describes the CSV file of the CT list output in the Management Console. Refer to the contents of "Output CT Information" in *Systemwalker Desktop Keeper User's Guide for Administrator* for details on how to output the CT list as a CSV file.

The item name and description output in the CSV file are described as follows:

No.	Item Name (Note 1)	Description
1	[Server Name]	This is the name of the Management Server/ Master Management Server that CT logs.
2	[Group Name]	This is the name of the CT group on which the CT logs.
3	[Name]	This is CT name and its initial value is a computer name.
4	[Notes]	This is the information input when reflecting CT policy.
5	[Identification ID]	The Management Server/ Master Management Server gives itself an ID to identify CT.
6	[Computer Name]	Computer name of CT
7	[MAC Address]	MAC address of CT
8	[IP Address]	IP address of CT
9	[Subnet Mask]	Subnet mask set in network properties of CT
10	[Organization Name]	Organization name set in OS of CT
11	[Owner]	Owner name set in OS of CT
12	[OS Type]	OS installed in CT
13	[OS Version]	<p>Display according to the format of "OS Platform, OS Large Version, OS Small Version".</p> <p><b>[For Windows(R)]</b></p> <p>OS platform, namely code to identify OS of client (CT), is identified as follows:</p> <ul style="list-style-type: none"> <li>- 1:Windows(R) ME or Windows(R) 98</li> <li>- 2:Windows Server(R) 2003, Windows(R) 2000, Windows(R) XP, Windows NT(R), Windows Vista(R), Windows Server(R) 2008, Windows(R) 7, Windows(R) 8, Windows(R) 10, or Windows Server(R) 2012</li> </ul> <p>OS large version, namely code to identify OS of client (CT), is identified as follows:</p> <ul style="list-style-type: none"> <li>- 4:Windows(R) ME, Windows(R) 98 or Windows NT(R)</li> <li>- 5:Windows Server(R) 2003, Windows(R) 2000, or Windows(R) XP</li> <li>- 6:Windows Vista(R), Windows Server(R) 2008, Windows(R) 7, Windows(R) 8, or Windows Server(R) 2012</li> <li>- 10: Windows(R) 10</li> </ul> <p>OS small version, namely code to identify OS of client (CT), is identified as follows:</p> <ul style="list-style-type: none"> <li>- 0:Windows(R) 2000 or Windows NT(R), Windows Vista(R), Windows(R) 10, Windows Server(R) 2008</li> <li>- 1:Windows(R) XP, Windows 7, or Windows Server(R)2008R2</li> <li>- 2:Windows Server(R) 2003, Windows(R) 8, or Windows Server(R) 2012</li> </ul>

No.	Item Name (Note 1)	Description
		<ul style="list-style-type: none"> <li>- 3:Windows(R) 8.1, or Windows Server(R) 2012 R2</li> <li>- 10:Windows(R) 98,</li> <li>- 90:Windows(R) ME</li> <li>- <b>[For smart device]</b></li> <li>- OS platform is always "0".</li> <li>- OS large version is the "X" part of "Android X and Y" or "iOS X and Y".</li> <li>- OS small version is the "Y" part of "Android X and Y" or "iOS X and Y".</li> </ul>
14	[Product Category]	Display as [SE].
15	[CT Version]	This is the CT version of installed Systemwalker Desktop Keeper. In addition, refer to the contents of " <a href="#">Chapter 6 CT Version</a> " chapter for correspondence with product version/Edition.
16	[Last Logon Date and Time]	<p>The client (CT) will communicate with the Management Server/ Master Management Server when it is started. In this communication, this is the last time for the server to perform the following processing for the client (CT).</p> <ul style="list-style-type: none"> <li>- Sending CT policy</li> <li>- Sending user policy</li> </ul>
17	[Client policy Update]	<p>This is the last time for the Management Server/ Master Management Server to send CT policies to the client (CT). Display or update under the following conditions.</p> <ul style="list-style-type: none"> <li>- When the CT added to CT list after restarting begins to communicate with Management Server/ Master Management Server.</li> <li>- When clicking the [Immediate Updating] button of Management Console to reflect CT policy to CT.</li> </ul>
18	[Applied Policy] (Note 2)	<p>This is the policy applied in CT.</p> <ul style="list-style-type: none"> <li>- CT: indicates that the applied policy is CT policy.</li> <li>- Group: indicates that the applied policy is CT group policy.</li> </ul>
19	[Active Directory Linkage Excluding Flag] (Note 2)	<p>This is the flag information of Active Directory Linkage target.</p> <ul style="list-style-type: none"> <li>- 0:Active Directory Linkage target</li> <li>- 1: Non-Active Directory Linkage target</li> </ul>
20	[Network Participation Status] (Note 2)	<p>This is opt-in status of the network of the CT.</p> <ul style="list-style-type: none"> <li>- 0: no information (CT of version earlier than V13.0.0)</li> <li>- 2: joined group</li> <li>- 3: joined domain</li> </ul>
21	[Affiliated Domain Name] (Note 2)	CT affiliated domain name (address). When there is not a joined domain, the name will be output as halfwidth space of one character.
22	Policy [File Export Prohibition] (Note 2)	<p>This is the configuration value of the file export prohibition policy.</p> <ul style="list-style-type: none"> <li>- General export: indicates that the policy is set to export the files not encrypted by using File Export Utility.</li> <li>- Encrypted export: indicates that the policy is set to export encrypted files by using File Export Utility.</li> <li>- Prohibited export: indicates the policy is set to prohibit exporting files.</li> </ul>

No.	Item Name (Note 1)	Description
23	[Printing Prohibition] (Note 2)	<p>This is the configuration value of the printing prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit printing.</li> <li>- Yes: indicates that the policy is set to prohibit printing.</li> </ul>
24	[PrintScreen Key Prohibition] (Note 2)	<p>This is the configuration value of the PrintScreen key prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit PrintScreen key.</li> <li>- Yes: indicates that the policy is set to prohibit PrintScreen key.</li> </ul> <p>When the policy is set to prohibit, the settings information of screen capture will not be output.</p>
25	[Logon Prohibition] (Note 2)	<p>This is the configuration value of the logon prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit logon.</li> <li>- Yes: indicates that the policy is set to prohibit logon.</li> </ul> <p>The operation information of prohibited group and during prohibition will not be output.</p>
26	[Application Startup Prohibition] (Note 2)	<p>This is the configuration value of the application startup prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to prohibit startup application.</li> <li>- Yes: indicates that the policy is set to prohibit startup application.</li> </ul> <p>The name and notes information of application that is prohibited starting will not be output.</p>
27	[E-mail Attachment Prohibition] (Note 2)	<p>This is the configuration value of the E-mail attachment prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is set not to prohibit adding E-mail attachment.</li> <li>- Encrypt: indicates that the policy is set to prohibit attaching to emails the files that are not encrypted.</li> <li>- Only extension prohibited: indicates that the policy is set as that the file with specified extension is prohibited adding to E-mail as attachment.</li> <li>- Only extension allowed: indicates that the policy is set as that the file with specified extension can be added to E-mail as attachment.</li> </ul> <p>The type information of extension will not be output.</p>
28	[Application Startup Log] (Note 2)	<p>This is the log switch information of the application startup log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect application startup log.</li> <li>- Yes: indicates that the policy is set to collect application startup log.</li> </ul>
29	[Application Termination Log] (Note 2)	<p>This is the log switch information of the application termination log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect application termination log.</li> <li>- Yes: indicates that the policy is set to collect application termination log.</li> </ul>
30	[Window Title Obtaining Log] (Note 2)	<p>This is the log switch information of the window title obtaining log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect window title obtaining log.</li> <li>- Yes: indicates that the policy is set to collect window title obtaining log.</li> </ul> <p>The filter settings and conditions of repeated logs will not be output.</p>
31	[E-mail Sending Log] (Note 2)	<p>This is the log switch information of the E-mail sending log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect E-mail sending log.</li> </ul>



No.	Item Name (Note 1)		Description
			- Yes: indicates that the policy is set to collect E-mail sending log.
32		[Command Log] (Note 2)	This is the log switch information of the command log. - No: indicates that the policy is not set to collect command log. - Yes: indicates that the policy is set to collect command log.
33		[Device Configuration Change Log] (Note 2)	This is the log switch information of the device configuration change log. - No: indicates that the policy is not set to collect device configuration change log. - Yes: indicates that the policy is set to collect device configuration change log.
34		[Printing Operation Log] (Note 2)	This is the log switch information of the printing operation log. - No: indicates that the policy is not set to collect printing operation log. - Yes: indicates that the policy is set to collect printing operation log. The information for applications that are allowed to print will not be output.
35		[File Export Log] (Note 2)	This is the log switch information of the file export log. - No: indicates that the policy is not set to collect file export log. - Yes: indicates that the policy is set to collect file export log.
36		[File Operation Log] (Note 2)	This is the log switch information of the file operation log. - No: indicates that the policy is not set to collect file operation log. - Yes: indicates that the policy is set to collect file operation log. The filter operation settings, getting process and extension information will not be output.
37		[Linkage Application Log] (Note 2)	This is the log switch information of the linkage application log. - No: indicates that the policy is not set to collect linkage application log. - Yes: indicates that the policy is set to collect linkage application log.
38		[Logon,Logoff Log ] (Note 2)	This is the log switch information of the logon/logoff log. - No: indicates that the policy is not set to logon/logoff log. - Yes: indicates that the policy is set to logon/logoff log.
39		[PrintScreen Key Operation Log] (Note 2)	This is the log switch information of the PrintScreen key operation log. - No: indicates that the policy is not set to collect PrintScreen key operation log. - Yes: indicates that the policy is set to collect PrintScreen key operation log.
40	[Trace Status]		This is the contents of the settings that are tracked and collected in the client (CT). - [Summary]: the trace of client (CT) shall be collected according to summary level. - [Details]: the trace of client (CT) shall be collected according to details level. - Blank: when not collecting the trace status of client (CT), or the version of CT is earlier than "1.2.0.1".
41	[DTP Version]		This is the version of Systemwalker Desktop Patrol installed in the client (CT).
42	Policy	[File access control] (Note 2)	This is the configuration value of the file access limit policy. - No: indicates that the policy is set as no file access limit. - Yes: indicates that the policy is set to have file access limit.

No.	Item Name (Note 1)	Description
43	[Read removable drive] (Note 2)	<p>This is the configuration value of the reading removable disk policy.</p> <ul style="list-style-type: none"> <li>- Not prohibited: indicates that the policy is not set to prohibit reading removable disk.</li> <li>- Prohibited: indicates that the policy is set to prohibit reading removable disk.</li> </ul>
44	[USB Device Individual Identification Function] (Note 2)	<p>This is the configuration value of the USB device individual identification function policy.</p> <ul style="list-style-type: none"> <li>- Not used: indicates that the policy is not set to use USB device individual identification function.</li> <li>- Used: indicates that the policy is set to use USB device individual identification function.</li> </ul>
45	[Web Operation Log] (Note 2)	<p>This is the log switch information of the Web operation log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect Web operation log.</li> <li>- Yes: indicates that the policy is set to collect Web operation log.</li> </ul>
46	[FTP Operation Log] (Note 2)	<p>This is the log switch information of the FTP operation log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect FTP operation log.</li> <li>- Yes: indicates that the policy is set to collect FTP operation log.</li> </ul>
47	[Confirm recipient address when sending E-mail] (Note 2)	<p>This is the configuration value of the policy to confirm recipient address when sending an E-mail.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to confirm the recipient address during E-mail sending.</li> <li>- Yes: indicates that the policy is set to confirm the recipient address during E-mail sending.</li> </ul>
48	[URL Access Prohibition] (Note 2)	<p>This is the configuration value of the URL access prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy not to prohibit accessing to URL is set.</li> <li>- Yes: indicates that the policy is set to prohibit accessing to URL.</li> </ul>
49	[FTP Server Connection Prohibition] (Note 2)	<p>This is the configuration value of the FTP server connection prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is set not to prohibit connecting FTP server.</li> <li>- Yes: indicates that the policy is set to prohibit connecting FTP server.</li> </ul>
50	[Web Operation Prohibition] (Note 2)	<p>This is the configuration value of the Web upload and download prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is set not to prohibit Web upload and download.</li> <li>- Yes: indicates that the policy is set to prohibit Web upload and download.</li> </ul>
51	[Clipboard Operation Log (Virtual Environment)] (Note 3)	<p>This is the log switch information of the clipboard operation log.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect clipboard operation log.</li> <li>- Yes: indicates that the policy is set to collect clipboard operation log.</li> </ul>
52	[Clipboard Operation Prohibition (Virtual Environment)] (Note 3)	<p>This is the configuration value of the clipboard operation prohibition policy.</p> <ul style="list-style-type: none"> <li>- No: indicates that the policy is not set to collect prohibited clipboard operation.</li> <li>- Yes: indicates that the policy is set to collect prohibited clipboard operation.</li> </ul>
53	[Read CD/DVD drive] (Note 3)	<ul style="list-style-type: none"> <li>- This is the configuration value of the reading CD/DVD drive policy.</li> </ul>

No.	Item Name (Note 1)		Description
			<ul style="list-style-type: none"> <li>- Not prohibited: indicates that the policy is not set to prohibit reading CD/DVD drive.</li> <li>- Prohibited: indicates that the policy is set to prohibit reading CD/DVD drive.</li> <li>.</li> </ul>
54		[Read network drive] (Note 3)	<ul style="list-style-type: none"> <li>- This is the configuration value of the reading network drive policy.</li> <li>- No: indicates that the policy is not set to prohibit reading network drive.</li> <li>- Yes: indicates that the policy is set to prohibit reading network drive.</li> </ul>
55		[Use all USB devices registered in Management Server] (Note 3)	<ul style="list-style-type: none"> <li>- This is the configuration value of whether all USB devices logging on to the Management Server are allowed.</li> <li>- Not allowed: prohibit using USB devices logging on to Management Server.</li> <li>- Allowed: allow the use of USB devices logging on to Management Server.</li> </ul>
56	Virtual Terminal Type (Note 3)		<p>Display the information of whether the terminal environment with client (CT) installed is physical environment or virtual environment.</p> <ul style="list-style-type: none"> <li>- (Blank): indicates physical terminal.</li> <li>- Virtual terminal (Normal): indicates virtual terminal.</li> <li>- Virtual terminal (Master PC): indicates the Master of virtual terminal.</li> </ul>
57			Reserved item
58			Reserved item
59			Reserved item
60			Reserved item
61			Reserved item
62			Reserved item
63			Reserved item
64			Reserved item
65	Policy	[Web Operation Prohibition Setting] (Note 3)	<p>This is the configuration value of the web upload and download prohibition policy.</p> <ul style="list-style-type: none"> <li>- Upload/ Download: Indicates that the policy is set to prohibit Web uploading and downloading.</li> <li>- Upload: Indicates that the policy is set to prohibit only Web uploading.</li> <li>- Download: Indicates that the policy is set to prohibit only Web downloading.</li> </ul>
66	Device (Note3)		<p>This is the type of a monitoring device.</p> <ul style="list-style-type: none"> <li>- PC: Indicates a client (CT).</li> <li>- Smart device: Indicates a smart device (Agent).</li> </ul>
67	Smart Device Policy	[Web access log] (Note3)	<p>This is log switch information of the web access log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the web access log is set.</li> <li>- Yes: Indicates that the policy of collecting the web access log is set.</li> </ul>
68		[SD card mount/unmount log] (Note3)	<p>This is a log switch information of the SD card mount/unmount log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the SD card mount/unmount log is set.</li> </ul>

No.	Item Name (Note 1)	Description
		<ul style="list-style-type: none"> <li>- Yes: Indicates that the policy of collecting the SD card mount/unmount log is set.</li> </ul>
69	[SIM card mount/unmount log] (Note3)	<p>This is a log switch information of the SIM card mount/unmount log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the SIM card mount/unmount log is set.</li> <li>- Yes: Indicates that the policy of collecting the SIM card mount/unmount log is set.</li> </ul>
70	[Wi-Fi connection log] (Note3)	<p>This is log switch information of the Wi-Fi connection log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the Wi-Fi connection log is set.</li> <li>- Yes: Indicates that the policy of collecting the Wi-Fi connection log is set.</li> </ul>
71	[Bluetooth connection log] (Note3)	<p>This is log switch information of the Bluetooth connection log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the Bluetooth connection log is set.</li> <li>- Yes: Indicates that the policy of collecting the Bluetooth connection log is set.</li> </ul>
72	[Incoming and outgoing log] (Note3)	<p>This is log switch information of the Telephone incoming and outgoing log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the Telephone incoming and outgoing log is set.</li> <li>- Yes: Indicates that the policy of collecting the Telephone incoming and outgoing log is set.</li> </ul>
73	[Application usage log] (Note3)	<p>This is log switch information of the application usage log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the application usage log is set.</li> <li>- Yes: Indicates that the policy of collecting the application usage log is set.</li> </ul>
74	[Application configuration change log] (Note3)	<p>This is log switch information of the application configuration change log.</p> <ul style="list-style-type: none"> <li>- No: Indicates that the policy of not collecting the application configuration change log is set.</li> <li>- Yes: Indicates that the policy of collecting the application configuration change log is set.</li> </ul>
75	[Wi-Fi connection prohibition] (Note3)	<p>This is a configuration value of the Wi-Fi connection prohibition policy.</p> <ul style="list-style-type: none"> <li>- Not prohibited: Indicates that the policy not prohibiting the Wi-Fi connection is set.</li> <li>- Registered access point is prohibited: Indicates that the policy that prohibits connecting the registered access point is set.</li> <li>- Registered access point is permitted: Indicates that the policy permitting the connection to a registered access point is set.</li> </ul>
76	[Bluetooth connection prohibition] (Note3)	<p>This is a configuration value of the Bluetooth connection prohibition policy.</p> <ul style="list-style-type: none"> <li>- Not prohibited: Indicates that the policy not prohibiting the Bluetooth connection is set.</li> <li>- Registered Bluetooth device is prohibited: Indicates that the policy prohibiting the Bluetooth connection is set.</li> <li>- Registered Bluetooth device is permitted: Indicates that the policy permitting the Bluetooth connection is set.</li> </ul>

No.	Item Name (Note 1)		Description
77		[Application usage prohibition] (Note3)	<p>This is a configuration value of the application usage prohibition policy.</p> <ul style="list-style-type: none"> <li>- Not prohibited: Indicates that the policy that does not prohibit the usage of application is set.</li> <li>- Registered package is prohibited: Indicates that the policy prohibiting the usage of registered package is set.</li> <li>- Registered package is permitted: Indicates that the policy permitting the usage of registered package is set.</li> </ul>
78	[Remote control] (Note3)		<p>This indicates the latest execution status of the remote control.</p> <ul style="list-style-type: none"> <li>- Blank: Indicates that the remote control is not executed.</li> <li>- Requesting the lock: Indicates the attempt of requesting a smart device for enforcement lock.</li> <li>- Executing the lock: Indicates that the smart device has accepted the enforcement lock.</li> <li>- Locked: Indicates that the smart device has executed the enforcement lock.</li> <li>- Requesting the lock cancellation: Indicates the attempt of requesting a smart device to cancel the enforcement lock.</li> <li>- Executing the lock cancellation: Indicates that the smart device has accepted the enforcement lock cancellation.</li> <li>- Lock cancelled: Indicates that the smart device has cancelled the enforcement lock.</li> <li>- Requesting wipe: Indicates the attempt of requesting the smart device for wipe.</li> <li>- Executing wipe: Indicates that the smart device has accepted the wipe.</li> <li>- Wiped: Indicates that the smart device has executed the wipe.</li> <li>- Requesting for data deletion: Indicates the attempt of requesting the smart device to delete data.</li> <li>- Deleting the data: Indicates that the smart device has accepted to delete the data.</li> <li>- Data deleted: Indicates that the smart device has deleted the data.</li> <li>- Requesting to clear the passcode: Indicates the attempt to request the smart device to clear the passcode.</li> <li>- Clearing the passcode: Indicates that the smart device has accepted to clear the passcode.</li> <li>- Passcode cleared: Indicates that the smart device has cleared the passcode.</li> </ul>
79	Policy	[Portable Device] (Note3)	<p>This is the configuration value of the portable device connection prohibition policy.</p> <ul style="list-style-type: none"> <li>- Do not Prohibit: indicates that the policy is set not to prohibit connecting portable device.</li> <li>- Prohibit: indicates that the policy is set to prohibit connecting portable device.</li> </ul>
80		[Imaging Device] (Note3)	<p>This is the configuration value of the imaging device connection prohibition policy.</p> <ul style="list-style-type: none"> <li>- Do not Prohibit: indicates that the policy is set not to prohibit connecting imaging device.</li> <li>- Prohibit: indicates that the policy is set to prohibit connecting imaging device.</li> </ul>

Note 1: In the [CSV File Settings of Output CT Information] window, when selecting [V13.2.0~V14.1.0 Compatible Mode] or [V14.2.0 Format], the first line of CSV file will be displayed as the item name.

Note 2: In the [CSV File Settings of Output CT Information] window, this is the output information when selecting [V13.2.0~V14.1.0 Compatible Mode] or [V14.2.0 Format].

Note 3: In the [CSV File Settings of Output CT Information] window, this is the output information when selecting [V14.2.0 Format] only.

For the output CSV file, specify a full path name no larger than 218 characters.

## 2.3 CT Group Information

This section describes the CSV file of CT group information output in the Management Console. Refer to the contents of "Export CT Group Information" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to output CT group information as a CSV file.

### File name

Arbitrary (\*.\*)

When creating a file, the user can specify any file name.

### Usage

This CSV file can be used in the following mentioned conditions:

- The file will be distributed automatically when using this information to generate a CT for registering, and when the client (CT) is automatically distributed to the CT group. Refer to the contents of "[2.11 Automatic Distribution File during CT Registration](#)" for how to distribute the file automatically when generating CT for registering.  
Refer to the contents of "Allocate collectively using CSV files" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to distribute client (CT) to the CT group automatically.
- When confirming the created CT group.

### Saving location

It can be saved in any location of the local drive.

### File format

Output information of all CT groups logging on the Management Server.

When Active Directory Linkage is performed, output the information of the Local group only.

The item name and description output in the CSV file are described as follows:

Item Name	Description
Full Path of CT Group	<ul style="list-style-type: none"><li>- Output the full path starting from the root directory of CT group.</li><li>- "\" character can be used for separation between groups.</li><li>- When ' (single quote) is displayed before "\" character, it indicates that "\" character is a part of group name.</li><li>- When displayed ' (single quote) is doubled, it indicates that one of them is a part of group name.</li></ul>

The following are the examples of output CSV files.

```
"Root \Sales Department"          (Note 1)
"Root \Sales Department\Third Section"  (Note 2)
"Root \A\"                          (Note 3)
"Root \A'\'\'B'"                    (Note 4)
```

Note 1) The CT group of sales department exists in the root directory.

Note 2) The CT group of the third section exists in the sales department.

Note 3) The CT group of "A\" exists in the root directory.

Note 4) The CT group of "\B\" exists in the CT group of "A\".

## 2.4 Department Administrator Information

---

This section describes the CSV file of department administrator information in the Management Console.

### File name

Arbitrary (\*.\*)).

When creating a file, the user can specify any file name.

### Usage

This CSV file can be used in the following conditions.

- When distributing the department administrator to the CT group and user group in batch.
- When outputting the department administrator information of the CT group and user group as a CSV file in batch.

Refer to the contents of "Export Department Administrator Information through Management Console" and "Allocate collectively using CSV files" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to use the CSV file.

### Saving location

It can be saved in any location of local drive.

### File format

This is the CSV file in the following format.

- Character code: Shift JIS or UTF-8 (encoding format specified in the server setting tool)
- Item quotation: "" " (halfwidth double quotation)
- Item separation: ","(halfwidth comma)
- Item length: variable-length
- Line feed code: CRLF (0x0d+0x0a)

Note) That is: the end of file shall be line break.

The first line is the title line and the data begins with the second line.

The item name and description output in the CSV file are described as follows:

No.	Item Name	Description
1	Depth	The depth of group level. Display in a range from 1 to 99. The output "Depth" cannot be modified.
2	Group ID	The group ID for registered department administrator. The output "Group ID" cannot be modified.
3	Group Name	The group name for registered department administrator. The output "Group Name" cannot be modified.
4	Processing flag	The processing is performed for this line of CSV file. <ul style="list-style-type: none"><li>- When outputting the department administrator information: blank</li><li>- When importing the department administrator information Blank: import new information. D: delete the information of this line.</li></ul>

No.	Item Name	Description
5	Department administrator logon ID	The logon ID for department administrator. Output or input the ID used for logon and authentication in Management Console/Log Viewer. When inputting, the capital letters and small letters will be treated as the same characters.
6	User name of department administrator	The user name of department administrator.
7	Access authority	The authority given to the department administrator. - Log Viewer: the authority can be viewed in Log Viewer only when it is set as the group of department administrator. - Management Console/Log Viewer: the authority can be viewed in Management Console and Log Viewer only when it is set as the group of department administrator. - Management Console: the authority can be viewed in the Management Console only when it is set as the group of department administrator.
8	Detailed Authority - Management Console 1	The authority in the Management Console for department administrator. 1: have the authority to import CSV file Halfwidth space: no authority
9	Detailed Authority - Management Console 2	The authority in the Management Console for department administrator. 1: have the authority to save CSV file Halfwidth space: no authority
10	Detailed Authority - Management Console 3	The authority in the Management Console for department administrator. 1: have the authority to register/update/delete USB device Halfwidth space: no authority
11	Detailed Authority - Management Console 4	Halfwidth space: fixed value
12	Detailed Authority - Management Console 5	Halfwidth space: fixed value
13	Detailed Authority - Management Console 6	Halfwidth space: fixed value
14	Detailed Authority - Management Console 7	Halfwidth space: fixed value
15	Detailed Authority - Management Console 8	Halfwidth space: fixed value
16	Detailed Authority - Log Viewer 1	The authority in Log Viewer for department administrator. 1: have the authority to save CSV file Halfwidth space: no authority
17	Detailed Authority - Log Viewer 2	The authority in Log Viewer for department administrator 1: have the authority to check/save attached information Halfwidth space: no authority
18	Detailed Authority - Log Viewer 3	The authority in Log Viewer for department administrator 1: have the authority to check the configuration change log window Halfwidth space: no authority
19	Detailed Authority - Log Viewer 4	The authority in the Log Viewer for the department administrator 1: have the authority to save the contents of a mail Halfwidth space: no authority



No.	Item Name	Description
20	Detailed Authority - Log Viewer 5	Halfwidth space: fixed value
21	Detailed Authority - Log Viewer 6	Halfwidth space: fixed value
22	Detailed Authority - Log Viewer 7	Halfwidth space: fixed value
23	Detailed Authority - Log Viewer 8	Halfwidth space: fixed value
24	Notes	When using the server settings tool to register as the department administrator and the output CSV file, the set notes information of department administrator will be output.
25	E-mail address	The E-mail address of the department administrator set by using the server settings tool.
26	E-mail receiving	Settings of whether to notify the violation log. 1: sending 2: not sending

For the output CSV file, specify a full path name no larger than 218 characters.

When there are many Management Servers, output the information to the file in turn according to the above mentioned format and sequence that is the same as the display sequence of the CT group tree.

The following mentioned is an example of an output CSV file.

```
"Depth","Group ID","Group Name","Processing flag","Department administrator logon ID","User name of
department administrator","Access authority","Detailed Authority - Management Console 1","Detailed
Authority - Management Console 2","Detailed Authority - Management Console 3","Detailed Authority -
Management Console 4","Detailed Authority - Management Console 5","Detailed Authority - Management
Console 6","Detailed Authority - Management Console 7","Detailed Authority - Management Console
8","Detailed Authority - Log Viewer 1","Detailed Authority - Log Viewer 2","Detailed Authority - Log
Viewer 3","Detailed Authority - Log Viewer 4","Detailed Authority - Log Viewer 5","Detailed Authority
- Log Viewer 6","Detailed Authority - Log Viewer 7","Detailed Authority - Log Viewer 8","Notes","E-
mail address","E-mail receiving"
"1","17FBACE4-6FA7-4a12-948F-6AB1851B29BB","Sales Department"," ","Fujitsu Taro","Fujitsu
Taro","(Department Administrator) Log Viewer Management Console","1","1"," "," "," "," "," ","
","1","1","1"," "," "," "," "," "," "," "," "," ","fujitsu.taro@xxx.xxx.xxx","1"
"1","B218CBE1-B1A9-4ee6-A3B8-7B5B937C2D16","Development Department"," ","Fujitsu Hanako","Fujitsu
Hanako","(Department Administrator) Management Console","1","1"," "," "," "," "," "," "," ","
"," "," ","fujitsu-hanako@xxx.xxx.xxx","1"
"1","417858CB-51A7-4a45-B6E8-E3E36E300D72","Planning Department"," ","Fujitsu Taro","Fujitsu
Taro","(Department Administrator) Log Viewer Management Console","1","1"," "," "," "," "," ","
","1","1","1"," "," "," "," "," "," "," ","fujitsu-taro@xxx.xxx.xxx","1"
```

## 2.5 Log List

This section describes the CSV file that can be output in the log list of Log Viewer. Refer to the contents of "Export contents displayed in [List of logs] to CSV file" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to output log list as CSV file.

The item name and description output in CSV file will be described as follows:

Item Name	Description
[Log Output Time]	It is time to output log list.
[Search range (start)]	This is the start date of search scope specified when searching.
[Search range (end)]	This is the end date of search scope specified when searching.

Item Name	Description
[Week period]	This is the search unit time belt of week specified when searching.
[Time period]	This is the search time belt specified when searching.
[Keyword]	This is the keyword specified when searching.
[AND/OR]	This is the AND/OR condition specified when searching.
[User ID]	This is the user name specified when searching.
[Type]	This is the log type specified when searching.
[Classification]	This is the classification specified when searching.
[Type of drive]	This is the drive type specified when searching.
[Number of hit]	When selecting CT, this is the items that fulfill conditions. When not selecting CT, it is all items.
[Number of all items]	This is the all items of search target data.
[Name]	This is the name of CT, and its initial value is computer name.
[Occurrence date and time]	This is the date and time to collect logs.
[User ID]	This is the user name for CT to logon.
[Domain name]	This is the domain name of CT when logging on domain. When logging on the local computer, this is the computer name of CT. However, when the OS is Windows(R) 98 and Windows(R) ME, the domain name (client (CT) of V12) will displayed as blank.
[Type]	This is the log type (classification).
[Classification]	In the policy settings, the operation allowed is [Normal], and the operation not allowed is [Abnormal].
[Attachment]	When the window title log is collected by screen capture function, the log will be recorded as [1] OR [2]. When [1] window captures once, one window will be got, and [2] window will get 2 windows when capturing twice. In the file export log, when saving the original file backup, it will be recorded as [1]. In the PrintScreen key prohibition log, when capturing the window, it will be recorded as [1]. In the E-mail sending log, when checking the E-mail contents, it will be recorded as [1].
[Content]	This is the contents of log.
[Note]	This is the notes of log.

## 2.6 Configuration Change Log List

This section describes the CSV file that can be output in configuration change log list of Log Viewer. Refer to the contents of "Export Contents displayed in [Configuration Change Log List] to CSV File" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to output configuration change log list as CSV file.

The item name and description output in the CSV file are described as follows:

Item Name	Description
[Log Output Time]	This is the time to output log list.
[Change date]	This is the date when the configuration is changed.
[Name]	This is the name of CT, and its initial value is computer name.
[User ID]	This is the user ID of system administrator or department administrator who logs on Management Console to change the configuration.
[Change Date]	This is the date and time when the configuration is changed.
[Name]	This is the name of CT, and its initial value is computer name.

Item Name	Description
[User ID]	This is the user ID of system administrator or department administrator who logs on Management Console to change the configuration.
[Type of settings]	The configuration change type (classification) is shown as follows. <ul style="list-style-type: none"> <li>- [Terminal settings]: records of changing CT policy.</li> <li>- [Level Composition Configuration]: records of moving CT in the CT group tree, and changing CT group tree.</li> <li>- [Services Control]: control for prohibiting CT services.</li> <li>- [Process Control]: control for prohibiting CT process.</li> </ul>
[Content]	This is the contents of configuration change log.

## 2.7 Result Log List of File Trace

This section describes the CSV file of trace results that can be output in file trace function of Log Viewer. Refer to the contents of "Export tracing result of file operation to CSV file" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to output trace results as CSV file by using file trace function.

The item name and description output in the CSV file are described as follows:

Item Name	Description
[Log Output Time]	This is the time to output log list.
[Name]	This is the CT name of search target.
[Occurrence date and time of search reference log]	This is the occurrence date and time of search standard log.
[Executed search]	Search type. (Forward Trace or Back Trace)
[Search range]	This is the number of search days or the range of date.
[Maximum search level]	Maximum search level.
[Search target log]	Search target log.
[ID]	ID number of log search results data.
[Level]	Searched level.
[Search root directory (type)]	This is the traced log and log type.
[Father ID]	This is the traced root ID.
[Accuracy]	This is the matching degree of trace log.
[Occurrence date and time ]	This is the occurrence date and time of search log.
[User ID]	This is the user name of search log.
[Domain name]	This is the domain name of search log.
[Classification]	This is the search log type.
[Attachment]	When saving the original file backup in the file export log, it will be recorded as [1]. In the E-mail sending log, when checking the E-mail contents, it is displayed as [1].
[Content]	This is the contents of search log.
[Note]	This is the notes of search log.

## 2.8 Reference File of Active Directory Linkage

This section describes the CSV file of reference file specified when selecting "Specify the computer responding to user name in the file" in Active Directory Linkage settings.

### File name

Arbitrary (\*.\*)).

When creating a file, the user can specify any file name.

### Usage

This CSV file can be specified when selecting "Specify the computer responding to user name in the file" in the "View CT registered location" settings of "Active Directory Linkage" in "System Settings" window of the server settings tool.

According to this file, compare the computer name and user name and distribute CTs and users to each group.

### Saving location

It can be saved in any location of local drive.

### File format

This is the CSV file in the following mentioned format.

- Character code: Shift JIS or UTF-8 (encoding format specified in the server setting tool)
- Item quotation: " " (halfwidth double quotation)
- Item separation: "," (halfwidth comma)
- Item length: variable-length
- Line feed code: CRLF (0x0d+0x0a)

Note) That is: the end of file shall be line break.

The item name and description of the input CSV file are described as follows:

No.	Item Name (Note 1)	Description
1	Computer Name (Required)	Set "Computer Name" of CT information displayed in the Management Console. However, it is required to register in Active Directory. Enter the halfwidth characters within 15 characters. The following mentioned characters are not allowed. " *", "?", "<", ">", ",", ";", ":", "\", "/", " ", " " The halfwidth space before or after data will be ignored, and do not include halfwidth space in data.
2	User Name (Required)	Set "User Name (Account)" to logon target computer. However, it is required to register in Active Directory in advance. Enter 40 halfwidth characters (20 fullwidth characters) or less. The following mentioned characters are not allowed. " *", "?", "<", ">", ",", ";", ":", "\", "/", " ", " " The halfwidth space before or after data will be ignored, and do not include halfwidth space in data.
3	[Domain Name]	Enter the NetBIOS domain name of linkage domain with halfwidth alphanumeric numbers, hyphen "-" and period "." to be no greater than 155 characters. The halfwidth space before or after data will be ignored, and do not include halfwidth space in data.

An example to create a CSV file is shown as follows:

```
"PC0001", "USER0001", "desktopkeeper.domain.com"
"PC0002", "USER0002", "desktopkeeper.domain.com"
```

## 2.9 Reference File of Systemwalker Desktop Patrol Configuration Information Import

This section describes the CSV file of reference file specified in Systemwalker Desktop Patrol composition information import command (DTKIMPDP.EXE).

When specifying this reference file, refer to the contents of "[1.10 DTKIMPDP.EXE \(Import Systemwalker Desktop Patrol Configuration Information\)](#)".

### File name

Arbitrary (\*.\*)

When creating a file, the user can specify any file name.

### Usage

This file will be used when executing Systemwalker Desktop Patrol configuration information import command and specifying /F option. According to this file, compare the computer name and user name and distribute CTs and users to each group.

### Saving location

It can be saved in any location of local drive.

### File format

This is the CSV file with the following format:

- Character code: Shift JIS or UTF-8 (encoding format specified in the server setting tool)
- Item quotation: " " (halfwidth double quotation)
- Item separation: "," (halfwidth comma)
- Item length: variable-length
- Line feed code: CRLF (0x0d+0x0a)

Note) That is: the end of file shall be line break.

The item name and description of the input CSV file are described as follows:

No.	Item Name (Note 1)	Description
1	Computer Name (Required)	Set "Computer Name" of CT information displayed in the Management Console. However, it can be set only when "DTPID" is set in CT information displayed in the Management Console. In addition, when "CT Version" of CT is "2.0.0.1" or later, the settings will be valid. Enter the halfwidth characters within 15 characters. The following mentioned characters are not allowed. " *", "?", "<", ">", ",", ";", ":", "\\", "/", " ", " " The halfwidth space before or after data will be ignored, and do not include halfwidth space in data.
2	User Name (Required)	Set " User Name (Account) " to logon target computer. Enter the halfwidth characters within 40 characters. The following mentioned characters are not allowed. " *", "?", "<", ">", ",", ";", ":", "\\", "/", " ", " " The halfwidth space before or after data will be ignored, and do not include halfwidth space in data.

No.	Item Name (Note 1)	Description
		In addition, after logging on this reference file, it will be displayed as "User Name" when user policy is displayed in the Management Console.

An example to create CSV file is shown as follows:

```
"PC0001", "USER0001"
"PC0002", "USER0002"
```

## 2.10 Discarded Folder Information File

This section describes the CSV file of discarded folder information. The discarded folder information is specified in Systemwalker Desktop Patrol configuration information import command (DTKIMPDP.EXE).

Generate this file based on "Discarded PC List Information File" output in Systemwalker Desktop Patrol. For "Discarded PC List Information File", refer to the operation manual of Systemwalker Desktop Patrol.

When specifying the Discarded folder information file, refer to the contents of "[1.10 DTKIMPDP.EXE \(Import Systemwalker Desktop Patrol Configuration Information\)](#)".

### File name

Arbitrary (\*.\*)

When creating a file, the user can specify any file name.

### Usage

This file will be used when executing Systemwalker Desktop Patrol configuration information import command and specifying /E option. It will be also used when client (CT) information under discarded folder of Systemwalker Desktop Patrol is imported to Systemwalker Desktop Keeper.

### Saving location

It can be saved in any location of local drive.

### File format

This is the CSV file with the format.

- Character code: Shift JIS or UTF-8 (encoding format specified in the server setting tool)
- Item quotation: " " (halfwidth double quotation)
- Item separation: "," (halfwidth comma)
- Item length: variable-length
- Line feed code: CRLF (0x0d+0x0a)

Note) That is: the end of file shall be line break.

In the CSV format file, the first line is the title line and the data lines begin in the second line.

The item name and description of the input CSV file are described as follows:

<First Line: Header Information Line>

No.	Item Name (Note 1)	Description
1	Version Information (Required)	Fixed value "1.0".

<After Second Line: Discarded Information Line>

No.	Item Name (Note 1)	Description
1	Record Type (Required)	Fixed value "3".
2	DTPID (Required)	For the user ID and PC name of discarded PC list information file in Systemwalker Desktop Patrol, record according to the following format. "User ID+PC Name"
3	ID of Local Group (Required)	Record the department code of discarded PC list information file in Systemwalker Desktop Patrol.

An example to create a CSV file is shown as follows.

```
"1.0"
"3","user0001+PC001","0001"
```

In the above mentioned example to generate "Discarded Folder Information File", "Discarded PC List Information File" of Systemwalker Desktop Patrol is an example of the following contents.

```
"2008/07/03 13:40:02"
" Discarded PC Group Name","Group Restered Day"," Discarded Status"," Discarded Finishing Day","PC
Name","User ID","User Name"," Department Code"," Department Name","Computer Name","IP Address","MAC
Address","Domain Name","Building Name","Lease Contract No","Lease Contract Company","Initial Purchase
Date","Lease Contract Date","Start Date of Lease","End Date of Lease","Lease Instruction","Asset
Number","Product Number","Use Status Instruction","Function Instruction","Building
Instruction","Supplier Name","Get Product Number","Get Year and Month","Actual Number","Goods
Instruction"
" Discarded in July, 2008","2008/07/03 13:39:55","0","","","PC001","user0001","user0001","0001","Sales
Department","PC001.DTK-DOMAIN.local","192.168.1.1","00:19:99:21:B9:0C","DTK-
DOMAIN","Yokohama","","","","","","","","","","","","","","","","","","","","","","","","","",""
"
```

## 2.11 Automatic Distribution File during CT Registration

### File name

DTKCTEntry.csv

### Usage

This file will be used when registering the Management Server of the following client (CT), and when distributing clients (CTs) to the CT group automatically.

- When the client (CT) is communicating with the Management Server after installation
- When executing the maintenance command (FSW11EJ7.EXE /R)

When this file is saved in [Saving location](#), distribute the client (CT) according to settings contents. Therefore, when the operation to distribute to CT group is finished, delete this file, or move the file to location other than saving location.

Refer to the related contents of "Create automatic distribution file during CT registration" of *Systemwalker Desktop Keeper User's Guide for Administrator* for how to use this file.

### Saving location

When the operating system is system other than Windows Server(R) 2008 and Windows Server(R) 2012

```
[Install OS Drive]\Documents and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop
Keeper
```

When installing the Management Server, an example file (DTKCTEntry\_sample.txt) will be generated in the aforementioned saving location.

When the operating system is Windows Server(R) 2008 or Windows Server(R) 2012

[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper

## File format

The item name and a description of the input file are described as follows:

The character encoding used is either Shift JIS or UTF-8, one of which is specified in the server configuration tool.

- The file is in the format of CSV.
- When the beginning character is "#", it will be determined as comment line.
- The string item will be quoted by " (double quote). The numeral item will not be quoted by " (double quote).
- , (comma) will be used to separate one item from another.
- The line that does not fulfill file format will be omitted and errors will occur in trace file (fsw21sj0.log) of server service.

No.	Item Name	Description
1	Full Path of CT Group (Required)	<ul style="list-style-type: none"> <li>- This will be recorded as a full path starting from Root directory of CT group.</li> <li>- "\" is used to separate a group from another.</li> <li>- When "\" is used as one part of group name, ' (single quote) shall be added after "\".</li> <li>- When ' (single quote) is used as one part of group name, it will be recorded as double ' (single quote).</li> </ul> <p>[Example]</p> <ul style="list-style-type: none"> <li>- When CT group of "Sales Department" exists in Root directory it will be recorded as "Root directory\Sales Department".</li> <li>- When CT group of "Third Section" exists in sales department it will be recorded as "Root directory\Sales Department\Third Section".</li> <li>- When CT group of "A\" exists in Root directory it will be recorded as "Root directory\A\"".</li> <li>- When CT group of "\B" exists in CT group of "A\" it will be recorded as "Root directory\A\"B\"".</li> </ul>
2	Item Used in Matching Condition (Required)	<p>Specify which item in the client (CT) information as distribution condition.</p> <ul style="list-style-type: none"> <li>- COMPUTERNAME: computer name</li> <li>- IPADDRESS:IP address</li> <li>- ORGANIZATION: organization name</li> <li>- COMPUTEROWNER: owner name</li> <li>- DTPEMPLOYEEENO:DTP identification information employee ID</li> </ul>
3	Value of Matching Condition (Required) (Note 1)	<p>Set the value of [Item Used in Matching Condition]. When specifying the wildcard character (*), it will be considered as any string.</p> <p>For the limit of limit value in this item, make the following description:</p> <ul style="list-style-type: none"> <li>- When specifying "COMPUTERNAME" in [Item Used in Matching Condition] The computer name (15 characters) of NetBIOS can be specified only. When specifying the computer name longer than this length, the name will be considered a conflict.</li> <li>- When specifying "IPADDRESS" in [Item Used in Matching Condition] IP address can be specified by using IPv4 address or IPv6 address When IPv6 address is specified, wildcards (*) cannot be used.</li> </ul>



No.	Item Name	Description
		<ul style="list-style-type: none"> <li>- If a wrong value is entered as an IP address, it will considered a conflict.</li> <li>- For IPv6 address, an abbreviation compatible to RFC 5952 can also be used.</li> <li>- When specifying " ORGANIZATION" in [Item Used in Matching Condition] When specifying a value greater than 105 characters, it will also be considered a conflict.</li> <li>- When specifying " COMPUTEROWNER" in [Item Used in Matching Condition] When specifying a value greater than 93 characters, it will also be considered a conflict.</li> <li>- When specifying " DTPEMLOYEENO" in [Item Used in Matching Condition] When specifying a value greater than 20 characters, it will also be considered a conflict.</li> </ul>

- The blank line will be ignored.
- Several conditions (one condition for one line and specify several lines) can be set for one CT group. At this moment, the client (CT) will be distributed to the CT group whose condition best matches.
- When there are several CT groups with set same condition, the client (CT) will be distributed to the CT group whose condition best matches.
- Smart device (Agent) cannot automatically distribute to CT groups by using this file. Manually distribute to CT groups by using the Management Console.
- When the client (CT) cannot be distributed to a CT group for the following causes, it will be distributed to the Root directory. Ask the administrator to distribute the client (CT) to the CT group manually.
  - Automatic Distribution File during CT Registration does not exist in the specified folder.
  - Automatic Distribution File during CT Registration is incorrect.
  - The client (CT) with registration request exists, but there is no condition matching Automatic Distribution File during CT Registration.
  - There is a matching condition to Automatic Distribution File during CT Registration, but the distribution target CT group does not exist.
  - CT groups of other Management Server are recorded in Automatic Distribution File during CT Registration.

Note 1) Do not specify IPv6 address for the client (CT) of V14.3.0 or earlier. Do not enter the link local address. Operations when the link local address is specified are not guaranteed.

### Use example

```
# Distribute CT Group When Registering CT "Automatic Distribution File during CT Registration"
"Root directory\Sales Department", "COMPUTERNAME", "COMPUTER-*"
"Root directory\Sales Department", "ORGANIZATION", "* Section of Sales Department"
"Root directory", "IPADDRESS", "192.168.0.*"
```

## 2.12 Transfer Target Information File

This section describes the transfer target information file used when modifying the IP address of the Management Server connected to client (CT).

### File name

DTKServerChange.txt

### Usage

This file will be used when modifying IP address of the Management Server connected to the client (CT) on the Management Server. The settings information will be notified to client (CT) as the CT policy.

When this file is saved in "Saving location", the IP address of the connected Management Server will be modified. Therefore, after modifying the IP address of the connected Management Server, delete this file, or move the file to location other than saving location.

Refer to the related contents of "Change Management Server/Master Management Server To Be Connected" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to use this file.

## Saving location

When the operating system is a system other than Windows Server(R) 2008 and Windows Server(R) 2012

```
[Install OS Drive]\Documents and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper
```

When installing the Management Server, an example file (DTKServerChange\_sample.txt) will be generated from the above mentioned saving location.

When the operating system is Windows Server(R) 2008 or Windows Server(R) 2012

```
[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper
```

## File format

The item name and description of the input file are described as follows:

- The character encoding used is either Shift JIS or UTF-8, one of which is specified in the server configuration tool. The blank line will be ignored.
- The line that does not fulfill the file format will be ignored and displayed as error in the trace file (fsw21sj0.log) of server service.
- When the beginning character is "#", it will be determined as comment line.
- Each item will be quoted by " (double quote).
- , (comma) will be used to separate one item from another.

No.	Item Name	Description
1	Specifying Method (Required) (Note1)	Specify the method for CT to modify the IP address of the connected Management Server. <ul style="list-style-type: none"> <li>- I: when specifying with IP address.</li> <li>- A: when modifying IP address of connected Management Server for all clients (CTs) under Management Server.</li> </ul>
2	Condition Specifying of Target CT (Required) (Note1)	<ul style="list-style-type: none"> <li>- When specifying through the IP address <ul style="list-style-type: none"> <li>- When specifying IP address in turn For IPv4 address: aaa.bbb.ccc.ddd For IPv6 address: aa:bb:cc:dd:ee:ff:gg:hh Note) For IPv6 address, an abbreviation compatible to RFC 5952 can also be used.</li> </ul> </li> <li>- When specifying the scope of IP address aaa.bbb.ccc.ddd-eee (The specified scope is the content after the fourth part (part of ddd).) Note) The scope for IPv6 address cannot be specified. It is specified in turn.  The numerals that can be specified for each part are described as follows: <ul style="list-style-type: none"> <li>- 1&lt;=aaa&lt;=254</li> <li>- 0&lt;=bbb&lt;=255</li> <li>- 0&lt;=ccc&lt;=255</li> <li>- 1&lt;=ddd&lt;=254</li> <li>- 1&lt;=eee&lt;=254</li> </ul> But, ddd &lt; eee</li> </ul>

No.	Item Name	Description
		<p>Under the following conditions, the IP address is incorrect.</p> <ul style="list-style-type: none"> <li>- When " 0" has been set before the numerals (Example: 192.168.001.020-050)</li> <li>- When specifying the local loop back address</li> <li>- When modifying IP address of connected Management Server for all clients (CTs) under Management Server, it will be specified as ALL.</li> </ul>
3	IP Address of Server (CT Management Server) (Required) (Note 1)	<p>The switched IP address or the server name shall be specified. Specify according to the following format.</p> <p>For IPv4 address: aaa.bbb.ccc.ddd</p> <ul style="list-style-type: none"> <li>- For IPv6 address: aa:bb:cc:dd:ee:ff:gg:hh</li> <li>- For IPv6 address, an abbreviation compatible with RFC 5952 can also be used.</li> <li>- For server name: 15 halfwidth characters or less</li> <li>- Note) Local loop back address cannot be specified.</li> </ul>
4	IP Address of Server (Substitute Management Server) (Note1)	<p>The switched IP address or server name shall be specified. Specify according to the following format.</p> <p>When the default input format (Settings are blank) is allowed, the system will consider that the value of "IP Address of Server (CT Management Server)" has been set.</p> <ul style="list-style-type: none"> <li>- For IPv4 address: aaa.bbb.ccc.ddd</li> <li>- For IPv6 address: aa:bb:cc:dd:ee:ff:gg:hh</li> <li>- For IPv6 address, an abbreviation compatible with RFC 5952 can also be used</li> <li>- For server name: 15 halfwidth characters or less</li> <li>- Note) Local loop back address cannot be specified.</li> </ul>
5	Switch Date	<p>In the client (CT), specify the date to switch the IP address of the connected Management Server.</p> <ul style="list-style-type: none"> <li>- 20000101~20371231: the switch date shall be specified in the format of yyyyymmdd.</li> <li>- Default input or 0: switch when restarting CT</li> </ul> <p>When the CT is operating, and the system date is larger than the specified date, or when it has reached the specified date during CT starting, switch immediately.</p>
6	Communication Port (For Receiving)	<p>The standard value is 10,010.</p> <p>The value within a range from 5,001 to 60,000 can be specified.</p> <p>When the default input format is allowed or the value is set as 0, adopt the value that has been set in the client (CT).</p>
7	Communication Port (For Sending)	<p>The standard value is 10,010.</p> <p>The value within a range from 5,001 to 60,000 can be specified.</p> <p>When the default input format is allowed or the value is set as 0, adopt the value that has been set in the client (CT).</p>
8	Communication Port (For Sending 2)	<p>The standard value is 10,014.</p> <p>The value within a range from 5,001 to 60,000 can be specified.</p> <p>When the default input format is allowed or the value is set as 0, adopt the value that has been set in the client (CT).</p>

The smart device (Agent) cannot change synchronous URL, smart device relay server to be connected and the Management Server by using this file.

Note1) Do not specify IPv6 address for the client (CT) of V14.3.0 or earlier. Do not enter the link local address. Operations when the link local address is specified are not guaranteed.

## Use example

When specifying all clients (CTs) under the Management Server (When primary/secondary Management Server is modified as 192.168.5.10)

```
# Modify Management Server "Transfer Target Information File"
"A", "ALL", "192.168.5.10", ""
```

The settings of items after the fifth item in the aforementioned file will be omitted.

When specifying the client (CT) according to the scope of IP address (The primary/secondary Management Server will be specified/modified in turn, and the switch date will be specified)

```
# Execute Modification of Management Server"Transfer Target Information File"
"I", "192.168.0.20-240", "192.168.4.10", "192.168.4.11", "20090611", "0", "0", "0"
"I", "192.168.1.20-240", "192.168.4.10", "192.168.4.11", "20090611", "0", "0", "0"
"I", "192.168.2.20-240", "192.168.4.10", "192.168.4.11", "20090611", "0", "0", "0"
```

## Execution results

When the information set in transfer target information file is notified to the client (CT) as CT policy, the result log of the transfer target information file will be output to the Management Server.

### Output target path

When the operating system is Windows Server(R) 2008 and Windows Server(R) 2012

```
[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper
```

When the operating system is system other than Windows Server(R) 2008 and Windows Server(R) 2012

```
[Install OS Drive]\Documents and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper
```

### File name

DTKServerChange.log

### Output example

```
"2009/06/11 13:16:02", "192.168.1.34", "DTKCT", "192.168.4.10", "192.168.4.11", "20090611", "0", "0", "0"
```

The output detail contents are shown as follows:

No.	Item Name	Description
1	Response Time	This is the time when the client (CT) receives the switch information from the previous Management Server. Its format is YYYY/MM/DD HH:MM:SS.
2	IP Address of CT	IP address of client (CT) of response. (IPv4 address is displayed. For only IPv6, nothing is displayed)
3	Computer Name of CT	Computer name of client (CT) of response.
4	IP Address of Server (CT Management Server)	IP address of Management Server that sends switch information.
5	IP Address of Server (Substitute Management Server)	IP address of substitute Management Server responded by client (CT).
6	Switch Date	This is the information sent for the client (CT). It is the configuration value of switch date for transfer target information file.
7	Communication Port (for sending)	This is the information sent for the client (CT). It is the configuration value of communication port (for receiving) for transfer target information file.

No.	Item Name	Description
8	Communication Port (for sending)	This is the information sent for the client (CT). It is the configuration value of communication port (for sending) for transfer target information file.
9	Communication Port (for sending 2)	This is the information sent for the client (CT). It is the configuration value of communication port (for sending 2) for transfer target information file.

## 2.13 CT Operation Parameter Information File

This section describes the CT operation parameter information file used when changing the operating environment of the client (CT). The operating environment parameter includes printing monitoring mode/E-mail control mode, size of the log file temporarily saved in client (CT), and invalid policy upon logon, etc.

### File name

DTKCTSetting.txt

### Usage

This file can be used when changing the operating environment of client (CT) on Management Server. The settings information will be notified to the client (CT) as CT policy.

When this file is saved in "[Saving location](#)", the operating environment of the client (CT) will be changed. Therefore, after finishing changing the operating environment of client, delete this file, or move the file to location other than saving location.

The modification of the printing monitoring mode due to settings of this file can be used to modify the settings of client (CT) temporarily. After modifying the configuration value, the CT operation parameter information file is deleted or moved to other location from the saving location, and then this file will be operated again according to the configuration value in [Terminal Operation Settings] window after the next policy is notified.

Refer to the related contents of "Change Operation Settings of Client (CT)" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to use this file.

### Saving location

When the operating system is a not Windows Server(R) 2008 or Windows Server(R) 2012:

```
[Install OS Drive]\Documents and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper
```

When the operating system is a Windows Server(R) 2008 or Windows Server(R) 2012:

```
[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper
```

When installing the Management Server, an example file (DTKCTSetting\_sample.txt) will be generated in the aforementioned saving location.

### File format

The item name and description of input file are described as follows:

- The character encoding used is either Shift JIS or UTF-8, one of which is specified in the server configuration tool.
- The blank line will be ignored.
- The line that does not fulfill the file format will be ignored and displayed as error in the trace file (fsw21sj0.log) of server service.
- When the beginning character is "#", it will be determined as comment line.
- Each item will be quoted by " (double quote).
- , (comma) will be used to separate one item from another.
- When modifying several lines of CT that fulfills the condition, the initial line will be valid only.

No.	Item Name	Description
1	Specifying Method (Required)	Modify the CT specifying method of operating environment. <ul style="list-style-type: none"> <li>- I: when specifying through the IP address.</li> <li>- A: when changing the operating environment for all clients (CTs) under Management Server.</li> </ul>
2	Condition Specifying of Target CT (Required) (Note1)	<ul style="list-style-type: none"> <li>- When specifying through IP address</li> </ul> When specifying IP address in turn For IPv4 address: aaa.bbb.ccc.ddd For IPv6 address: aa:bb:cc:dd:ee:ff:gg:hh Note) For IPv6 address, an abbreviation compatible with RFC 5952 can also be used. When specifying the scope of IP address aaa.bbb.ccc.ddd-eee (The specified scope is the content after the fourth part (part of ddd)) Note) The scope for IPv6 address cannot be specified. It is specified in turn. The numerals that can be specified for each part are described as follows: <ul style="list-style-type: none"> <li>- 1&lt;=aaa&lt;=254</li> <li>- 0&lt;=bbb&lt;=255</li> <li>- 0&lt;=ccc&lt;=255</li> <li>- 1&lt;=ddd&lt;=254</li> <li>- 1&lt;=eee&lt;=254</li> </ul> But, ddd < eee Under the following conditions, the IP address is incorrect. When 0 has been specified before the numerals (Example: 192.168.001.020-050) When specifying local loop back address (excluding the condition that CT coexists with the address) <ul style="list-style-type: none"> <li>- When changing the operating environment for all clients (CTs) under Management Server</li> <li>- It is specified as ALL.</li> </ul>
3	IP Address of Server (CT Management Server) (Note 1)	The switched IP address or the server name shall be specified. Set in the following format. For IPv4 address: aaa.bbb.ccc.ddd. For IPv6 address: aa:bb:cc:dd:ee:ff:gg:hh Note) For IPv6 address, an abbreviation compatible with RFC 5952 can also be used. For server name: 15 halfwidth characters or less When specifying as Server, use the value of "IP Address of Server (CT Management Server)" that has been set in the client (CT). When the default input format (set as blank) is allowed, use the value that has been set in the client (CT). When specifying local loop back address or 0, it is incorrect. When this item is also set in transfer target information file, adopt the configuration value of transfer target information file.
4	Size of Operation Log File	The standard value is 30 (Unit is MB). The range from 1 to 100 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).

No.	Item Name	Description
5	Size of Prohibition Log File	<p>The standard value is 10 (Unit is MB). The range from 1 to 100 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p>
6	Size of Error Log File	<p>The standard value is 1 (Unit is MB). The range from 1 to 100 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p>
7	Saving Days of Error Log	<p>The standard value is 30 (Unit is day). The range from 5 to 100 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p>
8	Size of Trace Log File	<p>The standard value is 10 (Unit is MB). The range from 1 to 100 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p>
9	Printing Monitoring Mode	<p>Specify the following values.</p> <ul style="list-style-type: none"> <li>- 1: monitor the printing of all printers set in this PC.</li> <li>- 2: monitor the printing of local printer only (Printing monitoring mode operated through printer server).</li> </ul> <p>The standard value is 1. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p> <p>Though the printing monitoring mode is set in [Terminal Operation Settings] window, the configuration value of the CT operation parameter information file will also be valid and reflected to the client (CT). However, after deleting or moving the CT operation parameter information file to location other than saving location, the operation will be performed according to the configuration value in [Terminal Operation Settings] window.</p>
10	Port Number for E-mail Sending Monitoring	<p>The standard value is 25. The range from 1 to 60,000 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p>
11	Monitoring Mode with Prohibited E-mail Attachment	<p>Specify the following values.</p> <ul style="list-style-type: none"> <li>- 1: port monitoring mode</li> <li>- 2: compatible mode of V12.0L20~V13.0.0</li> </ul> <p>The standard value is 1. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT). When OS is Windows Vista(R) or Windows Server(R) 2008, only 1 can be specified. When 2 is specified, adopt the value that has been set in the client (CT).</p>
12	Port Number for Communication with Prohibited E-mail Attachment	<p>The standard value is 10,018. The value within a range from 5,001 to 60,000 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT). This item will be valid when 1 is specified in the monitoring mode with prohibited E-mail attachment. When the value excluding 1 is specified in the monitoring mode with prohibited E-mail attachment, the system will consider 0 has been specified in this item.</p>

No.	Item Name	Description
13	Port Number 2 for Communication with Prohibited E-mail Attachment	<p>The standard value is 10,019. The value within a range from 5,001 to 60,000 can be specified. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p> <p>This item will be valid when 1 is specified in the monitoring mode with a prohibited E-mail attachment. When the value excluding 1 is specified in the monitoring mode with a prohibited E-mail attachment, the system will consider 0 has been specified in this item.</p>
14	Following Action after Logon	<p>Specify which policy to be used upon logon.</p> <ul style="list-style-type: none"> <li>- 1: CT policy</li> <li>- 2: user policy</li> </ul> <p>When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p> <p>When using an OS other than Windows Vista(R) or Windows Server(R) 2008, only 1 can be specified. When 2 is specified, adopt the value that has been set in the client (CT).</p>
15	Confirm Recipient Address Message during E-mail Sending	<p>To prevent sending E-mail incorrectly, specify whether to display the <b>Confirm recipient address when sending E-mail</b> window.</p> <ul style="list-style-type: none"> <li>- 1: Display the <b>Confirm recipient address when sending E-mail</b> window when sending an email.</li> <li>- 2: Do not display the <b>Confirm recipient address when sending E-mail</b> window when sending an email.</li> <li>- The standard value is 1. When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</li> </ul> <p>*Valid only when <b>Confirm recipient address when sending E-mail</b> is "Yes" in the Client (CT) policy.</p>
16	Use of Dial-up Connection	<p>When using a dial-up connection, specify whether the client (CT) is communicating with the Management Server.</p> <ul style="list-style-type: none"> <li>- 1: not communicate.</li> <li>- 3: communicate.</li> </ul> <p>When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p> <p>After installation, the default settings are "1".</p>
17	Compatible Record of Network Drive	<p>According to the operation of the File Export Utility, specify whether not to execute UNC records, and the records are the operation files in the original format.</p> <ul style="list-style-type: none"> <li>- 1: record network drive in UNC format.</li> <li>- 2: record according to the original compatible mode.</li> </ul> <p>When the default input format is allowed or it is set as 0, adopt the value that has been set in the client (CT).</p> <p>After installation, the default settings are "1".</p>

The smart device (Agent) cannot change the Operation Parameter by using this file.

Note1) Do not specify IPv6 address for the client (CT) of V14.3.0 or earlier. Do not enter the link local address. Operations when the link local address is specified are not guaranteed.



## Use example

When specifying all clients (CTs) under Management Server, and modifying the E-mail sending management port number as 587

```
# Modify Management Server " CT Operation Parameter Information File"
"A", "ALL", "", "0", "0", "0", "0", "0", "0", "0", "587"
```

When specifying the client (CT) according to IP address (when modifying IP address of substitute Management Server, size (50MB) of operation file and size of prohibition log file)

```
# Modify Management Server " CT Operation Parameter Information File"
"I", "192.168.0.20-240", "192.168.4.10", "50", "20"
"I", "192.168.1.20-240", "192.168.4.10", "50", "20"
"I", "192.168.2.20-240", "192.168.4.10", "50", "20"
```

## Execution results

When the information set in the CT operation parameter information file is notified to the client (CT) as CT policy, CT operation parameter information file/result logs will be output to the Management Server.

### Output target path

When the operating system is Windows Server(R) 2008 or Windows Server(R) 2012

```
[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper
```

When the operating system is system other Windows Server(R) 2008 and Windows Server(R) 2012

```
[Install OS Drive]\Documents and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper
```

### File name

DTKCTSetting.log

### Output example

```
"2009/06/11 13:31:44", "192.168.1.34", "DTKPRJ-VISTA", "192.168.4.10", "50", "20", "0", "0", "0", "0", "0", "0", "0", "0", "0", "0", "0", "0"
```

The output detail contents are described as follows:

No.	Item Name	Description
1	Response Time	This is the time to receive the information from Management Server in the client (CT). The format is: YYYY/MM/DD HH:MM:SS.
2	IP Address of CT	IP address of responding client (CT). (IPv4 address is displayed. For only IPv6, nothing is displayed)
3	Computer Name of CT	Computer name of responding client (CT).
4	IP Address of Server (Substitute Management Server)	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the IP address of server.
5	Size of Operation Log File	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the size of the operation log file.
6	Size of Prohibition Log File	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the size of the prohibition log file.

No.	Item Name	Description
7	Size of Error Log File	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the size of the error log file.
8	Saving Days of Error Log	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the saving days of the error log.
9	Size of Trace Log File	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the size of the trace log file.
10	Printing Monitoring Mode (Note)	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of printing monitoring mode.
11	Port Number for E-mail Sending Monitoring	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the port number for E-mail sending monitoring
12	Monitoring Mode with Prohibited E-mail Attachment (Note)	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of monitoring mode with prohibited E-mail attachment.
13	Port Number for Communication with Prohibited E-mail Attachment	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the port number for communication with prohibited E-mail attachments.
14	Port Number 2 for Communication with Prohibited E-mail Attachment	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of port number 2 for communication with prohibited E-mail attachments.
15	Following Operation after Logon (Note)	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the following operation after logon.
16	Confirm Recipient Address Message during E-mail Sending	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of confirming the recipient address message during E-mail sending.
17	Use of Dial-up Connection	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of dial-up connection use.
18	Compatible Record of Network Drive	Information notified to client (CT). In the CT operation parameter information file, this is the configuration value of the compatible record of network drive.

Note: The value set in printing monitoring mode, monitoring mode with prohibited E-mail attachment, following operation parameter after logon and CT operation parameter information file is different from the settings information value of CT displayed in conservative command.

Refer to the related contents of "[1.29.3 Display Settings Information](#)" for settings information value of CT, printing monitoring mode and monitoring mode with prohibited E-mail attachment. Refer to the related contents of "[1.29.6 Display Prohibition Settings Information \(Operation Policy\)](#)" for the following operation after logon.

## 2.14 USB Device List File

---

### File name

Arbitrary (\*.\*)

When creating a file, the user can specify any file name.

## Usage

This CSV file can be used under the following conditions:

- Register the USB device information that is not logged on
- When outputting as CSV file to confirm the logged USB device
- When transferring the logged USB device information to other Management Server
- When modifying the logged USB device information
- When deleting the logged USB device information

Refer to the related contents of "Export Files to Specified USB Device Only" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to use this CSV file.

When modifying and deleting the logged USB device information, use the contents output to the CSV file.

When deleting the USB device, specify the processing flag.

## Saving location

It can be saved in any location of local drive.

When outputting or importing CSV files, specify a full path name no larger than 218 bytes and then save it.

## File format

The item name and description of the input CSV file are described as follows.

The character encoding used is either Shift JIS or UTF-8, one of which is specified in the server configuration tool. The first line is the title line and the date begins on the second line.

When not logging on any USB device, output the title line only.

No.	Item Name (Note 1)	Description
1	Processing Flag	<ul style="list-style-type: none"><li>- When outputting blank.</li><li>- When importing specify the processing flag.<ul style="list-style-type: none"><li>- New registration: Specify it as halfwidth space.</li><li>- Modify: Specify it as halfwidth capital letter, "U".</li><li>- Delete: Specify it as halfwidth capital letter, "D".</li></ul></li></ul>
2	GUID	<ul style="list-style-type: none"><li>- When outputting Specify the key (unique) saved in the internal part of system.</li><li>- When importing Specify the key saved in the internal part of system.<ul style="list-style-type: none"><li>- New registration: Specify it as halfwidth space.</li><li>- Modify: Modification is not allowed.</li><li>- Delete: Modification is not allowed.</li></ul></li></ul>
3	USB Device Name	<ul style="list-style-type: none"><li>- When outputting output the USB device name.</li></ul>

No.	Item Name (Note 1)	Description
		<ul style="list-style-type: none"> <li>- When importing Specify the USB device name.</li> <li>- New registration: Specify the characters within 80 halfwidth characters (40 fullwidth characters). Limit code cannot be specified. The default input format is not allowed.</li> <li>- Modify: Specify the characters within 80 halfwidth characters (40 fullwidth characters). Limit code cannot be specified. The default input format is not allowed.</li> <li>- Delete: modification is not allowed.</li> </ul>
4	Notes	<ul style="list-style-type: none"> <li>- When outputting output the notes information.</li> <li>- When importing Specify the notes information.</li> <li>- New registration: Specify the characters within 128 halfwidth characters (64 fullwidth characters). Limit code cannot be specified. When the default input format is allowed, specify it as halfwidth space.</li> <li>- Modify: Specify the characters within 128 halfwidth characters (64 fullwidth characters). Limit code cannot be specified. When the default input format is allowed, specify it as halfwidth space.</li> <li>- Delete: modification is not allowed.</li> </ul>
5	Manufacturer ID	<ul style="list-style-type: none"> <li>- When outputting output the manufacturer ID.</li> <li>- When importing Specify the manufacturer ID.</li> <li>- New registration: Specify 4 hexadecimal characters. The default input format is not allowed.</li> <li>- Modify: Specify 4 hexadecimal characters. The default input format is not allowed.</li> <li>- Delete: modification is not allowed.</li> </ul>
6	Product ID	<ul style="list-style-type: none"> <li>- When outputting output the product ID.</li> <li>- When importing Specify the product ID.</li> </ul>

No.	Item Name (Note 1)	Description
		<ul style="list-style-type: none"> <li>- New registration: Specify 4 hexadecimal characters. The default input format is not allowed.</li> <li>- Modify: Specify 4 hexadecimal characters. The default input format is not allowed.</li> <li>- Delete: modification is not allowed.</li> </ul>
7	Device Name	<ul style="list-style-type: none"> <li>- When outputting output the device name.</li> <li>- When importing Specify the device name. <ul style="list-style-type: none"> <li>- New registration: Specify the characters within 80 halfwidth characters (or 40 fullwidth characters). Limit code cannot be specified. The default input format is not allowed.</li> <li>- Modify: Specify 80 or less halfwidth characters (or 40 fullwidth characters). Limit code cannot be specified. The default input format is not allowed.</li> <li>- Delete: Modification is not allowed.</li> </ul> </li> </ul>
8	Internal Serial Number	<ul style="list-style-type: none"> <li>- When outputting output the internal serial number.</li> <li>- When importing Specify the internal serial number. <ul style="list-style-type: none"> <li>- New registration: Specify the characters within 64 halfwidth characters (32 fullwidth characters). When [Identification Method] is set as "1" and "3", the default input format is not allowed.</li> <li>- Modify: Specify the characters within 64 halfwidth characters (32 fullwidth characters). When [Identification Method] is set as "1" and "3", the default input format is not allowed.</li> <li>- Delete: Modification is not allowed.</li> </ul> </li> </ul>
9	Identification Method	<ul style="list-style-type: none"> <li>- When outputting output the identification method. 0: cannot be used 1: completely match 2: matching product 3: matching serial number</li> <li>- When importing Specify the identification method. Specify one of the following numerals. <ul style="list-style-type: none"> <li>- New registration: 0: cannot be used</li> </ul> </li> </ul>

No.	Item Name (Note 1)	Description
		<p>1: completely match  2: matching product  3: matching serial number  The default input format is not allowed.</p> <p>- Modify:  0: cannot be used  1: completely match  2: matching product  3: matching serial number  The default input format is not allowed.</p> <p>- Delete:  modification is not allowed.</p>
10	Last Connection Date	<p>- When outputting  output the date when the USB device is in last use.</p> <p>- When importing  Specify the last connection date.</p> <p>- New registration:  Specify the format of YYYYMMDD or YYYYMMDDhhmmss.  When the default input format is allowed, specify it as halfwidth space.</p> <p>- Modify:  Specify the format of YYYYMMDD or YYYYMMDDhhmmss.</p> <p>- Delete:  modification is not allowed.</p>
11	USB Period for Use	<p>- When outputting  output the period for use of USB device.</p> <p>- When importing  Specify the period for use for USB device.</p> <p>- New registration:  Specify the format of YYYYMMDD.  When the default input format is allowed, specify it as halfwidth space.</p> <p>- Modify:  Specify the format of YYYYMMDD.  When the default input format is allowed, specify it as halfwidth space.</p> <p>- Delete:  modification is not allowed.</p> <p>When logging on in the first time, modifying and specifying it as space, set the period for use according to the settings contents in the [USB Device Operation Settings] window.</p> <p>When [Not Set Period for Use] is selected, the period for use will not be set.</p> <p>When [Set Period for Use for USB Device] is selected, the period for use will be set.</p>
12	User Name of Last Use	<p>- When outputting  output the user name of user of USB device in last use.</p> <p>- When importing  Specify the user who is the last one to use the USB device.</p> <p>- New registration:  Specify the characters within 40 halfwidth characters (20 fullwidth characters).</p>

No.	Item Name (Note 1)	Description
		<p>The user name totally composed of period cannot be specified.            Cannot specify halfwidth symbols "\[ &lt;&gt;+=,;?*@\"".            Cannot specify limit code.            When the default input format is allowed, specify it as halfwidth space.</p> <p>- Modify:            Specify the characters within 40 halfwidth characters (20 fullwidth characters).            The user name totally composed of period cannot be specified.            Cannot specify halfwidth symbols; "\[ &lt;&gt;+=,;?*@\"".            Cannot specify limit code.            When the default input format is allowed, specify it as halfwidth space.</p> <p>- Delete:            modification is not allowed.</p>
13	Computer Name of Last Use	<p>- When outputting            output the name of computer who is the last one to use USB device.</p> <p>- When importing            Specify the name of computer who is the last one to use USB device.</p> <p>- New registration:            Specify the computer name composed of halfwidth alphanumeric numeral or strike within 64 characters.            The strike cannot be specified in the beginning and end.            When the default input format is allowed, specify it as halfwidth space.</p> <p>- Modify:            Specify the computer name composed of halfwidth alphanumeric numeral or strike within 64 characters.            The strike cannot be specified in the beginning and end.            When the default input format is allowed, specify it as halfwidth space.</p> <p>- Delete:            modification is not allowed.</p>

The following is an example to output CSV file.

```

"Processing Flag","GUID","USB Device Name","Notes","Manufacturer ID","Product ID","Device
Name","Internal Serial Number","Identification Method","Last Connection Date","USB Period for
Use","User Name of Last Use","Computer Name of Last Use"," "
" ","1DEA5F0B-5ACA-4467-B186-03B0BCC639D6","USB1","Notes","1234","1234","USB1","123456789","1","
","20110923"," "," "," "
" ","457B7624-B883-49e8-9ED8-493A151DC30B","USB2","Notes","1234","1234","USB2"," ","2","
","20110923"," "," "

```

## 2.15 Output Subordinate CT IP Address under Group

### File name

Arbitrary (\*.\*)  
 When creating a file, the user can specify any file name.

### Usage

This file will be output when the management PC is confirmed in the CT group unit.  
 Refer to the related contents of "Export CT information/User information" in *Systemwalker Desktop Keeper User's Guide for Administrator* for how to output this file.

## Saving location

It can be saved in any location of local drive.

When outputting the CSV file, specify a full path name composed of halfwidth characters no greater than 218 characters and then save it.

## File format

The item name and description of the CSV file are described as follows:

There is no title line in the first line.

All items will be quoted by " " (Double Quote) ".

When there is no client (CT) in the following table, the output content of file is blank.

No.	Item Name	Description
1	Specifying Method	Fixed Value "I".
2	IP Address	IP address of CT.
3	CT Group Name	CT group name.
4	Name	Name (CT name).
5	Computer Name	Computer name.

The following is an example to output the CSV file.

```
"I", "192.168.1.220", "Root ", "DTKSV-2008", "DTKSV-2008"  
"I", "192.168.1.239", "Root ", "FMV6800MG", "FMV6800MG"  
"I", "192.168.1.43", "Marketing Planning Department", "DTKCT2", "DTKCT2"
```

## 2.16 Settings File of Self Version Upgradable CT

### File name

SWCTVerUpIP.txt

### Usage

All clients (CTs) do not execute the auto-upgrading operation of version, and this file is only used when the specified client (CT) executes the auto-upgrading operation of version.

For example, this file will be used under the following conditions:

- When test is expected to be executed in the specified department before the auto-upgrading operation of the version is executed for the whole
- When executing the auto-upgrading operation of version respectively according to properties of organizations such as department and agent, etc.
- Considering load sharing, when executing the auto-upgrading operation of version respectively according to the sets of certain clients (CTs)

### Saving storage

When the operating system is the system other than Windows Server(R) 2008 or Windows Server(R) 2012

```
[Install OS Drive]\Document and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop  
Keeper
```

When the operating system is Windows Server(R) 2008 or Windows Server(R) 2012

```
[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper
```



When installing the Management Server, an example file (SWCTVerUpIP\_sample.txt) will be generated in the aforementioned saving location.

The saving location cannot be modified.

When this file is saved in a location other than the aforementioned saving location, all clients (CTs) will execute the auto-upgrading operation of the version.

## File format

Text file.

The character encoding used is either Shift JIS or UTF-8, one of which is specified in the server configuration tool. When there is an incorrect specified line in the file, the contents of this line will be invalid and other processing can be performed continuously.

The following describes the specifying method:

- Each item will be quoted by " (double quote).
- , (comma) will be used to separate one item from another.
- Specify if the target client (CT) is to be upgraded by specifying ""VersionUp".  
When abbreviated, upgrade the target client (CT).  
Specify the following value after "VersionUp".
  - Yes: Upgrades the target CT.
  - No: Does not upgrade the target CT.
- The file has specified the IP address or the computer name of a client who executes the self-version upgrade.
- When specifying the IP address, specify "I" at the beginning of the line.  
There are two specifying methods for the IP address and the specifying operation can be executed several times in the file.  
Use halfwidth characters on the line of specifying the IP address. In one line, use only one of the methods.
  - When specifying the IP address in turn  
For IPv4 address: "I", "aaa.bbb.ccc.ddd"  
For IPv6 address: "I", "aa:bb:cc:dd:ee:ff:gg:hh"
- Note) For IPv6 address, an abbreviation compatible to RFC 5952 can also be used.  
Note) Do not specify IPv6 address for the client (CT) of V14.3.0 or earlier.  
Note) Do not enter the link local address. Operations when the link local address is specified are not guaranteed.
  - When specifying the scope of the IP address  
"I", "aaa.bbb.ccc.ddd-eee" (The specified scope is the part after the fourth part (part of ddd).)  
Note) The scope cannot be specified for IPv6 address. Specified only in turn.

The numerals that can be specified for each part are described as follows:

- 1<=aaa<=254
- 0<=bbb<=255
- 0<=ccc<=255
- 1<=ddd<=254
- 1<=eee<=254
- ddd < eee
- Under the following conditions, the IP address is incorrect:
  - When several IP addresses are specified in one line  
(Example) "I", "192.168.1.10", "I", "192.168.1.20"

- When "0" is specified before the numeral  
(Example) "192.168.001.020-050"
- When any character is entered after specifying the IP address (comments will also be treated as an error)  
(Example) "I","192.168.1.10" #
- When specifying computer name, specify "C" in the beginning of the line.  
For computer name, only NetBIOS computer name (15 characters in length) can be specified.  
Computer name is not case sensitive. Wildcards (\*, ?) cannot be used.
- When "#" is used in the beginning of line, the system will consider it as comment.

Under the following conditions, all clients (CT) will not execute the self version upgrading:

- When the file cannot be opened in text mode
- When the file is blank
- When there is no valid line in the file (including the file totally composed of comment line)

### Use example

[When upgrading the version]

```
# *****
# *
# *   Systemwalker Desktop Keeper
# *
# *   File name: Settings File of Self-version Upgradable CT
# *               : SWCTVerUpIP.txt
# *   Version.4.0.0.1
# *
# *****
#
"VersionUp", "Yes"
#
# Test CT in Computer Room 2009.10.20~Implementation
"I", "192.168.1.3"
#
#In Yokohama CT 2009.10.22~Implementation
"C", "YokohamaCT*"
#
```

[When not upgrading the version]

```
# *****
# *
# *   Systemwalker Desktop Keeper
# *
# *   File name: Settings file of self version upgradable CT
# *               : SWCTVerUpIP.txt
# *   Version 4.0.0.1
# *
# *****
#
"VersionUp", "No"
#
#DHCP server
"I", "192.168.0.1"
#
#Mail server
"I", "192.168.0.3"
#
#Active Directory Server
```

```
"I", "192.168.0.5"  
#  
#File server  
"I", "192.168.0.10-30"  
#  
#Each department server(Soumu-Server, Keiri-Server, Jinji-Server, Eigyo-Server1, Eigyo-Server2)  
"C", "*-Server*"  
#
```

## Execution results

When there is an incorrect line in the file, the incorrect information will be output to the trace file of server service.

### Output target path

When the operating system is Windows Server(R) 2008 or Windows Server(R) 2012:

```
[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper
```

When the operating system is a system other than Windows Server(R) 2008 and Windows Server(R) 2012:

```
[Install OS Drive]\Documents and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper
```

### File name

fsw21sj0.log

When executing the auto-upgrading operation of the operation of the version, the IP address and computer name of the client (CT) who downloads the module will be output to the result log file (SWCTVerUpIP.log).

### Output target path

When the operating system is Windows Server(R) 2008 or Windows Server(R) 2012:

```
[Install OS Drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper
```

When the operating system is a system other than Windows Server(R) 2008 and Windows Server(R) 2012:

```
[Install OS Drive]\Documents and Settings\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper
```

### File name

SWCTVerUpIP.log

### Output example

```
"2009/06/11 14:28:37", "192.168.1.34", "DTKCT"  
"2009/06/11 14:29:25", "192.168.1.47", "DTKCT2"  
"2009/06/11 14:35:12", "192.168.1.32", "DTKCT3"
```

The IPv4 address is given priority.

## 2.17 Administrator Information File

### File name

Arbitrary (\*.\*)

When creating a file, the user can specify any file name.

### Usage

This CSV file can be used under the following conditions:

- When logging on the administrator in batch

- When outputting the administrator information as a CSV file

Refer to the related contents of "Set Administrator Information" or "Output Administrator Information" in *Systemwalker Desktop Keeper Installation Guide* for how to use this CSV file.

## Saving location

It can be saved in any location of local drive.

## File format

This is the CSV file in the following format:

- Character code: Shift JIS or UTF-8 (encoding format specified in the server setting tool)
- Item quotation: " " (halfwidth double quotation)
- Item separation: "," (halfwidth comma)
- Item length: variable-length
- Line feed code: CRLF (0x0d+0x0a)

\*Note) That is: the end of file shall be line break.

The first line is the title line and the data begins on the second line.

The item name and description of the CSV file are described as follows:

No.	Item Name	Description
1	Processing Flag	<p>When outputting, it is blank.</p> <p>When importing, it is shown as follows: Blank: New registration: Space: New "U": Modify "D": Delete</p>
2	User ID	<p>User ID of Administrator.</p> <p>When importing the administrator information, the following characters can be specified.</p> <ul style="list-style-type: none"> <li>- Number of characters allowed: halfwidth 40 characters (fullwidth 20 characters)</li> <li>- Characters allowed: alphanumeric numeral, Chinese characters, Hiragana, Katakana and symbols</li> </ul> <p>The following symbols are not allowed. "&amp;","&lt;","&gt;"," ","\","""", "~", """, "?",":","^", fullwidth and halfwidth space</p> <ul style="list-style-type: none"> <li>- It is case-insensitive.</li> </ul>
3	Password	<p>Password of administrator.</p> <p>When outputting the administrator information, it is blank.</p> <p>When importing the administrator information, the following characters can be specified.</p> <p>The default input format is not allowed.</p> <ul style="list-style-type: none"> <li>- Number of characters allowed: halfwidth 32 characters</li> <li>- Characters allowed: alphanumeric numeral and symbols</li> </ul> <p>The following symbols are not allowed. "&amp;","&lt;","&gt;"," ","\","""", "~", """, "?",":","^", fullwidth and halfwidth space</p>

No.	Item Name	Description
4	Access authority_no viewing authority	Access authority of administrator. - 1: set as [No Authority for Browsing]. - 0: set as authority other than [No Authority for Browsing]. - Halfwidth space: set as authority other than [No Authority for Browsing].
5	Access authority_Log Viewer	Access authority of administrator. - 1: set as authority of [Log Viewer], [Management Console / Log Viewer] and [(Department Administrator) Log Viewer][(department administrator) Log Viewer / Management Console]. - 0: no view authority of Log Viewer. - Halfwidth space: no view authority of Log Viewer.
6	Access authority_Management Console	Access authority of administrator. - 1: set as authority of [Management Console / Log Viewer] and [Management Console][( department administrator) Log Viewer / Management Console] [( department administrator) Management Console]. - 0: no view authority of Management Console. - Halfwidth space: no view authority of Management Console.
7	Access authority_backup restoration	Access authority of administrator. - 1: set as [Backup / Restore] authority. - 0: no [Backup / Restore] authority. - Halfwidth space: no [Backup / Restore] authority.
8	Access authority_department administrator	Access authority of administrator. - 1: set as department administrator. - 0: set as authority other than department administrator. - Halfwidth space: set as authority other than department administrator.
9	Access authority 6	Halfwidth space: fixed value
10	Access authority 7	Halfwidth space: fixed value
11	Access authority 8	Halfwidth space: fixed value
12	Access authority 9	Halfwidth space: fixed value
13	Access authority 10	Halfwidth space: fixed value
14	User identification information	Halfwidth space: fixed value
15	Name	Name of administrator.  When importing the administrator information, the following characters can be specified. - Enter number of characters allowed: halfwidth 40 characters (fullwidth 20 characters) - Enter characters allowed: alphanumeric numeral, Chinese characters, Hiragana, Katakana and symbols
16	E-mail address 1	The E-mail address of administrator.  When importing the administrator information, the following characters can be specified. - Enter number of characters allowed: halfwidth 255 characters

No.	Item Name	Description
		- Enter characters allowed: the same as the E-mail address of sender of administrator notification function Several addresses cannot be specified.
17	E-mail address 2	Halfwidth space: fixed value
18	E-mail address 3	Halfwidth space: fixed value
19	E-mail address 4	Halfwidth space: fixed value
20	E-mail address 5	Halfwidth space: fixed value
21	Authority_Log Viewer 1	The [Original File Information Viewing/Saving] authority in Log Viewer for the administrator. - 1: can be viewed - 0: cannot be viewed When importing the administrator information, it only can be specified when No. 5 is "1".
22	Authority_Log Viewer 2	The [Save CSV file] authority in Log Viewer for the administrator. - 1: can be saved - 0: cannot be saved When importing the administrator information, it only can be specified when No. 5 is "1".
23	Authority_Log Viewer 3	The [View Configuration Change Log] authority in Log Viewer for the administrator. - 1: can be viewed - 0: cannot be viewed When importing the administrator information, it only can be specified when No. 5 is "1".
24	Authority_Log Viewer 4	The [Save E-mail contents] authority in Log Viewer for the administrator. - 1: can be saved - 0: cannot be saved When importing the administrator information, it only can be specified when No. 5 is "1".
25	Authority_Log Viewer 5	The [View backup log] authority in Log Viewer for the administrator. - 1: can be viewed - 0: cannot be viewed When importing the administrator information, it only can be specified when No. 5 is "1".
26	Authority_Log Viewer 6	Halfwidth space: fixed value
27	Authority_Log Viewer 7	Halfwidth space: fixed value
28	Authority_Log Viewer 8	Halfwidth space: fixed value
29	Authority_Log Viewer 9	Halfwidth space: fixed value
30	Authority_Log Viewer 10	Halfwidth space: fixed value
31	Authority_Management Console 1	The [Import CSV file] authority in the Management Console for the administrator. - 1: can be saved

No.	Item Name	Description
		<p>- 0: cannot be saved</p> <p>When importing the administrator information, it only can be specified when No. 5 is "1".</p>
32	Authority_Management Console 2	<p>The [Save CSV file] authority in the Management Console for the administrator.</p> <p>- 1: can be viewed</p> <p>- 0: cannot be viewed</p> <p>When importing the administrator information, it only can be specified when the value of No.6 is "1".</p>
33	Authority_Management Console 3	<p>The [Register/update/delete USB device] authority in the Management Console for the administrator.</p> <p>- 1: can be logged no</p> <p>- 0: cannot be logged on</p> <p>When importing the administrator information, it only can be specified when the value of No.6 is "1".</p>
34	Authority_Management Console 4	<p>The [Unable to use other functions] authority in the Management Console for the administrator.</p> <p>1: can be set</p> <p>0: cannot be set</p> <p>When importing the administrator information, it only can be specified when the value of No.6, No.8 and No.33 is "1".</p>
35	Authority_Management Console 5	Halfwidth space: fixed value
36	Authority_Management Console 6	Halfwidth space: fixed value
37	Authority_Management Console 7	Halfwidth space: fixed value
38	Authority_Management Console 8	Halfwidth space: fixed value
39	Authority_Management Console 9	Halfwidth space: fixed value
40	Authority_Management Console 10	Halfwidth space: fixed value
41	Record status	Halfwidth space: fixed value
42	Final logon date and time	Halfwidth space: fixed value
43	Final password changing date and time	Modification time of password.
44	Notes	<p>Notes of administrator information.</p> <p>When importing administrator information, the following characters can be used.</p> <p>Alphanumeric numeral, Chinese characters, Hiragana, Katakana and symbols within 256 halfwidth (128 fullwidth) characters.</p>

The following part is an example to the output CSV file.

```
" ", "User ID", "Password", "Access authority_no viewing authority", "Access authority_Log Viewer", "Access authority_Management Console", "Access authority_backup restoration", "Access
```

```

authority_department administrator","Access authority 6","Access authority 7","Access authority
8","Access authority 9","Access authority 10","User identification information","Name","E-mail
address 1","E-mail address 2","E-mail address 3","E-mail address 4","E-mail address 5","Authority_Log
Viewer 1","Authority_Log Viewer 2","Authority_Log Viewer 3","Authority_Log Viewer 4","Authority_Log
Viewer 5","Authority_Log Viewer 6","Authority_Log Viewer 7","Authority_Log Viewer 8","Authority_Log
Viewer 9","Authority_Log Viewer 10","Authority_Management Console 1","Authority_Management Console
2","Authority_Management Console 3","Authority_Management Console 4","Authority_Management Console
5","Authority_Management Console 6","Authority_Management Console 7","Authority_Management Console
8","Authority_Management Console 9","Authority_Management Console 10","Record status","Final logon
date and time","Final password changing date and time","Notes"
" ","AUTOBACKUPUSER"," ","0","0","0","1","0"," "," "," "," "," ","5895E395-92F9-4b91-9724-
A64688DFECCE","Automatic Backup User"," "," "," ","0","0","0","0","0","0","0","0","0","0","0","
","0","0","0","0"," "," "," "," "," "," ","0","20070101000000","20070101000000"," "
" ","admin"," ","0","1","1","0","0"," "," "," "," "," ","
","689A8AA7-39C7-4b10-9F32-6D360350DF12","admin"," "," "," "," ","0","0","0","0","0","0"," ","
"," ","0","0","0","0"," "," "," "," "," ","0"," "," "," "

```

## 2.18 Data Storage Folder Specifying File

This section describes how the data storage folder specifying file uses the Restore command of database to batch-save the log data distributed in multiple folders into the database. The file is used when "OPELOGF" is targeted for restoring by using the Restore command of database.

### File name

Arbitrary (\*.\*)

When creating a file, the user can specify any file name.  
Specify the file name within 255 halfwidth characters.

### Usage

This file uses the Restore command of database to batch-save the log data stored in multiple folders into the database.

### Saving location

It can be saved in any location of local drive.

### File format

It is the text file in any of the following format:

- Character code: Shift JIS or UTF-8 (encoding format specified in the server configuration tool)
- Mention the folder to be restored in one record per line format.
- The maximum number of folders that can be recorded in a text file is 2000.
- The data line is from the first line.
- Do not use blank rows.
- For the folder to be restored, specify full path from the drive letter within 189 halfwidth characters.
- Blank spaces can be used within the folder to be restored. You need not enclose the characters.
- You can specify a network drive or a removable drive for the folder to be restored.
- Line feed code: CRLF (0x0d+0x0a)

Note) That is: the end of file shall be line break.

### Use example

When specifying six folders to be restored:



```
C:\Documents and Settings\Administrator\My Documents\LG20120621
C:\Documents and Settings\Administrator\My Documents\LG20120622
C:\Documents and Settings\Administrator\My Documents\LG20120623
C:\Documents and Settings\Administrator\My Documents\LG20120624
C:\Documents and Settings\Administrator\My Documents\LG20120625
C:\Documents and Settings\Administrator\My Documents\LG20120626
```

## 2.19 Settings File for Creating the MDM Certificate Application File

This section describes about the file describing the settings for creating the MDM certificate file.

### File name

When creating a file, the user can specify any file name.  
Specify the file name up within 255 halfwidth characters.

### Usage

This file is used to specify the required information to the command for creating the MDM certificate application file.

### Saving location

It can be saved in any location of local drive.

### File format

- It is the text file in any of the following formats:
  - Character code: Shift JIS
  - The data line is from the first line.
  - If the # is inserted at the beginning of the line, it is comment line.
  - Line feed code: CRLF (0x0d+0x0a)
- Note) That is: the end of file shall be line break.
- Items to be specified are as follows. For how to specify, see Use example.

Item	Description	Configuration value
distinguished_name	Distinguished name (mandatory)	Specify as fixed value "req_distinguished_name".
prompt	Setting for whether to execute the openssl command by prompting (mandatory)	Specify as fixed value "no".
C	Country name (mandatory)	Specify two halfwidth alphanumeric characters. There is no default value.
ST	State or Province Name (mandatory)	Specify within 128 halfwidth alphanumeric characters. There is no default value.
L	Locality name (mandatory)	Specify within 128 halfwidth alphanumeric characters. There is no default value.
O	Organization name (mandatory)	Specify within 64 halfwidth alphanumeric characters. There is no default value.
OU	Organizational unit name (mandatory)	Specify within 64 halfwidth alphanumeric characters. There is no default value.

CN	Common name (mandatory)	Specify within 64 halfwidth alphanumeric characters. There is no default value.
----	----------------------------	---

### Use 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 the messages output with Systemwalker Desktop Keeper.

## 3.1 Message Output with Management Server/Master Management Server

### 3.1.1 Message Output During Installation

**[[101-ERR001] Cannot install Systemwalker Desktop Keeper server. Please confirm the target OS and ServicePack. Interrupt installation.**

#### Cause

"Unsupported OS and ServicePack" has been installed in the installation environment.

#### Resolution

Install in "Supported OS and ServicePack".

---

**[[101-ERR006] Failed to copy file %s.  
It might be caused by**

- insufficient disk capacity
- the disk prohibited being written
- folder with the same name existing already, etc.

**Please install again.  
Interrupt installation.**

#### Variable Information

%s: name of file which failed to be copied.

#### Cause

Failed to copy the file due to the following causes:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- File with the same name already exists.

#### Resolution

**Take the following actions according to the different causes and install again.**

- Confirm whether the disk capacity is insufficient.
- Confirm whether the corresponding disk denies being written.
- Confirm whether the file with the same name already exists.

---

**[[101-ERR007] Failed to create folder %s.  
It might be caused by**

- insufficient disk capacity
- the correspondent disk prohibited being written
- folder with the same name existing already, etc.

**Please reinstall it after confirmation.  
The installation is cancelled.**

#### Variable Information

%s: name of folder which failed to be created.

## Cause

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- The folder with the same name already exists.

## Resolution

Take the following actions according to the different causes and install again.

- Confirm whether the disk capacity is insufficient.
- Confirm whether the corresponding disk denies being written.
- Confirm whether the folder with the same name already exists.

For more information on resolution methods, see the "An error is displayed while installing the Management Server/Master Management Server" of the *Systemwalker Desktop Keeper Troubleshooting Guide*.

---

**[I101-ERR008] Failed to read the value of registry. Please contact the system administrator. The installation is cancelled.**

## Cause

Failed to read the value of the registry.

## Resolution

This could be caused because the value in registry is deleted. Contact Fujitsu technical staff.

---

**[I101-ERR009] Failed to create the registry. Please install again after logging on as Administrator. Interrupt installation.**

## Cause

Failed to generate the value of the registry.

## Resolution

Reinstall it after logging on as Administrator.

---

**[I101-ERR010] The installed user does not have Administrator authority. Please install again after logging on as Administrator. Interrupt installation.**

## Cause

The user executing the installation operation does not have Administrator authority.

## Resolution

Reinstall it after logging on as Administrator.

---

**[I101-ERR011] The previous installation and uninstallation have not been completed. Please install again after reboot. Interrupt installation.**

## Cause

After the previous installation and uninstallation, the machine did not be restarted.

## Resolution

Reinstall it after rebooting.

---

**[[101-ERR013] The version of MDAC is "2.7 SP1 Refresh" or earlier. Please apply the latest MDAC. Interrupt installation.**

**Cause**

The old version earlier than "MDAC 2.7 SP1 Refresh" is used.

**Resolution**

Use "MDAC 2.7 SP1 Refresh" or later to reinstall it.

---

**[[101-ERR114] The Systemwalker Desktop Keeper Management Server cannot be installed. The following database system was not deleted.**

**%1**

**%2**

**Delete the database according to the Troubleshooting Guide.**

**Variable Information**

%1: Symfoware RDB SWDTK

%2: Symfoware RDB SWDTK2

**Cause**

Attempted to install the Systemwalker Desktop Keeper Management Server without deleting the following databases:

Symfoware RDB SWDTK

Symfoware RDB SWDTK2

**Resolution**

The database has changed from Systemwalker Desktop Keeper V15.1.0; therefore, you cannot use the data base that is being constructed on the Symfoware of the old edition.

Delete the database according to the *Systemwalker Desktop Keeper Troubleshooting Guide*.

---

**[[101-ERR115] Systemwalker Desktop Keeper Management Server cannot be upgraded. The following database system was not deleted.**

**%1**

**%2**

**Variable Information**

%1: Symfoware RDB SWDTK

%2: Symfoware RDB SWDTK2

**Cause**

Attempted to upgrade the version of the Systemwalker Desktop Keeper Management Server without deleted the following databases:

Symfoware RDB SWDTK

Symfoware RDB SWDTK2

**Resolution**

The database has changed from Systemwalker Desktop Keeper V15.1.0; and therefore, you cannot use the data base that is being constructed on the Symfoware of the old edition.

Delete the database by using the Operating Environment Maintenance Wizard (Creating or deleting environment)

---

**[[101-ERR016] IIS (Internet Information Services) has not been installed. Please install again after installing IIS. Interrupt installation.**

**Cause**

IIS (Internet Information Services) has not been imported.

**Resolution**

Reinstall it after installing IIS.

---

**[[101-ERR017] The database has not been started. Please install again after starting or deleting the database. Interrupt installation.**

**Cause**

Because the database has not been started, whether the database can be migrated cannot be judged.

**Resolution**

Start the database or reinstall after deleting it.

---

**[[101-ERR018] Cannot move the database. Please install again after deleting the database. Interrupt installation.**

**Cause**

The database cannot be migrated.

**Resolution**

Reinstall the database after deleting it.

---

**[[101-ERR019] The installation of %1 has been completed, but errors occurred. Please confirm the errors in the installation log file. Installation log file: [%2]. The installation is completed.**

**Variable Information**

%1: installation function name

%2: installation log file name

**Cause**

The installation has been completed, but some errors occurred.

**Resolution**

Confirm the errors in the installation log file under the path displayed in the message.

---

**[[101-ERR101] Systemwalker Desktop Keeper Client has been installed. Please install again after uninstalling the client. Interrupt installation.**

**Cause**

Systemwalker Desktop Keeper Client has been installed.

**Resolution**

Reinstall after uninstalling Systemwalker Desktop Keeper Client.

---

**[[101-ERR103] Failed to replace SWCTVerSettings.ini file. It might be caused by  
- insufficient disk capacity  
- the correspondent disk prohibited being written  
Etc.  
Please modify the settings file after installation is completed.  
Continue installation.**

**Cause**

Failed to replace the related content in file SWCTVerSettings.ini.

**Resolution**

Record [DistModuleDir] content in file SWCTVerSettings.ini under the system folder as the path of folder for placing update module.

---

**[[101-ERR108] Base Edition server is installed on the terminal where Systemwalker Desktop Keeper Standard Edition server has been installed. Standard Edition server cannot be updated through Base Edition server. Interrupt installation.**

**Cause**

Try installing Base Edition Server in the terminal with Systemwalker Desktop Keeper Standard Edition Server installed.

**Resolution**

Systemwalker Desktop Keeper Standard Edition Server cannot be updated in Base Edition Server. Update with Standard Edition Server.

---

**[[101-ERR109] As selection folder, drive root directory or drive excluding the fixed one cannot be specified. Please specify the correct folder.**

**Cause**

The selected folder is the one in root directory of the drive or in the drive other than the fixed disk.

**Resolution**

Select a folder other than the root directory of the fixed disk.

---

**[[101-ERR112] Failed to install RDB. Interrupt installation.**

**Cause**

Failed to install database.

**Resolution**

Check the content in installation log "DTKServer\_Install.log" and install again after troubleshooting.

---

**[[101-ERR113] The program cannot be installed on this operating system.**

**%s**

**Variable Information**

%s: Reason for not being able to install

**Cause**

**Probable causes are as follows:**

- Ran 64-bit installer for the 32-bit OS environment.
- Ran 64-bit installer for the environment in which 32-bit Management Server/Master Management Server has been installed.
- Ran 32-bit installer for the environment in which 64-bit Management Server/Master Management Server has been installed.

**Resolution**

Use an installer that suits the environment.

---

**[[111-ERR003] The port number error. Please enter a number within 5001~60000.**

**Cause**

Numerals out of the range from 5001 to 60000 or characters other than numerals have been entered in the port number.

**Resolution**

Enter a value within 5001 - 60000.

---

**[[111-ERR005] The saving target of the update module is incorrect. Please enter the correct value.**

**Cause**

Error of path for saving update module.

Resolution

Input the correct path for saving update module.

---

**[I111-ERR006] The saving target of the log file is incorrect. Please enter the correct value.**

Cause

Error of path for saving log files.

Resolution

Input the correct path for saving log files.

---

**[I111-ERR007] The function has not been selected. Please select any function.**

Cause

The service has not been selected.

Resolution

Select the installation service.

---

**[I111-ERR008] Cannot install Server Service only. Please make sure to select Level Control Service.**

Cause

The check box of Level Control Service is not checked.

Resolution

Check the check box of Level Control Service.

---

**[I111-ERR010] Symbols not allowed are input in the directory.  
The symbols allowed are symbols excluding the following ones.  
Symbols not allowed: [#] [%] [/] [:] [\*] [?] ["] [<] [>] [ ]**

Cause

Symbols not allowed are contained in the input directory name.

Resolution

Use the allowed symbols when inputting the directory name.

---

**[I111-ERR011] The password does not match. Please enter the correct password.**

Cause

The entered password does not match the confirm password.

Resolution

Enter the correct password.

---

**[I111-ERR013] The password has not been entered. Please enter the password.**

Cause

The password has not been entered.

Resolution

Enter the password.

---

**[I111-ERR014] Characters not allowed have been entered in the password.  
The characters allowed are halfwidth alphanumeric characters and symbols excluding the following ones.**



**Besides, fullwidth and halfwidth space cannot be entered.  
Symbols not allowed: [&] [<] [>] [[] \] ["] [^] [~] ['] [?] [:]**

**Cause**

Symbols not allowed are contained in the entered password.

**Resolution**

Enter allowed characters only.

---

**[I111-ERR015] The specification of the folder is incorrect. Please enter the correct value.**

**Cause**

**Probable causes are as follows:**

- The folder is not specified.
- The characters that are not allowed are used.
- A non-existing path is specified.

**Resolution**

Set the correct path.

---

**[I111-ERR016] The specification of the saving folder of database related file is incorrect. The path of saving folder of the database related file should meet the following conditions:**

- not drive root directory
- not containing blank character
- not containing fullwidth characters
- the path is halfwidth and its length is within 10 characters
- not network drive
- in NTFS format

**Please enter the correct value.**

**Cause**

Error of the specified folder for saving database-related file.

**Resolution**

Set the correct path.

---

**[I111-ERR017] Repeated with CT receiving port number. Please enter a different number.**

**Cause**

Port number for receiving message from CT is repeated.

**Resolution**

Set different port numbers for port for receiving message (from CT) and port 2 for receiving message.

---

**[I111-ERR018] Please enter the password within 32 characters.**

**Cause**

Try entering the password over 33 characters.

**Resolution**

Enter the password in halfwidth characters and within 32 characters.

---

**[I111-ERR021] The length of specified folder path is too long. Please specify a path within 96 halfwidth characters.**

#### Cause

The length of the specified folder path is too long.

#### Resolution

Specify a path whose length is within 96 halfwidth characters.

---

**[I111-ERR027] The specified automatic backup folder is invalid. It must meet the following conditions.**

- It cannot be the root drive
- Its path length must be up to 189 halfwidth characters
- It cannot contain the following symbols: \ / : \* ? " < > |

#### Cause

The specified automatic back up destination folder is incorrect.

#### Resolution

Specify the correct path.

---

**[I111-ERR028] The specified database creation folder is incorrect. It must meet the following conditions:**

- It cannot be the root drive
- Its path length must be up to 96 halfwidth characters
- It cannot be a network drive
- It must be in NTFS format
- It can contain halfwidth alphanumeric characters and halfwidth symbols, except for the following:  
- \ / : \* ? " < > | & ^

**Specify a valid folder.**

#### Cause

The specified database creation destination folder is incorrect.

#### Resolution

Specify the correct path.

---

**[I121-WRN001] After restart, create the operation database using the Server Settings Tool.**

#### Cause

Operation database is not created.

#### Resolution

Create the operation database by using the server settings tool after rebooting.

---

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

#### Cause

Failed to set idle timeout of DefaultAppPool.

#### Resolution

Reset idle timeout of DefaultAppPool according to the *Systemwalker Desktop Keeper Troubleshooting Guide*.

---

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

#### Cause

Failed to register one or more ISAPI extension modules.

## Resolution

Logon to all ISAPI extension modules according to the *Systemwalker Desktop Keeper Troubleshooting Guide*.

---

**[[121-ERR017] Failed to set the processing program mapping of IIS (Internet Information Services). Please set IIS according to troubleshooting manual.**

## Cause

Failed to set handler mapping.

## Resolution

Set handler mapping according to the *Systemwalker Desktop Keeper Troubleshooting Guide*.

---

**[[121-ERR018] Cannot start 32-bit compatible mode of IIS (Internet Information Services). Please set IIS according to troubleshooting manual.**

## Cause

32-bit compatible mode of IIS cannot be enabled.

## Resolution

Enable 32-bit compatible mode of IIS according to the *Systemwalker Desktop Keeper Troubleshooting Guide*.

---

**[[999-ERR999] Errors occurred. Please contact the system administrator.**

## Cause

The installer might have been destroyed.

## Resolution

Contact Fujitsu technical staff.

---

## Native Installer Failure

## Cause

Failed to install the database system (PostgreSQL).

## Resolution

Re-installation is necessary after rebooting the OS.

Select **Change** after executing the Management Server Installer and re-install.

Create an operation database by using the server settings tool after installation.

---

**The specified license keys were registered to the system.**

## Cause

License key registration processing has normally ended.

## Resolution

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

#### Cause

The specified command option is incorrect.

#### Resolution

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

#### Cause

The specified license key is incorrect.

#### Resolution

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.**

#### Cause

A license key is not listed in the specified file.

#### Resolution

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.**

#### Cause

Specified file is not existing.

#### Resolution

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.**

#### Cause

Specified license key is already registered.

#### Resolution

None

---

**fjlic command or the license is being checked by the product.  
Wait a moment, and re-execute processing.**

#### Cause

Confirmation processing of a license or the fjlic command is running.

## Resolution

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.**

## Cause

Internal error occurred

## Resolution

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.**

## Cause

Internal error occurred

## Resolution

Re-execute the command  
If the error occurs again, Contact Fujitsu Customer Support.

---

## 3.1.2 Message Output During Uninstallation

---

**[I102-ERR001] Failed to delete file %s. please contact the system administrator.**

## Variable Information

%s: name of the file which failed to be deleted

## Cause

Failed to delete the file.

## Resolution

Delete this file manually.

---

**[I102-ERR002] Failed to delete log saving directory. Please contact the system administrator.**

## Cause

Failed to delete the folder.

## Resolution

Delete the folder manually.

---

**[I102-ERR003] Failed to read the registry. Please contact the system administrator. Interrupt  
uninstallation.**

## Cause

The value of the registry might be deleted..

## Resolution

Contact Fujitsu technical staff.

---

**[[102-ERR004] Failed to generate the value of registry. Please uninstall after logon as Administrator. The uninstallation is cancelled.**

**Cause**

Failed to generate the value of the registry.

**Resolution**

Uninstall after logon as Administrator.

---

**[[102-ERR005] Failed to delete the registry. Please uninstall again after logging on as Administrator. Interrupt uninstallation.**

**Cause**

Failed to delete the registry.

**Resolution**

Uninstall after logon as Administrator.

---

**[[102-ERR006] The uninstalled user does not have Administrator authority. Please uninstall again after logging on as Administrator. Interrupt uninstallation.**

**Cause**

User executing uninstallation operation does not have Administrator authority.

**Resolution**

Uninstall after logon as Administrator.

---

**[[102-ERR007] The previous installation and uninstallation have not been completed. Please uninstall again after reboot. Interrupt uninstallation.**

**Cause**

After the previous installation and uninstallation, the computer did not reboot.

**Resolution**

Uninstall again after rebooting.

---

**[[102-ERR008] Failed to delete environment variable. Please delete the environment variable manually. For details, please refer to the reference manual. Continue uninstallation.**

**Cause**

Failed to delete the environment variable "SQLRTENV".

**Resolution**

Delete the environment variable "SQLRTENV" manually. Variable name: "SQLRTENV"

---

### **3.1.3 Message Output with Server Settings Tool**

---

**[[STSY-ERR001] Executing this program needs Administrator authority.**

**Cause**

This message appears when the current logon Windows user does not have Administrator authority.

**Resolution**

Execute after logon to Windows as Administrator.

---

**[STSY-ERR006] Failed to output to registry.**

**Cause**

System environment has fault.

**Resolution**

Contact Fujitsu technical staff.

---

**[STSY-ERR007] The password registered in system is incorrect. The registered password may be changed. Please reinstall Management Server and reset.**

**Cause**

Logon password error in the system.

**Resolution**

Reinstall Management Server/Master Management Server and reset it.

---

**[STSY-ERR008] DB connection information setting file (SWDB.ini) is not installed normally.**

**Cause**

File SWDB.ini in Windows folder has been deleted, or the content of file SWDB.ini is incorrect.

**Resolution**

Reinstall Management Server/Master Management Server and reset the server.

---

**[STSY-ERR009] SWMailSettings.ini or SWEventViewer.ini file is not installed normally.**

**Cause**

SWMailSettings.ini or file SWEventViewer.ini in Windows folder has been deleted.

**Resolution**

Reinstall Management Server/Master Management Server and reset the server.

---

**[STSY-ERR010] SWCTVerSettings.ini file is not installed normally.**

**Cause**

File SWCTVerSettings.ini in Windows folder has been deleted.

**Resolution**

Reinstall Management Server/Master Management Server and reset the server.

---

**[STSY-ERR013] System error occurred when inspecting "Remote Desktop Connection". The processing is cancelled.**

**Cause**

System error occurred when inspecting [Remote Desktop Connection].

**Resolution**

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

**[STSY-ERR014] Other user has started the server settings tool while it cannot be started by this terminal.**

**Cause**

In the same Management Server, another user is starting server settings tool through other session. Thus, it cannot be started repeatedly.

## Resolution

Confirm whether there is any user using Console or [Remote Desktop Connection] function (remote connection through Windows terminal service) and cancel operating server settings tool.

---

### **[STSY-ERR134] SWMailSettings.ini file is not installed normally.**

#### Cause

File SWMailSettings.ini in Windows folder has been deleted.

#### Resolution

Reinstall Management Server/Master Management Server.

---

### **[STSY-ERR135] SWEventViewer.ini file is not installed normally.**

#### Cause

File SWEventViewer.ini in Windows SYSTEM32 folder has been deleted.

#### Resolution

Reinstall Management Server/Master Management Server.

---

### **[STSY-ERR136] Inquiring service failed.**

#### Cause

Failed to get service status.

#### Resolution

Retry after a while. If it fails even though the above measures have been taken, contact Fujitsu technical staff.

---

### **[STSY-ERR137] The startup service failed.**

#### Cause

The service cannot be started.

#### Resolution

Retry after a while. If it cannot be started even though the measures above have been taken, contact Fujitsu technical staff.

---

### **[STSY-ERR138] The stopping service failed.**

#### Cause

The service cannot be cancelled.

#### Resolution

Retry after a while. If it cannot be stopped even though the measures above have been taken, contact Fujitsu technical staff.

---

### **[STSY-ERR139] Data synchronization processing or backup processing, restoration processing is performed between Master Management Server and Management Server. Active Directory Linkage cannot be performed right now.**

#### Cause

In the Management Server/Master Management Server, one of the following processing of Systemwalker Desktop Keeper is being executed.

- Data synchronization processing between Master Management Server and Management Server
- Backup
- Restore



## Resolution

Execute again after other processing is completed.

---

### **[STSY-ERR140] This program cannot be used by using the remote connection function of terminal service.**

#### Cause

Try using the "Remote Desktop Connection" function (remote connection through Windows terminal service) to start the program.  
Or try starting the program from the Console window when user connected through the [Remote Desktop Connection] function exists in the system.

#### Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

### **[STSY-ERR141] Failed to import data from Active Directory. Please confirm the event log.**

#### Cause

Errors occurred when importing data from Active Directory .

#### Resolution

Confirm execution log and event log. However, in the case of being closed by force, information will not be output to event log.

---

### **[STSY-ERR142] Failed to call Active Directory Linkage command.**

#### Cause

It might be caused by the following:

- Active Directory Linkage module is deleted.
- The access authority of Active Directory Linkage module is modified.

#### Resolution

The following resolutions will be taken due to different causes, and then execute again.

- Reinstall Management Server/Master Management Server.
- Set the access authority (execution authority) of Active Directory Linkage module correctly.

---

### **[STSY-ERR143] Data synchronization processing is performed between Master Management Server and Management Server. Active Directory Linkage cannot be performed right now.**

#### Cause

The following processing of Systemwalker Desktop Keeper is being executed:

- Data synchronization processing between Master Management Server and Management Server

#### Resolution

Execute again after other processing is completed.

---

### **[STSY-ERR150] Data synchronization processing is being performed between Master Management Server and Management Server. Systemwalker Desktop Patrol configuration information import command cannot be executed right now.**

#### Cause

Data synchronization processing between Master Management Server and Management Server of the Systemwalker Desktop Keeper is being executed.

## Resolution

Execute again after other processing is completed.

---

**[STSY-ERR151] Data synchronization processing or backup processing, restoration processing is being performed between Master Management Server and Management Server. Systemwalker Desktop Patrol configuration information import command cannot be executed right now.**

## Cause

In Master Management Server/Management Server, one of the following processing of Systemwalker Desktop Keeper is being executed.

- Data synchronization processing between Master Management Server and Management Server
- Backup
- Restore
- Active Directory Linkage

## Resolution

Execute again after other processing is completed.

---

**[STSY-ERR152] Failed to call Systemwalker Desktop Patrol configuration information import command.**

## Cause

It might be caused by the following:

- Systemwalker Desktop Patrol composition information import command has been deleted.
- The access authority of Systemwalker Desktop Patrol configuration information import command has been modified.
- Systemwalker Desktop Patrol server information has not been set.
- Linkage file has not been created in Systemwalker Desktop Patrol server.
- The content of Linkage file created in Systemwalker Desktop Patrol server has errors.

## Resolution

The following resolutions will be taken according to different causes, and then execute again.

- Reinstall Management Server/Master Management Server.
- Correctly set the access authority (execution authority) of Systemwalker Desktop Patrol composition information import command.
- Correctly set URL of Desktop Patrol in the log management environment setup window.
- Create linkage file in Desktop Patrol.
- Create linkage file in Desktop Patrol again.

---

**[STSY-ERR153] Failed to import data from Systemwalker Desktop Patrol. Please confirm event log.**

## Cause

Errors occurred in the process of importing data from Systemwalker Desktop Patrol.

## Resolution

Confirm execution log and event log. However, in the case of being closed by force, information will not be output to event log.

---

**[STSY-INF001] Operation status of Management Server Service.  
Level Control Service Present status: [%1]  
Server Service Present status: [%2]**

#### Variable Information

%1: current status of Level Control Service [Start and Stop]

%2: current status of Server Service [Start and Stop]

#### Cause

-

#### Resolution

Click the [OK] button.

---

### **[STSY-INF002] Already perform the service startup request.(Level Control Service, Server Service)**

#### Cause

-

#### Resolution

Click the [OK] button.

---

### **[STSY-INF003] The service of Management Server has been started.**

**Level Control Service Present status: [%1]**

**Server Service Present status: [%2]**

#### Variable Information

%1: current status of Level Control Service [Start and Stop]

%2: current status of Server Service [Start and Stop]

#### Cause

-

#### Resolution

Click the [OK] button.

---

### **[STSY-INF004] Already perform the service stopping request.**

**Level Control Service, Server Service)**

#### Cause

-

#### Resolution

Click the [OK] button.

---

### **[STSY-INF005] The service of Management Server has been stopped.**

**Level Control Service Present status: [%1]**

**Server Service Present status: [%2]**

#### Variable Information

%1: current status of Level Control Service [Start and Stop]

%2: current status of Server Service [Start and Stop]

#### Cause

-

#### Resolution

Click the [OK] button.

---

**[STSY-INF007] Completed importing data from Active Directory.**

Cause

-

Resolution

Click the [OK] button.

---

**[STSY-INF008] Data is being imported from Systemwalker Desktop Patrol. It will take some time for processing. Please wait a moment.**

Cause

Data is being imported from Systemwalker Desktop Patrol.

Resolution

Wait until the processing is completed.

---

**[STSY-INF009] Import data from Systemwalker Desktop Patrol has been completed.**

Cause

-

Resolution

Click the [OK] button.

---

**[STSY-SEL006] The Management Server is started and cannot be updated. When changing the "System Settings" window, please execute after the service of Management Server is cancelled. Display "System Settings" window. Execute?**

Cause

The service of the Management Server should be stopped before modifying the content of "System Settings".

Resolution

Click the [OK] button when checking the content. Click the [Cancel] button to cancel the processing. When updating the information, click the [OK] button after stopping the service of Management Server.

---

**[STSY-SEL007] The Management Server is started and cannot be updated. When changing the "Active Directory Linkage Settings" window, please execute after the service of Management Server is cancelled. Display "Active Directory Linkage Settings" window. Execute?**

Cause

The service of the Management Server should be stopped before modifying the content of "Active Directory Linkage Settings".

Resolution

Click the [OK] button for content reference. Click the [Cancel] button to cancel the processing. When updating the information, click the [OK] button after stopping the service of Management Server.

---

**[STSY-SEL008] The Management Server is started and cannot be updated. When changing the "Server Information Settings" window, please execute after the service of Management Server is cancelled. Display "Server Information Settings" window. Execute?**

Cause

The service of the Management Server should be stopped before modifying the content of this window.

## Resolution

Click the [OK] button for content reference. Click the [Cancel] button to cancel the processing. When updating the information, click the [OK] button after stopping the service of Management Server.

---

**[STSY-SEL009] The Management Server is started and cannot be updated. When changing the "Management Server Settings" window, please execute after the service of Management Server is cancelled. Display "Management Server Settings" window. Execute?**

## Cause

The service of the Management Server should be stopped before modifying the content of this window.

## Resolution

Click the [OK] button for content reference. Click the [Cancel] button to cancel the processing. When updating the information, click the [OK] button after stopping the service of the Management Server.

---

**[STSY-SEL010] The Management Server is started and the saving target folder cannot be updated. When changing the saving target folder, please execute after the service of Management Server is cancelled. Display "Trace/Folder/CT Self-version Upgrade Settings" window. Execute?**

## Cause

The service of the Management Server should be stopped before modifying folder settings.

## Resolution

Click the [OK] button for modifying reference or trace settings. Click the [Cancel] button for terminating the processing. When updating trace/folder/CT self-version upgrade settings, click the [OK] button after stopping the service of the Management Server.

---

**[STSY-SEL011] Management Server has been started, so it cannot be updated. When changing the "DB Connection Information Settings" window, please perform after the service of Management Server is stopped. Display the "DB Connection Information Settings" window. Execute?**

## Cause

The service of the Management Server should be stopped before modifying the content of this window.

## Resolution

Click the [OK] button for content reference. Click the [Cancel] button to cancel the processing. When updating the information, click the [OK] button after stopping the service of the Management Server.

---

**[STSY-SEL012] Start the service of Management Service?  
Level Control Service Present status: [%1]  
Server Service Present status: [%2]**

## Variable Information

%1: current status of Level Control Service [Start and Stop]

%2: current status of Server Service [Start and Stop]

## Cause

Intend to start Level Control Service and Server Service.

## Resolution

To continue, click the [OK] button. To finish processing, click the [Cancel] button.

---

**[STSY-SEL013] Stop the service of Management Server?  
Level Control Service Present status: [%1]  
Server Service Present status: [%2]**

## Variable Information

%1: current status of Level Control Service [Start and Stop]

%2: current status of Server Service [Start and Stop]

## Cause

Intend to stop Level Control Service and Server Service.

## Resolution

To continue, click the [OK] button. To finish processing, click the [Cancel] button.

---

**[STSY-SEL014] Start to communicate with Active Directory. Get from Active Directory user information, computer information, level composition information and update the database. The processing will take some time. Start to communicate?**

## Cause

Intend to start linking with Active Directory data.

## Resolution

To continue, click the [OK] button. To finish processing, click the [Cancel] button.

---

**[STSY-SEL015] After changing the exclusiveness status, it will produce great influence on the system. Please change the exclusiveness status under the direction of Fujitsu technical staff. Display the "Relieve exclusiveness status" window?**

## Cause

The prompt message when starting the [Exclusion Status Removal] window.

## Resolution

Click the [OK] button for displaying the [Exclusion Status Removal] window. To cancel the processing, click the [Cancel] button.

---

**[STSY-SEL017] Execute Systemwalker Desktop Patrol configuration information import command. Get configuration information from Systemwalker Desktop Patrol, and update the database. The processing will take some time. Start to link?**

## Cause

Prompt information when starting to import Systemwalker Desktop Patrol composition information.

## Resolution

To continue, click the [OK] button. To finish processing, click the [Cancel] button.

---

**[STSY-SEL018] Databases cannot be built or deleted because the Management Server is running. To build or delete a database, stop the Management Server service, and try again. The 'Build, delete, or show information of database' window will be displayed. OK to continue?**

## Cause

The database cannot be constructed or deleted because the Management Server is running.

## Resolution

Stop the Management Server while constructing or deleting the database.

---

**[STCI-ERR002] Please enter an user ID.**

## Cause

The user ID has not been entered.

Resolution

Enter the user ID.

---

**[STCI-ERR003] Please enter the password.**

Cause

The password has not been entered.

Resolution

Enter the password.

---

**[STCI-ERR004] Authentication failed. Please confirm the user ID or password.**

Cause

The user ID or password is incorrect.

Resolution

Enter the correct user ID and password.

---

**[STCI-ERR005] The user ID or password is incorrect. Authentication failed and the processing is cancelled.**

Cause

The prompt message when the authentication failed for three times or more.

Resolution

Logon with the correct user ID and password to start server settings tool.

---

**[STCI-ERR006] Failed to access to database. Please confirm the database environment.**

Cause

The operation database is not constructed, or failed to access the operation database.

Resolution

Construct a database, or confirm the operation database environment.

---

**[STCI-ERR010] Please enter the old password.**

Cause

The old password has not been entered.

Resolution

Enter the old password.

---

**[STCI-ERR011] Please enter the new password.**

Cause

The new password has not been entered.

Resolution

Enter the new password.

---

**[STCI-ERR012] Please enter the new password again.**

Cause

The confirm password has not been entered.

Resolution

Enter the confirm password.

---

**[STCI-ERR013] The entered passwords does not match. Please enter the same value.**

Cause

The entered new password is different from the confirm password.

Resolution

Enter the correct new password and confirm password.

---

**[STCI-ERR014] The old password is incorrect. Please enter the correct password.**

Cause

The old password is incorrect.

Resolution

Enter the correct password.

---

**[STCI-ERR015] The characters that cannot be used are used in password. The following characters cannot be used. Unable to be used &, \, :, ?, ", ~, ^, ', <, >, | And fullwidth space, halfwidth space, halfwidth pseudonym.**

Cause

Characters not allowed are contained in the entered password.

Resolution

Enter the password with characters allowed.

---

**[STCI-ERR016] The password cannot be encrypted. The password is not changed.**

Cause

The password has not been encrypted.

Resolution

Perform the modification again to change the password.

---

**[STCI-ERR017] Please enter DB connection string.**

Cause

DB connection strings has not been entered.

Resolution

Enter DB connection strings.

---

**[STCI-ERR018] The characters that cannot be used are used in DB connection string. The strings that can be entered are sing-byte letter and digits, and symbols excluding ". In addition, the fullwidth or halfwidth space cannot be entered.**

Cause

Character not allowed in DB connection strings have been entered.

Resolution

Enter allowed characters.

---

**[STCI-ERR019] Please enter DB connection user ID.**



Cause

DB connection user ID has not been entered.

Resolution

Enter DB connection user ID.

---

**[STCI-ERR020] The characters that cannot be used are used in DB connection user ID. The strings that can be entered are sing-byte letter and digits, and symbols only. In addition, the fullwidth or halfwidth space cannot be entered.**

Cause

Characters not allowed in DB connection user ID have been entered.

Resolution

Enter allowed characters.

---

**[STCI-ERR022] T The password (re-entry) does not match the password (first time). Please enter the same value.**

Cause

The values of the password (first entry) and the password (re-entry) are different.

Resolution

Enter the same value in the password (first entry) and the password (re-entry).

---

**[STCI-ERR024] Please enter a timeout value of DB connection.**

Cause

DB connection timeout value has not been entered.

Resolution

Enter DB connection timeout value.

---

**[STCI-ERR025] The timeout value of DB connection is incorrect. Please enter a value between 15 and 999.**

Cause

Numerals out of the range from 15 to 999 or characters other than numerals are entered in DB connection timeout value.

Resolution

Enter a value within 15-999.

---

**[STCI-ERR026] Please enter a timeout value of DB command.**

Cause

DB command timeout value has not been entered.

Resolution

Enter DB command timeout value.

---

**[STCI-ERR027] The timeout value of DB command is incorrect. Please enter a value between 15 and 999..**

Cause

Numerals out of the range from 15 to 999 or characters other than numerals are entered in DB command timeout value.

Resolution

Enter a value within 15-999.

---

**[STCI-ERR028] The connection test of database succeeded.**

Cause

-

Resolution

Click the [OK] button.

---

**[STCI-ERR029] The connection test of database failed. Please reset the input value.**

Cause

Click the "Settings/Connection Test" button for connection test, but failed to connect with the database.

Resolution

Confirm the entered value.

---

**[STCI-ERR030] The own node is not registered. Please enter the node type as "Own Node".**

Cause

When registering the first node, node classification has not been set as "Local Node".

Resolution

Set node classification as "Local Node".

---

**[STCI-ERR031] Please enter "Other Node" for node type in the node registration after the second item.**

Cause

When registering the second node and following nodes, node classification has not been set as "Other Nodes".

Resolution

Set node classification as "Other Nodes".

---

**[STCI-ERR032] The node type cannot be changed.**

Cause

Node classification cannot be changed.

Resolution

-

---

**[STCI-ERR033] Please enter a node name.**

Cause

Node name has not been entered.

Resolution

Enter the node name.

---

**[STCI-ERR034] The characters that cannot be used are used in node name. The characters that can be entered are halfwidth letters, digits and hyphen excluding starting and ending.**

Cause

Characters not allowed in node name has been entered.

Resolution

Enter allowed characters.

---

**[STCI-ERR035] The node name repeated.**

**Cause**

Node name is repeated.

**Resolution**

Enter a different node name.

---

**[STCI-ERR036] Please enter a computer name.**

**Cause**

The computer name has not been entered.

**Resolution**

Enter the computer name.

---

**[STCI-ERR037] The characters that cannot be used are used in computer name. The characters that can be entered are halfwidth letters, digits and hyphen excluding starting and ending.**

**Cause**

Characters not allowed in the computer name have been entered.

**Resolution**

Enter allowed characters.

---

**[STCI-ERR038] The computer name repeated.**

**Cause**

The computer name is repeated.

**Resolution**

Enter a different computer name.

---

**[STCI-ERR039] Please enter an IP address.**

**Cause**

IP address has not been entered.

**Resolution**

Enter IP address.

---

**[STCI-ERR040] The IP address or server name is already being used.**

**Cause**

IP address or server name is repeated.

**Resolution**

Enter a different IP address or server name.

---

**[STCI-ERR041] The server classification is incorrect. Only one "root server" can be registered. Please select the "Sub-Level Server".**

**Cause**

Server category error.

## Resolution

Only one "Root Server" can be registered. Select "Sub-Level Server".

---

### **[STCI-ERR042] The own node cannot be deleted.**

#### Cause

Local node cannot be deleted.

#### Resolution

-

---

### **[STCI-ERR043] Failed to get information of physical node management table. The database is not complete.**

#### Cause

Information in the operation database environment is incomplete. (PHYSICALNODELIST)

#### Resolution

Contact Fujitsu technical staff.

---

### **[STCI-ERR044] Failed to get the information of node information table. The database is not complete.**

#### Cause

Information in the operation database is incomplete. (NODEINFO)

#### Resolution

Contact Fujitsu technical staff.

---

### **[STCI-ERR046] Please select the update target.**

#### Cause

The update target has not been selected.

#### Resolution

Select the update target from the list.

---

### **[STCI-ERR047] Please select the deleted user.**

#### Cause

The target to be deleted has not been selected.

#### Resolution

Select the target to be deleted from the list.

---

### **[STCI-ERR048] Please enter an user ID.**

#### Cause

The user ID has not been entered.

#### Resolution

Enter the user ID.

---

### **[STCI-ERR049] The characters that cannot be used are used in the user ID. The following characters cannot be used. Unable to be used &, \, :, ?, ", ~, ^, ', <, >, | And fullwidth space, halfwidth space and halfwidth pseudonym.**

#### Cause

Characters not allowed are used in the user ID.

#### Resolution

Enter the allowed characters again.

---

#### **[STCI-ERR050] User ID repeated.**

#### Cause

The user ID is repeated.

#### Resolution

Enter a different user ID.

---

#### **[STCI-ERR051] Please select the access authority.**

#### Cause

The access authority has not been selected.

#### Resolution

Select access authority.

---

#### **[STCI-ERR052] The information has registered 1000 items. Much more items cannot be registered.**

#### Cause

The number of messages has exceeded 1000, so they cannot be registered.

#### Resolution

-

---

#### **[STCI-ERR053] Please enter E-mail sending server.**

#### Cause

The E-mail sending server has not been input.

#### Resolution

Input E-mail sending server.

---

#### **[STCI-ERR054] The input of E-mail sending server is incorrect. Please enter correctly.**

#### Cause

The input E-mail sending server is incorrect.

#### Resolution

Input the correct E-mail sending server.

---

#### **[STCI-ERR055] Please enter the E-mail address (TO) of recipient.**

#### Cause

E-mail address of the recipient (TO) has not been input.

#### Resolution

Input E-mail address of the recipient (TO).

---

#### **[STCI-ERR056] The entered recipient E-mail address is incorrect. Please enter a correct address.**

Cause

The input E-mail address of the recipient (TO) is incorrect.

Resolution

Input the correct E-mail address of the recipient (TO).

---

**[STCI-ERR057] The input E-mail address (CC) of recipient is incorrect. Please enter a correct address.**

Cause

The input E-mail address of the recipient (CC) is incorrect.

Resolution

Input the correct E-mail address of the recipient (CC).

---

**[STCI-ERR058] Please enter the E-mail address (FROM) of recipient.**

Cause

E-mail address of the addresser (FROM) has not been input.

Resolution

Input the E-mail address of the addresser (FROM).

---

**[STCI-ERR059] The input E-mail address (CC) of recipient is incorrect. Please enter a correct address.**

Cause

The input E-mail address of the addresser (FROM) is incorrect.

Resolution

Input the correct E-mail address of the addresser (FROM).

---

**[STCI-ERR061] . Specify a server IP address or server name (CT Management Server).**

Cause

The server IP address or server name has not been input.

Resolution

Input the server IP address or server name.

---

**[STCI-ERR062] The specified server IP address or server name (CT Management Server) is incorrect. Specify a correct value.**

Cause

The input server IP address or server name is incorrect.

Resolution

Input the correct server IP address or server name.

---

**[STCI-ERR063] Please enter a port number (Management Server/Level Control Service).**

Cause

The port number (Management Console/Level Control Service) has not been entered.

Resolution

Enter the port number (Management Console/Level Control Service).

---

**[STCI-ERR064] The value of port number (Management Console/Level Control Service) is incorrect. Please enter a value between 5001 and 60000.**

**Cause**

The entered port number (Management Console/Level Control Service) value has exceeded the range from 5001 to 60000.

**Resolution**

Enter a value within 5001-60000.

---

**[STCI-ERR065] Please enter a port number (Log Viewer/Level Control Service).**

**Cause**

The port number (Log Viewer/Level Control Service) has not been entered.

**Resolution**

Enter the port number (Log Viewer/Level Control Service).

---

**[STCI-ERR066] The value of port number (Log Viewer/Level Control Service) is incorrect. Please enter a value between 5001 and 60000.**

**Cause**

The entered port number (Log Viewer/Level Control Service) value has exceeded the range from 5001 to 60000.

**Resolution**

Enter a value within 5001-60000.

---

**[STCI-ERR067] Please enter a port number (Server Service/Level Control Service).**

**Cause**

The port number (Server Service/Level Control Service) has not been entered.

**Resolution**

Enter the port number (Server Service/Level Control Service).

---

**[STCI-ERR068] The value of port number (Server Service/Level Control Service) is incorrect. Please enter a value between 5001 and 60000.**

**Cause**

The entered port number (Server Service/Level Control Service) value has exceeded the range from 5001 to 60000.

**Resolution**

Enter a value within 5001-60000.

---

**[STCI-ERR069] Please enter a port number (Level Control Service/Server Service).**

**Cause**

The port number (Level Control Service/Server Service) has not been entered.

**Resolution**

Enter the port number (Level Control Service/Server Service).

---

**[STCI-ERR070] The value of port number (Level Control Service/Server Service) is incorrect. Please enter a value between 5001 and 60000.**

**Cause**

The entered port number (Level Control Service/Server Service) value has exceeded the range from 5001 to 60000.

## Resolution

Enter a value within 5001-60000.

---

**[STCI-ERR071] Please enter a port number (Level Control Service (upper-level)/Server Service (sub-level)).**

## Cause

The port number (Level Control Service (upper-level)/Level Control Service (sub-level)) has not been entered.

## Resolution

Enter the port number (Level Control Service (upper-level)/Level Control Service (sub-level)).

---

**[STCI-ERR072] The value of port number (Level Control Service (upper-level)/Level Control Service (sub-level)) is incorrect. Please enter a value between 5001 and 60000.**

## Cause

The entered port number (Level Control Service (upper-level)/Level Control Service (sub-level)) value has exceeded the range from 5001 to 60000.

## Resolution

Enter a value within 5001-60000.

---

**[STCI-ERR073] Please enter a port number (Level Control Service (sub-level)/Server Service (upper-level)).**

## Cause

The port number (Level Control Service (sub-level)/Level Control Service (upper-level)) has not been entered.

## Resolution

Enter the port number (Level Control Service (sub-level)/Level Control Service (upper-level)).

---

**[STCI-ERR074] The value of port number (Level Control Service (sub-level)/Level Control Service (upper-level)) is incorrect. Please enter a value between 5001 and 60000.**

## Cause

The entered port number (Level Control Service (sub-level)/Level Control Service (upper-level)) value has exceeded the range from 5001 to 60000.

## Resolution

Enter a value within 5001-60000.

---

**[STCI-ERR075] Please enter a port number (Server Service/CT).**

## Cause

The port number (Server Service/CT) has not been entered.

## Resolution

Enter the port number (Server Service/CT).

---

**[STCI-ERR076] The value of port number (Server Service/CT) is incorrect. Please enter a value between 5001 and 60000.**

## Cause

The entered port number (Server Service/CT) value has exceeded the range from 5001 to 60000.



#### Resolution

Enter a value within 5001-60000.

---

#### **[STCI-ERR077] Please enter a port number (CT/Server Service).**

#### Cause

The port number (CT /Server Service) has not been entered.

#### Resolution

Enter the port number (CT /Server Service).

---

#### **[STCI-ERR078] The value of port number (CT/server) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

The port number (CT/Server Service) value has exceeded the range from 5001 to 60000.

#### Resolution

Enter a value within 5001-60000.

---

#### **[STCI-ERR079] Please enter a port number (Server Service/CT (Management Server coexists)).**

#### Cause

The port number (Server Service/CT (coexist with Management Server)) has not been entered.

#### Resolution

Enter the port number (Server Service/CT (coexist with Management Server)).

---

#### **[STCI-ERR080] The value of port number (server/CT (Management Server coexists)) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

The port number (Server Service/CT (coexist with Management Server)) value has exceeded the range from 5001 to 60000.

#### Resolution

Enter a value within 5001-60000.

---

#### **[STCI-ERR081] Please enter a port number (CT/Server Service (image and so on)).**

#### Cause

The port number (CT/Server Service (image, etc.)) has not been entered.

#### Resolution

Enter the port number (CT/Server Service (image, etc.)).

---

#### **[STCI-ERR082] The value of port number (CT/Server Service (image and so on)) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

The port number (CT/Server Service (image, etc.)) value has exceeded the range from 5001 to 60000.

#### Resolution

Enter a value within 5001-60000.

---

#### **[STCI-ERR083] The same value is entered in the item that is not permitted to specify the same port number. Please enter a correct value.**

### Cause

The same value has been entered in the item which cannot be specified as the same port number.

### Resolution

Enter different values.

---

### **[STCI-ERR084] Please enter a timeout value of communication between servers.**

### Cause

The connection timeout value between servers has not been entered.

### Resolution

Enter the connection timeout value between servers.

---

### **[STCI-ERR085] The value of communication timeout value between servers is incorrect. Please enter a value between 1 and 999.**

### Cause

A value out of the range from 1 to 999 has been entered in the connection timeout value between servers.

### Resolution

Enter a value within 1-999.

---

### **[STCI-ERR086] Please enter times of communication attempt between servers.**

### Cause

Communication retry times between servers has not been entered.

### Resolution

Enter communication retry times between servers.

---

### **[STCI-ERR087] The value of times of communication attempt between servers is incorrect. Please enter a value between 1 and 9.**

### Cause

A value out of the range from 1 to 9 has been entered in communication retry times between servers.

### Resolution

Enter a value within 1-9.

---

### **[STCI-ERR088] Please enter times of communication attempt between CT-servers.**

### Cause

Connection retry times of CT-Server has not been entered.

### Resolution

Enter connection retry times of CT-Server.

---

### **[STCI-ERR089] The value of times of communication attempt between CT-servers is incorrect. Please enter a value between 1 and 9.**

### Cause

A value out of the range from 1 to 9 has been entered in connection retry times of CT-Server.

### Resolution

Enter a value within 1-9.

---

**[STCI-ERR090] Please enter the maximum number of CT synchronous connection.**

**Cause**

The maximum simultaneous connection number of CT has not been entered.

**Resolution**

Enter the maximum simultaneous connection number of CT.

---

**[STCI-ERR091] The maximum number of synchronous connection of CT is incorrect. Please enter a value between 1 and 9999.**

**Cause**

A value out of the range from 1 to 9999 has been entered in the maximum simultaneous connection number of CT.

**Resolution**

Enter a value within 1-9999.

---

**[STCI-ERR092] Please enter command line and log saving target folder.**

**Cause**

The command line log saving target path folder has not been input.

**Resolution**

Input the command line log saving target path folder.

---

**[STCI-ERR093] The characters that cannot be used in folder name are used in command line and log saving target folder. The following characters cannot be used. Unable to be used \, /, :, \*, ?, ", <, >, |.**

**Cause**

The characters not allowed are used in the folder name of the command line log saving target path folder.

**Resolution**

Input with the allowed characters again.

---

**[STCI-ERR094] Name of folder which does not exist in command line and log saving target folder for log viewing has been entered. Please confirm it.**

**Cause**

The log saving location or command prompt is not correctly set.

This error is displayed if a non-existing drive or folder is specified.

**Resolution**

Specify the correct folder name.

---

**[STCI-ERR095] The command line and log saving target folder cannot specify the drive name only. Please enter to the folder name.**

**Cause**

The command line log saving target path folder is set as the root directory of drive.

**Resolution**

Input the folder name of the command line log saving target path folder (full path).

---

**[STCI-ERR096] Please enter the attached data saving target folder.**

#### Cause

The attached data saving target path folder has not been input.

#### Resolution

Input the attached data saving target path folder.

---

**[STCI-ERR097] The characters that cannot be used in folder name are used in attached data saving target folder. The following characters cannot be used. Unable to be used \, /, :, \*, ?, ", <, >, | .**

#### Cause

Characters not allowed are used in the attached data saving target path folder.

#### Resolution

Input with the allowed characters.

---

**[STCI-ERR098] The folder name that does not exist is entered in attached data saving target folder. Please enter a correct folder name.**

#### Cause

The attached data saving target path folder has not been set correctly. Message appears when the drive or folder that does not exist is specified.

#### Resolution

Set the correct folder name.

---

**[STCI-ERR099] The attached data saving target folder cannot specify the drive name only. Please enter to the folder name.**

#### Cause

The attached data saving target path folder has specified the drive name only.

#### Resolution

Input the folder name of the attached data saving target path folder (full path).

---

**[STCI-ERR100] Please enter the collectively receiving log and data saving target folder.**

#### Cause

The saving target path of log batch receiving data has not been input.

#### Resolution

Input the saving target path of log batch receiving data.

---

**[STCI-ERR101] The characters that cannot be used in folder name are used in collectively receiving log and data saving target folder. The following characters cannot be used. Unable to be used \, /, :, \*, ?, ", <, >, | .**

#### Cause

Characters not allowed are used in the saving target path folder of log batch receiving data.

#### Resolution

Input with the allowed characters again.

---

**[STCI-ERR102] The folder name that does not exist is entered in collectively receiving log and data saving target folder. Please enter a correct folder name.**

## Cause

The saving target path of log batch receiving data has not been set correctly. Message appears when the drive or folder that does not exist is specified.

## Resolution

Set the correct folder name.

---

**[STCI-ERR103] The collectively receiving log and data saving target folder cannot specify the drive name only. Please enter to the folder name.**

## Cause

The drive name only is specified in the saving target path of log batch receiving data.

## Resolution

Input the folder name of the saving target path of log batch receiving data (full path).

---

**[STCI-ERR104] Please enter a module saving target folder on CT.**

## Cause

The CT uploading module saving target path has not been input.

## Resolution

Input the CT uploading module saving target path.

---

**[STCI-ERR105] The characters that cannot be used in folder name are used in the module saving target folder on CT. The following characters cannot be used. Unable to be used \, /, :, \*, ?, ", <, >, | .**

## Cause

Characters not allowed are used in the CT uploading module saving target path folder.

## Resolution

Input with the allowed characters.

---

**[STCI-ERR106] The folder name that does not exist is entered in module saving target folder on CT. Please enter a correct folder name.**

## Cause

The CT uploading module saving target path has not been set correctly. Message appears when the drive or folder that does not exist is specified.

## Resolution

Set the correct folder name.

---

**[STCI-ERR107] The module saving target folder on CT cannot specify the drive name only. Please enter to the folder name.**

## Cause

The drive name is specified in the CT uploading module saving target path only.

## Resolution

Input the folder name of the CT uploading module saving target path (full path).

---

**[STCI-ERR108] Please enter the number of synchronous download. (Maximum)**

## Cause

The simultaneous downloading number (maximum) has not been entered.

#### Resolution

Enter the simultaneous downloading number (maximum).

---

**[STCI-ERR109] The number of synchronous download (Maximum) contains fullwidth digits. Please enter correctly.**

#### Cause

Characters other than halfwidth numerals are contained in the simultaneous downloading number (maximum).

#### Resolution

Enter halfwidth numerals.

---

**[STCI-ERR110] The value of number of synchronous download (Maximum) is incorrect. Please enter a value between 0 and 25.**

#### Cause

The entered value of the simultaneous downloading number (maximum) is one out of the range from 0 to 25.

#### Resolution

Enter a value within 0-25.

---

**[STCI-ERR111] Please enter a port number (for receiving).**

#### Cause

The port number (for receiving E-mail) has not been entered.

#### Resolution

Enter the port number (for receiving E-mail).

---

**[STCI-ERR112] The value of port number (for receiving) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

The entered port number (for receiving E-mail) value is one out of the range from 5001 to 60000.

#### Resolution

Enter a value within 5001-60000.

---

**[STCI-ERR113] Please enter a port number (for sending).**

#### Cause

The port number (for sending E-mail) has not been entered.

#### Resolution

Enter the port number (for sending E-mail).

---

**[STCI-ERR114] The value of port number (for sending) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

The entered port number (for sending E-mail) value is one out of the range from 5001 to 60000.

#### Resolution

Enter a value within 5001-60000.

---

**[STCI-ERR115] Please enter a port number (for sending 2).**

#### Cause

The port number (for sending E-mail 2) has not been entered.

#### Resolution

Enter the port number (for sending E-mail 2).

---

**[STCI-ERR116] The value of port number (for sending 2) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

The entered port number (for sending E-mail 2) value is one out of the range from 5001 to 60000.

#### Resolution

Enter a value within 5001-60000.

---

**[STCI-ERR117] The port number (for sending) is the same as the port number (for sending 2). Please enter different port numbers.**

#### Cause

The entered port number (for sending E-mail) and the port number (for sending E-mail 2) are the same.

#### Resolution

Set different port numbers for the port number (for sending E-mail) and the port number (for sending E-mail 2).

---

**[STCI-ERR118] Please enter the log output target folder.**

#### Cause

The log output target path folder has not been input.

#### Resolution

Input the log output target path folder.

---

**[STCI-ERR119] The characters that cannot be used in folder name are used in log output target folder. The following characters cannot be used. Unable to be used \, /, :, \*, ?, ", <, >, | .**

#### Cause

Characters not allowed are used in the log output target path folder.

#### Resolution

Input with the allowed characters again.

---

**[STCI-ERR120] The input of log output target folder is correct. Please enter correctly.**

#### Cause

The input log output target path folder is incorrect.

#### Resolution

Input the correct log output target path folder name.

---

**[STCI-ERR121] Log output target folder cannot specify the drive name only. Please enter to the folder name.**

#### Cause

The drive name only is specified in the log output target path folder.

## Resolution

Input the folder name of the log output target path folder (full path).

---

### **[STCI-ERR122] Please enter the client installation target.**

#### Cause

The client installation target path has not been input.

#### Resolution

Input the client installation target path.

---

### **[STCI-ERR123] The characters that cannot be used in folder name are used in client installation target. The following characters cannot be used. Unable to be used \, /, :, \*, ?, ", <, >, | .**

#### Cause

Characters not allowed are used in the client installation target path.

#### Resolution

Input with the allowed characters again.

---

### **[STCI-ERR124] The input of client installation target is correct. Please enter correctly.**

#### Cause

The input client installation target path is incorrect.

#### Resolution

Input the correct client installation target path.

---

### **[STCI-ERR125] The client installation target cannot specify the drive name only. Please enter to the folder name.**

#### Cause

The drive name only is specified in the client installation target path.

#### Resolution

Input the folder name of the client installation target path (full path).

---

### **[STCI-ERR126] Please enter the installation setting file.**

#### Cause

The installation settings file has not been input.

#### Resolution

Input the installation settings file.

---

### **[STCI-ERR127] The characters that cannot be used in folder name are used in installation setting file. The following characters cannot be used. Unable to be used \, /, :, \*, ?, ", <, >, | .**

#### Cause

Characters not allowed are used in the installation settings file.

#### Resolution

Input with the allowed characters .

---

### **[STCI-ERR128] The folder name that does not exist is entered in the file name of installation setting file. Please enter a correct name.**



### Cause

Folder name that does not exist in the installation settings file has been input.

### Resolution

Set the correct file name (full path).

---

## **[STCI-ERR129] The output of installation setting file failed. %s**

### Variable Information

%s: file name

### Cause

It might be caused by the following causes. No write-in authority to the saving target path folder. The saving target path folder is set as write prohibited. The saving target path folder is set as write-protection.

### Resolution

Specify writable saving target path folder.

---

## **[STCI-ERR132] The input of installation setting file is incorrect. Please enter correctly.**

### Cause

The input installation settings file is incorrect.

### Resolution

Input the correct installation settings file.

---

## **[STCI-ERR133] The communication setting item has been deleted from the database.**

### Cause

In the process of restoring the operation database, the prompt message appears when failed to process the table SETTINGS.

### Resolution

Restore the data of management information.

---

## **[STCI-ERR141] When the server type of own node is "root server", other nodes cannot be registered.**

### Cause

When the classification of the server of local node is "Root Server", try other nodes.

### Resolution

The registration of other nodes cannot be performed.

---

## **[STCI-ERR142] When the server type of own node is "Upper Level Server", please register the server type of other nodes as "root server".**

### Cause

When the local node is "Sub-Level Server", server of the other nodes can only be registered as "Root Server".

### Resolution

Specify the server type correctly.

---

## **[STCI-ERR143] When the server type of own node is "Sub-Level Server", other nodes can only register one item of record.**

### Cause

Try registering 2 or more other nodes.

## Resolution

2 or more other nodes cannot be registered.

---

### **[STCI-ERR144] The server type of own node can be changed only when other nodes do not exist.**

#### Cause

Try modifying the server classification of the local node, but it cannot be modified due to other nodes existing.

#### Resolution

Modify the server classification of the local node after deleting all other nodes.

---

### **[STCI-ERR145] Other nodes cannot be updated. Other nodes may be deleted.**

#### Cause

To update other nodes, they must be deleted.

#### Resolution

To change the information of other nodes, delete them and then register again.

---

### **[STCI-ERR146] The own node has been registered.**

#### Cause

Try registering the second local node record.

#### Resolution

Only one record of local node can be registered.

---

### **[STCI-ERR147] Please specify the command line and log saving target folder as the drive name of internal hard disk.**

#### Cause

In the drive name, drive other than the hard disk the computer brings is specified.

#### Resolution

Input it correctly.

---

### **[STCI-ERR148] Please specify the attached data saving target folder as the drive name of internal hard disk.**

#### Cause

In the drive name, drive other than the hard disk the computer brings is specified.

#### Resolution

Input it correctly.

---

### **[STCI-ERR149] Please specify the collectively receiving log and data saving target folder as the drive name of internal hard disk.**

#### Cause

In the drive name, drive other than the hard disk the computer brings is specified.

#### Resolution

Input it correctly.

---

### **[STCI-ERR150] Please specify the module saving target folder on CT as the drive name of internal hard disk.**

#### Cause

In the drive name, drive other than the hard disk the computer brings is specified.

#### Resolution

Input it correctly.

---

### **[STCI-ERR151] The user information has registered %d items. Much more items cannot be registered.**

#### Variable Information

%d: number of cases of the registered user information

#### Cause

Try registering the exceeding part.

#### Resolution

Delete the registered but unnecessary information first and then register again during registration.

---

### **[STCI-ERR152] Please enter an user name.**

#### Cause

The user ID has not been entered.

#### Resolution

Enter the user ID.

---

### **[STCI-ERR153] The user name contains control characters. The control characters cannot be used for user name.**

#### Cause

Limit code is contained in the user ID.

#### Resolution

Do not use limit code in the user ID.

---

### **[STCI-ERR154] The notes contain the control characters. The control characters cannot be used for notes.**

#### Cause

Limit code is contained the remarks.

#### Resolution

Do not use limit code in the remarks.

---

### **[STCI-ERR155] Please enter a port number (for E-mail attachment prohibition).**

#### Cause

The port number (for E-mail attachment prohibition) has not been entered.

#### Resolution

Entered the port number (for E-mail attachment prohibition).

---

### **[STCI-ERR156] The value of port number (for E-mail attachment prohibition) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

A value out of the range from 5001 to 60000 has been entered in the port number (for E-mail attachment prohibition).

## Resolution

Enter a value within 5001-60000.

---

### **[STCI-ERR157] Please enter a port number (for E-mail attachment prohibition 2).**

#### Cause

The port number (for E-mail attachment prohibition 2) has not been entered.

#### Resolution

Enter the port number (for E-mail attachment prohibition 2).

---

### **[STCI-ERR158] The value of port number (for E-mail attachment prohibition 2) is incorrect. Please enter a value between 5001 and 60000.**

#### Cause

A value out of the range from 5001 to 60000 has been entered in the port number (for E-mail attachment prohibition 2).

#### Resolution

Enter a value within 5001-60000.

---

### **[STCI-ERR159] Please enter a port number (for E-mail sending monitoring).**

#### Cause

The port number (for E-mail sending monitoring) has not been entered.

#### Resolution

Enter the port number (for E-mail sending monitoring).

---

### **[STCI-ERR160] The value of port number (for E-mail sending monitoring) is incorrect. Please enter a value between 0 and 65535.**

#### Cause

A value out of the range from 0 to 65535 has been entered in the port number (for E-mail sending monitoring).

#### Resolution

Enter a value within 0-65535.

---

### **[STCI-ERR161] The port number (for E-mail attachment prohibition) is the same as port number (for receiving). Please enter different port numbers.**

#### Cause

The same value is entered in the port number (for E-mail attachment prohibition) and the port number (for receiving E-mail).

#### Resolution

Set different values for the port number (for E-mail attachment prohibition) and the port number (for receiving E-mail).

---

### **[STCI-ERR162] The port number (for E-mail attachment prohibition) is the same as port number (for sending). Please enter different port numbers.**

#### Cause

The same value is entered in the port number (for E-mail attachment prohibition) and the port number (for sending E-mail).

#### Resolution

Set different values for the port number (for E-mail attachment prohibition) and the port number (for sending E-mail).

---

**[STCI-ERR163] The port number (for E-mail attachment prohibition) is the same as port number (for sending 2). Please enter different port numbers.**

**Cause**

The same value has been entered in the port number (for E-mail attachment prohibition) and the port number (for sending E-mail 2).

**Resolution**

Set different values for the port number (for E-mail attachment prohibition) and the port number (for sending E-mail 2).

---

**[STCI-ERR164] Please enter notification reference time.**

**Cause**

The notification reference time has not been entered.

**Resolution**

Enter the notification reference time.

---

**[STCI-ERR165] The notification reference time is incorrect. Please enter a value between 30 and 999.**

**Cause**

A value out of the range from 30 to 999 has been entered in the notification reference time.

**Resolution**

Enter a value within 30-999.

---

**[STCI-ERR166] Please select the authentication method.**

**Cause**

The authentication type has not been selected.

**Resolution**

Select the authentication type.

---

**[STCI-ERR167] Please enter the authentication user ID.**

**Cause**

The authentication user ID has not been entered.

**Resolution**

Enter the authentication user ID.

---

**[STCI-ERR168] Please select the exclusion status.**

**Cause**

The exclusion status has not been selected.

**Resolution**

Select the exclusion status.

---

**[STCI-ERR169] The selected exclusiveness status is the same as the one before updating.**

**Cause**

The exclusion status you selected is the same as the one before updating.

## Resolution

After refreshing display, confirm the exclusion status of the record to be updated and the selected exclusion status and then execute again.

---

### **[STCI-ERR170] Please enter the authentication password.**

#### Cause

The authentication password has not been entered.

#### Resolution

Enter the authentication password.

---

### **[STCI-ERR171] Please select to perform linkage.**

#### Cause

Perform Linkage has not been selected.

#### Resolution

Select Perform Linkage.

---

### **[STCI-ERR172] Failed to get the information of the corresponding record. The database is not complete.**

#### Cause

The information in the operation database is incomplete. (EXCLUSIONCONTROL)

#### Resolution

Contact Fujitsu technical staff.

---

### **[STCI-ERR173] The selected records information has been updated. The update is cancelled, and the latest information is displayed.**

#### Cause

The information in the database has been modified in the process of operating the target record.

#### Resolution

Process it again after refreshing display.

---

### **[STCI-ERR174] %d domain controllers have been registered. Cannot register more.**

#### Variable Information

%d: number of cases of registered domain controller information

#### Cause

Number of cases of domain controller information to be registered has exceeded the maximum that can be registered.

#### Resolution

Delete the logged-on but unnecessary information first, and then logon again.

---

### **[STCI-ERR175] Please enter the domain name.**

#### Cause

The domain name has not been input.

#### Resolution

Input the domain name.

---

**[STCI-ERR176] The domain name is input incorrectly. Please enter it correctly.**

**Cause**

The input domain name is incorrect.

**Resolution**

Input the correct domain name.

---

**[STCI-ERR177] The domain name is repeated.**

**Cause**

The domain name is repeated.

**Resolution**

Input a different domain name.

---

**[STCI-ERR178] Please enter the file corresponding to the specified computer and user ID.**

**Cause**

A file with the correspondent relation of computer name and user ID saved has not been specified.

**Resolution**

Specify a file with the correspondent relation of computer name and user ID saved.

---

**[STCI-ERR179] Failed to find the file corresponding to the specified computer and user ID.**

**Cause**

The specified file does not exist.

**Resolution**

Specify a file again after confirming the file.

---

**[STCI-ERR180] Invalid characters are contained in the authentication user ID. Authentication user ID containing the following characters or consisting of periods only cannot be used. Characters that cannot be used: \ / [ ] : | < > + = ; , ? \* @ " and fullwidth characters.**

**Cause**

Characters not allowed are contained in the authentication user ID.

**Resolution**

Input with the allowed characters again.

---

**[STCI-ERR181] Invalid characters are contained in the authentication password. Fullwidth characters and halfwidth kana cannot be entered.**

**Cause**

Characters not allowed are contained in the authentication password.

**Resolution**

Input with the allowed characters again.

---

**[STCI-ERR182] When E-mail notification orienting to the administrator has not been used, please cancel selecting "Perform SMTP Authentication". When perform update processing after cancelling selecting "Perform SMTP Authentication", the set SMTP authentication information will be deleted.**

**Cause**

The administrator notification function is set as "No", but the "Perform SMTP Authentication" check box is still selected.

## Resolution

When the administrator notification function is not used, the settings of SMTP authentication cannot be performed. Cancel selecting the "Perform SMTP Authentication" check box.

---

**[STCI-ERR183] Port number (for E-mail attachment 2) is the same as port number (for receiving). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail attachment prohibition 2) and the port number (for receiving E-mail).

## Resolution

Set different values for the port number (for E-mail attachment prohibition 2) and the port number (for receiving E-mail).

---

**[STCI-ERR184] Port number (for E-mail attachment 2) is the same as port number (for sending). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail attachment prohibition 2) and the port number (for sending E-mail).

## Resolution

Set different values for the port number (for E-mail attachment prohibition 2) and the port number (for sending E-mail).

---

**[STCI-ERR185] Port number (for E-mail attachment 2) is the same as port number (for sending 2). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail attachment prohibition 2) and the port number (for sending E-mail 2).

## Resolution

Set different values for the port number (for E-mail attachment prohibition 2) and the port number (for sending E-mail 2).

---

**[STCI-ERR186] Port number (for E-mail attachment 2) is the same as port number (for E-mail attachment prohibition). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail attachment prohibition 2) and the port number (for E-mail attachment prohibition).

## Resolution

Set different values for the port number (for E-mail attachment prohibition 2) and the port number (for E-mail attachment prohibition).

---

**[STCI-ERR187] The port number (for E-mail sending monitoring) is the same as the port number (for sending E-mail). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail sending monitoring) and the port number (for sending E-mail).

## Resolution

Set different values for the port number (for E-mail sending monitoring) and the port number (for sending E-mail).

---

**[STCI-ERR188] Port number (for E-mail sending monitoring) is the same as port number (for sending 2). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail sending monitoring) and the port number (for sending E-mail 2).



## Resolution

Set different values for the port number (for E-mail sending monitoring) and the port number (for sending E-mail 2).

---

**[STCI-ERR189] Port number (for E-mail sending monitoring) is the same as port number (for receiving). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail sending monitoring) and the port number (for receiving E-mail).

## Resolution

Set different values for the port number (for E-mail sending monitoring) and the port number (for receiving E-mail).

---

**[STCI-ERR190] Port number (for E-mail sending monitoring) is the same as port number (for E-mail attachment prohibition). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail sending monitoring) and the port number (for E-mail attachment prohibition).

## Resolution

Set different values for the port number (for E-mail sending monitoring) and the port number (for E-mail attachment prohibition).

---

**[STCI-ERR191] Port number (for E-mail sending monitoring) is the same as port number (for E-mail attachment prohibition 2). Please enter different port numbers.**

## Cause

The same value has been entered in the port number (for E-mail sending monitoring) and the port number (for E-mail attachment prohibition 2).

## Resolution

Set different values for the port number (for E-mail sending monitoring) and the port number (for E-mail attachment prohibition 2).

---

**[STCI-ERR192] Please enter the user ID.**

## Cause

The user ID has not been entered.

## Resolution

Enter the user ID.

---

**[STCI-ERR193] Invalid characters are contained in user ID. User ID containing the following characters or consisting of periods only cannot be used. Characters that cannot be used: \ / [ ] : | < > + = ; , ? \* @ " and fullwidth characters.**

## Cause

Characters not allowed are contained in the user ID.

## Resolution

Enter the user ID with the allowed characters again.

---

**[STCI-ERR194] Please enter the port number.**

## Cause

The port number has not been entered.

## Resolution

Enter the port number.

---

### **[STCI-ERR195] Port number error. Please enter a numeral value within 0~65535.**

#### Cause

A value out of the range from 0 to 65535 has been entered in the port number.

#### Resolution

Enter a value within 0-65535.

---

### **[STCI-ERR196] Change user ID. Please enter the password.**

#### Cause

Intend to modify the user ID without entering the password.

#### Resolution

Enter the password when intending to modify the user ID.

---

### **[STCI-ERR197] Unavailable characters are contained in the password. Fullwidth characters and halfwidth kana cannot be entered.**

#### Cause

Characters not allowed are contained in the password.

#### Resolution

Enter the password with characters allowed.

---

### **[STCI-ERR198] User ID cannot be modified. Please create a new user.**

#### Cause

User ID cannot be modified.

#### Resolution

Create a new user.

---

### **[STCI-ERR199] The computer name input error. Please input it correctly.**

#### Cause

The input computer name is incorrect.

#### Resolution

Input the correct computer name.

---

### **[STCI-ERR200] Please input the domain value for notifying DB space insufficient.**

#### Cause

The threshold value for notifying DB space insufficient has not been entered.

#### Resolution

Enter the threshold value for notifying DB space insufficient.

---

### **[STCI-ERR201] Domain value for notifying DB space insufficient is incorrect. Please input a numeral value within 1~20.**

## Cause

A value out of the range from 1 to 20 has been entered in the threshold value for notifying DB space insufficient.

## Resolution

Enter a value within 1-20.

---

**[STCI-ERR202] Please enter the threshold value for notifying disk space insufficient (specify % or size of the rest space).**

## Cause

The threshold value for notifying disk space insufficient (two methods: specify % or size of the rest space) has not been entered.

## Resolution

Enter the threshold value of either % or size of the rest space for notifying disk space insufficient (specify % or size of the rest space).

---

**[STCI-ERR204] Domain value (specify % ) for notifying disk space insufficient incorrect. Please input a numeral value within 1~20.**

## Cause

A value out of the range from 1 to 20 has been entered in the threshold value for notifying disk space insufficient (% specified).

## Resolution

Enter a value within 1-20.

---

**[STCI-ERR205] Domain value (specify the available size) for notifying disk space insufficient is incorrect. Please input a numeral value within 100~99999.**

## Cause

A value out of the range from 100 to 99999 has been entered in the threshold value for notifying disk space insufficient (size of the rest space specified).

## Resolution

Enter a value within 100-99999.

---

**[STCI-ERR206] The specified server IP address or server name (Backup Management Server) is incorrect. Specify a correct value.**

## Cause

Probable causes are as follows:

- Characters other than numbers, alphabets (A - F, a - f), full stop (.), comma (,) are entered in the server IP address.
- Characters other than halfwidth alphanumeric characters (A-Z,a-z,0-9) and the halfwidth hyphen (-) are entered in the server name..
- The server name consists of only numbers.
- The length of the entered server name is more than 15 characters.

## Resolution

Input the correct server IP address or server name.

---

**[STCI-ERR207] The paths of collectively receiving log and data saving target folder are too long. Specify the path using up to 96 halfwidth characters.**

## Cause

The path name of saving target path folder of log batch receiving data is too long.

## Resolution

Specify the path within 96 halfwidth characters.

---

**[STCI-ERR208] The paths of command line and log saving target folder are too long. Specify the path using up to 96 halfwidth characters.**

## Cause

The path name of command line log saving target path folder is too long.

## Resolution

Specify the path within 96 halfwidth characters.

---

**[STCI-ERR209] The path of attached data saving target folder is too long. Specify the path using up to 96 halfwidth characters.**

## Cause

The path name of the attached data saving target path folder is too long.

## Resolution

Specify the path within 96 halfwidth characters.

---

**[STCI-ERR210] The path of module saving target folder on CT is too long. Specify the path using up to 96 halfwidth characters.**

## Cause

The path name of CT uploading module saving target path folder is too long.

## Resolution

Specify the path within 96 halfwidth characters.

---

**[STCI-ERR211] You cannot specify a loopback address (127.0.0.1 or ::1) for the server IP address or server name (CT Management Server). Specify a correct value.**

## Cause

Loop back address has been input in the server IP address.

## Resolution

Input the correct server IP address.

---

**[STCI-ERR212] You cannot specify a loopback address (127.0.0.1 or ::1) for the server IP address or server name (Backup Management Server). Specify a correct value.**

## Cause

Loop back address has been input in the server IP address.

## Resolution

Input the correct server IP address.

---

**[STCI-ERR213] Change authentication user ID. Please enter the password.**

## Cause

The authentication user ID will be modified, but no password is entered.

## Resolution

When modifying the authentication user ID, enter the password.

---

**[STCI-ERR214] The input value of IP address is abnormal.**

**Cause**

The input IP address is incorrect.

**Resolution**

Input the correct server IP address.

---

**[STCI-ERR215] The path length of E-mail content saving target folder for log viewing is too long. Specify the path using up to 96 halfwidth characters.**

**Cause**

The path name of E-mail content saving target path folder is too long.

**Resolution**

Specify the path in halfwidth and within 96 characters.

---

**[STCI-ERR216] Name of folder which does exist in E-mail content saving target folder. Please input correctly.**

**Cause**

E-mail content saving target path has not been set correctly. Message appears when drive or folder that does not exist is specified.

**Resolution**

Set the correct folder name.

---

**[STCI-ERR217] E-mail content saving target folder cannot specify drive name only. Please input to the folder name.**

**Cause**

The drive name only is specified in the E-mail content saving target path folder.

**Resolution**

Input the folder name of E-mail content saving target path (full path).

---

**[STCI-ERR218] Characters that cannot be used in the folder name of E-mail content saving target folder for log viewing are used. The following characters cannot be used. Character that cannot be used: \, /, :, \*, ?, ", <, >, | .**

**Cause**

Characters not allowed are used in the E-mail content saving target path folder.

**Resolution**

Input with the allowed characters again.

---

**[STCI-ERR219] Please specify E-mail content saving target folder as name of drive with built-in hardware.**

**Cause**

In the drive name, drive other than the hard disk the computer brings is specified.

**Resolution**

Input it correctly.

---

**[STCI-ERR220] Please enter E-mail content saving target folder.**

## Cause

E-mail content saving target path folder has not been input.

## Resolution

Input E-mail content saving target path folder.

---

**[STCI-ERR221] E-mail recipient has not been entered. When one or more E-mail notifications of the administrator are set as "Yes", please input the information required for E-mail sending in the E-mail recipient settings window.**

## Cause

When the option, 'Send more than one email notifications' to the manager is set as [Yes], the email recipient is not set on the E-mail recipient settings window.

## Resolution

When selecting [Yes] for sending one or more E-mail notifications to the administrator, set E-mail recipient in the E-mail recipient settings window.

---

**[STCI-ERR222] The path length of fault investigation data saving target folder is too long. Specify the path using up to 96 halfwidth characters.**

## Cause

The path name of saving target path folder of data for fault investigation is too long.

## Resolution

Specify the path within 96 halfwidth characters.

---

**[STCI-ERR223] Name of folder which does exist in fault investigation data saving target folder. Please input correctly.**

## Cause

The saving target path of data for fault investigation has not been set correctly. Message appears when drive or folder does not exist is specified.

## Resolution

Set the correct folder name.

---

**[STCI-ERR224] Fault investigation data saving target folder cannot specify drive name only. Please input to the folder name.**

## Cause

The drive name only is specified in the saving target path of data for fault investigation.

## Resolution

Input folder name in the saving target path of data for fault investigation (full path).

---

**[STCI-ERR225] Characters that cannot be used in the folder name of fault investigation data saving target folder are used. The following characters cannot be used. Character that cannot be used: \, /, :, \*, ?, ", <, >, | .**

## Cause

Characters not allowed are used in the saving target path folder of data for fault investigation.

## Resolution

Input with the allowed characters again.

---

**[STCI-ERR226] Please specify fault investigation data saving target folder as name of drive with built-in hardware.**

**Cause**

In the drive name, drive other than the hard disk the computer brings is specified.

**Resolution**

Input it correctly.

---

**[STCI-ERR227] Please enter fault investigation data saving target folder.**

**Cause**

The saving target path folder of data for fault investigation has not been input.

**Resolution**

Input the saving target path of data for fault investigation.

---

**[STCI-ERR228] The path length of command line and log saving target folder for log viewing is too long. Specify the path using up to 96 halfwidth characters.**

**Cause**

The path name of the saving target path folder of command line log for log viewing is too long.

**Resolution**

Specify the path within 96 halfwidth characters.

---

**[STCI-ERR229] Name of folder which does not exist in command line and log saving target folder for log viewing has been entered. Please confirm it.**

**Cause**

The saving target path folder of command line log for log viewing has not been set correctly. Message appears when drive or folder that does not exist is specified.

**Resolution**

Set the correct folder name.

---

**[STCI-ERR230] Command line and log saving target folder for log viewing cannot specify drive name only. Please input to folder name.**

**Cause**

The drive name only is specified in the saving target path folder of command line log for log viewing.

**Resolution**

Input the folder name of the saving target path folder of command line log for log viewing (full path).

---

**[STCI-ERR231] Characters that cannot be used in the folder name of command line and log saving target folder for log viewing are used. The following characters cannot be used. Character that cannot be used: \, /, :, \*, ?, ", <, >, | .**

**Cause**

Characters not allowed are used in the saving target path folder of command line log for log viewing.

**Resolution**

Input with the allowed characters again.

---

**[STCI-ERR232] Please specify command line and log saving target folder for log viewing as name of drive with built-in hardware.**

**Cause**

In the drive name, drive other than the hard disk the computer brings is specified.

**Resolution**

Input it correctly.

---

**[STCI-ERR233] Please enter command line for log viewing and log saving target folder.**

**Cause**

The saving target path folder of command line log for log viewing has not been input.

**Resolution**

Input the saving target path folder of command line log for log viewing.

---

**[STCI-ERR234] The path length of attached data saving target folder for log viewing is too long. Specify the path using up to 96 halfwidth characters.**

**Cause**

The path name of the saving target path folder of attached data for log viewing is too long.

**Resolution**

Specify the path within 96 halfwidth characters.

---

**[STCI-ERR235] Name of folder which does not exist in attached data saving target folder for log viewing has been entered. Please confirm it.**

**Cause**

The saving target path folder of attached data for log viewing has not been set correctly. A drive or folder that does not exist is specified.

**Resolution**

Set the correct folder name.

---

**[STCI-ERR236] Attached data saving target folder for log viewing cannot specify drive name only. Please input to folder name.**

**Cause**

The drive name only is specified in the saving target path folder of attached data for log viewing.

**Resolution**

Input the folder name of the saving target path folder of attached data for log viewing (full path).

---

**[STCI-ERR237] Characters that cannot be used in the folder name of attached data saving target folder for log viewing are used. The following characters cannot be used.  
Character that cannot be used: \, /, :, \*, ?, ", <, >, | .**

**Cause**

Characters not allowed are used in the saving target path folder of attached data for log viewing.

**Resolution**

Input with the characters allowed again.

---

**[STCI-ERR238] Please specify attached data saving target folder for log viewing as name of drive with built-in hardware.**



#### Cause

In the drive name, drive other than the hard disk the computer brings is specified.

#### Resolution

Input it correctly.

---

#### **[STCI-ERR239] Please enter attached data saving target folder for log viewing.**

#### Cause

The saving target path folder of E-mail content for log viewing has not been input.

#### Resolution

Input the saving target path folder of E-mail content.

---

#### **[STCI-ERR240] The path length of E-mail content saving target folder for log viewing is too long. Specify the path using up to 96 halfwidth characters.**

#### Cause

The path name of the saving target path folder of E-mail content for log viewing is too long.

#### Resolution

Specify the path within 96 halfwidth characters.

---

#### **[STCI-ERR241] Name of folder which does not exist in E-mail content saving target folder for log viewing has been entered. Please confirm it.**

#### Cause

The saving target path of E-mail content for log viewing has not been set correctly. A drive or folder that does not exist is specified.

#### Resolution

Set the correct folder name.

---

#### **[STCI-ERR242] E-mail content saving target folder for log viewing cannot specify drive name only. Please input to folder name.**

#### Cause

The drive name only is specified in the saving target path of E-mail content for log viewing.

#### Resolution

Input the folder name of the saving target path folder of E-mail content for log viewing (full path).

---

#### **[STCI-ERR243] Characters that cannot be used in the folder name of E-mail content saving target folder for log viewing are used. The following characters cannot be used. Character that cannot be used: \, /, :, \*, ?, ", <, >, | .**

#### Cause

Characters not allowed are used in the saving target path folder of E-mail content for log viewing.

#### Resolution

Input with the allowed characters again.

---

#### **[STCI-ERR244] Please specify E-mail content saving target folder for log viewing as name of drive with built-in hardware.**

#### Cause

In the drive name, drive other than the hard disk the computer brings is specified.

## Resolution

Input it correctly.

---

### **[STCI-ERR245] Please enter E-mail content saving target folder for log viewing.**

#### Cause

The saving target path of E-mail content for log viewing has not been input.

#### Resolution

Input the saving target path of E-mail content for log viewing.

---

### **[STCI-ERR246] Command line and log saving target cannot be specified as the folder same as that of receiving data saving target and saving target for log viewing.**

#### Cause

The specified receiving data saving target path and saving target path for log viewing are the same folder.

#### Resolution

The receiving data saving target path cannot be specified as the same folder as the saving target path for log viewing.

Specify other folder.

---

### **[STCI-ERR247] Attached data saving target cannot be specified as the folder same as that of receiving data saving target and saving target for log viewing.**

#### Cause

The receiving data saving target path cannot be specified as the same folder as the saving target path for log viewing.

#### Resolution

The receiving data saving target path cannot be specified as the same folder as the saving target path for log viewing.

Specify other folder.

---

### **[STCI-ERR248] E-mail content saving target cannot be specified as the folder same as that of receiving data saving target and saving target for log viewing.**

#### Cause

The receiving data saving target path cannot be specified as the same folder as the saving target path for log viewing.

#### Resolution

The receiving data saving target path cannot be specified as the same folder as the saving target path for log viewing.

Specify other folder.

---

### **[STCI-ERR249] The settings of E-mail address are incorrect. Please enter correct settings.**

#### Cause

The input E-mail address is incorrect.

#### Resolution

Input the correct E-mail address.

---

### **[STCI-ERR250] Please input the output file.**

#### Cause

In each output CSV file specifying window, the output file name has not been input.

## Resolution

Input the output file name.

---

**[STCI-ERR251] Please input the output file in the format containing drive name, path name and file name.**

## Cause

In each output CSV file specifying window, the input format of the output file is incorrect.

## Resolution

Input drive name, path name and file name correctly.

---

**[STCI-ERR252] The following characters cannot be used in the path name and file name of the output file. Characters that cannot be used: \, /, :, \*, ?, ", <, >, | .**

## Cause

In each output CSV file specifying window, characters not allowed are used in the output file name.

## Resolution

Input with the allowed characters.

---

**[STCI-ERR253] Failed to open the output file. Please confirm whether the specified path is correct.**

## Cause

Failed to open the output file.

## Resolution

Confirm whether the output file is correct and then execute again.

---

**[STCI-ERR254] Please input the executed log file.**

## Cause

The result log file has not been input.

## Resolution

Input the result log file.

---

**[STCI-ERR255] The output file name is the same as the executed log file name.**

## Cause

The output file and the result log file are specified with the same file name.

## Resolution

Specify different file names for the output file and the result log file.

---

**[STCI-ERR256] Please input the executed log file in the format containing drive name, path name and file name.**

## Cause

In each CSV result log file specifying window, the input format of the output file is incorrect.

## Resolution

Input the drive name, path name and file name correctly.

---

**[STCI-ERR257] The following characters cannot be used in the path name and file name of the executed log file. Characters that cannot be used: \, /, :, \*, ?, ", <, >, | .**

### Cause

In each CSV result log file specifying window, characters not allowed are used in the result log file name.

### Resolution

Input with the allowed characters.

---

## **[STCI-ERR258] Failed to open the output file. Please confirm whether the specified path is correct.**

### Cause

Failed to open the result log file.

### Resolution

Confirm whether the specified path is correct and then execute again.

---

## **[STCI-ERR259] Please input the imported file.**

### Cause

The import file name has not input in the import file specifying window.

### Resolution

Input the import file name.

---

## **[STCI-ERR260] Please input the imported file in the format containing drive name, path name and file name.**

### Cause

The input format of the import file path and file name in the import file specifying window is incorrect.

### Resolution

Input the drive name, path name and file name.

---

## **[STCI-ERR261] The following characters cannot be used in the path name and file name of the imported file.**

**Characters that cannot be used: \, /, :, \*, ?, ", <, >, | .**

### Cause

In the import file specifying window, characters not allowed are used in the import file name.

### Resolution

Input with the allowed characters.

---

## **[STCI-ERR262] Failed to open the imported file. Please confirm whether the specified path is correct.**

### Cause

Failed to open the import file.

### Resolution

Confirm whether the specified path is correct and then execute again.

---

## **[STCI-ERR263] The import file and the result log file have the same name.**

### Cause

The import file and the result log file are specified with the same file name.

### Resolution

Specify different file names for the import file and the result log file.

---

**[STCI-ERR264] Length of the imported file name has exceeded 218 halfwidth characters. The exceeded part will be deleted.**

**Cause**

The total length of the file path name and file name you selected might be too long. So when importing, the part in halfwidth and exceeding 218 characters will be deleted.

**Resolution**

Confirm the input file name. Specify the total length of the selected folder name and file name within 218 halfwidth characters.

---

**[STCI-ERR265] Length of the output file name has exceeded 218 halfwidth characters. The exceeded part will be deleted.**

**Cause**

The total length of the file path name and file name you selected might be too long. So when importing, the part exceeding 218 halfwidth characters will be deleted.

**Resolution**

Confirm the input file name. Specify the total length of the selected folder name and file name within 218 halfwidth characters.

---

**[STCI-ERR266] Length of the executed file name has exceeded 218 halfwidth characters. The exceeded part will be deleted.**

**Cause**

The total length of the file path name and file name you selected might be too long. So when importing, the part exceeding 218 halfwidth characters will be deleted.

**Resolution**

Confirm the input file name. Specify the total length of the selected folder name and file name in halfwidth and within 218 characters.

---

**[STCI-ERR267] Halfwidth character longer than %d cannot be input in the output file.**

**Variable Information**

%d: specifying range of number of characters in the export file

**Cause**

In the export file specifying window, the input byte length of the output file name has exceeded 218 halfwidth characters.

**Resolution**

Set the output file name within 218 halfwidth characters.

---

**[STCI-ERR268] Halfwidth character longer than %d cannot be input in the imported file.**

**Variable Information**

%d: specifying range of number of characters in the import file

**Cause**

In the import file specifying window, the input byte length of the output file name has exceeded 218 halfwidth characters.

**Resolution**

Set the import file name within 218 halfwidth characters.

---

**[STCI-ERR269] Halfwidth character longer than %d cannot be input in the executed log file.**

**Variable Information**

%d: specifying range of number of characters in the result log file

## Cause

In the result log file specifying window, the input byte length of the output file name has exceeded 218 halfwidth characters.

## Resolution

Set the result log file name within 218 halfwidth characters.

---

## **[STCI-ERR270] Failed to write file in %1**

### Variable Information

%1: the output file name

## Cause

It might be caused by the following.

- The output target path folder is writable-prohibited
- The capacity of the output target path drive is insufficient

## Resolution

Execute again after eliminating the causes above.

---

## **[STCI-ERR271] The email title (subject name) for prohibition log detection has not been specified. Specify the email title (subject name) for prohibition log detection.**

## Cause

This error is displayed when 'Prohibited log and detection' is not entered.

## Resolution

Enter values in these items.

---

## **[STCI-ERR272] The email title (subject name) for the operation when space is depleted has not been specified. Specify the email title (subject name) for operation when space is depleted.**

## Cause

This error is displayed when 'Operations while depleting the area' is not entered.

## Resolution

Enter value in these items.

---

## **[STCI-ERR273] The email title (subject name) for the CT monitoring operation has not been specified. Specify the email title (subject name) for CT monitoring operation.**

## Cause

This error is displayed when the 'CT monitoring' is not entered.

## Resolution

Enter values in these items.

---

## **[STCI-ERR274] The email title (subject name) contains invalid characters. Control characters cannot be used.**

## Cause

Characters that are not allowed (control characters) are entered in the title (subject) of the email.

## Resolution

Enter the characters that are allowed in the title (subject) of the email.

---

### **[STCI-ERR275] The specified IP address or server name is incorrect. Specify a correct value.**

#### Cause

Probable causes are as follows:

- Characters other than numbers, alphabets (A - F, a - f), full stop (.), comma (,) are entered in the server IP address.
- Characters other than halfwidth alphanumeric characters (A-Z,a-z,0-9) and the halfwidth hyphen (-) are entered in the server name.
- The server name consists of only numbers.
- The length of the entered server name is more than 15 characters.

#### Resolution

Enter the correct IP address or server name.

---

### **[STCI-ERR276] An IP address (IPv6) cannot be specified on this operating system.Specify an IP address (IPv4) or server name.**

#### Cause

The IPv6 address is entered on the Operating System that IPv6 address is not supported.

#### Resolution

Enter the IPv4 address or the server name.

---

### **[STCI-ERR278] Specify the port number (Management Server/Operation Database).**

#### Cause

Port number (Management server/Operation database) is not entered.

#### Resolution

Enter the Port number (Management server/Operation database)

---

### **[STCI-ERR279] The port number (Management Server/Operation Database) is incorrect. Specify a value from 1024 to 49151.**

#### Cause

A value not in the range of 1024 to 49151 is entered in the Port number (Management server/Operation database).

#### Resolution

Enter a value within the range 1024 to 49151.

---

### **[STCI-ERR280] Specify the port number (Management Server/Log Viewing Database).**

#### Cause

Port number (Management server/log reading database) is not entered.

#### Resolution

Enter the Port number (Management server/log reading database).

---

### **[STCI-ERR281] The port number (Management Server/Log Viewing Database) is incorrect. Specify a value from 1024 to 49151.**

#### Cause

A value not in the range 1024 to 49151 is entered in the Port number (Management server/log reading database).

## Resolution

Enter a value within the range 1024 to 49151.

---

**[STCI-ERR282] Specify the same port number as for the iOS Management Database. Specify a different number.**

## Cause

A value similar to the Port number of the iOS Management database is entered.

## Resolution

Enter a number different from the Port number of the iOS Management database.

---

**[STCI-ERR283] Failed to reference the domain controller, so the NetBIOS name could not be retrieved. Specify the NetBIOS name.**

## Cause

NetBIOS name is not entered.

## Resolution

Enter the NetBIOS name.

---

**[STCI-ERR284] The specified NetBIOS name is incorrect.**

## Cause

Characters that cannot be used for NetBIOS name are used. The characters that can be used are halfwidth alphanumeric characters and the following symbols.

( ~ ! @ # \$ % ^ & ( ) \_ - { } [ ] ' . / )

## Resolution

Use only the allowed characters.

---

**[STCI-ERR285] The email address setting is incorrect. Specify a correct value.**

## Cause

The email address includes the characters that are not allowed.

## Resolution

Use only the allowed characters.

---

**[STCI-INF001] Logged on with user other than the system administrator. Functions other than "Administrator Notification Settings" cannot be used.**

## Cause

-

## Resolution

Click the [OK] button.

---

**[STCI-INF002] The installation setting file has been output.**

## Cause

-

## Resolution

Click the [OK] button.



---

**[STCI-INF007] Completed updating exclusiveness status.**

Cause

-

Resolution

Click the [OK] button.

---

**[STCI-INF008] Administrator information has been output.**

Cause

-

Resolution

Click the [OK] button.

---

**[STCI-SEL003] Get trace log. Execute?**

Cause

The system will get trace log.

Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL004] Update the DB connection information settings. Execute?**

Cause

The system will update database connection information settings.

Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL005] Update the administrator notification settings. Execute?**

Cause

The system will update the administrator notification settings.

Resolution

To update, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL006] Update Management Server settings. Execute?**

Cause

The system will update Management Server.

Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL007] Update the trace/folder/CT self-version upgrade settings. Execute?**

Cause

The system will update trace/folder/CT self-version upgrade settings.

Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

---

**[STCI-SEL008] %s Already exist. Overwrite?****Variable Information**

%s: name of the file to be overwritten and saved, and this file exists already

**Cause**

Overwrite the existing file and save the new file.

**Resolution**

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL009] Output the installation setting file. Execute?****Cause**

The system will export the installation settings file.

**Resolution**

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL011] Add node information. Execute?****Cause**

The system will add node information.

**Resolution**

Decide whether to add.

---

**[STCI-SEL012] Update node information. Execute?**

**In addition, when changing the node name in the 3-level structure, please delete the pre-changed node information on neighbor server.**

**Cause**

The system will update node information.

**Resolution**

Decide whether to update.

---

**[STCI-SEL013] Delete node information. Execute?**

**In addition, please delete the node information about this server on the server of deleted target.**

**Cause**

The system will delete node information.

**Resolution**

Decide whether to delete.

---

**[STCI-SEL014] Add user information. Execute?****Cause**

The system will add user information.

**Resolution**

Decide whether to add.

---

**[STCI-SEL015] Update user information. Execute?**

Cause

The system will update the user information.

Resolution

Decide whether to update.

---

**[STCI-SEL016] Delete user information. Execute?**

Cause

The system will delete the user information.

Resolution

Decide whether to delete.

---

**[STCI-SEL017] Change the password. Execute?**

Cause

Confirmation of password changing.

Resolution

-

---

**[STCI-SEL018] The own node is not registered. The service of Management Server cannot operate continuously and normally. Close window?**

Cause

Local node has not been registered. Local node has to be registered for making the function of the server operate normally.

Resolution

Close the window after registering local node. Besides, when registering local node later, close the window directly.

---

**[STCI-SEL019] The Master Management Server is not registered. Please register the "root server" as other node. The service of Management Server cannot operate continuously and normally. Close window?**

Cause

When registering the server classification of local node as "Sub-Level Server", there is one record of other node. Other node need to be registered for making the server function operate normally.

Resolution

Select "Root Server" in server classification to register another node, and then close the window. Besides, close the window directly when logon to other node later.

---

**[STCI-SEL020] When the server type of own node is "Sub-Level Server", please set the other nodes as "root server" only, and delete the unnecessary nodes. The service of Management Server cannot operate continuously and normally. Close window?**

Cause

When the category of local node is "Sub-Level Server", set the category of other node as "Root Server". To make server function operate well, other illegal node should be deleted.

Resolution

Close the window after deleting other illegal node. When logging on to other node later, close the window directly.

---

**[STCI-SEL021] Register the server type as several nodes of "root server". The service of Management Server cannot operate continuously and normally. Close window?**

## Cause

When performing data migration, records with incorrect data status are acquired.

## Resolution

After one record whose server category is "Root Server" is reserved, close this window. Besides, when logging on to another node later, close the window directly.

---

**[STCI-SEL022] Save the changes of system settings window. When changing the Active Directory Linkage from "Not Perform" to "Perform", Some important operations of Management Server such as the sub-level Management Server information is replaced as Master Management Server information will occur. Execute?**

## Cause

Try modifying Active Directory Linkage settings, and update the system settings. Active Directory Linkage, after changing the setting from "Not perform" to "Perform", the operation of Management Server will change a lot. For example: the information of sub-level Management Server will be replaced as the information of Master Management Server.

## Resolution

To update, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL023] Change the domain information. Execute?**

## Cause

Intend to update the domain information.

## Resolution

To update, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL024] Delete the domain information. Please treat all computers linked to the corresponding domain as information that do not belong to the domain to be managed after deleting the domain information. In addition, the department administrator, user information and configuration information will be deleted. Though registering the domain information and executing the linkage again, the configuration information will also be created again. Therefore, it is required to reset the department administrator and policy information. Delete records. Execute?**

## Cause

Intend to delete the domain information.

## Resolution

To delete, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL025] Update the administrator notification settings. When "Perform SMTP Authentication" has not been selected, the set SMTP authentication information will be deleted. Execute?**

## Cause

When "Perform SMTP Authentication" is not selected, intend to update administrator notification settings.

## Resolution

To update, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL027] Delete user information. When deleting the user set by the department administrator aiming at group, the information set by the department information will also be deleted. Delete the user?**

## Cause

Intend to delete the user information.

## Resolution

To delete, click the [OK] button. To cancel, click the [Cancel] button.

---

## **[STCI-SEL028] "set exclusion" to exclusiveness status of record classification %s. Execute?**

### Variable Information

%s: record classification with exclusion settings performed

### Cause

The records with record classification displayed are performed exclusion settings.

### Resolution

When performing the exclusion settings, click the [OK] button. To cancel, click the [Cancel] button.

---

## **[STCI-SEL029] "remove exclusion" to exclusiveness status of record classification %s. Execute?**

### Variable Information

%s: record classification with exclusion status removed

### Cause

The exclusion status of record with record classification displayed is removed.

### Resolution

When removing the exclusion status, click the [OK] button. To cancel, click the [Cancel] button.

---

## **[STCI-SEL030] Add domain information. Execute?**

### Cause

Intend to add the domain information.

### Resolution

To add, click the [OK] button. To cancel, click the [Cancel] button.

---

## **[STCI-SEL031] Update domain information. Execute?**

### Cause

Intend to update the domain information.

### Resolution

To update, click the [OK] button. To cancel, click the [Cancel] button.

---

## **[STCI-SEL032] Update the system settings. Execute?**

### Cause

Update the system settings, continue?

### Resolution

To update, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL033] Saving the changes of the system settings window. When changing Active Directory Linkage as "Not perform" from "Perform", all the domain information set in the "Active Directory Linkage Settings" window will be deleted. Please manage all the computers linking with the corresponding domain as information not belonging to the domain after deleting domain information. Besides, department administrator and user information, configuration information will be deleted. Execute?**

## Cause

Modify the settings of Active Directory Linkage, and prepare performing system settings updating. When modifying Active Directory Linkage from "Yes" to "No", the domain information set in the "Active Directory Linkage Settings" window will all be deleted. After deleting the domain information, computers linking with this domain will not be managed by this domain. Besides, the department administrator, user information and composition information will be deleted.

## Resolution

To update, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL034] Change the access authority of department administrator as non department administrator. When changing the access authority of department administrator as non department administrator, all the department administrator settings of the corresponding user will be deleted. Update user information. Execute?**

## Cause

After deleting the access authority of department administrator, intend to update user information.

## Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL036] E-mail recipient settings have been changed. This change will not be reported after clicking the [Cancel] button. Execute?**

## Cause

In the E-mail recipient settings window, after clicking the [Settings] button, click the [Cancel] button in the administrator notification settings window.

## Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL037] %1 exists already. Overwrite?**

## Variable Information

%1: exported file name

## Cause

The existing exported file has been specified.

## Resolution

To overwrite, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-SEL038] The email title (subject name) will be set. OK to continue?**

## Cause

The mail title (subject) settings are to be done.

## Resolution

For continuing, click the **OK** button. When you want to stop the processing, click the **Cancel** button.

---

**[STCI-WRN001] Failed to reference the domain controller, so the specified computer name, domain name and NetBIOS name could not be checked. The domain information will be added using the specified computer name, domain name and NetBIOS name. OK to continue?**

## Cause

Failed to send inquiry to domain controller, so the computer name and domain name and NetBIOS name you input cannot be checked. It might be caused by the following.

- The input domain name is incorrect.
- DNS settings in network settings of the Management Server are incorrect.
- Network name resolution has not been performed.

## Resolution

When adding the input computer name, domain name, and NetBIOS name to the domain information, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-WRN002] Failed to reference the domain controller, so the specified computer name, domain name and NetBIOS name could not be checked. The domain information will be updated using the specified computer name, domain name and NetBIOS name. OK to continue?**

## Cause

Failed to send inquiry to domain controller, so the computer name, domain name, and NetBIOS name you input cannot be checked. It might be caused by the following.

- The input domain name is incorrect.
- DNS settings in network settings of the Management Server are incorrect.
- Network name resolution has not been performed.

## Resolution

While changing the domain information in the entered Computer name, Domain name, NetBIOS name, click **OK**. When you want to stop processing, click the **Cancel** button.

---

**[STCI-WRN003] After inquiring input domain address in the network, the computer name is responded as "%s". It is different from the input computer name. Continue adding?**

## Variable Information

%s: the actual computer name correspondent with the input domain address

## Cause

When inquiring the domain address the user input on the Internet, the inquired computer name is different from that input by the user. This might be caused by the following.

- The input computer name is incorrect.
- Active Directory Server consists of multiple ones, the result of the accessed server is different from the computer name input by the user.

## Resolution

When updating the domain information according to the input computer name and domain name, NetBIOS name, click the [OK] button. To cancel, click the [Cancel] button.

---

**[STCI-WRN004] After inquiring input domain address in the network, the computer name is responded as "%s". It is different from the input computer name. Continue updating?**

## Variable Information

%s: the actual computer name correspondent with the input domain address

## Cause

When inquiring the input domain address on the Internet, the inquired computer name is different from that input by the user. This might be caused by the following.

- The input computer name is incorrect.
- Active Directory Server consists of multiple ones, the result of the accessed server is different from the computer name input by the user.

## Resolution

If the input computer name is incorrect, input correctly. Besides, in the case of the computer name specified, Active Directory Linkage command will access data in the inputting computer.

If there are multiple Active Directory Servers, and it is OK to access all Active Directory Servers, logon without inputting in the computer name. If the computer name is blank, Active Directory Linkage command will confirm the computer name automatically and access data during execution.

When updating, click the **OK** button. To cancel, click the **Cancel** button.

---

**[STCI-WRN007] When browsing the specified domain name on the network, "%1" is returned for the NetBIOS name. The NetBIOS name has not been specified, so the returned value will be added. Is this OK?**

## Variable Information

%1: NetBIOS name on the network

## Cause

Attempted to add the NetBIOS name.

## Resolution

Click the **OK** button when you want to add. Click the **Cancel** button when you want to stop the processing.

---

**[STCI-WRN008] When browsing the specified domain name on the network, "%1" is returned for the NetBIOS name. The NetBIOS name has not been specified, so the returned value will be updated. Is this OK?**

## Variable Information

%1: NetBIOS name on the network

## Cause

Attempted to update the NetBIOS name.

## Resolution

Click the **OK** button when you want to update. Click the **Cancel** button when you want to stop the processing.

---

**[STCI-WRN009] When browsing the specified domain name on the network, "%1" is returned for the domain name. This is different to the specified domain name. Do you want to add it anyway?**

## Variable Information

%1: NetBIOS name on the network

## Cause

Attempted to add the NetBIOS name.

## Resolution

Click the **OK** button when you want to add. Click the **Cancel** button when you want to stop the processing.



---

**[STCI-WRN010] When browsing the specified domain name on the network, "%1" is returned for the domain name. This is different to the specified domain name. Do you want to update it anyway?**

Variable Information

%1: NetBIOS name on the network

Cause

Attempted to update the NetBIOS name.

Resolution

Click the **OK** button when you want to update. Click the **Cancel** button when you want to stop the processing.

---

**[STCI-WRN011] If the quick startup feature is being used when performing a self version upgrade for the following operating systems, you must restart the system to complete the upgrade.**

**Windows(R) 8**  
**Windows(R) 8.1**  
**Windows(R) 10**

Cause

Attempted to update the CT auto-version number upgrade setting.

Resolution

When you want to upgrade the auto-version of Windows(R) 8 or Windows(R) 10, it is necessary to restart the system.  
Force shut down the system or display the Restart confirmation screen and prompt the general users to restart the system.

---

**[STCI-WRN012] If the quick startup feature is being used when performing an installation on the following operating systems, you must restart the system to complete the installation.**

**Windows(R) 8**  
**Windows(R) 8.1**  
**Windows(R) 10**

Cause

Attempted to create an installation settings file.

Resolution

When you want to upgrade the auto-version of Windows(R) 8 or Windows(R) 10, it is necessary to restart the system.  
Force shut down the system or display the Restart confirmation screen and prompt the general users to restart the system.

---

**[STCI-WRN013] The initial value of the password is still being used. Change the password as soon as possible.**

**How to change the password: 'Set' > 'Change Password'**

Cause

The initial value that was set while installing the password is as it is.

Resolution

Change the password according to the displayed method.

---

**[STDB-SEL001] Building of the Operation Database of Systemwalker Desktop Keeper will start. If the database creation folder does not exist, the folder will be created and then the database will be built. OK to continue?**

Cause

Reconfirmation for executing the database construction processing.

#### Resolution

Click Yes to execute the database construction processing, click No to return to the Home screen.

---

**[STDB-SEL002] Deletion of the Operation Database of Systemwalker Desktop Keeper will start. If you proceed, the current Operation Database will be deleted. Check again if the operating environment can be deleted without issue in the environment you are using. OK to continue?**

#### Cause

Reconfirmation to execute the deletion process.

#### Resolution

Click Yes to execute the deletion process, click No to return to the Home screen.

---

**[STDB-SEL003] Building of the Log Viewing Database of Systemwalker Desktop Keeper will start. If the database creation folder does not exist, the folder will be created and then the database will be built. OK to continue?**

#### Cause

Reconfirmation for executing the database construction processing.

#### Resolution

Click Yes to execute the database construction processing, click No to return to the Home screen.

---

**[STDB-SEL004] Deletion of the Log Viewing Database of Systemwalker Desktop Keeper will start. If you proceed, the current Log Viewing Database will be deleted. OK to continue?**

#### Cause

Reconfirmation to execute the deletion process.

#### Resolution

Click Yes to execute the deletion process, click No to return to the Home screen.

---

**[STDB-SEL005] Building of the iOS Management Database of Systemwalker Desktop Keeper will start. If the database creation folder does not exist, the folder will be created and then the database will be built. OK to continue?**

#### Cause

Reconfirmation for executing the database construction processing.

#### Resolution

Click Yes to execute the database construction processing, click No to return to the Home screen.

---

**[STDB-SEL006] Deletion of the iOS Management Database of Systemwalker Desktop Keeper will start. If you proceed, the current iOS Management Database will be deleted. OK to continue?**

#### Cause

Reconfirmation to execute the deletion process.

#### Resolution

Click Yes to execute the deletion process, click No to return to the Home screen.

---

**[STDB-INF001] The database was built successfully.**

#### Cause

Displayed when the database construction is successful.

#### Resolution

-

---

#### **[STDB-INF002] The database was deleted successfully.**

#### Cause

Displayed when the database construction is successful.

#### Resolution

-

---

#### **[STDB-INF003] Systemwalker Desktop Patrol is building the iOS Management Database. The database created in %1 will be used.**

#### Variable Information

%1: Full path of the folder for creating the iOS Management database.

#### Cause

The Systemwalker Desktop Patrol constructs the iOS management database.

The iOS management database is used in both Systemwalker Desktop Keeper and Systemwalker Desktop Patrol.

#### Resolution

Resolution is not necessary to end the process normally.

---

#### **[STDB-INF004] Systemwalker Desktop Patrol is building the iOS Management Database. Database use will be stopped.**

#### Cause

The Systemwalker Desktop Patrol constructs the iOS management database.

In this case, Systemwalker Desktop Keeper will only stop the usage of iOS management database.

Delete the iOS management database in the Systemwalker Desktop Patrol.

#### Resolution

Resolution is not necessary to end the process normally.

---

#### **[STDB-ERR001] Failed to build the database. An error occurred during the database build process. Check the log.**

#### Cause

An error occurs during the construction processing and the database construction fails.

#### Resolution

Refer to the application log and remove the cause of the error.

(Application log creating location:%PROGRAMDATA%\Fujitsu\Systemwalker Desktop Keeper\fs61ej1.log, <Installation folder for the database connection file>\DBEnv\swss\_MDMDB\_ENV.log )

---

#### **[STDB-ERR002] Failed to delete the database. An error occurred during the database deletion process. Check the log.**

## Cause

An error occurs during the deletion processing and the database construction fails.

## Resolution

Refer to the application log and remove the cause of the error.

(Application log creating location:%PROGRAMDATA%\Fujitsu\Systemwalker Desktop Keeper\fsw61ej1.log)

---

**[STDB-WRN001] The specified database creation destination is incorrect. Specify a local drive for the creation folder using up to 96 halfwidth characters. Specify only halfwidth alphanumeric characters and halfwidth symbols, except for the following:  
 \ / : \* ? " < > | & ^**

## Cause

The specified database creation destination is incorrect.

## Resolution

Specify the correct folder in the database creation destination.

---

**[STDB-WRN002] There is insufficient available disk space. Specify a path that has sufficient available disk space for creating the database.**

## Cause

The disk space of the database creation destination is insufficient.

## Resolution

Increase the disk space or specify another drive in this case.

---

**[STDB-WRN003] The database creation folder path is already being used. Specify a different path.**

## Cause

The database creation destination path is already used by some other database creation destination.

## Resolution

Change the path so that it does not duplicate with some other database creation destination.

## 3.1.4 Message Output with Active Directory Linkage Command

---

**[ADSY-INF001] Active Directory Linkage command ended normally.**

## Cause

Message appears when Active Directory Linkage command completed execution successfully.

## Resolution

-

---

**[ADCI-ERR002] Parameter is not specified. Please specify parameter correctly.**

**DTKADCON /START [/R Retry Time]**

**Example: DTKADCON /START**

**Example: DTKADCON /START /R 5**

## Cause

In Active Directory Linkage command, the entered parameter is incorrect. The parameters are insufficient or unnecessary parameter has been set.

## Resolution

Inspect the parameter you entered.

---

**[ADCI-ERR003] The parameter is specified incorrectly. Please specify parameter correctly.**

**DTKADCON /START [/R Retry Time]**

**Example: DTKADCON /START**

**Example: DTKADCON /START /R 5**

**Cause**

In Active Directory Linkage command, the entered parameter is incorrect. The parameters are insufficient or unnecessary parameter has been set.

**Resolution**

Inspect the parameter you entered.

---

**[ADCI-ERR004] The parameter (retry times) is specified incorrectly. Please enter a value between 1 and 60.**

**Cause**

A numeral out of the range from 1 to 60 has been enter in the retry times, or characters other than numerals have been entered.

**Resolution**

Inspect the parameter you entered.

---

**[ADSY-ERR005] Failed to get the information of user that logs on Windows.**

**Cause**

The system environment has fault.

**Resolution**

Log off from Windows or restart OS, and then try again. If it cannot be started still, contact Fujitsu technical staff.

---

**[ADSY-ERR006] Administrator authority is required for executing this program.**

**Cause**

The current logon Windows user has no Administrator authority.

**Resolution**

Logon to Windows as Administrator and then execute.

---

**[ADSY-ERR007] Failed to get the domain information of the user that logs on Windows.**

**Cause**

The system environment has fault.

**Resolution**

Log off from Windows or restart OS, and then try again. If it cannot be started still, contact Fujitsu technical staff.

---

**[ADSY-ERR008] Unable to start this program because it is set to not to execute Active Directory Linkage.**

**Cause**

Because it is set as not Active Directory Linkage, so this program cannot be started.

**Resolution**

To Active Directory Linkage, modify the settings of Active Directory Linkage in the system settings window of server settings tool.

---

**[ADSY-ERR009] The Active Directory Linkage command has already been started. Unable to start repeatedly.**

## Cause

Active Directory Linkage command is under execution.

## Resolution

Confirm whether Active Directory Linkage command is under execution. In the console window, or confirm whether there is any user connected by using "Remote Desktop Connection" function (remote connection through the terminal service of Windows), and ask him/her to cancel executing Active Directory Linkage command.

---

### **[ADSY-ERR010] This program cannot be started because Backup Tool has been started.**

## Cause

The backup tool is under execution.

## Resolution

To start Active Directory Linkage command, start Active Directory Linkage command after finishing the backup tool program.

---

### **[ADSY-ERR011] This program cannot be started because Restoration Tool has been started.**

## Cause

The restoration tool is under execution.

## Resolution

To start Active Directory Linkage command, start Active Directory Linkage command and then finish the restoration tool program.

---

### **[ADDDB-ERR012] This program cannot be started because collective update of database is running through the service program of Management Server. Please try again later.**

## Cause

In the service of the Management Server, data updating processing when the service is started is being performed.

## Resolution

Try again later. If it cannot be started after a while, confirm whether it is in exclusion status and remove the exclusion mark by using the exclusion status removal function of the server settings tool.

---

### **[ADDDB-ERR013] The exclusion removal process failed when this program is ended.**

## Cause

Failed to access the database.

## Resolution

Confirm the database environment. Besides, confirm whether it is in exclusion status by using the exclusion status removal function of the server settings tool. If the exclusion mark of Active Directory Linkage command is in "Exclusion" status, perform "Exclusion Removal".

---

### **[ADSY-ERR014] Failed to decrypt the password for authenticating logon to Active Directory server.**

## Cause

The database environment has fault.

## Resolution

Contact Fujitsu technical staff.

---

### **[ADSY-ERR015] Failed to connect to Active Directory server. Please check whether the computer name, domain name, user name or password is correct.**

## Cause

Probable causes are as follows:

- In the Active Directory Linkage settings function of server settings tool, the computer name, domain name, user ID and password of Active Directory to be linked are incorrect.
- Causes such as network, etc. result in the communication failure with the domain.

## Resolution

In the Active Directory Linkage settings function of server settings tool, set the computer name, domain name, user ID and password of Active Directory to be linked correctly.

---

**[ADSY-ERR016] Data linkage cannot be continued because data in Active Directory has been moved or deleted while running the Active Directory Linkage command. The processing is interrupted.**

## Cause

In the process of executing Active Directory Linkage command, data on Active Directory side has been moved or deleted.

## Resolution

Try again later.

---

**[ADDB-ERR017] Failed to access to database. Please confirm database environment.**

## Cause

Failed to access the database.

## Resolution

Confirm the database environment.

---

**[ADDB-ERR018] DB connection information setting file (SWDB.ini) is not installed properly.**

## Cause

File SWDB.ini in Windows folder has been deleted, or content of file SWDB.ini is incorrect.

## Resolution

Contact Fujitsu technical staff.

---

**[ADDB-ERR019] Unable to decrypt the password for DB connection of DB connection information setting file (SWDB.ini). The password may have been changed.**

## Cause

Content of file SWDB.ini is incorrect.

## Resolution

Contact Fujitsu technical staff.

---

**[ADDB-ERR020] Unable to connect to the connection target database of DB connection information setting file (SWDB.ini).**

## Cause

Content of file SWDB.ini is incorrect.

## Resolution

Contact Fujitsu technical staff.

---

**[ADDB-ERR021] Failed to access to database. (Failed to initialize recordset)**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[ADDB-ERR022] Failed to access to database. (Failed to get record)**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[ADDB-ERR023] Failed to access to database. (Failed to update record)**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[ADDB-ERR024] Failed to access to database. (Failed to add record)**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[ADDB-ERR025] Failed to access to database. (Failed to delete record)**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[ADDB-ERR026] Failed to access to database. (Failed to start transaction)**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[ADDB-ERR027] Failed to access to database. (Failed to submit transaction)**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[ADDB-ERR028] Failed to access the database. (Fail to rollback the transaction)**



#### Cause

Failed to access the database.

#### Resolution

Confirm the database environment.

---

### **[ADDB-ERR029] Failed to access the database. (Other DB errors)**

#### Cause

Failed to access the database.

#### Resolution

Confirm the database environment.

---

### **[ADSY-ERR030] Data linkage cannot be continued because data in Active Directory has been moved or deleted while running the Active Directory Linkage command. (The affiliated OU and container have been moved)The processing is interrupted.**

#### Cause

In the process of executing Active Directory Linkage command, data on Active Directory side has been moved (the affiliated Container or OU has been changed), contradictions occurred in the processing.

#### Resolution

Try again later.

---

### **[ADSY-ERR031] Data linkage cannot be continued because data in Active Directory has been moved or deleted while running the Active Directory Linkage command. (CT has been deleted) The processing is interrupted.**

#### Cause

In the process of executing Active Directory Linkage command, computer on Active Directory side has been deleted, contradictions occurred in the processing.

#### Resolution

Try again later.

---

### **[ADSY-ERR032] Data linkage cannot be continued because data in Active Directory has been moved or deleted while running the Active Directory Linkage command. (The affiliated OU and container have been deleted) The processing is interrupted.**

#### Cause

In the process of executing Active Directory Linkage command, data on Active Directory side has been moved (the affiliated Container or OU has been deleted), contradictions occurred in the processing.

#### Resolution

Try again later.

---

### **[ADSY-ERR033] Failed to output to registry.**

#### Cause

The registry has not be updated when the command is completed. The environment has fault.

#### Resolution

Contact Fujitsu technical staff.

---

### **[ADSY-ERR034] Failed to access to database. (Failed to view the record for viewing policy)**

## Cause

Failed to access the database. The record of terminal Initial Settings does not exist, or the level object information record of the affiliated group does not exist.

## Resolution

Confirm whether the construction of the database is correct, or restore master information by using restoration function. When errors occurred, reconstruct the database or restore the master information.

---

### **[ADSY-ERR035] Failed to open "Viewing files of CT registration location".**

## Cause

Failed to open "Reference File of CT Logon Location". It might be caused by the following.

- Drive, path or file does not exist
- No authority to access this path or file

## Resolution

Set correct path and file in the system settings window of server settings tool.

---

### **[ADSY-ERR036] Failed to read "Viewing files of CT registration location".**

## Cause

Failed to read "Reference File of CT Logon Location". The file might have been destroyed.

## Resolution

Confirm the file content.

---

### **[ADSY-ERR037] Failed to close "Viewing files of CT registration location".**

## Cause

Failed to close "Reference File of CT Logon Location". The file might have been destroyed.

## Resolution

Confirm the file content.

---

### **[ADSY-ERR038] Data format of "Viewing files of CT registration location" is incorrect.**

## Cause

CSV format of "Reference File of CT Logon Location" is incorrect.

## Resolution

Confirm whether the double quotation mark and space characters are set correctly.

---

### **[ADSY-ERR039] CSV format of "Viewing files of CT registration location" is incorrect.(line No. %ld)**

## Variable Information

%ld: where the CSV format is incorrect

## Cause

There is no data in the CSV record of CT logon location file. Items of lines specified by "Reference File of CT Logon Location" are insufficient.

## Resolution

Set the computer name, user ID and domain name information in one line.

---

**[ADSY-ERR040] Illegal characters are contained in the data of "Viewing files of CT registration location". (line No. %ld)**

---

**Variable Information**

%ld: where the data of "Reference File of CT Logon Location" is incorrect

**Cause**

Incorrect characters exist in any of the computer name, user ID and domain name content in the specified line of "Reference File of CT Logon Location".

**Resolution**

Set the correct computer name, user ID and domain name.

---

**[ADSY-ERR041] System error occurred when checking "Remote Desktop Connection". The processing is interrupted.**

**Cause**

System error occurred when inspecting whether "Remote Desktop Connection" is used.

**Resolution**

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[ADSY-ERR042] This program cannot be used via the remote connection function of terminal service.**

**Cause**

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

**Resolution**

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[ADDDB-ERR043] The registration information of Management Server is incomplete. The content of tables managed by Master Management Server/Management Server in database is abnormal.**

**Cause**

The key value of node information table does not match that of physical node list table. Data restoration failed or errors occurred when constructing Management Server previously.

**Resolution**

Logon after using server settings tool to delete Management Server in order to confirm whether the restored data is the correct backup data. Besides, when deleting Management Server, the combined CT below will also get deleted, pay attention to this.

---

**[ADDDB-ERR044] This command is not supported in Base Edition.**

**Cause**

This command can only be used in Standard Edition.

**Resolution**

-

---

**[ADSY-ERR045] Failed to access to database. (Failed to view the record for viewing policy)**

## Cause

Failed to access the database. The level object information record of the affiliated group does not exist.

## Resolution

Confirm whether the construction of the database is correct, or restore master information by using the restoration function correctly. When error occurred, reconstruct the database, or restoring the master information.

---

### **[ADSY-ERR046] Failed to access to database. (Failed to view the record for viewing policy)**

## Cause

Failed to access the database. The user policy information record of the affiliated group does not exist.

## Resolution

Confirm whether the construction of the database is correct, or restore master information by using the restoration function correctly. When error occurred, reconstruct the database, or restore the master information.

---

### **[ADSY-ERR047] Failed to open "List of organization unit targets for linking with Active Directory".**

## Cause

Failed to open "Active Directory Linkage OU Target List". It might be caused by the following.

- Drive, path or file does not exist
- No authority to access this path or file

## Resolution

Set the correct path and file in the system settings window of server settings tool.

---

### **[ADSY-ERR048] Failed to read "List of organization unit targets for linking with Active Directory".**

## Cause

Failed to read "Active Directory Linkage OU Target List". The file might have been destroyed.

## Resolution

Confirm the file content.

---

### **[ADSY-ERR049] Failed to close "List of organization unit targets for linking with Active Directory".**

## Cause

Failed to close "Active Directory Linkage OU Target List". The file might have been destroyed.

## Resolution

Confirm the file content.

---

### **[ADSY-ERR050] Each line of "List of organization unit targets for linking with Active Directory" contains too many words.(line No. %ld)**

## Variable Information

%ld: where the exceeded characters in the "Active Directory Linkage OU Target List" are limited

## Cause

The characters in the "Active Directory Linkage OU Target List" have exceeded the limit of 512 characters.

## Resolution

Set the characters of each line within 512. (Including line break CR+LF)

---

**[ADSY-ERR051] The organization unit name of "List of organization unit targets for linking with Active Directory" is too long.(line No. %ld)**

**Variable Information**

%ld: where the OU name of "Active Directory Linkage OU Target List" is too long

**Cause**

The OU name of "Active Directory Linkage OU Target List" exceeds the maximum length of the characters. Halfwidth and fullwidth are not distinguished in the OU name, and the maximum is 64 characters.

**Resolution**

Set the OU name within 64 characters.

---

**[ADSY-ERR052] Illegal characters are contained in the organization unit name of "List of organization unit targets for linking with Active Directory".(line No. %ld)**

**Variable Information**

%ld: where the OU name of "Active Directory Linkage OU Target List" is incorrect

**Cause**

Incorrect characters are contained in the specified line of "Active Directory Linkage OU Target List".

**Resolution**

Set the correct OU name.

---

**[ADSY-ERR053] Data imported from "List of organization unit targets for linking with Active Directory" is too much, it is unable to continue processing.**

**Cause**

Number of logon cases of "Active Directory Linkage OU Target List" has exceeded the upper limit. Set the number of logon cases within 100.

**Resolution**

Delete the unnecessary data in "Active Directory Linkage OU Target List".

---

**[ADSY-ERR054] Data imported from "Viewing files of CT registration location" is too much, it is unable to continue processing.**

**Cause**

The number of logon cases of "Reference File of CT Logon Location" has exceeded the upper limit. Set the number of logon cases within 200,000.

**Resolution**

Delete the unnecessary data in "Reference File of CT Logon Location".

---

**[ADSY-ERR055] Failed to get the path of Active Directory Linkage setting file (DTKADCON.ini).**

**Cause**

The path of Active Directory Linkage processing settings file is too long.

**Resolution**

Confirm the entered value in ALLUSERSPROFILE of the environment variable parameter.

---

**[ADSY-ERR056] Items not allowed to be used is recorded in user properties of Active Directory Linkage setting file (DTKADCON.ini).**

## Cause

Unavailable items are recorded in the user properties of Active Directory Linkage processing settings file. Available items are the following four.

- UserPrincipalName
- Employeeid
- Title
- Department

## Resolution

Use the available items only to record in the user properties of Active Directory Linkage processing settings file.

---

### **[ADSY-ERR057] Unexpected value is set in the data obtained from Active Directory.**

## Cause

Values in unexpected format are contained in the data obtained from Active Directory.

## Resolution

Contact Fujitsu technical staff.

---

### **[ADSY-ERR058] Failed to search computer in Active Directory. Please confirm the version of library.**

## Cause

The Computer Search Library of Active Directory is incorrect.

## Resolution

Prepare the Search Library with the correct version number.

---

### **[ADSY-ERR059] Failed to search computer in Active Directory. Please check if the computer name, domain name, user name or password is correct.**

## Cause

Probable causes are as follows:

- In the Active Directory Linkage settings function of server settings tool, the computer name, domain name, user ID and password of Active Directory to be linked are incorrect.

## Resolution

Set the computer name, domain name, user ID and password of Active Directory to be linked correctly in the Active Directory Linkage settings function of server settings tool.

---

### **[ADSY-ERR060] Failed to connect to search while searching the computer in Active Directory. Please check whether the computer name, domain name, user name or password is correct.**

## Cause

Probable causes are as follows:

- In the Active Directory Linkage settings function of server settings tool, the computer name, domain name, user ID and password of Active Directory to be linked are incorrect.
- Cannot communicate with the domain due to network, etc.

## Resolution

Set the computer name, domain name, user ID and password of Active Directory to be linked correctly in the Active Directory Linkage settings function of server settings tool.

---

**[ADSY-ERR061] Failed to search computer in Active Directory because the level of search target computer is too deep.**

**Cause**

The computer level to be searched is too deep, and the path length of Active Directory has exceeded the upper limit.

**Resolution**

Modify the computer level of Active Directory.

---

**[ADSY-INF062] Unable to link through organization unit because "List of organization unit targets for linking with Active Directory" does not exist.**

**Cause**

"Active Directory Linkage OU Target List" does not exist. It might be caused because the drive, path or file does not exist.

**Resolution**

Set the correct path and file in the system settings window of server settings tool.

---

**[ADSY-ERR063] The exclusion management table is in the status that exclusion control is not executed. Exclusion removal processing is not needed.**

**Cause**

The exclusion was not performed when intending to remove the exclusion status for Active Directory Linkage.

**Resolution**

Removal processing cannot be performed.

---

**[ADSY-ERR064] Unable to start this program because Systemwalker Desktop Patrol configuration information import command has been started**

**Cause**

Systemwalker Desktop Patrol composition information import command is under execution.

**Resolution**

Confirm whether Systemwalker Desktop Patrol configuration information import command is under execution.

---

**[ADSY-ERR095] The target of Active Directory Linkage is not registered. The processing is interrupted.**

**Cause**

In the Active Directory Linkage settings function of server settings tool, the relevant information of Active Directory to be linked is not registered.

**Resolution**

Specify Active Directory information of target path to be linked in the Active Directory Linkage settings function of server settings tool.

---

**[ADSY-ERR096] The data imported from database is too much, data linkage cannot be continued. The processing is interrupted.**

**Cause**

Number of the logon items on the database end has exceeded the upper limit of possible data amount of linkage. The number of logon items on Systemwalker Desktop Keeper in linkage range are within the following range.

- The maximum logon amount of node information is 255 cases
- The maximum logon amount of domain information is 255 cases
- The total maximum logon number of computers and groups is 100,000 cases

- The total maximum logon number of users and groups is 100,000 cases

#### Resolution

Delete unnecessary data on Desktop Keeper side.

---

### **[ADSY-ERR097] The data imported from Active Directory is too much, data linkage cannot be continued. The processing is interrupted.**

#### Cause

Number of the logon items on Active Directory side has exceeded the upper limit of possible data amount of linkage. Specify the number of logon items on Desktop Keeper end in linkage range within the following range.

- The total maximum logon number of users, computers, OU and Containers is 200,000 cases
- The maximum logon number of users is 100,000 cases
- The maximum logon number of OU and Containers is 10,000 cases

#### Resolution

Delete the unnecessary data on Active Directory side.

---

### **[ADSY-ERR098] Insufficient memory occurred when importing registration information of Active Directory. The processing is interrupted.**

#### Cause

The required memory space cannot be guaranteed.

#### Resolution

Execute again after canceling the unnecessary application, or deleting the unnecessary data on Active Directory side. If the memory is still insufficient, enlarge the server memory.

---

### **[ADSY-ERR099] Error occurred.**

#### Cause

Characters that cannot be processed exist in Active Directory data, or the system environment of Active Directory Linkage command has fault.

#### Resolution

Confirm whether there are characters that cannot be processed on Active Directory. Besides, confirm the action environment of the program, if errors occurred during re-execution, restart Management Server, etc.

---

### **Because "User Logon Name" in the user information of Active Directory is blank, the user information that is not imported exists. (%d name)**

#### Variable Information

%d: number of people whose "User Logon Name (UserPrincipalName)" is blank

#### Cause

"User Logon Name (UserPrincipalName)" in the user information of Active Directory is blank. This user information has not been imported because it cannot be used as logon ID.

#### Resolution

After logon to "User Logon Name (UserPrincipalName)", perform Active Directory Linkage operation again.

---

### **Because "User Logon Name" in user information of Active Directory exceeded 40 halfwidth characters (20 fullwidth characters), the user information that is not imported exists. (%d name)**



## Variable Information

%d: number of people whose "User Logon Name (UserPrincipalName)" has exceeded the specified length

## Cause

In the user information of Active Directory, [User Logon Name] has exceeded the limit of halfwidth 40 characters (fullwidth 20 characters). This user information is not imported because it cannot be used as logonID.

## Resolution

Shorten the length of "User Logon Name (UserPrincipalName)" to less than halfwidth 40 characters (fullwidth 20 characters), and then perform Active Directory Linkage operation again.

---

**Because the path name in path information of Active Directory is messy code, the path information that is not imported exists. (%d items)**

## Variable Information

%d: number of name of UNICODE characters in "OU Name"

## Cause

UNICODE characters are used in the OU name of Active Directory. This OU information has not been imported because it cannot be used as group name.

## Resolution

Modify the "OU name" so that it does not include UNICODE characters, and then perform Active Directory Linkage operation.

---

**Because the computer name in computer information of Active Directory is messy code, the path information that is not imported exists. (%d items)**

## Variable Information

%d: number of name of UNICODE characters used in "Computer Name"

## Cause

UNICODE characters are used in some "Computer Name" in the computer information of Active Directory. This computer information has not been imported because it cannot be used as computer name.

## Resolution

Modify "Computer Name" as without using UNICODE characters, and then perform Active Directory Linkage operation.

---

**Because user information of Active Directory contains messy code, the user information that is not imported exists.(%d name)**

## Variable Information

%d: number of people who use the name of UNICODE character in "User Logon Name (UserPrincipalName)".

## Cause

UNICODE characters are used in some "User Logon Name (UserPrincipalName)" in the user information of Active Directory. This user information has not been imported because it cannot be used as logon ID.

## Resolution

After the modification of "User Logon Name (UserPrincipalName)" without using UNICODE characters, perform Active Directory Linkage operation again.

## 3.1.5 Message Output with Systemwalker Desktop Patrol Composition Information Import Command

---

**[DPCI-ERR002] Parameter is not specified. Please specify parameter correctly.**

## Cause

In Systemwalker Desktop Patrol configuration information import command, the entered parameter is incorrect. The number of parameters is insufficient, or unnecessary parameters have been set.

## Resolution

Inspect the parameter you entered.

---

### **[DPCI-ERR003] The parameter is specified incorrectly. Please specify parameter correctly.**

## Cause

Probable causes are as follows:

- In Systemwalker Desktop Patrol composition information import command, the entered parameter is incorrect.
- The number of parameters is insufficient, or unnecessary parameters have been set.
- Besides, the length of file path name specified by user might exceed the limit, or the file name is incorrect.

## Resolution

Take the following actions according to the different causes.

- Inspect the parameter you entered.
- Specify the path name within 218 characters.
- Confirm whether characters not allowed are contained in file name, or whether the specified path is full one.

---

### **[DPCI-ERR004] The parameter (retry times) is specified incorrectly. Please enter a value between 1 and 60.**

## Cause

A numeral out of the range from 1 to 60 has been entered in the retry times, or non numeral characters have been input.

## Resolution

Inspect the parameter you entered.

---

### **[DPCI-ERR035] The specification of parameter (correspondent file) is incorrect. Please specify a file name beginning with drive name.**

## Cause

In Systemwalker Desktop Patrol configuration information import command, the entered parameter is incorrect. The length of file path name specified by user might exceed the limit, or the file name might be incorrect.

## Resolution

Inspect the parameter you entered.  
Specify the path name within 218 characters.  
Confirm whether characters not allowed are contained in file name, or whether the specified path is full one.

---

### **[DPCI-ERR036] The specification of parameter (log file) is incorrect. Please specify a file name beginning with drive name.**

## Cause

In Systemwalker Desktop Patrol composition information import command, the entered parameter is incorrect. The length of file path name specified by user might exceed the limit, or the file name might be incorrect.

## Resolution

Inspect the parameter you entered.  
Specify the path name within 218 characters.  
Confirm whether characters not allowed are contained in file name, or whether the specified path is full one.

---

**[DPCI-ERR037] The specification of parameter (trace level) is incorrect. Please enter a value between 1 and 5.**

**Cause**

In Systemwalker Desktop Patrol configuration information import command, the entered parameter is incorrect.  
The value of the specified trace level is incorrect.

**Resolution**

Specify the trace level within 1-5.

---

**[DPCI-ERR038] The specification of parameter (discarded folder information file) is incorrect. Please specify a file name beginning with drive name.**

**Cause**

In Systemwalker Desktop Patrol composition information import command, the entered parameter is incorrect.  
The length of file path name specified by user might exceed the limit, or the file name might be incorrect.

**Resolution**

Inspect the parameter you entered.  
Specify the path name within 218 characters.  
Confirm whether characters not allowed are contained in file name, or whether the specified path is full one.

---

**[DPCI-ERR039] The specification of parameter (group name) is incorrect. Please specify a string within 40 halfwidth characters (20 fullwidth characters).**

**Cause**

In Systemwalker Desktop Patrol configuration information import command, the entered parameter is incorrect.  
The length of group name of /G option has exceeded 40 halfwidth characters (20 fullwidth characters) or the name is not input.

**Resolution**

Inspect the parameter you entered.  
set a value within 40 halfwidth characters (20 fullwidth characters) as the group name of /G option.

---

**[DPCI-ERR040] The specification of parameter (discarded folder information file) is incorrect. Please specify a group name as the discarded folder.**

**Cause**

In Systemwalker Desktop Patrol composition information import command, the entered parameter is incorrect.  
The combination of /E option and /G option is incorrect.

**Resolution**

Inspect the parameter you entered.  
Set the combination of /E option and /G option correctly.

---

**[DPCI-ERR045] "Deleted CT" cannot be specified in the parameter (group name).**

**Cause**

In Systemwalker Desktop Patrol configuration information import command, the entered parameter is incorrect.  
The group name of /G option has been specified as "Deleted CT".

**Resolution**

Inspect the parameter you entered.  
specify a value within 40 halfwidth characters (20 fullwidth characters) as the group name of /G option.

---

**[DPDB-ERR012] This program cannot be started because collective update of database is running through the service program of Management Server. Please try again later.**

#### Cause

Data update processing when starting the service is being performed in the service of the Management Server.

#### Resolution

Try again later.

---

#### **[DPDB-ERR013] Exclusion removal failed when stopping this program.**

#### Cause

Failed to access the database.

#### Resolution

Confirm the database environment. If the database has no problem, execute again.

---

#### **[DPDB-ERR017] Failed to initialize database. Please confirm database environment.**

#### Cause

Database information is insufficient.

#### Resolution

Confirm whether the settings of ODBC has any problem and then execute again.

---

#### **[DPDB-ERR018] DB connection information setting file (SWDB.ini) is not installed properly.**

#### Cause

File SWDB.ini in Windows folder has been deleted, or the content of file SWDB.ini is incorrect.

#### Resolution

After backing up the file SWDB.ini under the Windows folder root directory, delete this file and restore by reinstalling Management Server function. If it cannot be started still, contact Fujitsu technical staff.

---

#### **[DPDB-ERR019] Unable to decrypt the password for DB connection of DB connection information setting file (SWDB.ini). The password may have been changed.**

#### Cause

The content of file SWDB.ini is incorrect.

#### Resolution

After backing up the file SWDB.ini under the Windows folder root directory, delete this file and restore by reinstalling Management Server function. If it cannot be started still, contact Fujitsu technical staff.

---

#### **[DPDB-ERR020] Unable to connect to the connection target database of DB connection information setting file (SWDB.ini).**

#### Cause

The content of file SWDB.ini is incorrect.

#### Resolution

After backing up the file SWDB.ini under the Windows folder root directory, delete this file and restore by reinstalling Management Server function. If it cannot be started still, contact Fujitsu technical staff.

---

#### **[DPDB-ERR021] Failed to access to database. (Failed to initialize record set.)**

#### Cause

Failed to access the database. The database has fault, e.g., the table to be referred to has been locked, etc.

## Resolution

Confirm the database environment by referring to the prompted error message.. Besides, confirm the event log and check whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR022] Failed to access to database. (Failed to get record)**

#### Cause

Failed to access the database. The database has fault, e.g., the table to be referred to has been locked, etc.

#### Resolution

Confirm the database environment by referring to the prompted error message. Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR023] Failed to access to database. (Failed to modify record)**

#### Cause

Failed to access the database. The database has fault, e.g., the table to be referred to has been locked, etc.

#### Resolution

Confirm the database environment by referring to the prompted error message. Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR024] Failed to access to database. (Failed to add record)**

#### Cause

Failed to access the database. The database has fault, e.g., the table to be referred to has been locked, etc.

#### Resolution

Confirm the database environment by referring to the prompted error message. Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR025] Failed to access to database. (Failed to delete record)**

#### Cause

Failed to access the database. The database has fault, e.g., the table to be referred to has been locked, etc.

#### Resolution

Confirm the database environment by referring to the prompted error message. Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR026] Failed to access to database. (Failed to start transaction)**

#### Cause

Failed to access the database. The database environment might have fault.

#### Resolution

Confirm the database environment by referring to the prompted error message. Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR027] Failed to access to database. (Failed to submit transaction)**

#### Cause

Failed to access the database. The database environment might have fault.

## Resolution

Confirm the database environment by referring to the prompted error message Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR028] Failed to access to database. (Failed to roll back transaction)**

#### Cause

Failed to access the database. The database environment might have fault.

#### Resolution

Confirm the database environment by referring to the prompted error message Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR029] Failed to access to database. (Other DB error)**

#### Cause

Failed to access the database. The database environment might have fault.

#### Resolution

Confirm the database environment by referring to the prompted error message Besides, check the event log and confirm whether errors occur in the database (PostgreSQL RDB).

---

### **[DPDB-ERR043] The registration information of Management Server is incomplete. The content of tables managed by Master Management Server/Management Server in database is abnormal.**

#### Cause

The key value of node information table does not match that of physical node list table of the database. Data restoration failed, or errors occurred in the previously constructed Management Server.

#### Resolution

Logon after using server settings tool to delete Management Server in order to confirm whether the restored data is the correct backup data. Besides, when deleting Management Server, the group and CT below will also be deleted, pay attention to this.

---

### **[DPDB-ERR044] This command is not supported in Base Edition.**

#### Cause

This command can only be used in Standard Edition.

#### Resolution

-

---

### **[DPSY-ERR005] Failed to get the information of user that logs on Windows.**

#### Cause

The system environment has fault.

#### Resolution

Log off from Windows or restart OS, and then try again. If it cannot be started still, contact Fujitsu technical staff.

---

### **[DPSY-ERR006] Administrator authority is required for executing this program.**

#### Cause

The current logon Windows user has no Administrator authority.

#### Resolution

Execute after logon to Windows as Administrator.

---

**[DPSY-ERR007] Failed to get the domain information of the user that logs on Windows.****Cause**

The system environment has fault.

**Resolution**

Log off from Windows or restart OS, and then try again. If it cannot be started still, contact Fujitsu technical staff.

---

**[DPSY-ERR009] Systemwalker Desktop Patrol configuration information import command is started. Unable to start repeatedly.****Cause**

Systemwalker Desktop Patrol configuration information import command is under execution.

**Resolution**

Confirm whether Systemwalker Desktop Patrol composition information import command is under execution.

---

**[DPSY-ERR010] This program cannot be started because Backup Tool has been started.****Cause**

The backup tool is under execution.

**Resolution**

If intending to start Systemwalker Desktop Patrol configuration information import command, start Systemwalker Desktop Patrol composition information import command after completing the backup tool task.

---

**[DPSY-ERR011] This program cannot be started because Restoration Tool has been started.****Cause**

The restoration tool is under execution.

**Resolution**

If intending to start Systemwalker Desktop Patrol configuration information import command, start Systemwalker Desktop Patrol composition information import command after completing the restoration tool task.

---

**[DPSY-ERR014] Failed to open configuration information file.****Cause**

Failed to open "composition information file". It might be caused by the following.

- Drive, path or file does not exist.
- No authority to access to this path or file.

**Resolution**

Specify the correct path name and file name.

---

**[DPSY-ERR015] Failed to open correspondent information file.****Cause**

Failed to open "correspondent information file". It might be caused by the following.

- Drive, path or file does not exist.
- No authority to access to this path or file.

**Resolution**

Specify the correct path name and file name.

---

---

**[DPSY-ERR016] Failed to open log file.****Cause**

Failed to open "log file". It might be caused by the following.

- Drive, path or file does not exist.
- No authority to access to this path or file.

**Resolution**

Specify the correct path name and file name.

---

**[DPSY-ERR030] Unable to start this program because Active Directory Linkage command has been started.****Cause**

Active Directory Linkage command is under execution.

**Resolution**

Confirm whether Active Directory Linkage command is under execution.

---

**[DPSY-ERR032] Another data linkage processing is being started.****Cause**

In the service of the Management Server, data update processing between Management Servers is under execution.

**Resolution**

Try again later.

---

**[DPSY-ERR033] Failed to output to registry.****Cause**

When completing the command, the registry has not been updated. The system environment has fault.

**Resolution**

Contact Fujitsu technical staff.

---

**[DPSY-ERR034] Failed to access to database. (Failed to view the record for viewing policy)****Cause**

Failed to access the database. The terminal Initial Settings record does not exist, or the level information record of the affiliated group does not exist.

**Resolution**

Confirm whether the construction of the database is correct, or restore master information correctly by using restoration function. If errors occur, reconstruct the database, or try restoring master information again.

---

**[DPSY-ERR041] System error occurred when checking "Remote Desktop Connection". The processing is interrupted.****Cause**

System error occurred when inspecting whether "Remote Desktop Connection" is used.

**Resolution**

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.



---

**[DPSY-ERR042] This program cannot be used via the remote connection function of terminal service.**

**Cause**

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

**Resolution**

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[DPSY-ERR047] Import of user information cannot be performed in the sub-level server in which collective user management has been set.**

**Cause**

In the user collective management which sets Management Server as 3-level, importing user information can only be performed on Master Management Server. User information cannot be imported on Sub-level Management Server.

**Resolution**

Inspect the entered parameter.  
This server cannot specify /U option.

---

**[DPSY-ERR048] The exclusion control of program is timeout. Please execute the processing again.**

**Cause**

In the services of the Management Server, data update processing when starting the service is under execution, or Active Directory Linkage command is under execution. Because the processing cannot be continued during the wait time, the processing will be interrupted.

**Resolution**

Try again later.

---

**[DPSY-ERR049] Failed to open discarded folder information file.**

**Cause**

Failed to open "Discarded Folder Information File". It might be caused by the following.

- Drive, path or file does not exist.
- No authority to access to this path or file.

**Resolution**

Specify the correct path name and file name.

---

**[DPSY-ERR050] The specified group does not exist or has been registered repeatedly.**

**Cause**

"Group Name" which does not exist is specified as the discarded folder.  
Or, there are multiple "Group Name" specified by user.

**Resolution**

Specify the existing group name which is different from others.

---

**[DPSY-ERR055] The address of DTP server is not set.**

**Cause**

URL of Systemwalker Desktop Patrol has not been set.

## Resolution

Set URL address of Systemwalker Desktop Patrol in the environment setup of Log Viewer.

---

### **[DPSY-ERR056] Unable to get configuration information file through DTP server.**

#### Cause

Probable causes are as follows:

- Systemwalker Desktop Patrol Server has stopped
- The Systemwalker Desktop Patrol Server cannot be accessed from the Systemwalker Desktop keeper Management Server.
- The composition information file does not exist on the Systemwalker Desktop Patrol Server.

#### Resolution

Take the following actions according to the different causes.

- Start Systemwalker Desktop Patrol Server.
  - Ensure that the Systemwalker Desktop Patrol Server is accessible from the Management Server of the Systemwalker Desktop keeper.
  - Place the configuration information file into the specified folder of Systemwalker Desktop Patrol Server.
- 

### **[DPSY-ERR063] The exclusion management table is in the status that exclusion control is not executed. Exclusion removal processing is not needed.**

#### Cause

Message appears if the exclusion settings have not been performed when intending to remove the exclusion status for Systemwalker Desktop Patrol composition information import command.

#### Resolution

No need to perform removal processing.

---

### **[DPSY-ERR096] The data imported from database is too much, data linkage cannot be continued. The processing is interrupted.**

#### Cause

Number of the logon items on the database side has exceeded the upper limit of possible data amount of linkage. Specify the number of logon items on Systemwalker Desktop Keeper side in linkage range within the following range.

- The maximum logon number of CT is 10,000 cases
- The maximum logon number of CT group is 10,000 cases
- The maximum logon number of users is 100,000 cases
- The maximum logon number of user groups is 10,000 cases

#### Resolution

Delete the unnecessary data on Systemwalker Desktop Keeper side.

---

### **[DPSY-ERR097] Failed to get the memory.**

#### Cause

Failed to get the memory in internal operations of Systemwalker Desktop Patrol configuration information import command. The rest memory of OS is insufficient.

#### Resolution

Try again after completing the unnecessary program.

---

**[DPSY-ERR099] Internal error occurred in the program (other exception). Cancel the processing.**

**Cause**

Unexpected error occurred.

**Resolution**

Confirm the action environment of the program, if errors occur during re-execution, restart Management Server, etc. If errors occurred after executing the resolution above, contact Fujitsu technical staff.

---

**[DPSY-INF001] Systemwalker Desktop Patrol configuration information import command is ended normally.**

**Cause**

Message appears when the execution of Systemwalker Desktop Patrol configuration information import command has completed successfully.

**Resolution**

-

---

### 3.1.6 Message Output with Server Service

---

**[SVCN-ERR001] Failed to communicate with the target CT. IP[%s]**

**Variable Information**

%s: IP address of CT failed to communicate with

**Cause**

In the database information, IP address of this CT has not been set correctly.

**Resolution**

Execute this processing again after confirming the IP address of CT.

---

**[SVCN-ERR002] Receive requirement from %s of different versions (version: [%s]). Cancel the processing.**

**Variable Information**

%1: component sending the request

%2: product version of the component sending the request

**Cause**

The product version of server service and the component sending the request did not match the action conditions.

**Resolution**

Confirm the product version of server service and the component sending the request.

---

**[SVCN-ERR003] Receive response from %s of different versions (version: [%s]). Cancel the processing.**

**Variable Information**

%1: component sending the response

%2: product version of the component sending the response

**Cause**

The product version of server service and the component sending the response did not match the action conditions.

## Resolution

Confirm the product version of server service and the component sending the response.

---

### **[SVDB-ERR004] Unknown error occurred during database operation. Please contact the system administrator.**

#### Cause

The database information is incomplete.

#### Resolution

Contact Fujitsu technical staff.

---

### **[SVSY-ERR003] Correspondent physical node information is not found.**

#### Cause

Node information does not exist in the database information.

#### Resolution

Create the initial value data when constructing the database.

---

### **[SVSY-ERR004] Correspondent level composition is not found.**

#### Cause

This level composition information does not exist in the database information.

#### Resolution

Display the latest information through Management Console.

---

### **[SVSY-ERR005] The upper-level group is not found.**

#### Cause

This upper-level group information does not exist in the database information.

#### Resolution

Confirm the installation procedures and then reinstall.

---

### **[SVSY-ERR006] Error occurred during registry operation. (LastError: [%d].)**

#### Variable Information

%d: error code

#### Cause

The registry has not been updated normally.

#### Resolution

Contact Fujitsu technical staff.

---

### **[SVSY-ERR007] Unknown error occurred. Please contact the system administrator.**

#### Cause

The system environment of the server service has fault.

#### Resolution

Contact Fujitsu technical staff.

---

### **[SVSY-ERR008] Error occurred. Please confirm the content of version management file.**

#### Cause

The content of version management file has errors.

#### Resolution

Confirm the content of version management file.

---

### **[SVSY-ERR009] Failed to communicate with the sub-level service. Target IP [%s]**

#### Variable Information

%s: IP address of CT failed to communicate

#### Cause

IP address of CT has not been set correctly.

#### Resolution

Confirm the IP address of CT and then execute again.

---

### **[SVSY-ERR010] Target CT does not exist in database. CTID [%s]**

#### Variable Information

%s: IP address of CT which does not exist in the database

#### Cause

In the database information, IP address of this CT has not been set correctly.

#### Resolution

Confirm the IP address of CT and then execute again.

---

### **[SVSY-ERR011] The specified session ID does not exist in database. SessionID[%s]**

#### Variable Information

%s: Session ID which has not been set correctly in the database

#### Cause

This Session ID in the database information has not been set correctly.

#### Resolution

Confirm this Session ID and then execute again.

---

### **[SVSY-ERR012] The log saving file of specified session ID does not exist. SessionID[%s]**

#### Variable Information

%s: Session ID whose log saving file has not been set correctly

#### Cause

Log saving file of the specified Session ID has not been set correctly.

#### Resolution

Confirm the log saving file of this Session ID and then execute again.

---

## **3.1.7 Message Output with Level Control Service**

---

**[LVDB-ERR004] Unknown error occurred during database operation. Please contact the system administrator.**

#### Cause

The database information is incomplete.

#### Resolution

Contact Fujitsu technical staff.

---

### **[LVSY-ERR003] This physical node information has not been found.**

#### Cause

Node information does not exist in the database information.

#### Resolution

Create the initial value data when constructing.

---

### **[LVSY-ERR004] This level composition has not been found.**

#### Cause

This level configuration information does not exist in the database information.

#### Resolution

Display the latest information through Management Console.

---

### **[LVSY-ERR005] The upper-level group has not been found.**

#### Cause

This upper-level group information does not exist in the database information.

#### Resolution

Restart Management Console.

---

### **[LVSY-ERR006] Errors occurred during registry operation. (LastError: [%d].)**

#### Variable Information

%d: error code

#### Cause

The registry has not been updated normally.

#### Resolution

Contact Fujitsu technical staff.

---

### **[LVSY-ERR007] Errors with unknown reasons occurred. Please contact the system administrator.**

#### Cause

The information in the system environment of Level Control Service or in the database is incomplete.

#### Resolution

Contact Fujitsu technical staff.

---

### **[LVSY-ERR008] Errors occurred. Please confirm the content of version management file.**

#### Cause

The content of version management file has fault.

#### Resolution

Confirm the content of version management file.

---

**[LVSY-ERR009] Failed to communicate with Sub-level Level Control Service. (Destination IP [%s])  
The service of Sub-level Management Server might have been stopped, or the communication port  
number does not match. Please confirm.**

Variable Information

%s: IP address of CT failed to communicate

Cause

IP address of sub-level Management Server or communication port number has not been set correctly, or the service of sub-level Management Server has been stopped.

Resolution

Set the correct IP address of sub-level Management Server or communication port number, and confirm the service status of sub-level Management Server.

---

**[LVSY-ERR010] This level object has not been found.**

Cause

The level object in the database information has not been set correctly.

Resolution

Confirm this level object and execute again.

---

**[LVSY-ERR011] This user or user group has not been found. Please refresh the displayed content, display  
the latest status of user level composition.**

Cause

When trying moving, deleting user or user group, data of user or user group which match the conditions cannot be found.

Resolution

In the user policy window of Management Console, select [Edit] > [Display the Latest Tree Information] from the menu, display the latest status of user level composition.

---

**[LVSY-ERR012] Performing Active Directory Linkage processing, Systemwalker Desktop Patrol  
composition information import processing, or data synchronization processing is being performed  
between Master Management Server/Management Server. So the operation cannot be performed. Please  
try again after a while. When the operation can be performed, please refresh the tree information and  
display the latest status.**

Cause

Performing Active Directory Linkage processing, Systemwalker Desktop Patrol configuration information import processing, or data synchronization processing is being performed between Master Management Server and Management Server.

Resolution

Try again after a while. When the operation can be performed, **refresh the tree information** and display the latest status.

---

**[LVSY-ERR013] This administrator has not been found. Administrator name: [%s]**

Variable Information

%s: name of the administrator who does not exist

Cause

The administrator might not exist.

Resolution

Confirm whether the administrator exists.

---

**[LVSY-ERR014] Failed to update the password. Administrator name: [%s]**

**Variable Information**

%s: name of administrator who failed to update the password

**Cause**

The administrator failed to update the password.

**Resolution**

Confirm whether the correct password has been entered. Or restart Management Console and Log Viewer, modify the password after logon again.

---

**[LVSY-ERR015] Processing will be canceled because the number of log items will exceed %1. Review the conditions.**

**Variable Information**

%1: Searchable number

**Cause**

While searching the log, the number of search results exceeded the searchable number.

**Resolution**

Revise the search criteria and search again.

---

**[LVCM-ERR001] Received request from %1 of different versions (version: [%2]). The processing is cancelled.**

**Variable Information**

%1: component sending the request

%2: product version of the component sending the request

**Cause**

The product version of Level Control Service and component sending the request did not match action conditions.

**Resolution**

Confirm the product version of Level Control Service and component sending the request.

---

**[LVCM-ERR002] Received response from %1 of different versions (version: [%2]). The processing is cancelled.**

**Variable Information**

%1: component sending the response

%2: product version of the component sending the response

**Cause**

The product version of Level Control Service and component sending the response did not match action conditions.

**Resolution**

Confirm the product version of Level Control Service and component sending the response.

---

### **3.1.8 Message Output with E-mail Sending Module**

---

**[MSLM-ERR001] OLE initialization failed. Please confirm whether the version of OLE Library is correct.**



### Cause

The version of OLE Library is too old or OLE Library has not been installed.

### Resolution

Get the latest module of MDAC through the homepage of Microsoft Company, and then apply it to the server setting E-mail notification function. Apply the MDAC version later than 2.7. (Version later than 2.71.9030.0 is required)

---

### **[MSLM-ERR002] Failed to access the database. Please confirm the database environment.**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[MSLM-ERR003] Failed to read file SWDB.ini. The processing is cancelled.**

### Cause

Failed to read file SWDB.ini.

### Resolution

Confirm whether the content of file SWDB.ini is correct.

---

## **3.1.9 Message Output During Maintenance Operations**

### 3.1.9.1 Message Output with Backup Tool

---

#### **[BKCI-ERR002] Please enter the user ID.**

### Cause

The user ID has not been entered.

### Resolution

Enter the user ID.

---

#### **[BKCI-ERR003] Please enter the password.**

### Cause

The password has not been entered.

### Resolution

Enter the password.

---

#### **[BKCI-ERR004] Failed to authenticate. Please confirm the user ID and password.**

### Cause

The user ID or password error.

### Resolution

Enter the correct user ID and password.

---

#### **[BKCI-ERR005] User ID or password error. Failed to authenticate, the processing is cancelled.**

### Cause

Message appears when the authentication failed for more than three times.

## Resolution

Start the backup tool, then execute after logon with the correct user ID and password.

---

### **[BKCI-ERR006] Failed to access the database. Please confirm the database environment.**

#### Cause

Failed to access the database.

#### Resolution

Confirm the database environment.

---

### **[BKCI-ERR007] Please input the saving target path folder.**

#### Cause

The saving target path folder has not been input.

#### Resolution

Input the saving target path folder.

---

### **[BKCI-ERR008] Characters not allowed are used in the saving target path folder. The following characters are not allowed. \, /, :, \*, ?, ", <, >, | are not allowed.**

#### Cause

Characters not allowed are used in the saving target path folder. The following characters are not allowed.

#### Resolution

Input with the allowed characters in the saving target path folder.

---

### **[BKCI-ERR009] The saving target path folder does not exist. Please input correctly.**

#### Cause

The folder for placing backup file has not been set correctly. A drive or folder which does not exist might have been specified.

#### Resolution

Set the correct folder name.

---

### **[BKCI-ERR010] The saving target path folder cannot be specified as the drive name only. Please input the path up to the folder.**

#### Cause

When selecting the folder for placing backup file, attached data saving folder has specified drive name only.

#### Resolution

Input the folder name of saving target path folder (full path).

---

### **[BKCI-ERR011] Please input backup target period (year, month and day).**

#### Cause

The backup target period (year, month and day) has not been input.

#### Resolution

Input backup target period (year, month and day).

---

### **[BKCI-ERR012] Backup target period (year, month and day) is incorrect.**

## Cause

Specified backup period is incorrect.

- The order of the specified start date and end date is incorrect.
- A date earlier than January 1<sup>st</sup>, 2000 is specified.
- The specified start date or end date is later than the system date.

## Resolution

Set the correct backup target period (year, month and day).

---

## **[BKCI-ERR013] Please input backup target period (number of days).**

### Cause

The specified number of days of backup target is incorrect. Range of the possibly specified number of days: 1~999

### Resolution

Set the correct backup target period (number of days).

---

## **[BKCI-ERR014] Backup target period (number of days) is incorrect.**

### Cause

The specified backup target date is a date earlier than January 1<sup>st</sup>, 2000.

### Resolution

Set the correct backup target period (number of days).

---

## **[BKCI-ERR015] Please input backup target period (number of months).**

### Cause

The specified number of months of backup target is incorrect. Range of the possibly specified number of months: 1~99

### Resolution

Set the correct backup target period (number of months).

---

## **[BKCI-ERR016] Backup target period (number of months) is incorrect.**

### Cause

The specified number of months of backup target is a date earlier than January 1<sup>st</sup>, 2000.

### Resolution

Set the correct backup target period (number of months).

---

## **[BKCI-ERR017] Please select the category of backup target log.**

### Cause

The category of backup target log has not been selected.

### Resolution

Select more than one categories of backup target log.

---

## **[BKCI-ERR018] Please input execution log file.**

### Cause

The folder for saving result log file has not been set correctly. A drive or folder which does not exist has been specified.

## Resolution

Set the correct file name (full path).

---

**[BKCI-ERR019] The characters that cannot be used as folder name or file name in result log file are used. The following characters are not allowed. \, /, :, \*, ?, ", <, >, | are not allowed.**

## Cause

Characters not allowed are used in the name of the folder or file for saving result log file.

## Resolution

Input with the allowed characters in result log file.

---

**[BKCI-ERR020] The folder name that does not exist in the file name of result log file is entered. Please enter correctly.**

## Cause

The folder name which does not exist has been input in the file name of result log file.

## Resolution

Set the correct folder name for result log file.

---

**[BKCI-ERR021] Please specify the log deletion period to "Same as the backup target period of log information ". Please specify the backup of log information.**

## Cause

Specify the deletion target period of the log as "Same as the target period of backup log information", but the check box "Backup Log Information" has not been checked.

## Resolution

Execute this processing again after checking "Backup Log Information".

---

**[BKCI-ERR022] Please enter the target period (year, month, day) for confirming the number of items.**

## Cause

In the window confirming number of log tables, the target period (year, month and day) has not been input.

## Resolution

Set the correct target period (year, month and day).

---

**[BKCI-ERR023] The target period (year, month, day) for confirming the number of items is incorrect.**

## Cause

The data specified in the window confirming number of log tables is incorrect.

- The specified order of the specified start date and end date is incorrect.
- A date earlier than January 1<sup>st</sup>, 2000 is specified.

## Resolution

Set the correct target period (year, month and day)

---

**[BKCI-ERR024] Failed to decrypt the password.**

## Cause

The database environment has fault.

## Resolution

Contact Fujitsu technical staff.

---

### **[BKCI-ERR025] The execution date is incorrect. Please enter within 1~31.**

#### Cause

The entered value in execution date has exceeded the specified range.

#### Resolution

Specify a value within 1~31.

---

### **[BKCI-ERR026] The saving date is incorrect. Please enter within 1~365.**

#### Cause

The entered value in number of saving days has exceeded the specified range.

#### Resolution

Specify a value within 1~365.

---

### **[BKCI-ERR027] The backup target folder does not exist. Please specify an existent folder.**

#### Cause

The backup target folder does not exist.

#### Resolution

Specify an existing folder.

---

### **[BKCI-ERR028] It may have no authority to access backup target folder. Please specify a user that has access authority.**

#### Cause

No authority to access the backup target path folder.

#### Resolution

Specify a user with access authority.

---

### **[BKCI-ERR029] Task execution user does not exist. Please specify an existent user.**

#### Cause

The specified task executing user does not exist.

#### Resolution

Specify a user with Administrator authority.

---

### **[BKCI-ERR030] Failed to check the task execution user. (%d)**

#### Variable Information

%d: detailed error code

#### Cause

Inspection of the task executing user failed.

#### Resolution

Contact Fujitsu technical staff.

---

**[BKCI-ERR031] The task execution user has no Administrator authority. Please specify a user that has Administrator authority.**

**Cause**

The specified task executing user has no Administrator authority.

**Resolution**

Specify a user with Administrator authority.

---

**[BKCI-ERR032] Failed to save the set value..**

**Cause**

Saving configuration value has failed.

**Resolution**

Contact Fujitsu technical staff.

---

**[BKCI-ERR033] Please select a date to save.**

**Cause**

Saving date has not been selected.

**Resolution**

Select the saving date.

---

**[BKCI-ERR034] The password of task execution user is empty.**

**Cause**

The password of task executing user is blank.

**Resolution**

Enter the password.

---

**[BKCI-ERR035] The password of execution task user is incorrect.**

**Cause**

The password of task executing user is incorrect.

**Resolution**

Enter the correct password.

---

**[BKCI-ERR036] The logon of task execution user is invalid.**

**Cause**

The logon test of task executing user failed.

**Resolution**

Contact Fujitsu technical staff.

---

**[BKCI-INF001] The schedule of automatic backup has been set.**

**Cause**

The automatic backup settings have been completed.

**Resolution**

-

---

**[BKCI-INF002] The schedule of automatic backup has been cancelled.**

Cause

The automatic backup is set as **No**.

Resolution

-

---

**[BKCI-INF003] The setting of automatic backup has been cancelled.**

Cause

The automatic backup settings have been cancelled.

Resolution

-

---

**[BKCI-INF004] The schedule of automatic backup has been set. The setting of automatic backup will be changed through Backup Tool.**

Cause

The settings of automatic backup which is started from database construction tool have been completed.

Resolution

-

---

**[BKCI-INF005] The schedule of automatic backup has been cancelled. The setting of automatic backup will be changed through Backup Tool.**

Cause

The settings of automatic backup which is started from database construction tool are set as **No**.

Resolution

-

---

**[BKCI-INF006] Automatic backup settings have been cancelled. Automatic backup settings can be modified through backup tool.**

Cause

The settings of automatic backup which is started from database construction tool have been cancelled.

Resolution

-

---

**[BKCI-SEL001] The target period specified in backup of log information is not consistent with the one specified in deletion of log information. Please confirm the target period. Continue processing?**

Cause

The specified target period of log information backup does not match that specified in log information deletion.

Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[BKCI-SEL002] Log information is deleted, but backup of log information is not specified. Continue processing?**

## Cause

Log information backup has not been set.

## Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

### **[BKCI-SEL003] Get trace logs. Execute?**

## Cause

Intend to get trace log.

## Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

### **[BKMN-INF001] Service startup request has been done. (Level control service, Server service)**

## Cause

The startup processing of Level Control Service and Server Service is under execution.

## Resolution

Click the [OK] button.

---

### **[BKMN-INF002] Service stop request has been done. (Level control service, Server service)**

## Cause

The stopping processing of Level Control Service and Server Service is under execution.

## Resolution

Click the [OK] button.

---

### **[BKMN-INF003] Running status of service of Management Server. Level control service Current status: [%s]Server service Current status: [%s]**

## Cause

-

## Resolution

Click the [OK] button.

---

### **[BKMN-INF004] The service of Management Server has been started. Level control service Current status: [%s]Server service Current status: [%s]**

## Cause

-

## Resolution

Click the [OK] button.

---

### **[BKMN-INF005] The service of Management Server has been stopped. Level control service Current status: [%s]Server service Current status: [%s]**

## Cause

-

## Resolution

Click the [OK] button.



---

**[BKMN-SEL001] Start the service of management server? Level control service Current status: [%s]Server service Current status: [%s]**

**Cause**

Intend to start Level Control Service and Server Service.

**Resolution**

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[BKMN-SEL002] Stop the service of management server? Level control service Current status: [%s]Server service Current status: [%s]**

**Cause**

Intend to stop Level Control Service and Server Service.

**Resolution**

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[BKMN-SEL003] Execute backup.  
When the specified target period is long, it may take a long to process.  
Continue processing?**

**Cause**

Intend to execute backup processing.

**Resolution**

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

**[BKMN-SEL004] Stop the backup function. Save the current input value? To save, click "Yes", not to save, click "No", to cancel, select "Cancel".**

**Cause**

Intend to complete the backup function.

**Resolution**

Click the [Yes] button to save the current entered value, if not, click the [No] button. To cancel, click the [Cancel] button.

---

**[BKSY-ERR001] Administrator authority is required to execute this program.**

**Cause**

The logged-on to Windows user has no Administrator authority.

**Resolution**

Execute after logon to Windows as Administrator.

---

**[BKSY-ERR002] Backup Tool cannot be started because the Restoration Tool has been started.**

**Cause**

The restoration tool is under execution.

**Resolution**

Prepare for starting the backup tool, stop the restoration tool first, and then start the backup tool.

---

**[BKSY-ERR003] Backup cannot be executed because the service of Management Server has been started. Please stop the service through operation setting and execute the processing.**

## Cause

The service of Management Server is under execution.

## Resolution

Prepare for executing backup, stop the service of the Management Server and then execute the backup.

---

### **[BKSJ-ERR004] Service startup failed.**

## Cause

The service cannot be started.

## Resolution

Try again later. If it cannot be started still, contact Fujitsu technical staff.

---

### **[BKSJ-ERR005] Failed to stop the service.**

## Cause

The service cannot be stopped.

## Resolution

Try again later. If it cannot be started still, contact Fujitsu technical staff.

---

### **[BKSJ-ERR006] Failed to output to registry.**

## Cause

The system environment has fault.

## Resolution

Try again later. If it cannot be started still, contact Fujitsu technical staff.

---

### **[BKSJ-ERR007] Unable to create backup file.**

## Cause

It might be caused by the following.

- No writable authority for the saving target path folder.
- The saving target path folder is set as writable prohibition.
- The saving target path folder is set as write-protection.

## Resolution

Specify the writable saving target path folder.

---

### **[BKSJ-ERR009] Error occurred while outputting result log file. Please check the available space of disk.**

## Cause

It might be caused by the following.

- The disk capacity of drive for exporting result log file is insufficient.
- The writable authority of the output target path folder of result log file has not been set.

## Resolution

Execute again after confirming the environment of result log file.

---

### **[BKSJ-ERR010] The path of copy source file of command detailed log file is incorrect. Please modify operating environment correctly.**

## Cause

The saving target path folder of the command detailed log file does not exist.

## Resolution

Confirm whether the saving target path folder specified in [Command Log Saving Target Path Folder Location] of the [Trace/Folder/CT Self Version Upgrade Settings] window of server settings tool exists.

---

## **[BKSJ-ERR011] Failed to delete command detailed log file. (%s)**

### Variable Information

%s: file name

## Cause

Cannot access this file or this file does not exist.

## Resolution

Confirm whether there is authority to access this file, and execute the deletion operation after confirming whether this file exists.

---

## **[BKSJ-ERR012] Service inquiry failed.**

### Cause

Failed to get service status.

### Resolution

Try again later. If it still fails, contact Fujitsu technical staff.

---

## **[BKSJ-ERR014] The backup processing has ended with error. Please confirm the result log file.**

### Cause

It might be caused by the following.

- The backup table is set as access prohibition.
- The disk space of backup target path is insufficient.

### Resolution

Confirm the result log file, the error table and export file. When accessing the backup table is prohibited, remove the access prohibition. When the disk space of backup target path is insufficient, specify the drive with larger rest space.

---

## **[BKSJ-ERR015] Failed to get number of items that can be deleted. (%d) Problem exists in database.**

### Variable Information

%d: detailed error code

### Cause

Errors occurred in the database, cannot get necessary information.

### Resolution

Restore the database to normal and execute again.

---

## **[BKSJ-ERR016] This program cannot be used through the remote connection function of terminal service.**

### Cause

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

## Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

### **[BKSJ-ERR017] Error occurred in the %s function. Backup tool has been ended.**

#### Variable Information

%s: name of function where error occurred

#### Cause

-

#### Resolution

-

---

### **[BKSJ-ERR018] Backup Tool cannot be started because the Active Directory Linkage command has been started.**

#### Cause

Active Directory Linkage command is operating, the backup tool cannot be started.

#### Resolution

Restart after completing Active Directory Linkage command.

---

### **[BKSJ-ERR019] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

#### Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

#### Resolution

Execute the program directly in the Management Server /Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

### **[BKSJ-ERR020] Unable to start from this terminal because another user has started the Backup Tool.**

#### Cause

Another user has started the backup tool, so it cannot be started.

#### Resolution

Start the backup tool after the other user finishes using the backup tool.

---

### **[BKSJ-ERR021] The configuration information import command of Systemwalker Desktop Patrol has been started, Backup Tool cannot be started.**

#### Cause

Systemwalker Desktop Patrol configuration information import command is operating, so the backup tool cannot be started.

#### Resolution

Start after Systemwalker Desktop Patrol composition information import command is completed.

---

### **[BKSJ-ERR022] Failed to delete automatic backup task (%d)**

#### Variable Information

%d: detailed error code

## Cause

Failed to delete the automatic backup task.

## Resolution

Contact Fujitsu technical staff.

---

## **[BKSJ-ERR023] Failed to register automatic backup task. (%d)**

### Variable Information

%d: detailed error code

## Cause

Automatic backup task logon failed.

## Resolution

Contact Fujitsu technical staff

---

## **[BKSJ-ERR024] The startup parameter is incorrect.**

### Cause

Startup parameter error.

### Resolution

The backup tool cannot be started manually.

Start it from the menu.

---

## **[BKSJ-ERR025] The Backup Tool cannot be started because the restore command is being run.**

### Cause

The message appears when the restore command has been started.

### Resolution

Stop the restore command.

---

## **[BKSJ-ERR109] Operation Database has not been built. Build the Operation Database using the Server Settings Tool. The Backup Tool will end now.**

### Cause

The message appears when the operation database is not built.

### Resolution

Construct the operation database with the server settings tool.

---

## **[BKSJ-ERR111] Failed to configure the database environment settings. Check the operation environment.**

### Cause

The database environment is not complete.

### Resolution

Confirm whether the Management Server and database are being successfully installed.

---

## **[BKSJ-ERR112] The Operation Database was built in a different version environment. Delete the old Operation Database, and rebuild a new one. The Backup Tool will end now.**

### Cause

The message appears when the operation database is created in a different version environment.

### Resolution

Delete the old database and rebuild.

---

### **[BKSY-INF001] The backup processing has ended normally.**

### Cause

The backup processing has been completed successfully.

### Resolution

-

## 3.1.9.2 Message Output with Backup Command

### DTKSTCV

---

### **[BKCI-ERR030] Failed to access to database. Please check if database name, user ID or password is correct.**

### Cause

Failed to access the database.

### Resolution

Inspect the parameter you entered.

---

### **[BKCI-ERR033] The start date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

### Variable Information

%s: specified start date

### Cause

The specified start date is incorrect. The range which can be specified is: 00000000 or within 20010000~20350000.

### Resolution

Specify a value within the correct range.

---

### **[BKCI-ERR034] Please specify the start date and end date with 8 digits of calendar. Please specify parameter correctly.**

### Cause

8-digit number is not specified in the entered start date or end date.

### Resolution

Specify the start date or end date as an 8-digit number.

---

### **[BKCI-ERR035] The end date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

### Variable Information

%s: end date that is out of the specified range

## Cause

The specified end date is incorrect. The range which can be specified is within 20010000~20350000

## Resolution

Specify the end date within 20010000~20350000

---

**[BKCI-ERR036] The date is specified incorrectly.**

**Please specify start date <= end date.**

**Please set the parameter correctly.**

## Cause

The relation between the entered start date and end date does not match the start date<= the end date.

## Resolution

Enter according to the start date<= the end date.

---

**[BKCI-ERR060] This program cannot be used through the remote connection function of terminal service.**

## Cause

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

## Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[BKCI-ERR061] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

## Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

## Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[BKCI-ERR101] The specified number of parameters is incorrect. Please specify parameter correctly.**

**DTKSTCV [DB Name] [User ID] [Password] [8 digits start date] [8 digits end date] [CSV File] Example:  
DTKSTCV DTKDB USER PSW 20070401 20070430 C:\CSV\200704\Setting change log record.csv**

## Cause

In the backup command, the entered parameter is incorrect. The number of parameters is insufficient or unnecessary parameter has been set.

## Resolution

Inspect the parameter you entered.

---

**[BKCI-ERR102] The folder name that does not exist in CSV file is entered. Please enter correctly.**

## Cause

The specified CSV file name is incorrect. The input folder does not exist.

## Resolution

Specify the name of file containing the existing folder.

---

**[BKCI-ERR103] The characters that cannot be used as file name are used in CSV file. The following characters are not allowed. \, /, :, \*, ?, ", <, >, | are not allowed.**

**Cause**

The specified CSV file name is incorrect. \, /, :, \*, ?, ", <, >, | are not allowed in the file name.

**Resolution**

Input the file name correctly.

---

**[BKCI-ERR104] CSV filename (%s) is incorrect. Please enter correctly.**

**Variable Information**

%s: file name with format error

**Cause**

The specified CSV file name is incorrect.

The file name format of the specified file name is incorrect.

**Resolution**

Specify the file name in full path.

---

**[BKCI-ERR105] CSVA folder name is specified in the backup file name (%s). Please enter correctly.**

**Variable Information**

%s: the existing folder name and the repeated file name

**Cause**

The specified CSV file name is incorrect. An existing folder name has been specified, cannot create file.

**Resolution**

Specify a folder name which does not exist.

---

**[BKCI-ERR107] Failed to confirm execution environment.**

**Cause**

It might be caused by the following.

- Try starting this program by using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows).
- File SWDB.ini in Windows folder has been deleted, or the content of file SWDB.ini is incorrect.

**Resolution**

Execute this program directly on the Management Server /Master Management Server, and confirm whether file SWDB.ini exists in Windows folder. If it does not exist, or the content has not been updated, reinstall the Management Server /Master Management Server and then perform server settings.

---

**[BKSY-ERR101] Unable to create CSV file.**

**Cause**

It might be caused by the following.

- No writable authority to the saving target path folder.
- The saving target path folder is set as writable prohibition.
- The saving target path folder is set as write-protection.



## Resolution

Specify a writable saving target path folder.

## DTKDELST

---

**[BKCI-ERR030] Failed to access to database.  
Please check if database name, user ID or password is correct.**

### Cause

Failed to access the database.

### Resolution

Inspect the parameter you entered.

---

**[BKCI-ERR033] The start date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

### Variable Information

%s: specified start date

### Cause

The specified start date is incorrect.

The number range that can be specified is 00000000, or within 20010000~20350000

### Resolution

Specify the date within the correct number range.

---

**[BKCI-ERR034] Please specify the start date and end date with 8 digits of calendar. Please specify parameter correctly.**

### Cause

8-digit number is not specified in the entered start date or end.

### Resolution

Specify the start date and end date as an 8-digit number.

---

**[BKCI-ERR035] The end date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

### Variable Information

%s: specified end date

### Cause

The specified end date is incorrect. The number range that can be specified is within 20010000~20350000.

### Resolution

Specify the end date within 20010000~20350000

---

**[BKCI-ERR036] The date is specified incorrectly. Please specify start date <= end date. Please specify parameter correctly.**

### Cause

The relation between entered start date and the end date does not match the start date<= the end date.

### Resolution

Enter according to the start date<= the end date.

---

**[BKCI-ERR047] The parameter (%s) is specified incorrectly. Please specify "-Y" or "-y", or omit. Please specify parameter correctly.**

Variable Information

%s: parameter that cannot be specified

Cause

The specified keyword that the system does not pop up the acknowledgement information is incorrect.

Resolution

When prohibiting the system popping up the acknowledgement information, specify parameter -y or -Y.

---

**[BKCI-ERR054] Failed to get number of items that can be deleted. The database is not built or the database service has been stopped.**

Cause

The database has not been constructed or the database service has been stopped.

Resolution

Confirm the content such as event log, and execute again after starting the service.

---

**[BKCI-ERR060] This program cannot be used through the remote connection function of terminal service.**

Cause

Try using the [Remote Desktop Connection] function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

Resolution

Execute the program directly in the Management Server /Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[BKCI-ERR061] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[BKCI-ERR106] The specified number of parameters is incorrect. Please specify parameter correctly. When specifying DTKDELST [DB Name] [User ID] [Password] [8 digits start date] [8 digits end date] [-Y]-y| omit [Extraction key] -Y or -y, confirmation is not performed before command execution. Example: DTKDELST DTKDB USER PSW 20070401 20070430**

Cause

The parameter entered in the backup command is incorrect. The number of parameters is insufficient or unnecessary parameters have been set.

Resolution

Inspect the parameter you entered.

---

**[BKCI-ERR107] Failed to confirm execution environment.**

## Cause

It might be caused by the following.

- Try starting this program through the "Remote Desktop Connection" function (remote connection through the terminal service of Windows).
- File SWDB.ini in Windows folder has been deleted, or the content of file SWDB.ini is incorrect.

## Resolution

Execute this program on the Management Server/Master Management Server. And confirm whether file SWDB.ini exists in Windows folder, if not or in the case where the content has not been updated, reinstall Management Server/Master Management Server and then perform server settings.

---

### **[BKCI-ERR108] Failed to query the service status.**

## Cause

Could not confirm whether the database service is registered.

## Resolution

Execute after logon to Windows as Administrator.

---

### **[BKCI-ERR109] Operation Database has not been built. Build the Operation Database using the Server Settings Tool.**

## Cause

Operation database is not built.

## Resolution

Build the operation database with server settings tool.

---

### **[BKCI-ERR111] Failed to configure the database environment settings. Check the operation environment.**

## Cause

The database environment is not complete.

## Resolution

Confirm whether the Management Server and database related files are being successfully installed.

---

### **[BKCI-SEL101] Delete setting change log table. Execute? (y/n)**

## Cause

Message for confirmation appears when intending to delete configuration change log table.

## Resolution

Enter Y or y, press the ENTER button to start processing. Enter N or n, press the ENTER button to cancel processing.

## **DTKBFDM**

---

### **[BKCI-ERR049] The specified number of parameters is incorrect. Please specify parameter correctly. DTKBFDM [Days] [Months] [[MONTH] [Day]]Omit Example: DTKBFDM 90 Example: DTKBFDM 4 MONTH 99**

## Cause

The parameter entered in the backup command is incorrect. The number of parameter is incorrect or unnecessary parameter has been set.

## Resolution

Inspect the parameter you entered.

---

**[BKCI-ERR050] The parameter (%s) is specified incorrectly. When specifying the number of days, please enter a value between 0 and 2000.**

## Variable Information

%s: parameter exceeding the specified range

## Cause

In the value of date, a number out of the range from 0 to 20000 has been entered, or characters other than numerals has been entered.

## Resolution

Enter the number of days within the range 0 to 2000.

---

**[BKCI-ERR051] The parameter (%s) is specified incorrectly. When specifying the number of months, please enter a value between 0 and 120.**

## Variable Information

%s: parameter exceeding the specified range

## Cause

In the value of month, a number out of the range from 0~120, or characters other than numerals have been input.

## Resolution

Enter **the number of months within the range 0 to 120.**

---

**[BKCI-ERR052] The parameter (%s) is specified incorrectly. When specifying the number of months, do not specify "MONTH" in keyword.**

## Variable Information

%s: parameter other than the specified keyword

## Cause

When specifying the value of month, a value other than "MONTH" has been specified in the keyword.

## Resolution

When specifying the value of month, specify "MONTH" in the keyword.

---

**[BKCI-ERR053] The parameter (%s) is specified incorrectly. When specifying the number of months, please enter a value between 1 and 31 or 99.**

## Variable Information

%s: parameter exceeding the specified range

## Cause

The specified date is incorrect.

The number range that can be specified is 1-31 or 99. It can also be omitted.

## Resolution

Inspect the parameter you entered.

## DTKLG1T

---

**[BKCI-ERR010] Unable to specify the target folder for saving with drive name only. Please enter up to folder name.**

#### Cause

The folder for placing the backup file was directly saved under the drive.

#### Resolution

Input the folder name of the saving target path folder (full path).

---

**[BKCI-ERR030] Failed to access to database.  
Please check if database name, user ID or password is correct.**

#### Cause

Failed to access the database.

#### Resolution

Inspect the parameter you entered.

---

**[BKCI-ERR033] The start date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

#### Variable Information

%s: start date exceeding the specified range

#### Cause

The specified start date is incorrect. The number range that can be specified in the start date is 00000000 or within 20010000~20350000.

#### Resolution

Specify a start date in the number range 00000000 or within 20010000~20350000.

---

**[BKCI-ERR034] Please specify the start date and end date with 8 digits of calendar. Please specify parameter correctly.**

#### Cause

8-digit number is not specified in the entered start date or end date.

#### Resolution

Specify 8-digit numbers for the start date and end date.

---

**[BKCI-ERR035] The end date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

#### Variable Information

%s: end date exceeding the specified range

#### Cause

The specified end date is incorrect.

**The number range that can be specified in the end date is** within 20010000-20350000.

#### Resolution

Specify the end date in the number range within 20010000~20350000.

---

**[BKCI-ERR036] The date is specified incorrectly. Please specify start date <= end date, Please specify parameter correctly.**

#### Cause

The relation between the entered start date and end date does not match the start date<= the end date.

## Resolution

Enter according to the start date<= the end date.

---

**[BKCI-ERR037] The target folder for saving (%s) does not exist. Please specify parameter correctly.**

## Variable Information

%s: name of the output target path folder which does not exist

## Cause

The specified output target path folder is incorrect.

- The specified output target path does not have folder format.
- The folder does not exist.

## Resolution

Specify the name of the folder which actually exists in full path.

---

**[BKCI-ERR038] (%s) has been specified in parameter or extraction key. Please specify "SERVER", or omit. Please specify parameter correctly.**

## Variable Information

%s: the incorrect parameter string

## Cause

The specified extracted Key is incorrect.

## Resolution

Omit the parameter or specify as "SERVER".

---

**[BKCI-ERR039] The specified number of parameters is incorrect. Please specify parameter correctly. DTKLG1T [DB Name] [User ID] [Password] [8 digits start date] [8 digits end date] [Log Type] [Backup File] [Extraction Key] Example: DTKLG1T DTKDB USER PSW 20060401 20060430 4 C:\BACKUP \LV20060401\Window title obtaining log.csv**

## Cause

In the backup command, the entered parameter is incorrect. The number of parameter is insufficient or unnecessary parameter has been set.

## Resolution

Inspect the parameter you entered.

---

**[BKCI-ERR040] Incorrect log type specified. Specify ALL, a number from 1 to 14, or 16, 17, 24, 25, 29, 31, 34, 37, 38, 90, 106, or 107.**

## Cause

The specified log category is incorrect.

Log range can be specified in numbers 1~14, 16, 17, 24, 25, 29, 31, 34, 90, 106, 107, or ALL.

## Resolution

Specify the correct log category.

---

**[BKCI-ERR042] A folder name is specified in the backup file name (%s). Please enter correctly.**

## Variable Information

%s: name of the backup file with the same name as the existing folder

## Cause

The specified backup file name is incorrect. An existing folder name has been specified, cannot create the file.

## Resolution

Specify a folder name which does not exist.

---

## **[BKCI-ERR043] The backup file name (%s) is incorrect. Please enter correctly.**

### Variable Information

%s: name of the backup file with file name format error

## Cause

The specified backup file name is incorrect. The file name format is incorrect.

## Resolution

Specify the file name in full path.

---

## **[BKCI-ERR044] The folder name that does not exist in the backup file is entered. Please enter correctly.**

## Cause

The specified backup file name is incorrect. The input folder does not exist.

## Resolution

Specify name of the file containing the existing folder.

---

## **[BKCI-ERR045] Characters that cannot be used as file name are used in backup file. The following characters are not allowed. \, /, :, \*, ?, ", <, >, | are not allowed.**

## Cause

The specified backup file name is incorrect. \, /, :, \*, ?, ", <, >, | are not allowed in the file name.

## Resolution

Specify the file name correctly.

---

## **[BKCI-ERR060] This program cannot be used through the remote connection function of terminal service.**

## Cause

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

## Resolution

Execute the program directly in the Management Server or Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

## **[BKCI-ERR061] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

## Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

## Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

## **[BKCI-ERR108] Failed to query the service status.**

### Cause

Could not confirm whether the database service is registered.

### Resolution

Execute after logon to Windows as Administrator.

---

### **[BKCI-ERR109] Operation Database has not been built. Build the Operation Database using the Server Settings Tool.**

### Cause

Operation database is not built.

### Resolution

Build the operation database with server settings tool.

---

### **[BKCI-ERR111] Failed to configure the database environment settings. Check the operation environment.**

### Cause

The database environment is not complete.

### Resolution

Confirm whether the Management Server and database related files are being successfully installed.

---

### **[BKSY-ERR007] Unable to create backup file.**

### Cause

Probable causes are as follows:

- No writable authority for the saving target path folder.
- The saving target path folder is set as writable prohibition.
- The saving target path folder is set as write-protection.

### Resolution

Specify the writable saving target path folder.

---

### **[BKSY-ERR010] The path of copy source file of command detailed log file is incorrect. Please modify operating environment correctly.**

### Cause

The saving target path folder of the command detailed log file does not exist.

### Resolution

Confirm whether the saving target path folder set in [Command Log Saving Target Path Folder Settings] in the [Trace/Folder/CT Self Version Upgrade Settings] window of the server settings tool exists.

## **DTKCVDL**

---

### **Cannot specify parameter.**

#### **DTKCVDL**

#### **Example: DTKCVDL**

### Cause

Cannot specify parameter.

### Resolution

Delete the parameter.



---

**Failed to create the directory ([%s]). The execution will be cancelled.**

Variable Information

**%s: specified directory name**

Cause

It might be caused by the following.

- Existing directory name has been specified.
- The directory or drive of the directory prohibits being written.
- The rest space of the drive of the directory is insufficient.

Resolution

Specify a directory name that does not exist, or specify a writable directory.

---

**Date calculation failed.  
The execution will be cancelled.**

Cause

The environment variable parameter ([bkdays]) in the batch file has not been set, or the value is incorrect.

Resolution

Set the environment variable parameter ([bkdays]) within number range 0~364.

---

**The directory for saving log file ([%s]) does not exist.  
Please confirm the entered values of the environment variable parameters bkdrive and bkdir in the command.**

Variable Information

%s: specified directory name

Cause

The directory name that does not exist has been specified.

Resolution

Specify the set environment variables ([bkdrive] and [bkdir]) of DTKLGAT file correctly.

---

**The value of the extracted Key is blank, or is not the normal value "SERVER".  
Please confirm the entered value in the settings of environment variable parameter how in the command.  
The execution will be cancelled.**

Cause

The specified extracted Key is incorrect.

Resolution

Omit the parameter or specify as "SERVER".

**DTK BKDL**

---

**The specified number of parameters is incorrect.  
Please set the parameter correctly.  
DTK BKDL [8-Digit Start Date] [8-Digit End date]  
Example: DTK BKDL 20060401 20060430**

Cause

The parameter entered in the backup command is incorrect.

The number of parameters is insufficient or unnecessary parameter has been set.

#### Resolution

Review entered parameter.

---

**Failed to create the directory ("%s"). The execution will be cancelled.**

#### Variable Information

%s: specified directory name

#### Cause

It might be caused by the following.

- Specified directory exists already.
- The directory or drive of the directory prohibits being written.
- The rest space of the drive of the directory is insufficient.

#### Resolution

Specify a directory name that does not exist, or specify a writable directory.

---

**The start date ([%s]) is out of the normal range (20010000~20350000).  
Please set the parameter correctly.  
The execution will be cancelled.**

#### Variable Information

%s: specified start date

#### Cause

The specified start date is incorrect. The number range that can be specified is 00000000 or within 20010000~20350000.

#### Resolution

Specify the start data as number 00000000, or within the range 20010000 ~ 20350000.

---

**The end date ([%s]) is out of the normal range (20010000~20350000).  
Please set the parameter correctly.  
The execution will be cancelled.**

#### Variable Information

%s: specified end date

#### Cause

The specified end date is incorrect. The number range that can be specified is within 20010000-20350000.

#### Resolution

Specify the end date within the number range 20010000 ~ 20350000.

---

**Please ensure the start date<= the end date.  
Please set the parameter correctly.  
The execution will be cancelled.**

#### Cause

The relation between the entered start date and end date does not match the start date<= the end date.

#### Resolution

Enter, according to the start date<=, the end date.

---

**The directory for saving log file ([%s]) does not exist.  
Please confirm the values entered in the settings of environment variable parameter bkdrive and bkdir in the command.  
The execution will be cancelled.**

Variable Information

%s: specified directory name

Cause

The specified directory does not exist.

Resolution

Specify the environment variable parameter ([bkdrive] and [bkdir]) in DTKLGAT file correctly.

---

**The extracted Key value is blank, or is not the normal value "SERVER".  
Please confirm the entered value in the settings of environment variable parameter how in the command.  
The execution will be cancelled.**

Cause

The specified extracted Key is incorrect.

Resolution

Omit the parameter or specify as "SERVER".

## DTKDELR

---

**[BKCI-ERR030] Failed to access to database.  
Please check if database name, user ID or password is correct.**

Cause

Failed to access the database.

Resolution

Inspect the parameter you entered.

---

**[BKCI-ERR033] The start date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

Variable Information

%s: specified start date

Cause

The specified start date is incorrect. The number range that can be specified is 00000000 or within the range 20010000~20350000.

Resolution

Specify the date within the correct number range.

---

**[BKCI-ERR034] Please specify the start date and end date with 8 digits of calendar. Please specify parameter correctly.**

Cause

The entered start date or end date is not 8-digit number.

Resolution

Specify the start date and end date as 8-digit numbers.

---

**[BKCI-ERR035] The end date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

Variable Information

%s: specified end date

Cause

The specified end date is incorrect. The number range that can be specified: 20010000~20350000

Resolution

Specify the end date within the number range 20010000 ~ 20350000.

---

**[BKCI-ERR036] The date is specified incorrectly, Please specify start date <= end date. Please specify parameter correctly.**

Cause

The relation between the entered start date and the expiration does not match the start date<= the expiration.

Resolution

Enter according to the start date<= the end date.

---

**[BKCI-ERR038] (%s) has been specified in parameter or extraction key. Please specify "SERVER", or omit. Please specify parameter correctly.**

Variable Information

%s: extracted Key other than the specified keyword

Cause

The specified extracted Key is incorrect.

Resolution

Omit the parameter or specify as "SERVER".

---

**[BKCI-ERR039] %s is specified for the parameter execution time specification. Either specify "STOP" or omit it.**

Variable Information

%s: execution time

Cause

The specified parameter and execution time are incorrect.

Resolution

Specify "STOP" or omit.

---

**[BKCI-ERR040] %s is specified for the parameter execution time. Specify a number from 1 to 999999.**

Variable Information

%s: execution time

Cause

Execution time is incorrect.

Resolution

Specify number within the range 1~999999.

---

**[BKCI-ERR041] Parameter execution time has not been specified. Specify a number from 1 to 999999. Specify the parameter correctly.**

**Cause**

Execution time has not been specified.

**Resolution**

Specify number within the range 1~999999.

---

**[BKCI-ERR046] Incorrect number of parameters specified. Specify the parameters correctly. DTKDELR <db name> <user ID> <password> <8-digit start date> <8-digit end date> <-Y|-y| omit> <extract key> <STOP paused secs>**  
**If -Y or -y is specified, the parameters will not be checked before the command is executed.**  
**Example: DTKDELR DTKDB USER PSW 20060401 20060430**

**Cause**

The parameter entered in the backup command is incorrect. The number of parameter is insufficient or unnecessary parameter has been set.

**Resolution**

Inspect the parameter you entered.

---

**[BKCI-ERR047] The parameter (%s) is specified incorrectly. Please specify "-Y" or "-y", or omit. Please specify parameter correctly.**

**Variable Information**

%s: parameter other than the specified keyword

**Cause**

When setting keyword that does not pop up the window for confirming deletion, the set keyword is incorrect.

**Resolution**

If there is no need for popping up the window for confirming deletion, specify -y or -Y in the parameter.

---

**[BKCI-ERR048] Failed to delete file. (%s)**

**Variable Information**

%s: file name

**Cause**

No access authority or the file does not exist.

**Resolution**

-

---

**[BKCI-ERR054] Failed to get number of items that can be deleted. The database is not built or the database service has been stopped.**

**Cause**

The database has not been constructed or the database service has been stopped.

**Resolution**

Confirm event log, and execute again after starting the service.

---

**[BKCI-ERR060] This program cannot be used through the remote connection function of terminal service.**

## Cause

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

## Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

## **[BKCI-ERR061] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

### Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

### Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

## **[BKCI-ERR108] Failed to query the service status.**

### Cause

Cannot confirm whether the database service is registered.

### Resolution

Execute after logon to Windows as Administrator.

---

## **[BKCI-ERR109] Operation Database has not been built. Build the Operation Database using the Server Settings Tool.**

### Cause

Operation database is not built.

### Resolution

Build the operation database with server settings tool.

---

## **[BKCI-ERR111] Failed to configure the database environment settings. Check the operation environment.**

### Cause

The database environment is not complete.

### Resolution

Confirm whether the Management Server and database related files are being successfully installed.

---

## **[BKCI-SEL004] If the execution date is specified to after 29th day, then it cannot be executed in the month without 29th day, Continue?**

### Cause

Message appears for confirmation when intending to delete log table.

### Resolution

Enter Y or y, press the ENTER button to start the processing. Enter N or n, press the ENTER button to cancel the processing.

---

## **[BKSY-ERR010] The path of copy source file of command detailed log file is incorrect. Please modify operating environment correctly.**

## Cause

The saving target path folder of the command detailed log file does not exist.

## Resolution

Confirm whether the saving target path folder set in [Command Log Saving Target Path Folder Settings] in the [Trace/Folder/CT Self Version Upgrade Settings] window of the server settings tool exists.

## DTKLGAT

---

**Please set the parameter correctly.**  
**DTKLGAT [8-Digit Start Date] [8-Digit End date]**  
**Example: DTKLGAT 20060401 20060430**

## Cause

The parameter entered in the backup command is incorrect. The number of parameter is insufficient or unnecessary parameter has been set.

## Resolution

Inspect the parameter you entered.

---

**Failed to create the directory ("%s"). The execution will be cancelled.**

## Variable Information

%s: specified directory name

## Cause

It might be caused by the following.

- Specified directory exists already.
- The directory or drive of the directory prohibits being written.
- The rest space of the drive of the directory is insufficient.

## Resolution

Specify a directory name that does not exist, or specify a writable directory.

---

**The start date ("%s") is out of the normal range (within 20010000~20350000).**  
**Please set the parameter correctly.**  
**The execution will be cancelled.**

## Variable Information

%s: specified start date

## Cause

The specified start date is incorrect.

The number range that can be specified is 00000000 or 20010000~20350000.

## Resolution

Specify the start date within the number range 00000000 or 20010000~20350000.

---

**The end date ("%s") is out of the normal range (within 20010000~20350000).**  
**Please set the parameter correctly.**  
**The execution will be cancelled.**

## Variable Information

%s: specified end date

#### Cause

The specified end date is incorrect.

The number range that can be specified is within 20010000~20350000.

#### Resolution

Specify the end date within the number range 20010000~20350000.

---

**In the specified date, the start date<= the end date.  
please set the parameter correctly.  
the execution will be cancelled.**

#### Cause

The relation between the entered start date and the end date does not match the start date<= the end date.

#### Resolution

Enter according to the start date<= the end date.

---

**The directory for saving log file ("%s") does not exist.  
Please confirm the entered value set in the environment variable parameter bkdrive and bkdir in the  
command.  
The execution will be cancelled.**

#### Variable Information

%s: specified directory name

#### Cause

The specified directory does not exist.

#### Resolution

In DTKLGAT file, the set environment variable parameter ([bkdrive] and [bkdir]) is incorrect. Set the correct value.

---

**The value of the extracted Key is blank, or is not the normal value "SERVER".  
Please confirm the value set in the environment variable parameter how in the command.  
The execution will be cancelled.**

#### Cause

The specified extracted Key is incorrect.

#### Resolution

Omit the parameter or specify as "SERVER".

### DTKLGTB

---

**[BKSY-ERR007] Unable to create backup file.**

#### Cause

It might be caused by the following.

- No writable authority to the saving target path folder.
- The saving target path folder is set as writable prohibition.
- The saving target path folder is set as write-protection.

#### Resolution

Specify a writable saving target path folder.



---

**[BKSY-ERR010] The path of copy source file of command detailed log file is incorrect. Please modify operating environment correctly.**

**Cause**

The saving target path folder of the command detailed log file does not exist.

**Resolution**

Confirm whether the saving target path folder set in [Command Log Saving Target Path Folder Settings] in the [Trace/Folder/CT Self Version Upgrade Settings] window of the server settings tool exists.

---

**[BKCI-ERR030] Failed to access to database. Please check if database name, user ID or password is correct.**

**Cause**

Failed to access the database.

**Resolution**

Inspect the parameter you entered

---

**[BKCI-ERR032] The specified number of parameters is incorrect. Please specify parameter correctly. DTKLGTB [DB Name] [User ID] [Password] [8 digits start date] [8 digits end date] [Log type] [Backup file] [Extraction key]  
Example: DTKLGTB DTKDB USER PSW 20060401 20060430 C:\BACKUP\BK20060401**

**Cause**

In the backup command, the entered parameter is incorrect. The number of parameter is insufficient or unnecessary parameter has been set.

**Resolution**

Inspect the parameter you entered.

---

**[BKCI-ERR033] The start date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

**Variable Information**

%s: specified start date

**Cause**

The specified start date is incorrect. The number range that can be specified is 00000000 or 20010000~20350000.

**Resolution**

Specify the start date within the number range 00000000 or 20010000~20350000.

---

**[BKCI-ERR034] Please specify the start date and end date with 8 digits of calendar, Please specify parameter correctly.**

**Cause**

The entered start date or end date is not 8-digit number.

**Resolution**

Specify 8-digit numbers for the start date and end date.

---

**[BKCI-ERR035] The end date (%s) is not in normal range. The normal range is 20010000 ~ earlier than 20350000. Please specify parameter correctly.**

## Variable Information

%s: specified end date

## Cause

The specified end date is incorrect.

The number range that can be specified is within 20010000~20350000.

## Resolution

Specify the end date within the number range 20010000~20350000..

---

**[BKCI-ERR036] The date is specified incorrectly, Please specify start date <= end date. Please specify parameter correctly.**

## Cause

The relation between the entered start date and the end date does not match the start date<= the end date.

## Resolution

Enter according to the start date<= the end date.

---

**[BKCI-ERR037] The target folder for saving (%s) does not exist. Please specify parameter correctly.**

## Variable Information

%s: specified name of the saving target path folder

## Cause

The specified saving target path folder is incorrect.

- The specified folder name does not have the folder format
- The specified folder does not exist.

## Resolution

Specify the existing folder name in full path.

---

**[BKCI-ERR038] (%s) has been specified in parameter or extraction key. Please specify "SERVER" or omit. Please specify parameter correctly.**

## Variable Information

%s: extracted Key other than the specified keyword

## Cause

The specified extracted Key is incorrect.

## Resolution

Omit the parameter or specify as "SERVER".

---

**[BKCI-ERR060] This program cannot be used through the remote connection function of terminal service.**

## Cause

Try using the [Remote Desktop Connection] function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the [Remote Desktop Connection] function in the system, try starting this program in the Central Console window.

## Resolution

Execute the program directly in Management Server or Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

**[BKCI-ERR061] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

**Cause**

System error occurred when inspecting whether [Remote Desktop Connection] is used.

**Resolution**

Execute the program directly in Management Server/Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

**[BKCI-ERR108] Failed to query the service status.**

**Cause**

Cannot confirm whether the database service is registered.

**Resolution**

Execute after logon to Windows as Administrator.

---

**[BKCI-ERR109] Operation Database has not been built. Build the Operation Database using the Server Settings Tool.**

**Cause**

Operation database is not built.

**Resolution**

Build the operation database with server settings tool.

---

**[BKCI-ERR111] Failed to configure the database environment settings. Check the operation environment.**

**Cause**

The database environment is not complete.

**Resolution**

Confirm whether the Management Server and database related files are being successfully installed.

**DTKMSTB**

---

**[BKCI-ERR030] Failed to access to database.  
Please check if database name, user ID or password is correct.**

**Cause**

Failed to access the database.

**Resolution**

Inspect the parameter you entered.

---

**[BKCI-ERR031] The specified number of parameters is incorrect. Please specify parameter correctly.  
DTKMSTB [DB Name] [User ID] [Password] [Target folder for saving] Example: DTKMSTB DTKDB USER  
PSW C:\BACKUP\MS20060401**

**Cause**

In the backup command, the entered parameter is incorrect. The number of parameters is insufficient or unnecessary parameter has been set.

**Resolution**

Inspect the parameter you entered.

---

**[BKCI-ERR037] The target folder for saving (%s) does not exist. Please specify parameter correctly.**

Variable Information

%s: specified folder name

Cause

The specified saving target path folder is incorrect.

- The specified saving target path folder does not have the folder.
- The specified folder does not exist.

Resolution

Specify the name of folder that exists in full path.

---

**[BKCI-ERR060] This program cannot be used through the remote connection function of terminal service.**

Cause

Try using the [Remote Desktop Connection] function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the [Remote Desktop Connection] function in the system, try starting this program in the Central Console window.

Resolution

Execute the program directly in Management Server or Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

**[BKCI-ERR061] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

Cause

System error occurred when inspecting whether [Remote Desktop Connection] is used.

Resolution

Execute the program directly in Management Server/Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

**[BKCI-ERR108] Failed to query the service status.**

Cause

Cannot confirm whether the database service is registered.

Resolution

Execute after logon to Windows as Administrator.

---

**[BKCI-ERR109] Operation Database has not been built. Build the Operation Database using the Server Settings Tool.**

Cause

Operation database is not built.

Resolution

Build the operation database with server settings tool.

---

**[BKCI-ERR111] Failed to configure the database environment settings. Check the operation environment.**

Cause

The database environment is not complete.

## Resolution

Confirm whether the Management Server and database related files are being successfully installed.

---

### **[BKSY-ERR007] Unable to create backup file.**

#### Cause

It might be caused by the following.

- No writable authority for the saving target path folder.
- The saving target path folder is set as writable prohibition.
- The saving target path folder is set as write-protection.

#### Resolution

Specify a writable saving target path folder.

---

### **[BKSY-ERR010] The path of copy source file of command detailed log file is incorrect. Please modify operating environment correctly.**

#### Cause

The saving target path folder of command detailed log file does not exist.

#### Resolution

Confirm whether the saving target path folder set in [Command Log Saving Target Path Folder Settings] in the [Trace/Folder/CT Self Version Upgrade Settings] window of the server settings tool exists.

---

## **DTKATBK**

### **[BKCI-ERR037] Failed to connect to database.**

#### Cause

The database cannot be connected.

#### Resolution

Confirm whether the database has been moved.

---

### **[BKCI-ERR038] This program cannot be used through the remote connection function of terminal service.**

#### Cause

Try using the [Remote Desktop Connection] function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the [Remote Desktop Connection] function in the system, try starting this program in the Central Console window.

#### Resolution

Execute this program directly in Management Server/Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

### **[BKCI-ERR039] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

#### Cause

System error occurred when inspecting whether [Remote Desktop Connection] is used.

#### Resolution

Execute this program directly in Management Server/Master Management Server under the condition that there is no user connected through the [Remote Desktop Connection] function.

---

### **[BKCI-ERR040] This program cannot be executed manually.**

#### Cause

Intending to start this service manually.

#### Resolution

This program cannot be started manually.

---

### **[BKCI-ERR041] The target folder for saving (%s) does not exist.**

#### Variable Information

%s: backup target path folder

#### Cause

The saving target path folder does not exist.

#### Resolution

Confirm the saving target path folder through the automatic backup settings of the backup tool.

---

### **[BKCI-ERR042] Unable to get information of target folder for saving.**

#### Cause

The information of the saving target path folder cannot be acquired.

#### Resolution

Confirm the saving target path folder through the automatic backup settings of the backup tool.

---

### **[BKCI-ERR043] Unable to get backup user.**

#### Cause

The information of backup user cannot be acquired.

#### Resolution

Contact Fujitsu technical staff.

---

### **[BKCI-ERR044] Unable to get the type of saving period or the value is incorrect.**

#### Cause

The selection information of saving date is incorrect.

#### Resolution

Confirm the selected saving date through the automatic backup settings of the backup tool.

---

### **[BKCI-ERR045] Unable to get the type of saving period (date) or the value is incorrect.**

#### Cause

The information about number of days of the saving date is incorrect.

#### Resolution

Confirm the selected number of days of saving date through the automatic backup settings through the backup tool.

---

### **[BKCI-ERR046] Unable to get the type of saving period (week) or the value is incorrect.**

#### Cause

The information about number of weeks of the saving date is incorrect.

## Resolution

Confirm the selected number of weeks of saving date through the automatic backup settings through the backup tool.

---

### **[BKCI-ERR047] Unable to get the type of saving period (month) or the value is incorrect.**

#### Cause

The information about number of months of the saving date is incorrect.

#### Resolution

Confirm the selected number of months of saving date through the automatic backup settings through the backup tool.

---

### **[BKCI-ERR048] Unable to get database path.**

#### Cause

The path of database cannot be acquired.

#### Resolution

Contact Fujitsu technical staff.

---

### **[BKCI-ERR049] Unable to get last date.(%d)**

#### Variable Information

%d: detailed error code

#### Cause

Failed to get the final date.

#### Resolution

Confirm the selection of saving date and the values entered in the selected day, week and month through the automatic backup settings of the backup tool.

---

### **[BKCI-ERR050] Failed to create backup folder.(%s)**

#### Variable Information

%s: the created backup folder

#### Cause

Failed to create the backup folder.

#### Resolution

Confirm whether the backup target path folder specified in the automatic backup settings of the backup tool exists, or confirm whether the Administrator authority is writable.

---

### **[BKCI-ERR051] Failed to access to database.**

#### Cause

Failed to access the database.

#### Resolution

Confirm whether the database has been started.

---

### **[BKCI-ERR052] Failed to backup management information.**

#### Cause

Errors are returned from the process of backing up management information.

## Resolution

When DTKMSTB output the error information, handle according to related resolution.

---

### **[BKCI-ERR053] Failed to backup setting change log.**

#### Cause

Errors are returned from the process of backing up management information.

#### Resolution

When DTKSTCV output the error information, handle according to related resolution.

---

### **[BKCI-ERR054] Failed to delete setting change log.**

#### Cause

Errors are returned from the process of deleting settings change log.

#### Resolution

When DTKSTCV output the error information, handle according to related resolution.

---

### **[BKCI-ERR055] Failed to output logs in Log Viewer format(%s)**

#### Variable Information

%s: log information to be exported

#### Cause

Errors are returned in the process of exporting log in the form of Log Viewer.

#### Resolution

When DTKSTCV output the error information, handle according to related resolution.

---

### **[BKCI-ERR056] Failed to backup logs.**

#### Cause

Errors are returned in the process of backing up the log.

#### Resolution

When DTKSTCV output the error information, handle according to related resolution.

---

### **[BKCI-ERR057] Failed to delete logs.**

#### Cause

Errors are returned in the process of delete the log.

#### Resolution

When DTKSTCV output the error information, handle according to related resolution.

---

### **[BKCI-ERR058] Automatic backup failed.**

#### Cause

Automatic backup failed.

#### Resolution

Because other information will be displayed at the same time, set about handling from another information.

---

### **[BKCI-ERR059] The automatic backup user does not exist.**



#### Cause

The automatic backup user does not exist.

#### Resolution

Contact Fujitsu technical staff.

---

#### **[BKCI-ERR060] Unable to get GUID of backup user.**

#### Cause

Information of the backup user GUID cannot be acquired.

#### Resolution

Contact Fujitsu technical staff

---

#### **[BKCI-ERR108] Failed to query the service status.**

#### Cause

Could not confirm whether the database service is registered.

#### Resolution

Execute after logon to Windows as Administrator.

---

#### **[BKCI-ERR109] Operation Database has not been built. Build the Operation Database using the Server Settings Tool.**

#### Cause

Operation database is not built.

#### Resolution

Build the operation database with server settings tool.

---

#### **[BKCI-ERR111] Failed to configure the database environment settings. Check the operation environment.**

#### Cause

The database environment is not complete.

#### Resolution

Confirm whether the Management Server and database related files are being successfully installed.

---

#### **[BKCI-INF007] Start automatic backup.**

#### Cause

Displayed in case starting automatic backup.

#### Resolution

-

---

#### **[BKCI-INF008] Start backing up management information.**

#### Cause

Displayed in case starting to back up management information.

#### Resolution

-

---

#### **[BKCI-INF009] Start backing up setting change log.**

Cause

Displayed in case starting to back up settings change log.

Resolution

-

---

**[BKCI-INF010] Start deleting setting change log.**

Cause

Displayed in case starting to delete settings change log.

Resolution

-

---

**[BKCI-INF011] Start outputting logs in Log Viewer format.(%s)**

Variable Information

%s: the output log information

Cause

Displayed in case starting to output the log in the form of Log Viewer.

Resolution

-

---

**[BKCI-INF012] Start backing up logs.**

Cause

Displayed in case starting to back up log.

Resolution

-

---

**[BKCI-INF013] Start deleting logs.**

Cause

Displayed in case starting to delete log.

Resolution

-

---

**[BKCI-INF014] Automatic backup has finished.**

Cause

Displayed in case automatic backup has completed.

Resolution

Contact Fujitsu technical staff.

**DTKTBLUNLOAD**

---

**Specify the parameters correctly.**

**DTKTBLUNLOAD.bat DTKDB OPELOG | SETTINGSLOG | ALLLOG target folder for outputting  
[NOPROMPTLOG] [AUTOPATH]**

**Example: DTKTBLUNLOAD.bat DTKDB OPELOG C:\DTKKBUP AUTOPATH**

## Cause

The parameter entered in the DTKTBLUNLOAD command is incorrect.  
Number of parameters is insufficient or unnecessary parameter has been set.

## Resolution

Inspect the parameter you entered.

---

## The folder specified does not exist. (%s)

### Variable Information

%s: Entered target folder for outputting

## Cause

Probable causes are as follows:

- The directory specified in the target folder for outputting does not exist.
- The directory name specified in the target folder for outputting already exists as a file name.

## Resolution

Specify the existing directory.

---

## The specified drive is not a local disk. (%s)

### Variable Information

%s: Entered target folder for outputting

## Cause

The drive specified in the target folder for outputting is not the internal hard disk drive.

## Resolution

Specify the target folder for outputting of the internal hard disk drive.

---

## Ended abnormally

### Cause

Internal error occurred.

### Resolution

Confirm the error log displayed on the window. The causes are displayed.

## DTKTBLTRUNCATE

---

### Specify the parameters correctly.

**DTKTBLTRUNCATE.bat DTKDB OPELOG | SETTINGSLOG | ALLLOG [REUSE] [NOPROMPTLOG] [-Y | -y]**

**Example: DTKTBLTRUNCATE.bat DTKDB OPELOG REUSE -Y**

### Cause

The parameter entered in the DTKTBLTRUNCATE command is incorrect.  
Number of parameters is insufficient or unnecessary parameter has been set.

### Resolution

Inspect the parameter you entered.

---

## Ended abnormally

### Cause

Internal error occurred.

### Resolution

Confirm the error log displayed on the window. The causes are displayed.

## DTKSERVICE

---

### Specify the parameters correctly.

**DTKSERVICE.bat STATUS | START | STARTDB | STOP | STOPALL [times]**

**Example: DTKSERVICE.bat START 600**

### Cause

The parameter entered in the DTKSERVICE command is incorrect.

Number of parameters is insufficient or unnecessary parameter has been set.

### Resolution

Inspect the parameter you entered.

---

### It specifies it for 'timers' excluding the numerical value. Please specify it correctly.

### Cause

A non-numeric value is entered in the monitoring time.

### Resolution

Enter a value within the range of 1 to 99999.

---

### 'timers' is not in the range of 1-99999. Please specify it correctly.

### Cause

A numeric value 0 or a value greater than 99999 is entered in the monitoring time.

### Resolution

Enter a value within the range of 1 to 99999.

## 3.1.9.3 Message Output With Restoration Tool

---

### [RSCI-SEL001] Get trace logs. Execute?

### Cause

Intend to get trace log.

### Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

### [RSMN-SEL001] Start the service of management server?

**Level control service Current status: [%1]**

**Server service Current status: [%2]**

### Variable Information

%1: current status of Level Control Service [Start/Stop]

%2: current status of Server Service [Start/Stop]

### Cause

Intend to start Level Control Service and Server Service.

## Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

### **[RSMN-SEL002] Stop the service of management server?**

**Level control service Current status: [%1]**

**Server service Current status: [%2]**

#### Variable Information

%1: current status of Level Control Service [Start/Stop]

%2: current status of Server Service [Start/Stop]

#### Cause

Intend to stop Level Control Service and Server Service.

## Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

### **[RSMN-SEL003] Exit the restoration function. Save the current input value?**

**To save, click "Yes", not to save, click "No", to cancel, select "Cancel".**

#### Cause

Intend to finish the restoration function.

## Resolution

Click the [Yes] button to save the current entered value, if not, click the [No] button; to cancel, click the [Cancel] button.

---

### **[RSMN-SEL004]**

#### **(Notes)**

**Execute restoration to operation database.**

**Restoring the data with error may damage the operation database.**

**When the specified target contains large data volume or data volume registered in database is large, it may take a long time to process.**

**- When "Restore management information" is selected, the registered data will be deleted and replaced.**

**- When "Restore log information" is selected, logs will be added. When the logs of restoration target period has been registered to the database, they will be registered repeatedly.**

**Continue processing?**

#### Cause

Intend to restore the operation database.

## Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

### **[RSMN-SEL005]**

**Execute the restoration to the database for viewing logs.**

**When the specified target contains large data volume or data volume registered in database is large, it may take a long time to process.**

**- When "Restore management information" is selected, the registered data will be deleted and replaced.**

**- When "Restore log information" is selected, logs will be added in the case that Delete all the existing log information before restoration" is selected. When the logs of restoration target period has been registered to the database, they will be registered repeatedly.**

**- When "Delete all the existing log information before restoration" is selected, registration will be performed after deleting all the existing logs.**

**Continue processing?**

### Cause

Intend to restore the log viewing database.

### Resolution

To continue, click the [OK] button. To cancel, click the [Cancel] button.

---

### **[RSCI-ERR002] Please enter the user ID.**

### Cause

User ID has not been entered.

### Resolution

Enter the user ID.

---

### **[RSCI-ERR003] The password has not been entered.**

### Cause

The password has not been entered.

### Resolution

Enter the password.

---

### **[RSCI-ERR004] Authentication failed. Please confirm the user ID or the password.**

### Cause

The user ID or the password is incorrect.

### Resolution

Set the correct user ID and password.

---

### **[RSCI-ERR005] The user ID or the password is incorrect. Authentication failed. The processing has been cancelled.**

### Cause

The authentication failed for three or more times.

### Resolution

To start the restoration tool, enter the correct user ID and password to login again and then perform that.

---

### **[RSCI-ERR006] Failed to access to database. Please check database environment.**

### Cause

Failed to access the database.

### Resolution

Confirm the database environment.

---

### **[RSCI-ERR007] Please input the folder for viewing restoration files.**

### Cause

The restoration file reference folder has not been input.

### Resolution

Input the restoration file reference folder.

---

**[RSCI-ERR008] The characters that cannot be used as folder name in the folder for viewing restoration files are used. The following characters are not allowed.**

**\, /, :, \*, ?, ", <, >, | are not allowed.**

**Cause**

Characters not allowed are used in the restoration file reference folder.

**Resolution**

Input with the allowed characters in the restoration file reference folder.

---

**[RSCI-ERR009] The folder name that does not exist in the folder for viewing restoration files is entered. Please enter correctly.**

**Cause**

Probable causes are as follows:

- The restoration file reference folder has not been set correctly.
- A drive or folder that does not exist has been specified.

**Resolution**

Set the correct folder name.

---

**[RSCI-ERR010] Unable to specify with drive name only in the viewing folder. Please enter till the folder name.**

**Cause**

The drive name only is specified in the restoration file reference folder.

**Resolution**

The folder name (full path) in the restoration file reference folder.

---

**[RSCI-ERR011] Please input result log file.**

**Cause**

Probable causes are as follows:

- The result log file has not been set correctly.
- A drive or folder that does not exist has been specified.

**Resolution**

Set the correct file name (full path).

---

**[RSCI-ERR012] The characters that cannot be used as folder name or file name in result log file are used. The following characters are not allowed.**

**\, /, :, \*, ?, ", <, >, | are not allowed.**

**Cause**

Characters not allowed are used in the result log file.

**Resolution**

Input the allowed characters in the result log file.

---

**[RSCI-ERR013] The folder name that does not exist in the file name of result log file is entered. Please enter correctly.**

**Cause**

Folder name which does not exist has been input in the result log file.

## Resolution

Set the correct folder name in the result log file.

---

**[RSCI-ERR014] The result log file is in same name as the folder. Please enter a file name.**

## Cause

Name same as the folder name has been specified in the result log file.

## Resolution

Set a name different from other file and folder for the result log file.

---

**[RSCI-ERR015] Please input a work folder.**

## Cause

Probable causes are as follows:

- The folder for operation has not been set correctly.
- A drive or folder that does not exist has been specified.

## Resolution

Set the correct folder for operation.

---

**[RSCI-ERR016] The characters that cannot be used as folder name in work folder are used. The following characters are not allowed.**

**\, /, :, \*, ?, ", <, >, | are not allowed.**

## Cause

Characters not allowed are used in the folder for operation.

## Resolution

Input the allowed characters in the folder for operation.

---

**[RSCI-ERR017] The folder name that does not exist in the work folder is entered. Please enter correctly.**

## Cause

Probable causes are as follows:

- The folder for operation has not been set correctly.
- A drive or folder which does not exist has been specified.

## Resolution

Set the correct folder name.

---

**[RSCI-ERR018] Unable to specify with drive name only in the work folder. Please enter till the folder name.**

## Cause

Drive name only has been specified in the folder for operation.

## Resolution

Input the folder name of the folder for operation (full path).

---

**[RSCI-ERR019] Failed to decrypt the password.**

## Cause

The database environment is incomplete.



## Resolution

Contact Fujitsu technical staff.

---

## **[RSCI-ERR022] Failed to open the input file. (%s)**

### Variable Information

%s: name of file which failed to open

### Cause

Failed to open the input file.

The correspondent file name is displayed in the window (%s part in the message above).

## Resolution

Confirm whether the specified file exists, or if the writable authority has been set.

---

## **[RSCI-ERR023] The data content for LEVELOBJECT of restoration target is incorrect. Please check if the correct restoration target data has been specified.**

### Cause

In the management information file as the restoration target, the file format of the restoration file for LEVELOBJECT is different from that of LEVELOBJECT backed up by using the backup function of Systemwalker Desktop Keeper.

## Resolution

Specify the restoration file reference folder as file backed up by Systemwalker Desktop Keeper.

---

## **[RSCI-ERR024] Failed to delete the record in management information table. (%s)**

### Variable Information

%s: management information table name

### Cause

It might be caused by the following.

- The archiving log space of the database is insufficient.
- Rollback segment space of the database is insufficient

## Resolution

Confirm the database environment. When the disk space is insufficient, execute processing after space expanding.

---

## **[RSCI-ERR025] It is not the restoration target data, restoration cannot be executed. (%s)**

### Variable Information

%s: the restoration target data folder specified in the restoration tool

### Cause

-

## Resolution

-

---

## **[RSCI-ERR026] The data content for %s of restoration target is incorrect. Please check if the correct restoration target data has been specified.**

### Variable Information

%s: incorrect restoration data (management information table name)

## Cause

-

## Resolution

-

---

### **[RSCI-ERR027] Network drive cannot be specified in the folder for viewing restoration files.**

## Cause

The restoration file reference folder has been specified as the folder under the network drive.

## Resolution

Specify the restoration file reference folder as the folder under local drive.

---

### **[RSCI-ERR028] Network drive cannot be specified in work folder.**

## Cause

Folder for operation has been specified as the folder under the network drive.

## Resolution

Specify folder for operation as the folder under local drive.

---

### **[RSCI-ERR029] Failed to get number of items that can be deleted. (%d) Problem exists in database.**

## Variable Information

%d: detailed error number

## Cause

The database has fault, so cannot get required information.

## Resolution

After restore the database to the normal status and then execute again.

---

### **[RSCI-ERR030] The management information file of restoration target does not exist. Please specify a folder in which LEVELOBJECT.csv exists.**

## Cause

The management information file of restoration target does not exist in the specified folder.

## Resolution

Specify the folder for placing the management information file of restoration target and then execute again.

---

### **[RSCI-ERR031] The management information file of restoration target is not enough. The following files do not exist in the specified folder. %s**

## Variable Information

%s: name of missing file

## Cause

In the management information file of restoration target, the file displayed in the message is missing. The restoration cannot be performed without this file.

## Resolution

Execute again after placing the missing file to the restoration file reference folder.

---

**[RSCI-ERR032] The log information file of restoration target does not exist.  
Please specify a folder in which COMMONLOG1.csv exists.**

**Cause**

The log information file of restoration target does not exist in the specified folder.

**Resolution**

Specify the folder for placing the log information file of restoration target and then execute again.

---

**[RSCI-ERR033] The log information file of restoration target is not enough.  
The following files do not exist in the specified folder.  
%s**

**Variable Information**

%s: name of missing file

**Cause**

In the log information file of restoration target, the file displayed in the message is missing. The restoration cannot be performed without this file.

**Resolution**

Execute again after placing the missing file to the restoration file reference folder.

---

**[RSCI-ERR034] Please input the target folder for management information backup.**

**Cause**

The management information backup target folder has not been input.

**Resolution**

Input the management information backup target folder.

---

**[RSCI-ERR035] Duplicate User ID, automatic backup user cannot be created.**

**Cause**

Displayed in the case where automatic backup user cannot be created due to user ID repeated.

**Resolution**

Intend to create automatic user ID by using 'AUTOBACKUPUSER' or the spare user ID within 'AUTOBACKUPUSER\_1'~'AUTOBACKUPUSER\_1000'.

In the range above, reserve an available ID.

---

**[RSCI-ERR036] The log viewing command prompt log folder does not exist.  
Specify an existing folder from 'Server settings tool' > 'Folder/CT self version upgrade settings'.**

**Cause**

Displayed in the case where the saving target folder of command line log for log viewing has not been specified in "Folder/CT Self Version Settings" of "Server Settings Tool", or the specified folder does not exist.

**Resolution**

Specify the existing folder in the "Folder/CT Self Version Settings" window of "Server Settings Tool".

---

**[RSCI-ERR037] The folder with supplementary data for log viewing does not exist.  
Specify an existing folder from 'Server settings tool' > 'Folder/CT self version upgrade settings'.**

## Cause

The saving target folder of attached data for log viewing has not been specified in "Folder/CT Self Version Settings" of "Server Settings Tool", or the specified folder does not exist.

## Resolution

Specify the existing folder in the "Folder/CT Self Version Settings" window of "Server Settings Tool".

---

**[RSCI-ERR038] The log viewing email content folder does not exist.  
Specify an existing folder from 'Server settings tool' > 'Folder/CT self version upgrade settings'.**

## Cause

The saving target folder of E-mail content for log viewing has not been specified in "Folder/CT Self Version Settings" of "Server Settings Tool", or the specified folder does not exist.

## Resolution

Specify the existing folder in the "Folder/CT Self Version Settings" window of "Server Settings Tool".

---

**[RSCI-ERR039] Please select a folder for viewing restoration files.**

## Cause

The restoration file reference folder has not been selected.

## Resolution

Select the restoration file reference folder.

---

**[RSCI-ERR040] The maximum number of folders that can be specified has been exceeded. Ensure that only up to %d folders are specified.**

## Variable Information

%d: Maximum number of selectable restoration file reference folders

## Cause

More than the maximum selectable folders are selected in the restoration file reference folder.

## Resolution

Select less number of folders than the displayed number of the restoration file reference folders.

---

**[RSMN-INF001] Service startup request has been done. (Level control service, Server service)**

## Cause

The starting processing of Level Control Service and Server Service is under execution.

## Resolution

Click the [OK] button.

---

**[RSMN-INF002] Service stop request has been done. (Level control service, Server service)**

## Cause

The stopping processing of Level Control Service and Server Service is under execution.

## Resolution

Click the [OK] button.

---

**[RSMN-INF003] Running status of service of Management Server.  
Level control service Current status: [%1]  
Server service Current status: [%2]**

#### Variable Information

%1: current status of Level Control Service [Start/Stop]

%2: current status of Server Service [Start/Stop]

#### Cause

-

#### Resolution

Click the [OK] button.

---

**[RSMN-INF005] The service of Management Server has been started.**

**Level control service Current status: [%1]**

**Server service Current status: [%2]**

#### Variable Information

%1: current status of Level Control Service [Start/Stop]

%2: current status of Server Service [Start/Stop]

#### Cause

-

#### Resolution

Click the [OK] button.

---

**[RSMN-INF005] The service of Management Server has been stopped.**

**Level control service Current status: [%1]**

**Server service Current status: [%2]**

#### Variable Information

%1: current status of Level Control Service [Start/Stop]

%2: current status of Server Service [Start/Stop]

#### Cause

-

#### Resolution

Click the [OK] button.

---

**[RSSY-ERR001] Administrator authority is required to execute this program.**

#### Cause

The current Windows user has no Administrator authority.

#### Resolution

Execute after logon to Windows as Administrator.

---

**[RSSY-ERR002] Restoration tool cannot be started because the backup tool has been started.**

#### Cause

The backup tool is under execution.

#### Resolution

To start the restoration tool, start it after stopping the backup tool.

---

**[RSSY-ERR003] Unable to restore because the service of Management Server has been started. Please stop the service through operation setting and execute the processing.**

**Cause**

The service of the Management Server is under execution.

**Resolution**

To restore, stop the service of the Management Server and then execute.

---

**[RSSY-ERR004] Failed to inquire service status.**

**Cause**

Failed to get the service status.

**Resolution**

Try again later. If it cannot be started still, contact Fujitsu technical staff.

---

**[RSSY-ERR005] Service startup failed.**

**Cause**

The service cannot be started.

**Resolution**

Try again later. If it cannot be started still, contact Fujitsu technical staff.

---

**[RSSY-ERR006] Failed to stop the service.**

**Cause**

The service cannot be stopped.

**Resolution**

Try again later. If it cannot be started still, contact Fujitsu technical staff.

---

**[RSSY-ERR007] Failed to output to registry.**

**Cause**

The system environment has fault.

**Resolution**

Contact Fujitsu technical staff.

---

**[RSSY-ERR008] Failed to get database name. Please confirm SWDB.INI.**

**Cause**

SWDB.INI file error

**Resolution**

Confirm the content of file SWDB.INI.

---

**[RSSY-ERR009] Work disk capacity is not enough. (%s)**

**Variable Information**

%s: name of the folder for operation specified in the list tool

**Cause**

The space of disk for temporary file conversion is insufficient.

---

## Resolution

Specify the drive with the biggest file size space among the input files as the operating folder.

---

**[RSSY-ERR010] The path of copy source file of command detailed log file is incorrect. Please modify operating environment correctly.**

## Cause

The saving target path folder of command detailed log file does not exist.

## Resolution

Confirm whether the saving target path folder set in [Command Log Saving Target Path Folder Settings] in the [Trace/Folder/CT Self Version Upgrade Settings] window of server settings tool exists.

---

**[RSSY-ERR011] Error occurred while outputting result log file. Please check the available space of disk.**

## Cause

It might be caused by the following.

- The disk space of the drive for outputting the result log file is insufficient.
- The target folder for outputting the result log file has no writable authority.

## Resolution

Inspect the environment exporting the result log file, and execute again.

---

**[RSSY-ERR012] Error occurred in the database. Processing is interrupted.**

## Cause

It might be caused by the following.

- Data space of the database is insufficient.
- The archiving log space of the database is insufficient,;
- Rollback segment space of the database is insufficient.
- Other related database error occurred.

## Resolution

Confirm the database environment. If the problem still exists, contact Fujitsu technical staff.

---

**[RSSY-ERR013] Restoration has ended with error. Please confirm the result log file.**

## Cause

Error occurred during restoration. It might be caused by the following.

- The capacity of the database to be restored is insufficient.
- The table to be restored prohibits access.
- The input data to be restored contains error.

## Resolution

Confirm the result log file, error table and the input file. If the capacity of the database to be restored is insufficient, reconstruct the database. If the table to be restored prohibits access, cancel access prohibition. Besides, eliminate the causes of access prohibition. If error target line exists in the input file and the error target line is exported to the file with extension as .err, restore after eliminating the problems in this line.

---

**[RSSY-ERR014] This program cannot be used through the remote connection function of terminal service.**

## Cause

Using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is a user connected through the "Remote Desktop Connection" function in the system, starting this program in the Central Console window.

## Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

### **[RSSY-ERR015] Error occurred in the %s function. Restoration Tool has been ended.**

#### Variable Information

%s: name of function with error

## Cause

-

## Resolution

Correct the function error and the causes.

---

### **[RSSY-ERR016] Restoration Tool cannot be started because Active Directory Linkage command has been started.**

## Cause

Active Directory Linkage command is operating, so the restoration tool cannot be started.

## Resolution

Operate the restoration tool after completing Active Directory Linkage command.

---

### **[RSSY-ERR017] Error occurred when checking "Remote Desktop Connection ". Processing is interrupted.**

## Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

## Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

### **[RSSY-ERR018] Unable to start through this terminal because another user has started the Restoration Tool.**

## Cause

Another user has been using the restoration tool. So this user cannot operate the restoration tool.

## Resolution

Start after the other user finishes using the restoration tool.

---

### **[RSSY-ERR019] Restoration Tool cannot be started because the configuration information import command of Systemwalker Desktop Patrol has been started.**

## Cause

Systemwalker Desktop Patrol composition information import command is operating, so the restoration tool cannot be started.

## Resolution

Start after completing executing Systemwalker Desktop Patrol configuration information import command.



---

**[RSSY-ERR020] Unable to get database path.  
Please confirm the operating environment.**

**Cause**

The database path cannot be found.

**Resolution**

Check the operating environment.

---

**[RSSY-ERR021] Backup command is not found.  
Please confirm the operating environment.**

**Cause**

The "database path"\BackupCommand\DTKMSTB.exe cannot be found.

**Resolution**

Copy file DTKMSTB.exe to the path folder above.

---

**[RSSY-ERR022] The startup parameter is incorrect.**

**Cause**

Incorrect startup parameter has been specified.

**Resolution**

Confirm the startup parameter.

---

**[RSSY-ERR023] Operation Database has not been built. Build the Operation Database using the Server Settings Tool. The Restoration Tool will end now.**

**Cause**

This message will appear if the Operation data base is not constructed.

**Resolution**

Construct the Operation database with the server settings tool.

---

**[RSSY-ERR024] The Operation Database was built in a different version environment. Delete the old Operation Database, and rebuild a new one. The Restoration Tool will end now.**

**Cause**

This message appears when the database is constructed in a different version environment.

**Resolution**

Change the database or delete the old Operation database and reconstruct it.

---

**[RSSY-ERR025] Log Viewing Database has not been built. Build the Log Viewing Database using the Server Settings Tool. The Restoration Tool will end now.**

**Cause**

This message appears when the log viewing database is not constructed.

**Resolution**

Construct a Log viewing database with the server settings tool.

---

**[RSSY-ERR026] The Log Viewing Database was built in a different version environment. Delete the old Log Viewing Database, and rebuild a new one. The Restoration Tool will end now.**

### Cause

This message appears when the Log viewing database is constructed in a different version environment.

### Resolution

Delete the old Log viewing database and reconstruct it.

---

### **[RSSY-ERR027] The Restoration Tool cannot be started because the restore command is being run.**

### Cause

This message appears because the restore command is started.

### Resolution

Stop the restore command.

---

### **[RSSY-INF001] Restoration has ended normally.**

### Cause

Displayed in the case where the restoration completed normally.

### Resolution

-

---

### **[RSSY-SEL001] This restoration tool is for restoring the operation database. Restoring the data with error may damage the operation database. Continue?**

### Cause

The warning message for preventing operation database from being destroyed by misoperation when starting the restoration tool for operation database.

### Resolution

When restoring the operation database, click the "Yes" button; if a misoperation occurs, click the "No" button.

## 3.1.9.4 Message Output with Restore Command

---

### **[BKCI-ERR030] Failed to access to database.Please check if database name, user ID or password is correct.**

### Cause

Failed to access database.

### Resolution

Inspect the entered parameter.

---

### **[RCCI-ERR001] The specified number of parameters is incorrect.Please specify parameter correctly. When you restore the management system data. DTKTBLRESTOR [DB Name] [User ID] [Password] [Process Zone] [Data store folder name | Data store folder specification file name] [Work Folder] [REPLACE] Example:DTKTBLRESTOR DTKDB2 USER PSW MASTER C:\BACKUP\MS20130604 C:\temp**

### Cause

The parameter entered in the restore command has an error.

### Resolution

Inspect the entered parameter.

---

**[RCCI-ERR002] The data base (%s) of the processing object is wrong. Please specify parameter correctly.**

Variable Information

%s: Database of the processing target

Cause

The parameter entered in the restore command is incorrect. The specified database cannot be specified.

Resolution

Input 'DTKDB2' in case of Log viewing database.

---

**[RCCI-ERR005] (%s) is specified for the parameter and the process zone. Please specify either "MASTER" and "OPELOG" or "OPELOGF".**

Variable Information

%s : Processing division

Cause

This message appears when the Processing division is incorrect.

Resolution

Inspect the entered parameter. Specify any of these, 'MASTER', 'OPELOG', 'OPELOGF'.

---

**[RCCI-ERR006] The data store folder name (%s) does not exist. Please specify parameter correctly.**

Variable Information

%s: Data saving folder name

Cause

This message appears if the folder specifications have the following errors.

- The length of the path exceeds 199 characters.
- Specifications are not in the form of the folder.
- The folder does not exist.

Resolution

If 'MASTER' and 'OPELOG' are specified in the processing division, specify the folder name in the full path.

---

**[RCCI-ERR007] A file name is specified in the data store folder name (%s). Please enter correctly.**

Variable Information

%s: Data saving folder name

Cause

The specified data saving folder name is incorrect. The existing file name is specified.

Resolution

If 'MASTER' and 'OPELOG' are specified in the processing division, specify the folder name in the full path.

---

**[RCCI-ERR008] The data store folder specification file name (%s) does not exist. Please specify parameter correctly.**

Variable Information

%s: Data saving folder specification file name

## Cause

This message appears if the folder specifications have the following errors.

- Length of the path exceeds 255 characters.
- Specifications are not in the form of the folder.
- The folder does not exist.

## Resolution

If 'OPELOGF' is specified in the processing division, specify the folder name in the full path.

---

**[RCCI-ERR009] A folder name is specified in the data store folder specification file name (%s). Please enter correctly.**

## Variable Information

%s: Data saving folder specification file name

## Cause

The specified data saving folder name is incorrect. The existing folder name is specified.

## Resolution

If 'OPELOGF' is specified in the processing division, specify the file name.

---

**[RCCI-ERR010] The work folder name (%s) does not exist. Please specify parameter correctly.**

## Variable Information

%s: Folder name for working

## Causes

This message appears if the folder specifications have the following errors.

- Length of the path exceeds 199 characters.
- Specifications are not in the form of the folder.
- The folder does not exist.

## Resolution

Specify the existing folder name in the full path.

---

**[RCCI-ERR011] A file name is specified for work folder name (%s).Please enter correctly.**

## Variable Information

%s: Working folder name

## Cause

The specified working folder name is incorrect. An existing folder name is specified

## Resolution

Specify the folder name.

---

**[RCCI-ERR015] Unnecessary parameter (%s) is specified.**

## Variable Information

%s: Unnecessary parameter

## Cause

This parameter cannot be specified when the processing division is 'MASTER' in the Log viewing database processing.

## Resolution

Delete the unnecessary parameter,

---

### [RCCI-ERR017] Network drive cannot be specified in the data store folder name.

## Cause

A network drive is specified in the data saving folder name.

## Resolution

Specify a local drive in the data saving folder name.

---

### [RCCI-ERR018] Network drive cannot be specified in the work folder name.

## Cause

Network drive is specified in the working folder name.

## Resolution

Specify a local drive in the working folder name.

---

### [RCCI-ERR021] The line without the folder specification exists in data store folder specification file. The %dth line.

## Variable Information

%d: Column numbers without folder specification

## Cause

A column does not have a specified folder name.

## Variable

Delete the blank column.

---

### [RCCI-ERR022] The folder specification is wrong in data store folder specification file. The %dth line.

## Variable Information

%d: Column number with incorrect folder specification.

## Cause

This message appears if the folder specifications have the following errors.

- Length of the path exceeds 199 characters.
- Specifications are not in the form of the folder.
- The folder does not exist.

## Resolution

Specify the existing folder name in the full path.

---

### [RCCI-ERR023] The folder specification number exceeds 2000 in data store folder specification file.

## Cause

2000 folders can be specified at the same time.

## Resolution

Specify less than 2000 folders. Divide the execution when you want to restore more than 2000 folders.

---

### **[RCSY-ERR001] Administrator authority is required to execute this program.**

#### Cause

This message appears when the current logon Windows user does not have Administrator authority.

#### Resolution

Execute after logon to Windows as Administrator.

---

### **[RCSY-ERR002] This program cannot be used through the remote connection function of terminal service.**

#### Cause

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

#### Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

### **[RCSY-ERR003] Error occurred when checking "Remote Desktop Connection ". Processing is interrupted.**

#### Cause

System error occurred when inspecting "Remote Desktop Connection".

#### Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

### **[RCSY-ERR004] This program has been started. Unable to start repeatedly.**

#### Cause

The data transfer command is started for multiple times simultaneously.

#### Resolution

Check whether the data transfer command is in process.

---

### **[RCSY-ERR005] Unable to start the restore command because the Restoration Tool has been started.**

#### Cause

The restoration tools are working.

#### Resolution

Stop the restoration tools and then start the restore command.

---

### **[RCSY-ERR006] Unable to start the restore command because Backup Tool has been started.**

#### Cause

The backup tools are working.

#### Resolution

Stop the backup tools and then start the restore command.

---

**[RCSY-ERR007] Unable to start the restore command because Active Directory Linkage command has been started.**

**Cause**

The restoration tools cannot be started as the Active Directory link command is working.

**Resolution**

Start the restoration tool after stopping the Active Directory link command.

---

**[RCSY-ERR008] Unable to start the restore command because the configuration information import command of Systemwalker Desktop Patrol has been started.**

**Cause**

The restore command cannot be started as the Systemwalker Desktop Patrol composition information import command is working.

**Resolution**

Stop the Systemwalker Desktop Patrol composition information input command and restart it.

---

**[RCSY-ERR009] Unable to start the restore command because the service of Management Server has been started.**

**Cause**

The Management server service is working.

**Resolution**

Stop the Management server services and then start the restore command.

---

**[RCSY-ERR010] The capacity of the specified drive is insufficient or is work folder writing unauthorized than that of the work folder.(%s)**

**Variable Information**

%s: Working folder

**Cause**

The capacity of the disk space specified in the working folder for changing the files temporarily is insufficient. Or the specified working folder does not have access authority.

**Resolution**

Calculate the space, 1.2 times of the total size of the input files in every restore target table and specify the drive with maximum blank space as a working folder.

---

**[RSCI-ERR004] Authentication failed. Please confirm user ID or password.**

**Cause**

User ID or password is incorrect.

**Resolution**

Specify the correct User ID or password.

---

**[RSCI-ERR005] Incorrect user ID or password. Process will be ended because authentication failed.**

**Cause**

This message appears when the authentication fails for more than 3 times.

**Resolution**

To start the restore command, enter the correct User ID and password and execute the log on processing again.

---

**[RSCI-ERR006] Failed to access to database. Please check database environment.**

**Cause**

Failed to access database.

**Resolution**

Check the database environment.

---

**[RSCI-ERR013] The folder name that does not exist in the file name of result log file is entered. Please enter correctly.**

**Cause**

A non-existing folder name is entered in the execution log file,

**Resolution**

Specify the correct folder name in the execution log file.

---

**[RSCI-ERR015] Please input a work folder.**

**Cause**

The working folder is not set correctly. This message appears when a non-existing drive, or folder is specified.

**Resolution**

Set the correct working folder.

---

**[RSCI-ERR016] The work folder name contains invalid characters. It cannot contain the following: Fullwidth characters, halfwidth kana, and the following symbols:**

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

**Cause**

The characters that are not allowed, are set in the working folder.

**Resolution**

Enter only those characters which are allowed in the working folder.

---

**[RSCI-ERR018] Unable to specify with drive name only in the work folder. Please enter till the folder name.**

**Cause**

The drive name is selected as the working folder.

**Resolution**

Enter the folder name (full path) in the working file.

---

**[RSCI-ERR022] Failed to open the input file. (%s)**

**Variable Information**

%s: File name that has failed to open.

**Cause**

Failed to open the input file. The target file name is displayed on the window (%s part of the above message).

**Resolution**

Check whether the specified file exists and if the reading authority is set.

---

**[RSCI-ERR023] The data content for LEVELOBJECT of restoration object is incorrect. Please check if the correct restoration object data has been specified.**



## Cause

In the management information file as the restoration target, the file format of the restoration file for LEVELOBJECT is different from that of LEVELOBJECT backed up by using the backup function of Systemwalker Desktop Keeper.

## Resolution

Specify the restoration file reference folder as file backed up by Systemwalker Desktop Keeper.

---

### **[RSCI-ERR024] Failed to delete the record in management information table. (%s)**

#### Variable Information

%s: management information table name

## Cause

Probable causes are as follows:

The archiving log space of the database is insufficient.

Rollback segment space of the database is insufficient

## Resolution

- Confirm the database environment. When the disk space is insufficient, execute processing after space expanding.

---

### **[RSCI-ERR025] It is not the restoration target data, restoration cannot be executed. (%s)**

#### Variable Information

%s: the restoration target data folder specified in the restoration tool

## Cause

-

## Resolution

-

---

### **[RSCI-ERR026] The data content for %s of restoration target is incorrect. Please check if the correct restoration target data has been specified.**

#### Variable Information

%s: incorrect restoration data (management information table name)

## Cause

-

## Resolution

-

---

### **[RSCI-ERR029] Failed to get number of items that can be deleted. (%d) Problem exists in database.**

#### Variable Information

%d: detailed error number

## Cause

The database has fault, so cannot get required information.

## Resolution

After restoring the database to the normal status execute again.

---

**[RSCI-ERR031] The management information file of restoration target is not enough.  
The following files do not exist in the specified folder.**

**%s**

**Variable Information**

%s: name of missing file

**Cause**

In the management information file of restoration target, the file displayed in the message is missing. The restoration cannot be performed without this file.

**Resolution**

Execute again after placing the missing file to the restoration file reference folder.

---

**[RSCI-ERR033] The log information file of restoration target is not enough.  
The following files do not exist in the specified folder.**

**%s**

**Variable Information**

%s: name of missing file

**Cause**

In the log information file of restoration target, the file displayed in the message is missing. The restoration cannot be performed without this file.

**Resolution**

Execute again after placing the missing file to the restoration file reference folder.

---

**[RSCI-ERR035] Duplicate User ID, automatic backup user cannot be created.**

**Cause**

Displayed in the case where automatic backup user cannot be created due to user ID repeated.

**Resolution**

Intend to create automatic user ID by using 'AUTOBACKUPUSER' or the spare user ID within 'AUTOBACKUPUSER\_1'~'AUTOBACKUPUSER\_1000'.

In the range above, reserve an available ID.

---

**[RSCI-ERR036] The log viewing command prompt log folder does not exist.  
Specify an existing folder from 'Server settings tool' > 'Folder/CT self version upgrade settings'.**

**Cause**

Displayed in the case where the saving target folder of log viewing command prompt log has not been specified in **Folder/CT Self Version Settings** of **Server Settings Tool**, or the specified folder does not exist.

**Resolution**

Specify the existing folder in the **Folder/CT Self Version Settings** window of **Server Settings Tool**.

---

**[RSCI-ERR037] The folder with supplementary data for log viewing does not exist.  
Specify an existing folder from 'Server settings tool' > 'Folder/CT self version upgrade settings'.**

**Cause**

The saving target folder of attached data for log viewing has not been specified in "Folder/CT Self Version Settings" of "Server Settings Tool", or the specified folder does not exist.

## Resolution

Specify the existing folder in the **Folder/CT Self Version Settings** window of **Server Settings Tool**.

---

**[RSCI-ERR038] The log viewing email content folder does not exist. Specify an existing folder from 'Server settings tool' > 'Folder/CT self version upgrade settings'.**

The saving target folder of E-mail content for log viewing has not been specified in **Folder/CT Self Version Settings** of **Server Settings Tool**, or the specified folder does not exist.

## Resolution

Specify the existing folder in the **Folder/CT Self Version Settings** window of **Server Settings Tool**.

---

**[RSCI-ERR041] For the database work folder, specify both the drive name and folder. (%s)**

## Variable Information

%s: Error log file.

## Cause

Check the error log file.

## Resolution

Specify a usable file.

---

**[RSCI-ERR042] The specified database work folder does not exist. Specify an existing folder.**

## Cause

The data contents of the file described by the restore target folder are incorrect.

Probable causes are as follows:

- Not described in the absolute path.
- The length of the path exceeds 189 characters.
- The log data is not stored.

## Resolution

Check the data contents of the file described by the Restore target folder and specify the contents correctly.

---

**[RSCI-ERR043] The work folder is only for reading. Please specify a recordable folder.**

## Cause

The working folder has a read-only attribute.

## Resolution

Delete the read-only attribute of the working folder and specify a writable folder.

---

**[RSCI-ERR044] Error occurred while outputting file, or failed to open the output file. (%s)**

## Variable Information

%s: File with the error.

## Cause

Probable causes are as follows:

- Writing authority is not set in the folder with writable files.
- The drive with writable files does not have blank space.
- The specified files are not deleted.

## Processing

Check if the writing authority is set in the output destination folder and expand the blank space on the drive.

---

### **[RSSY-ERR004] Failed to inquire service status.**

#### Cause

Failed to acquire service conditions.

#### Resolution

Try again later. If it cannot be started, contact Fujitsu technical staff.

---

### **[RSSY-ERR007] Failed to output to registry.**

#### Cause

The system environment is incomplete.

#### Resolution

Contact Fujitsu technical staff.

---

### **[RSSY-ERR010] The path of copy source file of command detailed log file is incorrect. Please modify operating environment correctly.**

#### Cause

The saving target folder of command prompt detailed log file does not exist.

#### Resolution

Confirm whether the saving target path folder set in **Command line and log saving target settings** in the **trace/folder/CT self-version upgrade settings windows** of server settings tool exists.

---

### **[RSSY-ERR011] No authority to write the working folder. Please confirm whether there is authority to access the working folder.**

#### Cause

The writing authority is not set for the working folder.

#### Resolution

Check the access authority and specify the folders with writing authority as the working folder.

---

### **[RSSY-ERR012] Error occurred in the database. Processing is interrupted.**

#### Cause

It must be caused by the following.

- The data space of the database is insufficient.
- The archive log space of the database is insufficient.
- The roll back section space of the database is insufficient.
- Errors related to other databases.

#### Resolution

Check the database environment. If the problem cannot be solved, contact Fujitsu technical staff.

---

### **[RSSY-ERR013] Restoration has ended with error. Please confirm the result log file.**

#### Cause

Error occurred while restoration. Probable causes are as follows:

- The capacity of the database to be restored is insufficient.
- The table to be restored prohibits access.
- The input data to be restored contains error.

#### Resolution

Confirm the execution log file, error table and the input file.

- If the capacity of the database to be restored is insufficient, reconstruct the database.
- If the table to be restored prohibits access, cancel access prohibition. Besides, eliminate the causes of access prohibition.
- If error target line exists in the input file and the error target line is exported to the file with extension as .err, restore after eliminating the problems in this line.

---

#### **[RSSY-ERR014] This program cannot be used through the remote connection function of terminal service.**

##### Cause

Try using the "Remote Desktop Connection" function (remote connection through the terminal service of Windows) to start this program. Or when there is user connected through the "Remote Desktop Connection" function in the system, try starting this program in the Central Console window.

##### Resolution

Execute the program directly in the Management Server or Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

#### **[RSSY-ERR017] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

##### Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

##### Resolution

Execute the program directly in the Management Server/Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

#### **[RSSY-ERR020] Unable to get database path. Please confirm the operating environment.**

##### Cause

Database environment is incomplete.

##### Resolution

Check if installation of the Management server and database is successful.

---

#### **[RSSY-ERR029] Restoration tool cannot be started because the backup tool has been started.**

##### Cause

The backup tool is working.

##### Resolution

Stop the backup tool and then start the restore command.

---

#### **[RSSY-ERR030] Restoration Tool cannot be started because Active Directory linkage command has been started.**

##### Cause

The restore command cannot start as the Active Directory link command is working.

## Resolution

Stop the Active Directory link command and then start the restore command.

---

### **[RSSY-ERR031] Unable to start through this terminal because another user has started the Restoration Tool.**

#### Cause

The restore command cannot be started as other users have already started the restore command.

#### Resolution

Restart after the other user has stopped using the Restore command.

---

### **[RSSY-ERR032] Restoration Tool cannot be started because the configuration information import command of Systemwalker Desktop Patrol has been started.**

#### Cause

The restore command cannot be started as the Systemwalker desktop Patrol composition import command is working.

#### Resolution

**Restart after stopping the Systemwalker Desktop Patrol composition information import command.**

---

### **[RSSY-ERR033] Operation Database has not been built. Build the Operation Database using the Server Settings Tool. End the restore command.**

#### Cause

This appears when the Operation database is not constructed.

#### Resolution

The Operation database is not constructed. Construct an Operation database with the server settings tool.

---

### **[RSSY-ERR034] The Operation Database was built in a different version environment. Delete the old Operation Database, and rebuild a new one. End the restore command.**

#### Cause

This message appears if the Operation database is created in a different version environment.

#### Resolution

Move the database or delete the earlier database and reconstruct.

---

### **[RSSY-ERR035] Log Viewing Database has not been built. Build the Log Viewing Database using the Server Settings Tool. End the restore command.**

#### Cause

This message appears when the Log viewing database is not constructed.

#### Resolution

Construct the Log viewing database with the server settings tool.

---

### **[RSSY-ERR036] The Log Viewing Database was built in a different version environment. Delete the old Log Viewing Database, and rebuild a new one. End the restore command.**

#### Cause

This message appears when the Log viewing database is not constructed.

#### Resolution

Delete the earlier database and reconstruct.

## 3.1.10 Message Output with Database Migration Tool

---

### 3.1.10.1 Message Output with Data Migration Command

---

**[DCCI-ERR001] Incorrect number of parameters specified. Specify the parameters correctly.**

**DTKTBLCV 15.1 [/CK | /UI | /UP | /IN] <in/out full path>**

**Example: DTKTBLCV 15.1 /UP C:\temp\UserPolicy.csv**

**Example: DTKTBLCV 15.1 /UI C:\temp\UserInfo.csv**

**Example: DTKTBLCV 15.1 /CK C:\temp\UserPolicy.csv**

**Example: DTKTBLCV 15.1 /IN C:\temp\UserPolicy.csv**

#### Cause

The entered parameters are incorrect.

Number of parameters is insufficient or unnecessary parameter has been set.

#### Resolution

Inspect the parameter you entered.

---

**[DCCI-ERR002] Incorrect parameters specified. For the second argument, specify /UI, /UP, /IN, or /CK.**

**DTKTBLCV 15.1 [/CK | /UI | /UP | /IN] <in/out full path>**

**Example: DTKTBLCV 15.1 /UP C:\temp\UserPolicy.csv**

**Example: DTKTBLCV 15.1 /UI C:\temp\UserInfo.csv**

**Example: DTKTBLCV 15.1 /CK C:\temp\UserPolicy.csv**

**Example: DTKTBLCV 15.1 /IN C:\temp\UserPolicy.csv**

#### Cause

In the entered parameters, the second entered parameter is incorrect.

#### Resolution

Inspect the parameter you entered.

---

**[DCCI-ERR006] The characters that cannot be used as file name in input file name/output file name (full path) are used. The following characters are not allowed.**

**\, /, :, \*, ?, ", <, >, | are not allowed.**

#### Cause

The specified input file name/output file name (full path) is incorrect. \, /, :, \*, ?, ", <, >, | are not allowed in the file name.

#### Resolution

Input the file name correctly.

---

**[DCCI-ERR007] Output file name has already existed. Please specify a new file.**

#### Cause

File with the same name exists already.

#### Resolution

Confirm the file name again.

---

**[DCCI-ERR008] The database format of input file (Information of header part) is incorrect. Please specify the file output through this command as the input file.**

#### Cause

The file content might have been changed.

## Resolution

Output data from Management Server of data migration source, and then specify the output file as the input file of this command.

---

**[DCCI-ERR009] The data content of input file (information of data part) is incorrect. Please specify the file output through this command as the input file. (No.%ld byte)**

## Variable Information

%ld: place where error was detected

## Cause

The content of the file might have been changed.

## Resolution

Output data from Management Server of data migration source again, and then specify this output file as the input file of this command.

---

**[DCCI-ERR010] The number of items at start of program is different from that at the end of program. The information in database may be updated. Please execute again.**

## Cause

In the process of executing the migrated data extraction, data adding or removing might be performed to the database.

## Resolution

Confirm whether the database has been updated and then execute again.

---

**[DCCI-ERR012] The registration that exceeds the number of items can be registered is performed. Processing is interrupted.**

## Cause

Try logon administrator information whose amount has exceeded the maximum (1,000 cases) for administrator information (USERINFO) that can be logged on.

## Resolution

Delete the unnecessary data in administrator information, and then execute again.

---

**[DCCI-ERR014] The registration that exceeds the number of items can be registered is performed. Processing is interrupted.**

## Cause

Try logon user information whose amount has exceeded the maximum (100,000 cases) for user information (USERPOLICYINFO) that can be logged on.

## Resolution

Delete the unnecessary data in user information, and then execute again.

---

**[DCCI-ERR015] The parameter is specified incorrectly. Please specify version information in the first parameter.**

**DTKTBLCV 15.1 [/CK | /UI | /UP | /IN] <in/out full path>**  
**Example: DTKTBLCV 15.1 /UP C:\temp\UserPolicy.csv**  
**Example: DTKTBLCV 15.1 /UI C:\temp\UserInfo.csv**  
**Example: DTKTBLCV 15.1 /CK C:\temp\UserPolicy.csv**  
**Example: DTKTBLCV 15.01 /IN C:\temp\UserPolicy.csv**

## Cause

In data migration command, the first entered parameter is incorrect. The old version has been specified or version which does not exist has been specified.



## Resolution

Inspect the parameter you entered.

---

### **[DCCI-ERR016] The drive name of input file name/output file name is incorrect. Please enter correctly.**

## Cause

The input file name/output file name is not specified in the full path starting from drive name.

## Resolution

Enter the input file name/output file name by using a full path..

---

### **[DCCI-ERR017] The maximum path length has been exceeded. Processing is interrupted.**

## Cause

The entered parameter is incorrect.

The length of the file path specified in the input file name/output file name (full path) has exceeded the upper limit.

## Resolution

Inspect the parameter you input.  
specify the path within 260 characters.

---

### **[DCDB-ERR002] Unable to access the table (%s) of database. Please check database environment.**

## Variable Information

%s: name of table failed to access

## Cause

Errors occurred in access processing of reading or writing the specified table. It might be caused by the following.

- Database capacity is insufficient.
- The table is prohibited access.

## Resolution

Confirm the execution log file, table with error and the input file path. When the database capacity is insufficient, reconstruct the database. When the table is under access prohibition status, release the access prohibition. Besides, eliminate causes of access prohibition.

---

### **[DCDB-ERR003] Failed to access to database. Please confirm error content.**

## Cause

Failed to access the database.

## Resolution

Confirm the database environment.

---

### **[DCSY-ERR001] Administrator authority is required to execute this program.**

## Cause

The Windows user currently logon does not have the Administrator authority.

## Resolution

Execute after logon to Windows as Administrator.

---

### **[DCSY-ERR004] Error occurred while creating output file.**

## Cause

Errors occurred when creating the output file.

It might be caused by the following.

- No writable authority to the specified folder in the output target path.
- The specified folder in the output target folder is set as writing folder prohibited.
- The specified folder in the output target folder is set as write-protection.

## Resolution

Specify the writable saving target path folder.

---

## **[DCSY-ERR005] Failed to open the input file.**

### Cause

Errors occurred when opening the input file.

It might be caused by the following.

- The input file name is incorrect.
- No readable authority to the specified file in the input file.
- No readable authority to the specified folder in the input file.

### Resolution

Confirm whether the specified file exists, and whether the writable authority has been set.

---

## **[DCSY-ERR006] Error occurred while writing the output file. Please confirm if the disk still has available space.**

### Cause

The disk space is insufficient.

### Resolution

Execute again after enlarge the rest space of the disk where the input file locates.

---

## **[DCSY-ERR007] The version of Management Server is different. Cancel the processing.**

### Cause

The environment of the Management Server is different from the version of data migration command. This program might be executed on the Management Server of other version.

### Resolution

Execute database migration command in the correct Management Server Environment.

---

## **[DCSY-ERR008] Failed to read registry. Please contact system administrator.**

### Cause

Failed to read the registry.

Registry value may have been deleted.

### Resolution

Contact Fujitsu technical staff.

---

## **[DCSY-ERR009] Internal error occurred in the program (data exception). Cancel the processing.**

#### Cause

The system environment of data migration command or the database is incomplete.

#### Resolution

Contact Fujitsu technical staff.

---

### **[DCSY-ERR010] The database is not PostgreSQL environment, this program cannot be used.**

#### Cause

the database environment is not PostgreSQL,.

#### Resolution

Do not use this data migration command. Contact Fujitsu technical staff.

---

### **[DCSY-ERR011] Failed to decrypt the password.**

#### Cause

The database environment has a fault.

#### Resolution

Contact Fujitsu technical staff.

---

### **[DCSY-ERR115] This program cannot be used through the remote connection function of terminal service.**

#### Cause

An attempt has been made to run this program by using the "Remote desktop connection" function (Remote connection through the terminal service of Windows). Or, an attempt has been made to run the program from the console screen when a user, who has connected through the "Remote desktop connection" function, exists.

#### Resolution

Execute the program directly in the Management Server or Master Management Server while no user connected through the "Remote Desktop Connection" function.

---

### **[DCSY-ERR116] This program has been started. Unable to start repeatedly.**

#### Cause

An attempt has been made to run the data migration command repeatedly at the same time.

#### Resolution

Confirm whether data migration command is under execution.

---

### **[DCSY-ERR117] The service of Management Server is not started, this program cannot be executed.**

#### Cause

Server Service or Level Control Service is operating.

#### Resolution

Execute after stopping Server Service or Level Control Service.

---

### **[DCSY-ERR118] Error occurred when checking "Remote Desktop Connection". Processing is interrupted.**

#### Cause

System error occurred when inspecting whether "Remote Desktop Connection" is used.

## Resolution

Execute the program directly in the Management Server /Master Management Server under the condition that there is no user connected through the "Remote Desktop Connection" function.

---

**[DCSY-ERR998] Internal error occurred in the program (other exception). Cancel the processing.**

## Cause

The system environment of data migration command or the database is incomplete.

## Resolution

Contact Fujitsu technical staff.

## 3.1.11 Message Output with Application Event Log

---

---

**Service was normally installed.**

### Event ID

1000

### Type

Information

### Source

SWDTK

### Cause

Displayed in the case where the service was logged on normally.

### Resolution

-

---

**Service (%s) has been started.**

### Variable Information

%s: name of the started service

### Event ID

1001

### Type

Information

### Source

SWDTK

### Cause

Displayed in the case where the service was started normally.

### Resolution

-

---

**Service (%s) has been stopped.**

### Variable Information

%s: name of the stopped service

Event ID

1002

Type

Information

Source

SWDTK

Cause

Displayed in the case where the service was stopped normally.

Resolution

-

---

**Server settings tool Logged on.**

**User ID: [%1]**

Variable Information

%1: user ID logon to server settings tool

Event ID

1101

Type

Information

Source

SWDTK\_ST

Cause

Displayed in the case of logon to the server settings tool.

Resolution

-

---

**Server settings tool Logged off.**

**User ID: [%1]**

Variable Information

%1: user ID logoff from server settings tool

Event ID

1102

Type

Information

Source

SWDTK\_ST

Cause

Displayed in the case of logoff from the server settings tool.

Resolution

-

---

**The backup tool Logged on.**

**User ID: [%1]**

Variable Information

%1: user ID logon to the backup tool

Event ID

1103

Type

Information

Source

SWDTK\_BK

Cause

Displayed in the case of logon to the backup tool.

Resolution

-

---

**The backup tool Logged off.**

**User ID: [%1]**

Variable Information

%1: user ID logoff from the backup tool

Event ID

1104

Type

Information

Source

SWDTK\_BK

Cause

Displayed in the case of logoff from the backup tool.

Resolution

-

---

**Collective Backup Management Information**

**Backup : %1**

**Saving Target : %2**

**Log Information of Backup Log in Log Viewer Format**

**Backup : %3**

**Saving Target : %4**

**Target Period : %5**

**Log Type of Backup Target**

**Application Startup Log : %6**

**Application Termination Log : %7**

**Window Title Obtaining Log** : %8  
**Window Title Obtaining Log (with URL)** : %9  
**E-mail Sending Log** : %10  
**Device Configuration Change Log** : %11  
**Printing Operation Log** : %12  
**File Export Log** : %13  
**File Operation Log** : %14  
**Command Log** : %15  
**Logon Log** : %16  
**Logoff Log** : %17  
**Printing Prohibition Log** : %18  
**Logon Prohibition Log** : %19  
**Application Startup Prohibition Log** : %20  
**PrintScreen Key Prohibition Log** : %21  
**E-mail Attachment Prohibition Log** : %22  
**Linkage Application Log** : %23  
**E-mail Sending Prohibition Log** : %24  
**FTP Operation Log** : %25  
**FTP Operation Prohibition Log** : %26  
**Web Operation Log** : %27  
**Web Operation Prohibition Log** : %28  
**Incoming/outgoing calls log** : %29  
**Application configuration change log** : %30

#### Backup Log Information

**Backup** : %31  
**Saving target** : %32  
**Target Period** : %33

#### Delete Log Information

**Deletion** : %34  
**Target Period** : %35

#### Output of the Specified Result Log

**Log File** : %36  
**When Log Exists** : %37

#### Variable Information

%1: management information backup target settings  
 %2: management information backup saving target folder name  
 %3: backup target settings of log information in the form of Log Viewer  
 %4: backup saving target folder name of log information in the form of Log Viewer  
 %5: backup target period  
 %6: application startup log backup target settings  
 %7: application termination log backup target settings  
 %8: window title log backup target settings  
 %9: window title log (with URL) backup target settings  
 %10: E-mail sending log backup target settings  
 %11: device configuration change log backup target settings  
 %12: printing operation log backup target settings  
 %13: file export log backup target settings  
 %14: file operation log backup target settings  
 %15: command line log backup target settings  
 %16: logon log backup target settings  
 %17: logoff log backup target settings  
 %18: print prohibition log backup target settings  
 %19: logon prohibition log backup target settings  
 %20: application startup prohibition log backup target settings  
 %21: PrintScreen Key prohibition log backup target settings  
 %22: E-mail attachment prohibition log backup target settings  
 %23: linkage application log backup target settings

- %24: E-mail sending interruption log backup target settings
- %25: FTP operation log backup target settings
- %26: FTP operation prohibition log backup target settings
- %27: Web operation log backup target settings
- %28: Web operation prohibition log backup target settings
- %29: Call sending and receiving log backup target settings
- %30: Application configuration change log backup target settings
  
- %31: log information backup target settings
- %32: log information backup saving target path folder name
- %33: backup target period
- %34: log information deletion target settings
- %35: log information deletion period
- %36: execution log saving target file path
- %37: resolution in the case where the execution log exists already

**Event ID**

1105

**Type**

Information

**Source**

SWDTK\_BK

**Cause**

Displayed in the case where the backup was executed.

**Resolution**

-

---

**%1 Restoration Tool Logged on.  
User ID: [%2]**

**Variable Information**

%1: the started restoration tool name (execution and log viewing)

%2: user ID logon to the restoration tool

**Event ID**

1106

**Type**

Information

**Source**

SWDTK\_RS

**Cause**

Displayed in the case of logon to the restoration tool.

**Resolution**

-

---

**%1 Restoration Tool Logged off.  
User ID: [%2]**



## Variable Information

%1: the started restoration tool name (execution, log viewing)

%2: user ID logged off from the restoration tool

## Event ID

1107

## Type

Information

## Source

SWDTK\_RS

## Cause

Displayed in the case of logoff from the restoration tool.

## Resolution

-

---

**Restore Target Database** : %1

**Restore Management Information**

**Restoration** : %2

**View Target** : %3

**Restore Log Information**

**Restoration** : %4

**View Target** : %5

**Specify Result Log File**

**Log File** : %6

**When File Exists** : %7

**Specify Work Folder**

**Work Folder** : %8

## Variable Information

%1: target database to be restored

%2: restore management information target settings

%3: management information reference target folder name

%4: restore log information target settings

%5: log information reference target folder name

%6: execution log saving target file path

%7: resolution in the case where the execution log exists already

%8: path of folder for operation

## Event ID

1108

## Type

Information

## Source

SWDTK\_RS

## Cause

Displayed in the case where the restoration was executed.

## Resolution

-

---

**Active Directory Linkage function %1  
Parameter at startup [%2]  
Confirm Active Directory Linkage flag [Linkage]  
Confirm setting file: Level information  
%3  
Confirm setting file: User information  
[EMPLOYEEENO=%4]  
[OFFICIALPOSITION=%5]  
[POSTNAME=%6]  
[POSTCODE=%7]  
%8  
End code [%9]**

## Variable Information

%1: "Started." or "Startup Failed."

%2: startup parameter

%3: Active Directory properties of linkage target (usually: organizationalUnit)

%4: parameter value specified in file DTKADCON.INI (EMPLOYEEENO)

%5: parameter value specified in file DTKADCON.INI (OFFICIALPOSITION)

%6: parameter value specified in file DTKADCON.INI (POSTNAME)

%7: parameter value specified in file DTKADCON.INI (POSTCODE)

%8: error information (displayed only when errors occurred)

%9: completion code (when completed normally: 0)

## Event ID

1109

## Type

Information

Error

## Source

SWDTK\_AD

## Cause

-

## Resolution

-

---

**Active Directory Linkage function starts domain linkage processing.  
Domain address [%s]**

## Variable Information

%s: domain address for performing Active Directory Linkage

Event ID

1110

Type

Information

Source

SWDTK\_AD

Cause

-

Resolution

-

---

**Active Directory Linkage function ends domain linkage processing.**

**Domain address [%1]**

**%2**

**End code [%3]**

**Number of computers at Active Directory side [%4]**

**Number of users at Active Directory side [%5]**

**Amount of configuration information at Active Directory side [%6]**

**Number of updated computers at DTK side [%7]**

**Number of updated users at DTK side [%8]**

**Amount of updated CT configuration information at DTK side [%9]**

**Amount of updated user configuration information at DTK side [%10]**

Variable Information

%1: domain address for performing Active Directory Linkage

%2: error information (displayed only when errors occurred)

%3: completion code (when completed normally: 0)

%4: number of computers of linkage target in Active Directory

(number of valid ones on organizationalUnit)

%5: number of users of linkage target in Active Directory

(number of valid ones on organizationalUnit)

%6: number of organizationalUnit of linkage target in Active Directory

%7: number of computers (CT) added, deleted and updated when linking with Active Directory

%8: number of users added, deleted and updated when linking with Active Directory

%9: number of CT groups added, deleted and updated when linking with Active Directory

%10: number of user groups added, deleted and updated when linking with Active Directory

Event ID

1111

Type

Information

Source

SWDTK\_AD

Cause

-

Resolution

-

---

**Active Directory Linkage function has been ended.**

**%s**

**End code [%d]**

Variable Information

%s: detailed error code when completed with error (not displayed when completed normally)

%d: completion code

Event ID

1112

Type

Information

Error

Source

SWDTK\_AD

Cause

-

Resolution

-

---

**Execute Systemwalker Desktop Patrol configuration information import command.**

**Startup parameter [%s]**

Variable Information

%s: startup parameter

Event ID

1120

Type

information

Source

SWDTK\_DP

Cause

Displayed when Systemwalker Desktop Patrol composition information import command was started.

Resolution

-

---

**Stop Systemwalker Desktop Patrol configuration information import command.**

**End code [%d]**

**Result [%s]**

## Variable Information

%d: completion code

%s: execution result

## Event ID

1121

## Type

Information

Error

## Source

SWDTK\_DP

## Cause

Displayed when Systemwalker Desktop Patrol composition information import command was completed.

## Resolution

-

---

**%s**

## Variable Information

%s: error code and error message of Systemwalker Desktop Patrol configuration information import command

## Event ID

1122

## Type

Error

## Source

SWDTK\_DP

## Cause

When errors occurred in Systemwalker Desktop Patrol configuration information import command, error code and error message would be displayed.

## Resolution

Because the error code and error message of Systemwalker Desktop Patrol configuration information import command has been output, handle it according to the resolution for error message in Operation Manual.

---

**Management information backup has finished normally.**

## Event ID

1130

## Type

Information

## Source

SWDTK\_BK

#### Cause

Displayed in the case where the management information backup task of the backup tool was completed normally.

#### Resolution

-

---

### Management information backup has finished with error.

#### Event ID

1131

#### Type

Error

#### Source

SWDTK\_BK

#### Cause

Displayed when management information backup of the backup tool was completed with error.

#### Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\fsw61ej4.log)

---

### Viewing log output has finished normally.

#### Event ID

1132

#### Type

Information

#### Source

SWDTK\_BK

#### Cause

Displayed when output reference log task of the backup tool was completed normally.

#### Resolution

-

---

### Viewing log output has finished with error.

#### Event ID

1133

#### Type

Error

#### Source

SWDTK\_BK

#### Cause

Displayed when output reference log task of the backup tool was completed with error.

## Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\fsW61ej4.log)

---

### Log information backup has finished normally.

#### Event ID

1134

#### Type

Information

#### Source

SWDTK\_BK

#### Cause

Displayed when the backup task of the backup tool log information was completed normally.

#### Resolution

-

---

### Log information backup has finished with error.

#### Event ID

1135

#### Type

Error

#### Source

SWDTK\_BK

#### Cause

Displayed when the backup task of the backup tool log information was completed with error.

#### Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\fsW61ej4.log)

---

### Deletion of log has finished normally.

#### Event ID

1136

#### Type

Information

#### Source

SWDTK\_BK

#### Cause

Displayed in the case where the deletion task of the backup tool log was completed normally.

#### Resolution

-

---

**Deletion of log has finished with error.**

Event ID

1137

Type

Error

Source

SWDTK\_BK

Cause

Displayed in the case where the deletion task of the backup tool log was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\fsw61ej4.log)

---

**Management information restoration has finished normally.**

Event ID

1140

Type

Information

Source

SWDTK\_RS

Cause

Displayed in the case where the restoration of the restoration tool management information was completed normally.

Resolution

-

---

**Management information restoration has finished with error.**

Event ID

1141

Type

Error

Source

SWDTK\_RS

Cause

Displayed in the case where restoration task of the restoration tool management information was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\fsw61ej5.log)

---

**Log information restoration has finished normally.**



Event ID

1142

Type

Information

Source

SWDTK\_RS

Cause

Displayed in the case where the restoration task of the restoration tool log information was completed normally.

Resolution

-

---

**Log information restoration has finished with error.**

Event ID

1143

Type

Error

Source

SWDTK\_RS

Cause

Displayed in the case where restoration task of the restoration tool log information was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\fsw61ej5.log)

---

**Start to back up management information(DTKMSTB.EXE).  
Startup Parameter: [%s]**

Variable Information

%s: startup parameter

The following parameter is output.

<OutDir> saving target folder

Event ID

1150

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKMSTB.EXE) was started.

Resolution

-

---

**Management information backup(DTKMSTB.EXE) has finished normally.**

Event ID

1151

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKMSTB.EXE) was completed normally.

Resolution

-

---

**Management information backup(DTKMSTB.EXE) has finished with error.  
Completion Code: [%d]**

Variable Information

%d: completion code

Event ID

1152

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKMSTB.EXE) was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtkmstb.log)

---

**Start to back up log information(DTKLGTB.EXE).  
Startup Parameter: [%s]**

Variable Information

%1: startup parameter

The following parameters are output.

- <StartDate> 8-digit start date
- <EndDate> 8-digit end date
- <OutDir> saving target folder
- [SERVER] extracted Key

Event ID

1155

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLGTB.EXE) was started.

Resolution

-

---

**Log information backup(DTKLGTB.EXE) has finished normally.**

Event ID

1156

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLGTB.EXE) was completed normally.

Resolution

-

---

**Log information backup(DTKLGTB.EXE) has finished with error.  
Completion Code: [%d]**

Variable Information

%d: completion code

Event ID

1157

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLGTB.EXE) was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtklgtb.log)

---

**Start to output viewing log individually(DTKLG1T.EXE).**

**Startup Parameter: [%s]**

Variable Information

%s: startup parameter

The following parameters are output.

- <StartDate> 8-digit start date
- <EndDate> 8-digit end date
- <LogKind> log category
- <OutFile> backup file
- [SERVER] extracted Key

Event ID

1160

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLG1T.EXE) was started.

Resolution

-

---

**The individual output of viewing log(DTKLG1T.EXE) has finished normally.**

Event ID

1161

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLG1T.EXE) was completed normally.

Resolution

-

---

**The individual output of viewing log(DTKLG1T.EXE) has finished with error.**

**Completion Code: [%d]**

Variable Information

%d: completion code

Event ID

1162

## Type

Error

## Source

SWDTK\_BT

## Cause

Displayed in the case where the backup command (DTKLG1T.EXE) was completed with error.

## Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtklg1t.log)

---

## **Start to output settings change log(DTKSTCV.EXE). Startup Parameter: [%s]**

### Variable Information

%s: startup parameter

The following parameters are output.

- <StartDate> 8-digit start date
- <EndDate> 8-digit end date
- <OutFile> CSV file

## Event ID

1165

## Type

Information

## Source

SWDTK\_BT

## Cause

Displayed in the case where the backup command (DTKSTCV.EXE) was started.

## Resolution

-

---

## **The output of settings change log(DTKSTCV.EXE) has finished normally.**

## Event ID

1166

## Type

Information

## Source

SWDTK\_BT

## Cause

Displayed in the case where the backup command (DTKSTCV.EXE) was completed normally.

## Resolution

-

---

**The output of settings change log(DTKSTCV.EXE) has finished with error.  
Completion Code: [%d]**

### Variable Information

%d: completion code

### Event ID

1167

### Type

Error

### Source

SWDTK\_BT

### Cause

Displayed in the case where the backup command (DTKSTCV.EXE) was completed with error.

## Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\ Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtkstcv.log)

---

**Start to delete log(DTKDELR.EXE).  
Startup Parameter: [%s]**

### Variable Information

%s: startup parameter

The following parameters are output.

- <StartDate> 8-digit start date
- <EndDate> 8-digit end date
- [-Y|-y] -Y|-y|Omitted
- [SERVER] extracted Key

### Event ID

1170

### Type

Information

### Source

SWDTK\_BT

### Cause

Displayed in the case where the backup command (DTKDELR.EXE) was started.

## Resolution

-

---

**Deletion of log(DTKDELR.EXE) has finished normally.**

Event ID

1171

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKDELR.EXE) was completed normally.

Resolution

-

---

**Deletion of log(DTKDELR.EXE) has finished with error.  
Completion Code: [%d]**

Variable Information

%d: completion code

Event ID

1172

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKDELR.EXE) was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\ Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtkdelr.log)

---

**Start deleting settings change log(DTKDELST.EXE).  
Startup Parameter: [%s]**

Variable Information

%s: startup parameter

The following parameters are output.

- <StartDate> 8-digit start date
- <EndDate> 8-digit end date
- [-Y|-y] -Y|-y|Omitted

Event ID

1175

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKDELST.EXE) was started.

Resolution

-

---

**Deletion of settings change log(DTKDELST.EXE) has finished normally.**

Event ID

1176

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKDELST.EXE) was completed normally.

Resolution

-

---

**Deletion of settings change log(DTKDELST.EXE) has finished with error.  
Completion Code: [%d]**

Variable Information

%d: completion code

Event ID

1177

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKDELST.EXE) was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\ Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtkdelst.log)

---

**Start to collectively output viewing log(DTKLGAT.BAT).  
Startup Parameter: [%s]**

Variable Information

%s: startup parameter



Event ID

1180

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLGAT.BAT) was started.

Resolution

-

---

**Collective output of viewing log(DTKLGAT.BAT) has finished normally.**

Event ID

1181

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLGAT.BAT) was completed normally.

Resolution

-

---

**Collective output of viewing log(DTKLGAT.BAT) has finished with error.  
Completion Code: [%d]**

Variable Information

%d: completion code

Event ID

1182

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKLGAT.BAT) was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\ Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtklg1t.log)

---

**Start to back up log information/delete log(DTKBKDL.BAT).**

**Startup Parameter: [%s]**

Variable Information

%s: startup parameter

Event ID

1185

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command was started (DTKBKDL.BAT).

Resolution

-

---

**Log information backup/deletion of log(DTKBKDL.BAT) has finished normally.**

Event ID

1186

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKBKDL.BAT) was completed normally.

Resolution

-

---

**Log information backup/deletion of log(DTKBKDL.BAT) has finished with error.**

**Completion Code: [%d]**

Variable Information

%d: completion code

Event ID

1187

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKBKDL.BAT) was completed with error.

## Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtklgtb.log or dtkdelr.log)

---

## **Start to back up log information/collectively output viewing log/delete log(DTKCVDL.BAT). Startup Parameter: [%s]**

### Variable Information

%s: startup parameter

### Event ID

1190

### Type

Information

### Source

SWDTK\_BT

### Cause

Displayed in the case where the backup command (DTKCVDL.BAT) was started.

### Resolution

-

---

## **Log information backup/collective output of viewing log/deletion of log(DTKCVDL.BAT) has finished normally.**

### Event ID

1191

### Type

Information

### Source

SWDTK\_BT

### Cause

Displayed in the case where the backup command (DTKCVDL.BAT) was completed normally.

### Resolution

-

---

## **Log information backup/collective output of viewing log/deletion of log(DTKCVDL.BAT) has finished with error.**

### **Completion Code: [%d]**

### Variable Information

%d: completion code

### Event ID

1192

### Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where the backup command (DTKCVDL.BAT) was completed with error.

Resolution

Eliminate the errors referring to application log. (Location for creating application log: OS Installation Drive\Document and Settings  
\All Users\Application Data\Fujitsu\Systemwalker Desktop Keeper\dtklg1t.log or dtkdelr.log)

---

**Automatic backup has been started.**

Event ID

1193

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where automatic backup was started.

Resolution

-

---

**Error occurred in automatic backup.**

%s

Variable Information

%s: submessage

Event ID

1194

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where errors occurred in automatic backup.

Resolution

Confirm the message list of backup command according to the prompts of the submessage and then handle it.

---

**Automatic backup has finished.**

Event ID

1195

Type

Information

Source

SWDTK\_BT

Cause

Displayed in the case where automatic backup was completed normally.

Resolution

-

---

**Automatic backup has finished with error.**

Event ID

1196

Type

Error

Source

SWDTK\_BT

Cause

Displayed in the case where automatic backup was completed with error.

Resolution

Message of 1194 will be displayed at the same time, do as the resolution for 1194 message.

---

**Management Server service start/stop (DTKSERVICE.BAT) will start.  
Start parameter: [%s]**

Variable information

%s : Startup parameters

Event ID

1200

Type

Information

Source

SWDTK\_BT

Cause

Displayed when starting the service start and stop (DTKSERVICE.BAT) of the Management Server.

Resolution

-

---

**Management Server service start/stop (DTKSERVICE.BAT) ended normally.  
Exit code: [%d]**

## Variable information

%d: completion code (0 is used for normal completion, 98 is used for parameter error and 100 to 163 are the status codes when specifying the status.)

## Event ID

1201

## Type

Information

## Source

SWDTK\_BT

## Cause

Displayed when service start-stop (DTKSERVICE.BAT) of the Management Server completes normally or when parameter error occurs.

## Resolution

-

---

## Management Server service start/stop (DTKSERVICE.BAT) ended abnormally.

**Exit code: [%d]**

## Variable information

%d: Completion code (90, 91, 97, 99)

## Event ID

1202

## Type

Error

## Source

SWDTK\_BT

## Cause

Displayed when the service start-stop (DTKSERVICE.BAT) of the Management Server completes with error.

## Resolution

The following completion codes are used:

90 is used for service execution error, 91 is used for service stop error, 97 is used as service non-registration error and 99 is used for other errors.

Refer to execution result displayed on the screen or event log to eliminate the causes.

---

## Log table deletion (DTKTBLTRUNCATE.BAT) will start.

**Start parameter: [%s]**

## Variable information

%s : Startup parameter

## Event ID

1205

## Type

Information

## Source

SWDTK\_BT

## Cause

Displayed when starting deletion of log table (DTKTBLTRUNCATE.BAT).

## Resolution

-

---

### **Log table deletion (DTKTBLTRUNCATE.BAT) ended normally.**

**Exit code: [%d]**

## Variable information

%d: Completion code

## Event ID

1206

## Type

Information

## Source

SWDTK\_BT

## Cause

Displayed when a log table (DTKTBLTRUNCATE.BAT) is successfully deleted or a parameter error has occurred.

## Resolution

Completion codes are as follows:

0 is used for normal completion and 1 is used for parameter error.

---

### **Log table deletion (DTKTBLTRUNCATE.BAT) ended abnormally.**

**Exit code: [%d]**

## Variable information

%d : Completion code

## Event ID

1207

## Type

Error

## Source

SWDTK\_BT

## Cause

Displayed when deletion of log table (DTKTBLTRUNCATE.BAT) is completed with error.

## Resolution

Completion code is 2. Refer to execution result displayed on the screen or event log to eliminate the causes.

---

**Quick backup of whole log table (DTKTBLUNLOAD.BAT) will start.**  
**Start parameter: [%s]**

Variable information

%s: Startup parameter

Event ID

1210

Type

Information

Source

SWDTK\_BT

Cause

Displayed when starting quick backup of the whole log table.

Resolution

-

---

**Quick backup of whole log table (DTKTBLUNLOAD.BAT) ended normally.**  
**Exit code: [%d]**

Variable information

%d: Completion code

Event ID

1211

Type

Information

Source

SWDTK\_BT

Cause

Displayed when the quick backup of whole log table (DTKTBLUNLOAD.BAT) completed normally or when parameter error occurs.

Resolution

The completion codes are as follows:

0 is used for normal completion and 1 is used for parameter error.

---

**Quick backup of whole log table (DTKTBLUNLOAD.BAT) ended abnormally.**  
**Exit code: [%d]**

Variable information

%d: Completion code

Event ID

1212

Type

Information



Source

SWDTK\_BT

Cause

Displayed when the quick backup of whole log table (DTKTBLUNLOAD.BAT) completed with error.

Resolution

Completion code is 2. Refer to execution result displayed on the screen or event log to eliminate the causes.

---

**Database restore (DTKTBLRESTORE.EXE) will start.  
Start parameter: [%s]**

Variable information

%s: Startup parameter

Event ID

1215

Type

Information

Source

SWDTK\_RT

Cause

Displayed when starting the restore command (DTKTBLRESTOR.EXE).

Resolution

-

---

**Database restore (DTKTBLRESTORE.EXE) ended normally.**

Event ID

1216

Type

Information

Source

SWDTK\_RT

Cause

Displayed when the restore command (DTKTBLRESTOR.EXE) is completed normally.

Resolution

-

---

**Database restore (DTKTBLRESTORE.EXE) ended abnormally.  
Exit code: [%d]**

Event ID

1217

## Type

Error

## Source

SWDTK\_RT

## Variable information

%d : Completion code

## Cause

Displayed when the restore command (DTKTBLRESTOR.EXE) is completed with error.

## Resolution

Refer the application log to eliminate the causes. (Creation location of application log: OS installation drive\Document and Settings\

---

**The service (%s) could not be started because the operating environment has not been built. Use the Server Settings Tool to build the operating environment.**

## Variable Information

%s: name of service that cannot be started

## Event ID

2001

## Type

Warning

## Source

SWDTK

## Cause

Displayed in the case where the operating environment has not been constructed.

## Resolution

Construct the operating environment.

---

**Authentication failed for 3 times.**

**First Time (User ID: [%1])**

**Second Time (User ID: [%2])**

**Third Time (User ID: [%3])**

## Variable Information

%1: user ID which made authentication fail for the first entry

%2: user ID which made authentication fail for the second entry

%3: user ID which made authentication fail for the third entry

## Event ID

2100

## Type

Warning

Source

SWDTK\_ST  
SWDTK\_BK  
SWDTK\_RS

Cause

Displayed in the case where the authentication when logon failed for three times.

Resolution

Enter the correct user ID and password.

---

**Unable to create the setting file of Systemwalker Desktop Keeper Management Console (fsw21ej2.exe). No creation authority in the folder.**

Event ID

2200

Type

Warning

Source

SWDTK\_MC

Cause

Management Console settings file (fsw21ej2.ini) could not be created.

Resolution

Confirm the access authority of the folder for placing trace log.

---

**Systemwalker Desktop Walker Log Viewer (fsw21ej3.exe) settings file cannot be created. No creating authority in the folder.**

Event ID

2300

Type

Warning

Source

SWDTK\_LV

Cause

Log Viewer settings file (fsw21ej2.ini) cannot be created.

Resolution

Confirm the access authority of the folder for placing trace log.

---

**Failed to initialize database.**

Event ID

3001

Type

Error

Source

SWDTK

Cause

Database information is incomplete.

Resolution

Execute again after confirming whether the settings of ODBC has errors.

---

**The saving location of SWDB.ini is not found.**

Event ID

3002

Type

Error

Source

SWDTK

Cause

File SWDB.ini cannot be found.

Resolution

Confirm the location for saving file SWDB.ini.

---

**Failed to access to database. Please confirm database environment.**

Event ID

3003

Type

Error

Source

SWDTK

Cause

Failed to access the database.

Resolution

Confirm the database environment.

---

**Error content: DB error occurred**

**Management Server: %1(%2)**

**Occurrence Date: %3**

**Details: Stop service (%4) since DB space exhaustion cannot be monitored (registry access error).**

Variable Information

%1: Terminal name of (Master) Management Server

%2: IP address of (Master) Management Server

%3: time when errors occurred in the database

%4: the stopped service name

Event ID

3005

Type

Error

Source

SWDTK

Cause

The database insufficient space and this will be displayed when the registry for monitoring cannot be accessed.

Resolution

Contact Fujitsu technical staff.

---

**Error content: DB error occurred  
Management Server: %1 (%2)  
Occurrence Date: %3  
Details: Stop service (%4) due to insufficient DB space.**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when an error occurred in the database

%4 : the stopped service name

Event ID

3006

Type

Error

Source

SWDTK

Cause

Causes such as the database insufficient space lead to that the error will be displayed when an error occurred in the database.

Resolution

Contact Fujitsu technical staff.

---

**Error content: Insufficient disk capacity  
Management Server: %1 (%2)  
Occurrence Date: %3  
Details: The available space on the disk of attached data saving folder is not enough: [%4].  
Please backup unnecessary files .etc, to ensure available space.**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when the disk capacity is insufficient

%4 : path of folder attached with continuous saving data

Event ID

3007

Type

Error

Source

SWDTK

Cause

The free space of disk attached with data saving folder is insufficient.

Resolution

Guarantee the free space by means such as backing up the unnecessary files.

---

**Error content: Insufficient disk capacity**

**Management Server: %1 (%2)**

**Occurrence Date: %3**

**Details: The available space on the disk of command log folder is not enough: [%4].**

**Please backup unnecessary files .etc, to ensure available space.**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when the disk capacity is insufficient

%4 : path of the command prompt log folder

Event ID

3008

Type

Error

Source

SWDTK

Cause

The free space of disk of command line log folder is insufficient.

Resolution

Guarantee the free space by means such as backing up the unnecessary files.

---

**Error content: Insufficient disk capacity**

**Management Server: %1 (%2)**

**Occurrence Date: %3**

**Details: The available space on the disk of E-mail content saving folder is not enough: [%4].**

**Please backup unnecessary files .etc, to ensure available space.**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when the disk capacity is insufficient

%4 : path of batch log folder

Event ID

3009

Type

Error

Source

SWDTK

Cause

The free space of disk of batch E-mail sending log folder is insufficient.

Resolution

Guarantee the free space by means such as backing up the unnecessary files.

---

**Error content: Insufficient disk capacity**

**Management Server: %1 (%2)**

**Occurrence Date: %3**

**Details: The available space on the disk of trace log folder is not enough: [%4]**

**Turn off the trace..**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when the disk capacity is insufficient

%4 : path of trace log folder

Event ID

3010

Type

Error

Source

SWDTK

Cause

The free space of disk of trace log folder is insufficient.

Resolution

Guarantee the free space by means such as backing up the unnecessary files.

---

**Error content: Insufficient disk capacity**

**Management Server: %1 (%2)**

**Occurrence Date: %3**

**Details: Stop service (%4) due to internal error.**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when the internal error occurred

%4 : the stopped service name

Event ID

3011

Type

Error

Source

SWDTK

Cause

The internal error occurred.

Resolution

Contact Fujitsu technical staff.

---

**Error content: Internal error  
Management Server: %1 (%2)  
Occurrence Date: %3  
Details: Stop service (%4) due to internal error.**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when the internal error occurred

%4 : the stopped service name

Event ID

3013

Type

Error

Source

SWDTK

Cause

The internal error occurred.

Resolution

Contact Fujitsu technical staff.

---

**The database structure is not in the current version (Value of database structure: %d). Please confirm database environment.**

Variable Information

%d : detect the abnormal value of database structure

Event ID

3014

Type

Error



Source

SWDTK

Cause

This will be displayed when the database structure is not the database structure of existing version.

Resolution

Confirm the database environment.

**Error content: Insufficient disk capacity  
Management Server: %1 (%2)  
Occurrence Date:%3  
Details: The available space on the disk of E-mail content saving folder is not enough: [%4].  
Please backup unnecessary files .etc, to ensure available space.**

Variable Information

- % 1 : terminal name of (Master) Management Server
- % 2 : IP address of (Master) Management Server
- % 3 : time when the disk capacity is insufficient
- % 4 : path of E-mail contents saving folder

Event ID

3015

Type

Error

Source

SWDTK

Cause

The free space of disk of E-mail contents saving folder is insufficient.

Resolution

Guarantee the free space by means such as backing up the unnecessary files.

**Error content: Insufficient disk capacity  
Management Server: %1 (%2)  
Occurrence Date: %3  
Details: The available space on the disk of trouble investigation data saving target folder is not enough: [%4].  
Please backup unnecessary files .etc, to ensure available space.**

Variable Information

- % 1 : terminal name of (Master) Management Server
- % 2 : IP address of (Master) Management Server
- % 3 : time when the disk capacity is insufficient
- % 4 : path of failure investigation data saving target path folder

Event ID

3016

Type

Error

## Source

SWDTK

## Cause

The free space of disk of failure investigation data saving target path folder is insufficient.

## Resolution

Guarantee the free space by means such as backing up the unnecessary files.

---

### **Error content: Insufficient disk capacity**

**Management Server: %1 (%2)**

**Occurrence Date: %3**

**Details: The available space on the disk of automatic backup data saving target folder is not enough: [%4].**

**Please backup unnecessary files .etc, to ensure available space.**

## Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : time when the disk capacity is insufficient

%4 : path of target folder for saving backup data automatically

## Event ID

3017

## Type

Error

## Source

SWDTK

## Cause

The free space of disk of target folder for saving backup data automatically is insufficient.

## Resolution

Guarantee the free space by means such as backing up the unnecessary files.

---

**The service (%1) could not be started because there was some abnormality in the system state.  
Check the trace file (%2).**

## Variable information

%1: Service name

%2: Trace file name in full path

## Event ID

3018

## Type

Error

## Source

SWDTK

## Cause

Could not run the service because an abnormality was detected in the system state when starting the service. Check the trace file for abnormalities.

## Resolution

Check the trace file, eliminate the abnormality and then start the service.

---

### **Error content: Insufficient disk capacity**

**Management Server: %1(%2)**

**Occurrence Date: %3**

**Details: The available space on the disk of Operation Database saving folder is not enough: [%4]. Please back up unnecessary data to secure sufficient available space.**

### Variable information

%1: Terminal name of the Management (Integrated management) Server

%2: IP address of the Management Server (Integrated management)

%3: Time when the disk capacity is insufficient

%4: Path of operation database saving target folder

## Event ID

3019

## Type

Error

## Source

SWDTK

## Cause

The available space on the disk of operation database saving target folder is not enough.

## Resolution

Ensure the availability of the free space by taking measures such as backup of unnecessary files.

---

### **Error content: %1 - License key is not registered**

**Management Server: %2(%3)**

**Occurrence Date: %4**

**Details: The license key is necessary to use this product. Please register the license key.**

### Variable Information

%1: service name [SWServerService or SWLevelControlService]

%2: Terminal name of Management Server

%3: IP address of Management Server

%4: time when an error occurred in the server

## Event ID

3020

## Type

error

## Source

SWDTK

## Cause

License key is not registered.

## Resolution

Please register the license key.

---

**Failed to send the notification E-mail. Please confirm whether there is error in E-mail settings or the environment.**

## Event ID

3404

## Type

Error

## Source

SWDTK\_LC

## Cause

This could be caused because:

- The settings of E-mail is not complete or damaged.
- The database does not operate normally.
- The E-mail server does not operate normally.
- The Management Server does not operate normally.

## Resolution

Confirm whether the settings of E-mail are correct. In addition, confirm whether the database, service of the Management Server and E-mail server are operating normally.

---

**Failed to access the database. (Result code=%1 Result Message=%2 Result Details=%3)**

## Variable Information

%1: result code of accessed database

%2: result message of accessed database

%3: result details of accessed database

## Event ID

3400

## Type

Error

## Source

SWDTK\_LC

## Cause

- The database of the Management Server has stopped operating.

## Resolution

- Confirm whether the database of the Management Server is operating normally.

---

**Failed to access Level Control Service. (Physical Node=%1 Result Code=%2 Response Code=%3 Response Details=%4)****Variable Information**

- %1: physical node ID of access target
- %2: result code of accessed level control service
- %3: response code of accessed level control service
- %4: response details of accessed level control service

**Event ID**

3401

**Type**

Error

**Source**

SWDTK\_LC

**Cause**

Failed to access to level control service due to the following causes.

- The level control service has stopped operating;
- The network between Management Servers is disconnected;
- The port used for communication of level control service is shutdown.

**Resolution**

Process as follows:

- Confirm whether the level control services on all Management Servers are operating normally;
- Confirm whether the network between Management Servers is normally connected;
- Confirm whether all used ports are opened on all Management Servers.

---

**Restoration processing failed. (Result Code=%1)****Variable Information**

- %1: result code of restoration processing

**Event ID**

3402

**Type**

Error

**Source**

SWDTK\_LC

**Cause**

The restoration processing (Note), which is to be performed when the aggregation processing fails, is failed. Therefore, it may lead to an error for the aggregation information displayed in the status window.

Note) The aggregation data can be restored to the processing before the aggregation processing is performed.

## Resolution

After a while, refer to the contents of "Prepare for Using Status Window" of *Systemwalker Desktop Keeper User's Guide for Administrators* and aggregate after changing the aggregation time.

If the problem is still not resolved after the aggregation is performed again, contact Fujitsu technical staff.

In addition, before dealing with this error, the aggregation data displayed in the status window may be incorrect. Therefore, do not refer to the information in the status window.

---

**Settings related to the status has not been initialized or has been damaged. Please log onto Web Console once in advance. Or please perform the settings related to the status again.**

## Event ID

3403

## Type

Error

## Source

SWDTK\_LC

## Cause

The settings of status window are not initialized or the settings related to status is damaged.

## Resolution

When the Web Console is never used after installation, log on the Web Console for initialization. When already logged on to the Web Console, perform the settings related to status again. Refer to "Prepare for Using Status Window" of *Systemwalker Desktop Keeper User's Guide for Administrators* for the setting method.

---

**Other error occurred. (Category Code=%1)**

## Variable Information

%1: incorrect category code

## Event ID

3499

## Type

Error

## Source

SWDTK\_LC

## Cause

The aggregation processing goes abnormal due to some causes.

## Resolution

Confirm the following problems. After a while, refer to the contents of "Prepare for Using Status Window" of *Systemwalker Desktop Keeper User's Guide for Administrators* and aggregate after changing the aggregation time. Confirm whether the capacity of drive which the installation target path lies of Systemwalker Desktop Keeper Management Server is insufficient and if

the problem is still not resolved after aggregation is performed again, contact Fujitsu technical staff.

---

**Operation type: Application Startup Prohibition**

**Management Server: %1 (%2)**

**User name: %3**

**Terminal: %4 (%5)**

**CT Version: %6**  
**Operation Date: %7**  
**Details: The startup of [%8] has been terminated by force.**

#### Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : prohibited startup time  
%8 : prohibited startup application name

#### Event ID

8001

#### Type

Warning

#### Source

SWDTK

#### Cause

This will be displayed when receiving the application startup prohibition log from CT. (Only under the circumstance that the event log notification is set.)

#### Resolution

-

---

**Operation type: Printing Prohibition**  
**Management Server: %1 (%2)**  
**User name: %3**  
**Terminal: %4 (%5)**  
**CT Version: %6**  
**Operation Date: %7**  
**Details: The printing of [%8] has been prohibited. Application Name: [%9]**

#### Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : prohibited printing time  
%8 : document name that is prohibited to be printed  
%9 : application name that is prohibited to be printed

Event ID

8002

Type

Warning

Source

SWDTK

Cause

This error will be displayed when receiving printing prohibition log from CT. (Only under the circumstance that the event log notification is set.)

Resolution

-

---

**Operation type: Logon Prohibition  
Management Server: %1 (%2)  
User name: %3  
Terminal: %4 (%)  
CT Version: %6  
Operation Date: %7  
Details: The logon of [%8 (%9)] has been [%10].**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : user name logged on client (CT)

%4 : terminal name of client (CT)

%5 : IP address of client (CT)

%6 : version of client (CT)

%7 : logon prohibition time

%8 : logon prohibition user name

%9 : logon prohibition group name

%10 : logon prohibition processing

Event ID

8003

Type

Warning

Source

SWDTK

Cause

This will be displayed when receiving the logon prohibition log from CT. (Only under the circumstance that the event log notification is set.)

Resolution

-



---

**Operation type: Press PrintScreen Key**  
**Management Server: %1(%2)**  
**User name: %3**  
**Terminal: %4 (%5)**  
**CT Version: %6**  
**Operation Date: %7**  
**Details: PrintScreen key has been pressed.**

**Variable Information**

- %1 : terminal name of (Master) Management Server
- %2 : IP address of (Master) Management Server
- %3 : user name logged on client (CT)
- %4 : terminal name of client (CT)
- %5 : IP address of client (CT)
- %6 : version of client (CT)
- %7 : time to press PrintScreen key

**Event ID**

8004

**Type**

Warning

**Source**

SWDTK

**Cause**

This will be displayed when receiving the PrintScreen key prohibition log from CT. (Only under the circumstance that the event log notification is set.)

**Resolution**

-

---

**Operation type: Linkage Application**  
**Management Server: %1 (%2)**  
**User name: %3**  
**Terminal: %4 (%5)**  
**CT Version: %6**  
**Operation Date: %7**  
**Details: Product Name: [%8], %9**

**Variable Information**

- %1 : terminal name of (Master) Management Server
- %2 : IP address of (Master) Management Server
- %3 : user name logged on client (CT)
- %4 : terminal name of client (CT)
- %5 : IP address of client (CT)
- %6 : version of client (CT)
- %7 : time to output operation log for linkage application
- %8 : operation log output by linkage application

%9 : operation log output by linkage application

**Event ID**

8005

**Type**

Warning

**Source**

SWDTK

**Cause**

This will be displayed when receiving the linkage application log from CT. (Only under the circumstance that the event log notification is set.)

**Resolution**

-

---

**Operation type: E-mail Attachment Prohibition**

**Management Server: %1 (%2)**

**User name: %3**

**Terminal: %4 (%5)**

**CT Version: %6**

**Operation Date: %7**

**Details: The E-mail attachment of [%8] has been prohibited. Application Name: [%9]**

**Variable Information**

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : user name logged on client (CT)

%4 : terminal name of client (CT)

%5 : IP address of client (CT)

%6 : version of client (CT)

%7 : time of E-mail attachment prohibition

%8 : file name of E-mail attachment prohibition

%9 : application name of E-mail attachment prohibition

**Event ID**

8006

**Type**

Warning

**Source**

SWDTK

**Cause**

This will be displayed when receiving the E-mail attachment prohibition log from CT. (Only under the circumstance that the event log notification is set.)

**Resolution**

-

---

**Operation type: Inconsistent CT terminal time**

**Management Server: %1 (%2)**

**User name: %3**

**Terminal: %4 (%5)**

**CT Version: %6**

**Operation Date: %7**

**Details: The time of CT terminal is in difference of %8 seconds comparing to the time of Management Server.**

**Variable Information**

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : user name logged on client (CT)

%4 : terminal name of client (CT)

%5 : IP address of client (CT)

%6 : version of client (CT)

%7 : detect time that does not match

%8 : time difference

**Event ID**

8007

**Type**

Warning

**Source**

SWDTK

**Cause**

This will be displayed when the time difference between CT and server has reached some time. (Only under the circumstance that the event log notification is set.)

**Resolution**

-

---

**Operation type: MAC address is modified**

**Management Server: %1 (%2)**

**User name: %3**

**Terminal: %4 (%5)**

**CT Version: %6**

**Operation Date: %7**

**Details: The MAC address of CT has been modified.**

**-MAC Address**

**Before modification: [%8]**

**After modification: [%9]**

**-Computer Name**

**Before modification: [%10]**

**After modification: [%11]**

**-IP Address**

**Before modification: [%12]**

**After modification: [%13]**

## Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : detect the modified time  
%8 : pre-modified MAC address  
%9 : modified MAC address  
%10 : pre-modified computer name  
%11 : modified computer name  
%12 : pre-modified IP address  
%13 : modified IP address

## Event ID

8008

## Type

Warning

## Source

SWDTK

## Cause

This will be displayed when MAC address notified by CT is different from MAC address of corresponding CT saved in database.  
(Only under the circumstance that the event log notification is set.)

## Resolution

-

---

## Operation type: Device Configuration Change

**Management Server: %1 (%2)**

**User name: %3**

**Terminal: %4 (%5)**

**CT Version: %6**

**Operation Date: %7**

**Details: The USB device not permitted is detected. Device name: [%8], Internal serial No.: [%9]**

## Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : time to export the device configuration change log  
%8 : device name

%9 : internal serial number

Event ID

8010

Type

Warning

Source

SWDTK

Cause

This will be displayed when receiving the violation device configuration change log from CT. (Only under the circumstance that the event log notification is set.)

Resolution

-

---

**Operation type: CT in trace collection**  
**Management Server: %1 (%2)**  
**Terminal: %3 (%4)**  
**CT Version: %5**  
**Last logon Date: %6**  
**Details: The CT in trace collection exists.**

Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : terminal name of client (CT)

%4 : IP address of client (CT)

%5 : version of client (CT)

%6 : last logon time on DB

Event ID

8011

Type

Warning

Source

SWDTK

Cause

It is set that the collected and traced CT will be displayed under some circumstances. (Only under the circumstance that the event log notification is set.)

However, the CT that is more than one month from the last logon day does not belong to trace target.

Resolution

When it is not required to trace CT, set [No] for CT trace and collection.

---

**Operation type: URL Access Prohibition**  
**Management Server: %1 (%2)**  
**User name: %3**

**Terminal: %4 (%5)**  
**CT Version: %6**  
**Operation Date:%7**  
**Details: Connection to [%8] has been prohibited. Application Name: [%9]**

#### Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : time of prohibited URL access  
%8 : Web site of prohibited URL access  
%9 : application name of prohibited URL access

#### Event ID

8012

#### Type

Warning

#### Source

SWDTK

#### Cause

This will be displayed when receiving the URL access prohibition log from CT. (only under the circumstance that the event log notification is set.)

#### Resolution

-

---

**Operation type: FTP Server Connection Prohibition**  
**Management Server: %1 (%2)**  
**User name: %3**  
**Terminal: %4 (%5)**  
**CT Version: %6**  
**Operation Date: %7**  
**Details: Connection to [%8] has been prohibited. Application Name: [%9]**

#### Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : time of FTP server that is prohibited to be connected  
%8 : FTP server that is prohibited to be connected to FTP server  
%9 : application name of FTP server that is prohibited to be connected

Event ID

8013

Type

Warning

Source

SWDTK

Cause

This will be displayed when receiving the FTP server prohibition log from CT. (Only under the circumstance that the event log notification is set.)

Resolution

-

---

**Operation type: Web Upload Prohibition**  
**Management Server: %1 (%2)**  
**User name: %3**  
**Terminal: %4 (%5)**  
**CT Version: %6**  
**Operation Date: %7**  
**Details: Uploading to [%8] has been prohibited. Application Name: [%9]**

Variable Information

- %1 : terminal name of (Master) Management Server
- %2 : IP address of (Master) Management Server
- %3 : user name logged on client (CT)
- %4 : terminal name of client (CT)
- %5 : IP address of client (CT)
- %6 : version of client (CT)
- %7 : time of prohibited Web upload
- %8 : Web site of prohibited Web upload
- %9 : application name of prohibited Web upload

Event ID

8014

Type

Warning

Source

SWDTK

Cause

This will be displayed when receiving the Web upload prohibition log from CT. (Only under the circumstance that the event log notification is set.)

Resolution

-

---

**Operation type: Web Download Prohibition**  
**Management Server: %1 (%2)**

**User name: %3**  
**Terminal: %4 (%5)**  
**CT Version: %6**  
**Operation Date:%7**  
**Details: Downloading from [%8] has been prohibited. Application Name: [%9]**

#### Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : time of prohibited Web download  
%8 : Web site of prohibited Web download  
%9 : application name of prohibited Web download

#### Event ID

8015

#### Type

Warning

#### Source

SWDTK

#### Cause

This will be displayed when receiving the Web download prohibition log from CT. (Only under the circumstance that the event log notification is set.)

#### Resolution

-

---

#### **Operation type: E-mail Attachment Prohibition**

**Management Server: %1 (%2)**

**User name: %3**

**Terminal: %4 (%5)**

**CT Version: %6**

**Operation Date: %7**

**Details: The E-mail attachment of [%8] has been prohibited. Application Name [%9]. E-mail content [%10].**

#### Variable Information

%1 : terminal name of (Master) Management Server  
%2 : IP address of (Master) Management Server  
%3 : user name logged on client (CT)  
%4 : terminal name of client (CT)  
%5 : IP address of client (CT)  
%6 : version of client (CT)  
%7 : time of E-mail attachment prohibition



%8 : file name of E-mail attachment prohibition  
%9 : application name of E-mail attachment prohibition  
%10 : E-mail contents prepared to be sent (sender, TO, CC, BCC, item name, attachment file)

#### Event ID

8016

#### Type

Warning

#### Source

SWDTK

#### Cause

This will be displayed when receiving the E-mail file attachment prohibition log (V14.2 later) from CT. (Only under the circumstance that the event log notification is set.)

#### Resolution

-

---

#### Operation type: Clipboard Operation Prohibition

Management Server: %1 (%2)

User name: %3

Terminal: %4 (%5)

CT Version: %6

Operation Date: %7

Details: Clipboard operation between different environments has been prohibited. Direction: [%8],  
Operation source PC: [%9], Operation target PC: [%10], Application name: [%11], Format: [%12], Content:  
[%13]

#### Variable Information

%1 : terminal name of (Master) Management Server

%2 : IP address of (Master) Management Server

%3 : user name logged on client (CT)

%4 : terminal name of client (CT)

%5 : IP address of client (CT)

%6 : version of client (CT)

%7 : time of prohibited clipboard operation

%8 : direction of clipboard operation ("Physical end > Virtual machine end" or "Virtual machine end > Physical end")

%9 : original computer name of clipboard operation

%10 : target computer name of clipboard operation

%11 : application name of prohibited clipboard operation

%12 : data format of clipboard operation target

%13 : operated clipboard content

#### Event ID

8017

#### Type

Warning

#### Source

SWDTK

## Cause

This will be displayed when receiving the clipboard operation prohibition log from CT. (Only under the circumstance that the event log notification is set.)

## Resolution

-

---

### 3.1.12 Message Output with Log Analyzer Settings

---

#### **[ERR-TRANSSET001] Failed to read ini file due to the following reasons. [%MSG]**

##### Variable Information

%MSG : cause of file read processing failed

## Cause

Data cannot be read from TRANS\_SETTING.ini file due to causes recorded in [MSG].

## Resolution

Execute it again after processing related to [MSG] has been taken for TRANS\_SETTING.ini file of data transmission command installation target path.

---

#### **[ERR-TRANSSET002] Failed to write ini file due to the following reasons. [%MSG]**

##### Variable Information

%MSG : cause of file write processing failed

## Cause

Data cannot be written from TRANS\_SETTING.ini file due to causes recorded in [MSG].

## Resolution

Execute it again after processing related to [MSG] has been taken for TRANS\_SETTING.ini file of data transmission command installation target path.

---

#### **[ERR-TRANSSET003] ini file is not found.**

## Cause

The TRANS\_SETTING.ini file cannot be found.

## Resolution

Execute it again after rebooting the Log Analyzer settings.

---

#### **[ERR-TRANSSET004] Failed to create the Task Scheduler.**

## Cause

The task scheduler operation of Windows failed.

## Resolution

Contact Fujitsu technical staff.

---

#### **[ERR-TRANSSET005] Failed to register the Log Analysis Server information.**

## Cause

Processing failed due to the cause displayed on the command prompt.

## Resolution

Confirm the "3.1.14 Message Output During Registration of Log Analyzer Server Information with Log Analyzer Settings" and execute the process again.

---

### [ERR-TRANSSET006] Failed to transfer the administrator information.

#### Cause

Processing failed due to the cause displayed on the command prompt.

#### Resolution

Confirm the "3.1.13 Message Output with Data Transmission Command" and then transmit the manager information again.

---

### [ERR-TRANSSET007] The account or password for data transfer is incorrect.

#### Cause

Windows account or password is incorrect, or, the account does not exist.

#### Resolution

Confirm the account information and execute the process again.

---

### [ERR-TRANSSET999] Internal error occurred. [Ret=XX]

#### Cause

An error occurred in the internal part.

#### Resolution

Contact Fujitsu technical staff.

---

## 3.1.13 Message Output with Data Transmission Command

---

### Backup and file transmission processing have been completed.

#### Event ID

1501

#### Type

Information

#### Source

SWDTLA

#### Cause

-

#### Resolution

-

---

### Invalid parameters have been specified.

#### Event ID

1701

#### Type

Error

## Source

SWDTLA

## Cause

The invalid parameter is specified in the command.

## Resolution

Perform the operation again after confirming the execution command.

---

### **Failed to read ini file.**

## Event ID

1702

## Type

Error

## Source

SWDTLA

## Cause

- Failed to read TRANS\_SETTING.ini file. Probable causes are as follows:  
TRANS\_SETTING.ini file does not exist.
- TRANS\_SETTING.ini file is corrupted.
- Reading of TRANS\_SETTING.ini file is prohibited.
- TRANS\_SETTING.ini file is used by other program.

## Resolution

Confirm the TRANS\_SETTING.ini file under the directory of data transmission command installation folder.

---

### **Failed to write ini file.**

## Event ID

1703

## Type

Error

## Source

SWDTLA

## Cause

- Failed to write the TRANS\_SETTING.ini file. Probable causes are as follows:  
Writing for TRANS\_SETTING.ini file is prohibited.
- TRANS\_SETTING.ini file is used by other programs.

## Resolution

Confirm the TRANS\_SETTING.ini file under the directory of data transmission command installation folder.

---

### **Settings error of data transmission command.**

## Event ID

1704

## Type

Error

## Source

SWDTLA

## Cause

- The specified folder set in Log Analyzer cannot be accessed (log temporarily saving target path folder or log transmission target path shared folder).
- Other processes are already connected to the transmission target path shared folder and the connection processing failed.
- The Log Analyzer settings are incorrect.

## Resolution

- Confirm causes, which affect access, such as whether the folder path is correct, folder path exists, it has the access authority or the access account/password is correct, and then set the correct value.
- Reconfirm the contents of "Set Log Analyzer Environment on the Management Server/Master Management Server" of *Systemwalker Desktop Keeper Installation Guide*, and confirm whether the settings are correct.
- Perform the operation again after confirming other processes are not connected to the transmission target path shared folder.

---

## Backup processing failed.

## Event ID

1705

## Type

Error

## Source

SWDTLA

## Cause

Probable causes are as follows:

- The transmission source information of the log analyzer settings is incorrect.
- The data transmission command is executed twice.

## Resolution

Perform the operation again after confirming the setting contents in the Log Analyzer settings.

---

## File transmission processing failed.

## Event ID

1706

## Type

Error

## Source

SWDTLA

## Cause

The account name or password connected to the file transmission target shared folder is incorrect.

## Resolution

Perform the operation again after confirming the account name and password.

---

### **Failed to write the processing completion file.**

#### Event ID

1707

#### Type

Error

#### Source

SWDTLA

#### Cause

Probable causes are as follows:

- File transmission target folder does not exist.
- The authority to access the file transmission target folder is not given.

## Resolution

Perform the operation again after confirming whether the access authority and folder of file transmission target folder exist.

---

### **Failed to read the registry.**

#### Event ID

1708

#### Type

Error

#### Source

SWDTLA

#### Cause

The registry may be damaged.

## Resolution

Perform the operation after confirming the registry.

---

### **Failed to write the registry.**

#### Event ID

1709

#### Type

Error

#### Source

SWDTLA

#### Cause

The user who executes the data transmission command does not have Administrator authority.

## Resolution

Perform the operation again after logging on as administrator.

---

### **Invalid backup period has been specified.**

#### Event ID

1710

#### Type

Error

#### Source

SWDTLA

#### Cause

The invalid backup period was specified.

## Resolution

Perform the operation again after confirming whether the system time of computer is incorrect and whether the data transmission command is executed twice within one day.

---

### **Version/Edition of Management Server is different.**

#### Event ID

1711

#### Type

Error

#### Source

SWDTLA

#### Cause

Failed to execute the data transmission command due to different versions of the Management Server.

## Resolution

Perform the operation again after confirming the version of the Management Server.

---

### **Failed to delete the file.**

#### Event ID

1712

#### Type

Error

#### Source

SWDTLA

#### Cause

Failed to delete the file backed up on the Management Server.

## Resolution

Manually delete the CSV files in the folder of temporarily saved log data.

### 3.1.14 Message Output During Registration of Log Analyzer Server Information with Log Analyzer Settings

---

#### Parameter error.

##### Cause

The input parameter is incorrect. The number of parameter is not enough or unnecessary parameter is set.

##### Resolution

Execute it again after modifying the input parameter.

---

#### The specified file path does not exist.

##### Cause

The non-existent file path is specified in the file path of parameter.

##### Resolution

Execute it again after specifying the existing file path in the file path of parameter.

---

#### Format error of the specified file path.

##### Cause

The incorrect file path such as the non-existent folder in the file path of parameter is specified.

##### Resolution

Execute it again after specifying the correct file path of parameter.

---

#### Failed to operate registry.

##### Cause

Operation for registry value failed because it does not have the access authority.

##### Resolution

Execute it again after confirming whether it is required to logon with user with Administrator authority or Domain Admins authority.

---

#### Failed to read the input file.

##### Cause

Failed to read the specified input file because the file does not have read authority, or the file is used by other processes.

##### Resolution

Execute it again after confirming the file has read authority, or the file is used by other processes.

---

#### Failed to write the output file in.

##### Cause

Failed to write the specified export file due to incorrect specified file path, insufficient disk capacity and the write authority of corresponding folder does not exist.

##### Resolution

Execute it again after confirming whether the specified file path is incorrect, the disk capacity is insufficient or and the write authority of corresponding folder exists.

---

#### Description format error in the input file.



#### Cause

The entered parameters are incorrect.

#### Resolution

Perform the operation again after confirming whether the parameter is correct according to the operation manual.

---

### Failed to setup the database.

#### Cause

Database setup failed because it does not have the execution authority.

#### Resolution

Execute it again after confirming whether it is required to logon with user with Administrator authority or Domain Admins authority.

---

### Failed to access the internal files. [File Name=%s]

#### Variable Information

%s: name of file that failed to be accessed

#### Cause

Failed to access to internal file because it does not have the access authority.

#### Resolution

Execute it again after confirming whether it is required to logon with user with Administrator authority or Domain Admins authority.

---

### LAConnectInfo.ini file is damaged.

#### Cause

The records of internal file are not complete due to some causes.

#### Resolution

Register the information of the Log Analyzer Server.

---

### Internal error occurred.

#### Cause

Some temporary errors such as insufficient resources and timing error, etc., occurred.

#### Resolution

Execute it again.

---

### Database backup command is not found.

#### Cause

The command executing the database setup does not exist.

#### Resolution

Perform the operation again after confirming whether the Symfoware Server Client is correctly installed.

---

## 3.1.15 Message Output with iOS Management Database Restore Command

---

### Restore DataBase "mdm\_server\_production" Failed

#### Cause

Failed to restore the iOS management database.

## Resolution

Contact Fujitsu technical staff.

---

### **Administrator authority is required to execute this program.**

#### Cause

The existing Windows user does not have Administrator authority.

#### Resolution

Log in to Windows with a user having Administrator authority, and then execute it.

---

### **The iOS Management Database has not been built.**

#### Cause

iOS management database is not constructed.

#### Resolution

Execute it in an environment where iOS management database is constructed.

---

### **The restoration is cancelled because the iOS Management Database versions are different.**

#### Cause

iOS management database version differs from the command version.

#### Resolution

Contact Fujitsu technical staff.

---

### **The parameter is incorrect.**

#### Cause

Entered parameter is incorrect.

#### Resolution

Enter the correct parameter.

---

### **The folder name exceeds the number of maximum characters that can be specified. for a folder name.**

#### Cause

The folder name in which backup information of the iOS management database is stored contains 190 or more characters.

#### Resolution

Specify 189 or less characters for the folder that stores the backup information of the iOS management database.

---

### **The specified folder does not exist.**

#### Cause

The specified folder does not exist.

#### Resolution

Confirm the folder and execute it again.

---

### **The specified folder name is invalid.**

#### Cause

The specified folder name is incorrect.

## Resolution

Specify the correct folder name.

---

**The characters that cannot be used as folder name are used.**

## Cause

Prohibited characters are specified.

## Resolution

Use only allowed characters in the folder name.

## 3.2 Message Output with Management Console

---

### 3.2.1 Message Output During Installation

---

**[[201-ERR001] Systemwalker Desktop Keeper Management Console cannot be installed. Please confirm the target OS and ServicePack. Stop installation.**

## Cause

It is installed in "unsupported OS and Service Pack".

## Resolution

Installed in "supported OS or Service Pack".

---

**[[201-ERR006] %s Failed to copy the file.**

- **The disk capacity is insufficient.**
- **The corresponding disk denies being written.**
- **The file with the same name already exists.**

**This is caused due to the above mentioned causes.**

**Please install after confirmation.**

**The installation is cancelled.**

## Variable Information

%s : name of file that failed to be copied

## Cause

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- A file with the same name already exists.

## Resolution

Confirm whether the disk capacity is insufficient, or the corresponding disk denies being written or the file with the same name already exists, and then install it.

---

**[[201-ERR007] %s Failed to create the folder.**

- **The disk capacity is insufficient.**
- **The corresponding disk denies being written.**
- **The folder with the same name already exists.**

**This is caused due to the above mentioned causes.**

**Please install after confirmation.**

**The installation is cancelled.**

## Variable Information

%s : name of file that failed to be created

## Cause

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- A folder with the same name already exists.

## Resolution

Confirm whether the disk capacity is insufficient, or the corresponding disk denies being written or the file with the same name already exists, and then install it.

---

**[[201-ERR008] Failed to read the value of registry. Please contact the system administrator. The installation is cancelled.**

## Cause

The value of the registry may have been deleted.

## Resolution

Contact Fujitsu technical staff.

---

**[[201-ERR009] Failed to create registry. Please logon as a user that has Administrator authority and install again. Stop installation.**

## Cause

The user who performs the installation does not have Administrator authority.

## Resolution

Install after logging on as administrator.

---

**[[201-ERR010] The installed user does not have Administrator authority. Please logon as a user that has Administrator authority and install again. Stop installation.**

## Cause

The user who performs the installation does not have Administrator authority.

## Resolution

Install after logging on as administrator.

---

**[[201-ERR011] The installation or uninstallation of last time has not completed. Please install again after restarting. Stop installation.**

## Cause

After previous installation and uninstallation, the computer is not rebooted.

## Resolution

Install after rebooting the computer.

---

**[[201-ERR019] %1 Installation has been completed, but an error occurred. Please confirm the incorrect contents of installation log files. Installation log file: [%2]. The installation is finished.**

## Variable Information

%1 : installation function name  
%2 : installation log file name

## Cause

An error occurred after the installation was complete.

## Resolution

Confirm the incorrect contents of installation log files of path displayed in the message.

---

**[[201-ERR108] It is intended to install the Management Console of Base Edition to the terminal with Management Console of Systemwalker Desktop Keeper Standard Edition installed. It is unable to update the Management Console of Standard Edition through the Management Console of Base Edition. Stop installation.**

## Cause

In the terminal of Management Console installed with Systemwalker Desktop Keeper Standard Edition, prepare to install the Management Console of Base Edition.

## Resolution

The Management Console of Standard Edition cannot be upgraded by Management Console of Base Edition. Upgrade in the Management Console of Standard Edition.

---

**[[201-ERR109] As the folder to be selected, root director of drive or drive apart from fixed disk cannot be specified. Please specify a correct folder.**

## Cause

The selected folder has its own specified root directory of drive or drive excluding the fixed disk.

## Resolution

Select a folder excluding the root directory of fixed disk.

---

**[[211-ERR003] Incorrect port number. Please enter a numeric value between 5001 and 60000.**

## Cause

The input port numbers are numerals excluding the numerals from 5001 to 60000, or characters excluding the numerals.

## Resolution

Enter a value within a range from 5001 to 60000.

---

**[[211-ERR004] The server name or IP address is incorrect.**

- Specify the server name using up to 15 halfwidth characters
- Specify the IPv4 address using up to 15 halfwidth characters
- Specify the IPv6 address using up to 39 halfwidth characters
- The IPv4 address can contain halfwidth numbers (0 - 9) and halfwidth periods (.)
- The IPv6 address can contain halfwidth alphanumeric characters (A - F, a - f, 0 - 9) and halfwidth colons (:)
- The server name can contain halfwidth alphanumeric characters (A - Z, a - z, 0 - 9), halfwidth hyphens (-) and underscores (\_)
- The server name and IP address cannot contain numbers only
- IPv6 addresses cannot be specified on this operating system

## Cause

The probable causes are as follows:

- The length of server name is set to more than halfwidth 15 characters.

- The length of IP address (IPv4) is set to more than halfwidth 15 characters.
- The length of IP address (IPv6) is set to more than halfwidth 39 characters.
- Characters other than halfwidth numerals (0 to 9) and halfwidth period (.) were used to specify IP address (IPv4).
- Characters other than halfwidth alphanumeric characters (A to F, a to f, 0 to 9) and halfwidth colon (:) were used to specify IP address (IPv6)
- Characters other than halfwidth alphanumeric characters (A to Z, a to z, 0 to 9) and halfwidth characters such as hyphen (-) and underscore (\_) were used to specify server name.
- IP address or server name is input by only using numerals,
- IP address (IPv6) is entered on the Operating System that IPv6 address is not supported.

#### Resolution

Enter the correct IP address or server name fulfilling the following conditions:

- Server name with the length of halfwidth 15 characters or less
- Characters that can be used to specify server name: halfwidth alphanumeric characters (A to Z, a to z, 0 to 9) and halfwidth characters such as hyphen (-) and underscore (\_)
- IP address (IPv4) with the length of halfwidth 15 characters or less
- IP address (IPv6) with the length of halfwidth 39 characters or less
- Characters that can be used to specify IP address (IPv4): halfwidth numerals (0 to 9) and halfwidth period (.)
- Characters that can be used to specify IP address (IPv6): halfwidth alphanumeric characters (A to F, a to f, 0 to 9) and halfwidth colon (:)
- Do not input server name or IP address by only using numerals.
- Specify IP address (IPv4) on the Operating System that IPv6 address is not supported.

---

**[I211-ERR005] Please enter the computer name, IP address and port number of one server at least.**

#### Cause

The server name, IP address and port number are not entered.

#### Resolution

Enter at least one of the following: server name, IP address or port number

---

**[I211-ERR010] The symbols that cannot be used as directory name has been entered. Symbols except the following can be entered.**

**Symbols not allowed: [#] [%] [/] [:] [\*] [?] ["] [<] [>] [[]]**

#### Cause

The input content name contains some symbols that are not allowed to be used.

#### Resolution

Enter the symbols that are allowed to be used in the content name only.

---

**[I211-ERR021] The path length of the specified folder is too long. Please specify the path within 96 halfwidth characters.**

#### Cause

The path of specified folder is too long.

#### Resolution

Specify the path whose length is within halfwidth 96 characters.

---

**[I999-ERR999] Please contact the system administrator.**

**Cause**

The installer may be damaged.

**Resolution**

Contact Fujitsu technical staff.

---

### 3.2.2 Message Output During Uninstallation

---

**[I202-ERR001] %s Failed to delete the file. Please contact the system administrator.**

**Variable Information**

%s : delete the name of failed file

**Cause**

Failed to delete the file.

**Resolution**

Manually delete the corresponding file.

---

**[I202-ERR002] %s Failed to delete the folder. Please contact the system administrator.**

**Variable Information**

%s : delete the name of failed folder

**Cause**

Failed to delete the folder.

**Resolution**

Manually delete the corresponding folder.

---

**[I202-ERR003] Failed to read registry. Please contact system administrator. Stop uninstallation.**

**Cause**

The value of the registry may have been deleted.

**Resolution**

Contact Fujitsu technical staff.

---

**[I202-ERR004] Failed to create registry. Please logon as a user that has Administrator authority and uninstall again. Stop uninstallation.**

**Cause**

Failed to create the value of the registry.

**Resolution**

Uninstall after logging on as administrator.

---

**[I202-ERR005] Failed to delete registry. Please logon as a user that has Administrator authority and uninstall again. Stop uninstallation.**

**Cause**

Failed to delete the value of the registry.

## Resolution

Uninstall after logging on as administrator.

---

**[I202-ERR006] The user that performs uninstallation does not have Administrator authority. Please logon as a user that has Administrator authority and uninstall again. Stop uninstallation.**

## Cause

The user who performs the uninstallation does not have Administrator authority.

## Resolution

Uninstall after logging on as administrator.

---

**[I202-ERR007] The installation or uninstallation of last time has not completed. Please uninstall again after restarting. Stop uninstallation.**

## Cause

After the previous installation and uninstallation, the computer is not rebooted.

## Resolution

Uninstall after rebooting the computer.

## 3.2.3 Message Output During Operation

---

**[MCPC-ERR001] Failed to get policy information.  
%s**

## Variable Information

%s: the following three incorrect messages

- The required file does not exist.
- An error occurred when inputting file.
- Other causes.

## Cause

- The required file does not exist because the program is operating.
- An error occurred when inputting or outputting file.
- Unknown error.

## Resolution

- Confirm whether the following files exist in the installation folder of Management Console. In addition, do not modify these file names.
  - fsw01eja.exe
  - PCSetting.ini
- Confirm whether the folder that is prohibited to be written can be selected as output target path. Or confirm whether the input folder path contains UNICODE character.
- Click the [Create] button again.

If it still cannot be created, contact the system administrator.

---

**[MCPC-ERR002] Please enter the startup password.**

## Cause

The startup password is not entered.



#### Resolution

Enter startup password.

---

**[MCPC-ERR003] The characters not allowed are used in the password. The following character are not allowed.**

**"&, \, :, ?, ", ~, ^, ', <, >, |, fullwidth characters and halfwidth space."**

#### Cause

The characters (&, \, :, ?, ", ~, ^, ', <, >, |, fullwidth characters and halfwidth space) not allowed are entered in the password.

#### Resolution

Enter only with characters that can be used.

---

**[MCPC-ERR004] The start date of period is later than the finish date of period. Please select the start date of period <= the finish date of period.**

#### Cause

The start date of period has exceeded the end date.

#### Resolution

Select according to the start date <= and end date of period.

---

**[MCPC-ERR005] The start time of period is later than the finish time of the period. Please select the start time of period < the finish time of period.**

#### Cause

The start time of period is the same as the end time, or the start time has exceeded the end time.

#### Resolution

Select according to the rules of start time < and end time of period.

---

**[MCPC-ERR007] The folder name is too long. The maximum length of folder name can be specified within 260 halfwidth characters in full path.**

#### Cause

The folder name is too long.

#### Resolution

It contains the output file name and specify within halfwidth 260 characters.

---

**[MCPC-ERR008] Failed to start the Policy Application Tool creation program. The policy application tool creation program can only be executed on the terminal with the client of Systemwalker Desktop Keeper V14g installed.**

#### Cause

The policy application tool is prepared to be performed in the environment without client.

#### Resolution

Execute under the environment with client.

---

**[MCPC-ERR009] Control characters are contained in startup password. Control characters are not allowed in startup password.**

#### Cause

The startup password contains control code.

## Resolution

The control code cannot be used in startup password.

---

### **[MCPC-SEL003] The selected folder already exists [%s]. Overwrite?**

#### Variable Information

%s: folder name

#### Cause

#### Resolution

When overwriting directly, click the [OK] button, when finishing the processing, click the [Cancel] button.

---

### **[MCPC-SEL004] Create Policy Application Tool. Execute?**

%1

%2

%3

%4

%5

%6

#### Variable Information

%1: computer name

%2: name

%3: application type

%4: period that can be executed for policy application tool

%5: time that can be executed for policy application tool

%6: startup password

#### Cause

Prepare to create policy application tool.

#### Resolution

When continuing to create, click the [OK] button. When finishing the processing, click the [Cancel] button.

---

### **[MCPC-SEL005] The selected period is earlier than time. Create Policy Application Tool?**

#### Cause

The period you selected is past time.

#### Resolution

When continuing, click the [OK] button.

---

### **[MGAG-ERR001] Please enter the connection target server name.**

#### Cause

The name of server to be connected is not entered.

#### Resolution

Enter the name of server to be connected.

---

### **[MGAG-ERR002] Please enter a group name.**

#### Cause

The group name is not entered.

#### Resolution

Enter the group name.

---

#### **[MGAG-ERR003] Same group name exists.**

#### Cause

The same group name exists.

#### Resolution

Modify the group name.

---

#### **[MGCA-ERR001] The interval of monitoring attached data transfer is incorrect.**

#### Cause

The value excluding the scope or halfwidth numerals is entered in the transmission monitoring interval of attached data.

#### Resolution

Enter a value between 1 and 999.

---

#### **[MGCA-ERR002] The interval of attached data transfer is incorrect.**

#### Cause

The value excluding the scope or halfwidth numerals is entered in the transmission monitoring interval (transmitting continuously) of attached data.

#### Resolution

Enter a value between 0 and 999.

---

#### **[MGCA-ERR003] The invalid interval of screen capture is incorrect.**

#### Cause

The value excluding the scope or halfwidth numerals is entered in the invalid interval between the screen capture and the next screen capture.

#### Resolution

Enter a value greater than 0.

---

#### **[MGCA-ERR004] The maximum number of images can be saved in CT is incorrect.**

#### Cause

The value excluding the scope or halfwidth numerals is entered in the maximum number of images that can be saved in the CT.

#### Resolution

Enter a value between 1 and 999.

---

#### **[MGCA-ERR005] The printer increasing/decreasing monitor interval is incorrect.**

#### Cause

The value excluding the scope or halfwidth numerals is entered in the increasing and decreasing monitoring interval of printer.

#### Resolution

Enter a value between 15 and 999.

---

#### **[MGCA-ERR006] Number of times of printing job monitoring.**

### Cause

The value excluding the scope or halfwidth numerals is entered in the printing job monitoring times.

### Resolution

Enter a value between 3 and 9.

---

### **[MGCA-ERR007] The interval of Log Sending is incorrect.**

### Cause

The value excluding the scope or halfwidth numerals is entered in the log sending interval.

### Resolution

Enter a value between 60 and 9999.

---

### **[MGCA-ERR008] The interval during continuous sending is incorrect.**

### Cause

The value excluding the scope or halfwidth numerals is entered in the interval of continuously sending.

### Resolution

Enter a value between 30 and 9999.

---

### **[MGCA-ERR009] The maximum number of logs can be sent at one time is incorrect.**

### Cause

The value excluding the scope or halfwidth numerals is entered in the maximum number of logs that can be sent for one time.

### Resolution

Enter a value between 100 and 5000.

---

### **[MGCA-ERR010] he communication timeout is incorrect.**

### Cause

The value excluding the scope or halfwidth numerals is entered in the connection timeout.

### Resolution

Enter a value between 30 and 300.

---

### **[MGCA-ERR011] The interval of sending each log is incorrect.**

### Cause

The value excluding the scope or halfwidth numerals is entered in each log sending interval.

### Resolution

Enter a value between 50 and 5000.

---

### **[MGCA-ERR012] The interval of monitoring server connection is incorrect.**

### Cause

The value excluding the scope or halfwidth numerals is entered in the server connection monitoring interval.

### Resolution

Enter a value between 30 and 900.

---

### **[MGCA-ERR013] The maximum total size of original of file export is incorrect.**

## Cause

The value excluding the range from 1 to 700, or characters excluding the numerals are entered in the aggregated maximum size of original file of file export.

## Resolution

Enter a value between 1 and 700.

---

### [MGCA-ERR014] The maximum size of a single file is incorrect.

## Cause

The value excluding the range from 1 to 50, or characters excluding the numerals are entered in the maximum size of single file.

## Resolution

Enter a value between 1 and 50.

---

### [MGCA-ERR015] Specify the number of screen unlock fails (Lock).

## Cause

The screen lock release failure count (Mandatory lock) on the **Device operation settings** screen is not entered.

## Resolution

Enter the screen lock release failure count (Mandatory lock), or remove the check from the check box.

---

### [MGCA-ERR016] Specify a value that satisfies the following conditions for the number of screen unlock fails.

- The 'Lock' and 'Wipe' values are both in the range of 4 to 10
- The 'Lock' value must be smaller than the 'Wipe' value

## Cause

The screen lock release failure count (Mandatory lock) on the **Device operation settings** screen is incorrect.

## Resolution

Enter the correct screen lock release failure count.

---

### [MGCA-ERR017] Specify the number of screen unlock fails (Wipe).

## Cause

The screen lock release failure count (Wipe) on the **Device operation settings** screen is not entered.

## Resolution

Enter the screen lock release failure count (Wipe), or remove the check from the check box.

---

### [MGCA-ERR019] Specify the business start time.

## Cause

Business start time on the **Device operation settings** screen is not entered.

## Resolution

Enter the business start time.

---

### [MGCA-ERR020] The business start time is invalid. Specify a business start time in the following range: 00:00 to 23:59

## Cause

The business start time on the **Device operation settings** screen is specified outside of the range of 00:00 minutes to 23:59 minutes.

## Resolution

Enter the correct business start time.

---

### [MGCA-ERR021] Specify the business end time.

#### Cause

The business start time on the **Device operation settings** screen is not entered.

#### Resolution

Enter the business start time.

---

### [MGCA-ERR022] The business end time is invalid. Specify a business end time in the following range: 00:00 to 23:59

#### Cause

The business start time on the **Device operation settings** screen is specified outside of the range of 00:00 minutes to 23:59 minutes.

#### Resolution

Enter the correct business start time.

---

### [MGCA-ERR023] Specify the client management password.

#### Cause

The client management password on the **Device operation settings** screen is not entered.

#### Resolution

Enter the client management password.

---

### [MGCA-ERR024] The client management password contains invalid characters. It cannot contain fullwidth spaces, halfwidth spaces, halfwidth kana, and the following symbols: &, <, >, |, \, ", ~, ', ?, :, ^

#### Cause

The client management password includes the following characters that cannot be used to specify password.

#### Resolution

Enter the correct client management password.

---

### [MGCA-ERR025] The client management password in 'Password (reenter)' is invalid. Specify the same value as the client management password.

#### Cause

The client management password and the re-entered password do not match.

#### Resolution

Enter the same contents for the client management password and the re-entered password.

---

### [MGCA-ERR026] Specify the date.

#### Cause

The date on the **Business Hours Settings > Advanced Settings** screen is not entered.

#### Resolution

Enter the date.

---

**[MGCA-ERR027] The date is invalid. Specify a date in the following range:  
January 1, 2000 to December 31, 2037**

**Cause**

The date on the **Business Hours Settings > Advanced Settings** screen is specified outside the range of 1/1/2000 to 31/12/2037.

**Resolution**

Enter the correct date.

---

**[MGCA-ERR028] Register up to 100 business days.**

**Cause**

The number of registration of business days on the **Business Hours Settings > Advanced Settings** screen exceeds the maximum number of registrations.

**Resolution**

Do not exceed the maximum number of registrations.

---

**[MGCA-SEL001] Update terminal operation settings. Execute?**

**Cause**

Prepare to update terminal operation settings.

**Resolution**

When updating, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGCA-SEL002] Specify CT as the location for saving attached data. It may occupy local disk of CT side, please consider to set at server (recommended) side. Update terminal operation settings. Execute?**

**Cause**

The location for saving attached data specifies CT, and it will be displayed when clicking the [Set] button.

**Resolution**

When this setting is correct, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGCI-ERR001] Please enter application EXE name.**

**Cause**

The EXE name of application is not entered.

**Resolution**

Enter the EXE name of application.

---

**[MGCI-ERR002] Please select a logon prohibition group.**

**Cause**

The logon prohibition group is not selected.

**Resolution**

Select the logon prohibition group.

---

**[MGCI-ERR003] Please enter the list of EXE names of applications that allow printing.**

**Cause**

The EXE name of printing permission application is not entered.

## Resolution

Enter the EXE name of printing permission application.

---

### **[MGCI-ERR004] Failed to update CT setting information. Cancel the processing.**

#### Cause

An exception occurred in the network environment between Management Console and level control service.

#### Resolution

Execute again after checking the network environment.

---

### **[MGCI-ERR005] Unable to save the settings, because the group that is added to level composition is not registered. Cancel the processing.**

#### Cause

The group added to the level structure is not registered.

#### Resolution

Register the group added to the level structure.

---

### **[MGCI-ERR006] The following characters are not allowed in application EXE name. \, /, : , \* , ? , " , < , > , | are not allowed.**

#### Cause

The characters not allowed are entered in EXE name of application.

#### Resolution

Enter characters that can be used in EXE name of application.

---

### **[MGCI-ERR007] Root directory cannot be modified.**

#### Cause

Prepare to update the name or notes of root group.

#### Resolution

-

---

### **[MGCI-ERR008] Please enter a group name or CT name.**

#### Cause

Prepare to update when the group or CT name is empty.

#### Resolution

Enter characters excluding the blank.

---

### **[MGCI-ERR009] Please enter a process EXE name.**

#### Cause

[EXE Name of Process] is not entered.

#### Resolution

Enter [EXE Name of Process].

---

### **[MGCI-ERR010] Please select the option of record operation.**



### Cause

[Option of Record Operation] is not selected.

### Resolution

Select [Option of Record Operation].

---

## **[MGCI-ERR011] Please select the option that is based on extension.**

### Cause

[Option Based on Extension] is not selected.

### Resolution

Select [Option Based on Extension].

---

## **[MGCI-ERR012] The following characters are not allowed in a process EXE name. \, /, :, \*, ?, ", <, >, | are not allowed.**

### Cause

The characters not allowed are entered in [EXE Name of Process] (\, /, :, \*, ?, ", <, >, |).

### Resolution

Enter characters that can be used in [EXE Name of Process].

---

## **[MGCI-ERR013] Please enter an extension name.**

### Cause

[Extension] is not entered.

### Resolution

Enter [Extension].

---

## **[MGCI-ERR014] The extension name cannot contain halfwidth kana, or the following characters: \, /, :, \*, ?, ", <, >, |**

### Cause

The characters not allowed are entered in [Extension] (\, /, :, \*, ?, ", <, >, |, .).

### Resolution

Enter characters that can be used in [Extension].

---

## **[MGCI-ERR015] Unable to register over %d items in process EXE name.**

### Variable Information

%d : EXE items of process that can be registered

### Cause

The items to be registered have exceeded the items that can be registered.

### Resolution

Newly register after deleting the registered and unnecessary information.

---

## **[MGCI-ERR016] After set the file operation record of this process to "Get All", it will cause significant impact on the system, so it cannot be set.**

### Cause

When [Option of Record Operation] cannot be set to [Get All], it will be displayed if EXE name of process is set to [Get All].

## Resolution

Enter other values in [Option of Record Operation].

---

### **[MGCI-ERR017] The process EXE name whose value of whether can be deleted is "No" cannot be deleted.**

#### Cause

Prepare to delete the EXE name of process that cannot be deleted.

#### Resolution

Do not delete the process whose [Whether to be Deleted] is set to [No].

---

### **[MGCI-ERR018] Unable to register over %d items in extension.**

#### Variable Information

%d : name items of extension that can be registered

#### Cause

The items to be registered have exceeded the maximum item that can be registered.

#### Resolution

Newly register after deleting the registered and unnecessary information.

---

### **[MGCI-ERR019] Fullwidth characters are not allowed in process EXE name.**

#### Cause

The fullwidth characters are entered in [EXE Name of Process].

#### Resolution

Enter characters that can be used in [EXE Name of Process].

---

### **[MGCI-ERR020] Please specify the following extensions in a process EXE name. .com .exe .bin**

#### Cause

The extension of EXE name of process entered in [EXE Name of Process] is name excluding ".com", ".exe" or ".bin".

#### Resolution

Specify ".com", ".exe" or ".bin" as extension of EXE name of process entered in [EXE Name of Process].

---

### **[MGCI-ERR021] Fullwidth characters are not allowed in extensions.**

#### Cause

The fullwidth characters are entered in [Extension].

#### Resolution

Enter characters that can be used in [Extension].

---

### **[MGCI-ERR022] The extension whose value of whether can be deleted is "No" cannot be deleted.**

#### Cause

Prepare to delete the extension that cannot be deleted.

#### Resolution

-

---

### **[MGCI-ERR023] Unable to register over %d items in application name that allows printing.**

## Variable Information

%d : items of printing permission application that can be registered

## Cause

The registered items of application that can be printed in each policy setting window have exceeded the maximum item that can be registered.

## Resolution

Do not exceed the maximum registration number.

---

### **[MGCI-ERR024] Unable to register over %d items in application name of startup prohibition.**

## Variable Information

%d : items of startup prohibition application that can be registered

## Cause

The registered items of startup prohibition application in each policy setting window have exceeded the maximum item that can be registered.

## Resolution

Do not exceed the maximum registration number.

---

### **[MGCI-ERR025] Please select the applicable range of update.**

## Cause

The update of applied range is not selected.

## Resolution

Select between [Only Apply Policy in This CT Group] or [Also Apply in This CT Group and Its Subordinate CT Group].

---

### **[MGCI-ERR026] Unable to update the policy of specified server.**

## Cause

When the group tree displays server, it will be displayed if the terminal information of server to be updated is selected.

## Resolution

Information update for server cannot be performed.

---

### **[MGCI-ERR027] Please enter the process EXE name and keyword.**

## Cause

EXE name of process and keyword are not entered.

## Resolution

Enter EXE name of process and keyword.

---

### **[MGCI-ERR028] Unable to register over %d items in filtering condition.**

## Variable Information

%d : items of filter condition that can be registered

## Cause

The registration items of filter condition have exceeded the maximum item that can be registered.

## Resolution

Do not exceed the maximum registration number.

---

### **[MGCI-ERR029] Unable to add because same conditions exist in the combination of "Process EXE Name" and "Keyword".**

## Cause

The same condition exists in the combination of EXE name of process and keyword.

## Resolution

Do not repeat the combination of EXE name of process and keyword.

---

### **[MGCI-ERR030] Unable to update before clicking the update button and when the input content is not modified.**

## Cause

The update contents have no changes.

## Resolution

-

---

### **[MGCI-ERR031] Unable to register over %d items in the list of screen capture targets.**

## Variable Information

%d : items of screen capture that can be registered

## Cause

The registration items in window title obtaining log and screen capture target list have exceeded the maximum registration item.

## Resolution

Do not exceed the maximum registration number.

---

### **[MGCI-ERR032] Non-numerals are not allowed in period for use.**

## Cause

The characters excluding the numerals are entered in [Period for Use].

## Resolution

Enter numerals in [Period for Use].

---

### **[MGCI-ERR033] The period for use is incorrect.**

## Cause

The value excluding year from 2000 to 2037, month from 1 to12 and day from 1 to12 is entered in [Period for Use].

## Resolution

Correctly enter a value of [Period for Use].

---

### **[MGCI-ERR034] The period for use is incorrect. Please enter start date <= end date.**

## Cause

The start date entered in [Period for Use]> end date.

## Resolution

In [Period for Use], enter according to the start date <=end date.

---

**[MGCI-ERR035] Non-numerals are not allowed in time for use.**

**Cause**

The characters excluding numerals are entered in [Using Time].

**Resolution**

Enter numerical value in [Using Time].

---

**[MGCI-ERR036] The time for use is incorrect.**

**Cause**

The value excluding hour from 2 to 23, minute from 0 to 59 is entered in [Using Time].

**Resolution**

Correctly enter a value of [Using Time].

---

**[MGCI-ERR037] The time for use is incorrect. Please enter start time <= end time.**

**Cause**

The start time entered in [Using Time] > end time.

**Resolution**

For [Using Time], enter according to start time <= end time.

---

**[MGCI-ERR038] The following characters are not allowed in an extension.**

**\, /, :, ?, ", <, >, |, .) are not allowed.**

**Cause**

The characters not allowed are entered in [Extension] (\, /, :, ?, ", <, >, |, .).

**Resolution**

Enter characters that can be used in [Extension].

---

**[MGCI-ERR039] Wild card (\*) can only be specified at the beginning or the end of extension.**

**Cause**

The wildcard character (\*) is entered in the place excluding the beginning or end of [Extension].

**Resolution**

Correctly enter [Extension].

---

**[MGCI-ERR040] Non-numerals are not allowed in start time of sending.**

**Cause**

The characters excluding numerals are entered in **Time of Start Sending** of **Send Log**.

**Resolution**

Enter numerals in [Time of Starting Sending].

---

**[MGCI-ERR041] The start time of sending is incorrect.**

**Cause**

The value excluding hour from 0 to 23 and minute from 0 to 59 is entered in **Time of Start Sending** of **Send Log**.

**Resolution**

Correctly enter [Time of Starting Sending].

---

---

**[MGCI-ERR042] Please enter the number of days available for decryption.**

**Cause**

The value of days that can be decrypted is not entered.

**Resolution**

Enter a value of days that can be decrypted.

---

**[MGCI-ERR043] The number of days available for decryption is incorrect. Please enter within 1~999.**

**Cause**

The input value of days that can be decrypted has exceeded the range from 1 to 999.

**Resolution**

Correctly enter a value of days that can be decrypted.

---

**[MGCI-ERR044] Please enter the warning number of pages.**

**Cause**

The warning pages are not entered.

**Resolution**

Enter the warning pages.

---

**[MGCI-ERR045] The warning number of pages is incorrect. Please enter within 1~999999.**

**Cause**

The input warning pages have exceeded the range from 1 to 999999.

**Resolution**

Correctly enter the warning pages.

---

**[MGCI-ERR046] Please enter the number of pages for printing prohibition.**

**Cause**

The prohibited printing pages are not entered.

**Resolution**

Enter the prohibited printing pages.

---

**[MGCI-ERR047] The number of pages for printing prohibition is incorrect. Please enter within 1~999999.**

**Cause**

The input prohibited printing pages have exceeded the range from 1 to 999999.

**Resolution**

Correctly enter the prohibited printing pages.

---

**[MGCI-ERR048] The number of pages for printing prohibition is less than the warning number of pages. Please enter a number of pages for printing prohibition that is larger than the warning number of pages.**

**Cause**

The input prohibited printing pages are less than the warning pages.

**Resolution**

Enter a value more than warning pages in the prohibited printing pages.

---

**[MGCI-ERR049] Please enter the URL string.**

**Cause**

The URL string is not entered.

**Resolution**

Enter URL string.

---

**[MGCI-ERR050] The URL can contain only the following characters:  
Halfwidth alphanumeric characters, and the following symbols: ' . - ( ) \_ : / % + [ ]**

**Cause**

The characters not allowed are used in URL character.

**Resolution**

Use characters that can be entered.

---

**[MGCI-ERR051] Unable to register over %d items in sites with access prohibition.**

**Cause**

100 items of website that can be accessed are required to be registered.

**Resolution**

Register again after deleting the unnecessary websites that can be accessed.

---

**[MGCI-ERR052] Please enter the IP address.**

**Cause**

The IP address is not entered.

**Resolution**

Enter the IP address.

---

**[MGCI-ERR053] The entered IP address is incorrect. Please enter a correct address.**

**Cause**

The format of IP address is incorrect.

It should be the format of "nnn.nnn.nnn.nnn" (n is a numeral), and the previous 0 can be omitted.

In the case of IPv4, enter the address in "nnn.nnn.nnn.nnn" (n is a numeral) format, and the previous 0 can be omitted.

In the case of IPv6, enter the address in "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx" (x is a hexadecimal character) format.

Abbreviated format can be used.

**Resolution**

Enter IP address in correct format.

---

**[MGCI-ERR056] Unable to register over 100 items in the server with connection permission.**

**Cause**

Prepare to register more than 100 items of servers that can be connected.

**Resolution**

Register again after deleting the unnecessary websites that can be connected.

---

**[MGCI-ERR057] Unable to register over 100 items in the sites that allow uploading and downloading.**

#### Cause

Prepare to register more than 100 items of websites that can be downloaded.

#### Resolution

Register again after deleting the unnecessary websites that can be downloaded.

---

#### **[MGCI-ERR058] Please enter the folder name.**

#### Cause

The folder name is not entered.

#### Resolution

Enter a folder name.

---

#### **[MGCI-ERR059] The following characters are not allowed in folder name.**

:, \*, ?, ", <, >, | .

#### Cause

The characters not allowed are used in folder name.

#### Resolution

Use characters that can be entered.

---

#### **[MGCI-ERR060] Please enter the folder name with the format that contains drive name.**

#### Cause

The input folder name does not contain drive name.

#### Resolution

Enter the folder name that contains drive name.

---

#### **[MGCI-ERR061] The folder name exceeds 254 halfwidth characters (127 fullwidth characters). The excess portion will be deleted.**

#### Cause

The full path of selected folder name has exceeded halfwidth 254 characters (fullwidth 127 characters).

#### Resolution

In the folder name, specify the full path within halfwidth 254 characters (fullwidth 127 characters).

---

#### **[MGCI-ERR062] Unable to register over 100 items in excluded folder.**

#### Cause

Prepare to register more than 100 items of arbitrary exclusion folders.

#### Resolution

Register again after deleting the unnecessary and arbitrary exclusion folder.

---

#### **[MGCI-ERR063] Please enter the domain name.**

#### Cause

The domain name is not entered.

#### Resolution

Enter a domain name.



---

**[MGCI-ERR064] Characters apart from the following are not allowed in domain name. Characters that are not halfwidth alphanumeric characters as well as ., -, \_ are not allowed.**

**Cause**

The characters not allowed are used in domain name.

**Resolution**

Use characters that can be entered.

---

**[MGCI-ERR065] Unable to register over 100 items in exclusion domain.**

**Cause**

Prepare to register more than 100 items of exclusion domain.

**Resolution**

Register again after deleting unnecessary exclusion domain.

---

**[MGCI-ERR067] Characters apart from the following are not allowed in URL strings. Characters that are not halfwidth alphanumeric characters as well as ', ,, -, ), (, \_, : , %, + are not allowed.**

**Cause**

The characters not allowed are used in URL string.

**Resolution**

Use characters that can be entered.

---

**[MGCI-ERR068] Non-numerals are not allowed in the number of days in the period for use.**

**Cause**

The value excluding numerals is entered in the value of period for use.

**Resolution**

Enter a value in the value of period for use.

---

**[MGCI-ERR069] Non-numerals are not allowed in the number of days it can be used.**

**Cause**

The value excluding numerals is entered in the days that can be used.

**Resolution**

Enter a value in the days that can be used.

---

**[MGCI-ERR070] The setting of period is incorrect. Please set the action during USB individual identification >= action of CT.**

**Cause**

This will be displayed when the value of days set in USB individual identification operation is less than that set in CT operation.

**Resolution**

Fill according to operation of USB individual identification >=CT operation.

---

**[MGCI-ERR071] The required input does not exist. Please select the number from 1 to 999 to enter.**

**Cause**

The following three are the probable causes:

- It is not entered.

- The value excluding the range was entered;
- The characters excluding the numerals were entered.

#### Resolution

Enter a value between 1 and 999.

---

### **[MGCI-ERR072] Please enter the folder name in UNC format that contains shared name.**

#### Cause

The folder path excluding UNC format is entered in the allowed network folder name.

#### Resolution

Enter the folder path in UNC format in the allowed network folder name.

---

### **[MGCI-ERR073] Registrations in the excluded folders cannot exceed %1, or the total size of all excluded folder names cannot exceed %2 halfwidth characters (%3 fullwidth characters).**

#### Variable Information

%1: Number of items can be registered

%2: Number of halfwidth characters that can be registered

%3: Number of fullwidth characters that can be registered

#### Cause

The number of paths specified in the excluded folder is excessive, or the total length of the path is excessive.

#### Resolution

Enter the number of path specified in the excluded folder, and the total length of the path within the values of Number of items can be registered and Number of characters that can be registered displayed in the message.

---

### **[MGCI-ERR074] Specify the name using up to 40 halfwidth characters (20 fullwidth characters).**

#### Cause

The characters used to specify a name exceeds the limit.

#### Resolution

Specify name by using the characters within the given limit.

---

### **[MGCI-ERR075] Specify the notes using up to 128 halfwidth characters (64 fullwidth characters).**

#### Cause

The characters used to specify remarks exceed the limit.

#### Resolution

Specify the remarks by using the characters within the given limit.

---

### **[MGCI-ERR076] Specify the folder name using up to 254 halfwidth characters (127 fullwidth characters).**

#### Cause

The characters used to specify folder name exceed the limit.

#### Resolution

Specify the folder name by using the characters within the given limit.

---

### **[MGCI-ERR077] Specify the EXE name of application that allows printing using up to 254 halfwidth characters (127 fullwidth characters).**

#### Cause

The characters used to specify the EXE name of the printing permission application exceed the limit.

#### Resolution

Specify the EXE name of the printing permission application within the given limit.

---

### **[MGCI-ERR078] Specify the EXE name of startup prohibition application using up to 254 halfwidth characters (127 fullwidth characters).**

#### Cause

The characters used to specify the EXE name of the startup prohibition application exceed the limit.

#### Resolution

Specify the EXE name of the startup prohibition application within the given limit.

---

### **[MGCI-ERR079] Specify the process EXE name using up to 254 halfwidth characters (127 fullwidth characters).**

#### Cause

The characters used to specify the EXE name of process exceed the limit.

#### Resolution

Specify the EXE name of process within the given limit.

---

### **[MGCI-ERR082] Specify the keyword using up to 254 halfwidth characters (127 fullwidth characters).**

#### Cause

The characters used to specify the keyword exceed the limit.

#### Resolution

Specify the keyword within the given limit.

---

### **[MGCI-ERR083] Specify the access point name.**

#### Cause

Access point name is not entered.

#### Resolution

Enter the access point name.

---

### **[MGCI-ERR084] The access point name contains invalid characters. It cannot contain control characters.**

#### Cause

The characters not allowed are used to specify the access point name.

#### Resolution

Enter characters that can be used to specify the access point name.

---

### **[MGCI-ERR085] The BSSID contains invalid characters. It can contain only halfwidth alphanumeric characters and symbols.**

#### Cause

The characters not allowed are used to specify the BSSID.

#### Resolution

Enter characters that can be used to specify the BSSID.

---

**[MGCI-ERR086] Specify the BSSID.**

**Cause**

BSSID is not entered.

**Resolution**

Enter the BSSID.

---

**[MGCI-ERR087] Access points are not set even though 'Enable connection of registered access points' is specified for the Wi-Fi connection prohibition setting. You must register at least one access point, otherwise communication with the server may not be possible.**

**Cause**

The Wi-Fi access point is not registered.

**Resolution**

When **Enable connection of registered access points** is selected after selecting **Prohibit** in Wi-Fi connection prohibition, register at least one Wi-Fi access point.

---

**[MGCI-ERR088] Register up to %1 access points.**

**Variable Information**

%1: Items that can be registered

**Cause**

A number of registered access point names exceeds the allowed maximum number of registrations.

**Resolution**

Specify the number of registered access point names within the given limit.

---

**[MGCI-ERR089] Specify the Bluetooth device name.**

**Cause**

The Bluetooth device name is not entered.

**Resolution**

Enter the Bluetooth device name.

---

**[MGCI-ERR090] The Bluetooth device name contains invalid characters. It cannot contain control characters.**

**Cause**

The characters not allowed are used to specify the Bluetooth device name.

**Resolution**

Enter the characters that can be used to specify the Bluetooth device name.

---

**[MGCI-ERR091] Specify the MAC address.**

**Cause**

MAC address is not entered.

**Resolution**

Enter the MAC address.

---

**[MGCI-ERR092] The MAC address contains invalid characters. It can contain only halfwidth alphanumeric characters and symbols.**

**Cause**

The characters not allowed are used to specify the MAC address.

**Resolution**

Enter the characters that can be used to specify the MAC address.

---

**[MGCI-ERR093] Register up to %1 Bluetooth devices.**

**Variable Information**

%1: Number of items that can be registered

**Cause**

The number of registered Bluetooth devices exceeds the allowed maximum number of registrations.

**Resolution**

Specify the number of Bluetooth registrations within the given limit.

---

**[MGCI-ERR094] Specify the package name.**

**Cause**

A package name is not entered.

**Resolution**

Enter the package name.

---

**[MGCI-ERR095] The package name contains invalid characters. It cannot contain control characters.**

**Cause**

The characters not allowed are used to specify the package name.

**Resolution**

Enter the characters that can be used to specify the package name.

---

**[MGCI-ERR096] Register up to %1 package names.**

**Variable Information**

%1: Number of items that can be registered

**Cause**

A number of registered package names exceeds the allowed maximum number of registrations.

**Resolution**

Specify the number of package name registrations within the given limit.

---

**[MGCI-ERR097] Specify the folder name using a path that begins with "/".**

**Cause**

"/" is not entered at the beginning of the folder name.

**Resolution**

Enter the folder name beginning with "/".

---

---

**[MGCI-ERR100] Specify the access point name using up to 254 halfwidth characters (127 fullwidth characters).**

**Cause**

The characters used to specify the access point name exceed the limit.

**Resolution**

Specify the access point names within the given limit.

---

**[MGCI-ERR101] Specify the Bluetooth device name using up to 254 halfwidth characters (127 fullwidth characters).**

**Cause**

The characters used to specify the Bluetooth device name exceed the limit.

**Resolution**

Specify the Bluetooth device name within the given limit.

---

**[MGCI-ERR102] Specify the package name using up to 254 halfwidth characters (127 fullwidth characters).**

**Cause**

The characters used to specify the package name exceed the limit.

**Resolution**

Specify the package name within the given limit.

---

**[MGCI-ERR103] Specify the folder name using up to 260 halfwidth characters (130 fullwidth characters).**

**Cause**

The characters used to specify the folder name exceed the limit.

**Resolution**

Specify the folder name within the given limit.

---

**[MGCI-INF001] Update settings to server (DB).**

**Cause**

The setting contents can be reflected to server (DB).

**Resolution**

Click the [OK] button.

---

**[MGCI-SEL001] Update settings of level composition to server (DB).Execute?**

**Cause**

The setting information of server is modified.

**Resolution**

-

---

**[MGCI-SEL002] After the settings are updated to server (DB) immediately, they will be reflected to CT. Execute?**

**Cause**

The setting information of server is modified.

## Resolution

After the policy set in Management Console is updated and connected to Management Server/Master Management Server, determine whether it can be reflected to CT of target.

---

**[MGCI-SEL003] After the settings are updated to server (DB), they will be reflected at next startup of CT. Execute?**

## Cause

The setting contents are modified.

## Resolution

After the policy set in Management Console is updated and connected to Management Server/Master Management Server, determine whether the updated contents can be reflected to CT of target.

---

**[MGCI-SEL004] After the settings are set to server (DB), they will be reflected to target CT. Please select to apply the set policy to selected CT group only, or apply to domain CT of subordinate sub-group as well. CT Group Name: %s**

## Variable Information

%s : CT group name

## Cause

Prepare to immediately update the selected CT group, its subgroup and CT policy information.

## Resolution

When updating the policy information of selected CT group only, click the [OK] button after selecting [Apply Policy to This CT Group Only]. When updating the policy information of selected CT group, its subgroup and CT, click the [OK] button after selecting [Apply Policy to This CT Group and Its Subordinate Group and CT]. When stopping the processing, click the [Cancel] button.

---

**[MGCI-SEL005] After the settings are set to server (DB), they will be reflected to target CT. Please select to apply the set policy to selected CT group only, or apply to domain CT of subordinate sub-group as well. CT Group Name: %s**

## Variable Information

%s : CT group name

## Cause

Prepare to update the selected CT group, its subgroup and CT policy information at next startup.

## Resolution

When updating the policy information of selected CT group only, click the [OK] button after selecting [Apply Policy to This CT Group Only]. When updating the policy information of selected CT group, its subgroup and CT, click the [OK] button after selecting [Apply Policy to This CT Group and Its Subordinate Group and CT]. When stopping the processing, click the [Cancel] button.

---

**[MGCI-SEL006] After the settings are updated to server (DB) immediately, they will be reflected to CT. Execute?  
CT Name: %s**

## Variable Information

%s : CT name

## Cause

Prepare to immediately update the policy information of selected CT.

## Resolution

When updating, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGCI-SEL007] After the settings are updated to server (DB), they will be reflected at next startup of CT. Execute?**  
**CT Name: %s**

Variable Information

%s : CT name

Cause

The selected CT is prepared to update the get policy information at next startup.

Resolution

When updating, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGCI-SEL009] When importing the configuration information of Systemwalker Desktop Patrol, please use the Systemwalker Desktop Patrol configuration information import command. After importing configuration information through this menu, the registered group will be deleted, and the group policy and department administrator need to be set again. Import configuration Information?**

Cause

This will be displayed before importing configuration information from Systemwalker Desktop Patrol.

Resolution

Determine whether to import by Systemwalker Desktop Patrol configuration information import command. When it is OK for only one time, click the [OK] button. When the import is performed by Systemwalker Desktop Patrol configuration information import command, click the [Cancel] button. Generally, operate by Systemwalker Desktop Patrol configuration information import command.

---

**[MGCI-SEL010] After the settings have been updated to server (DB), the Policy Application Tool creation window will be displayed. Execute?**  
**CT Name: %1**

Variable Information

%1: CT name

Cause

It is the confirming message when starting policy application tool.

Resolution

When starting the policy application tool, click the [OK] button. When it is not started, click the [Cancel] button.

---

**[MGCL-ERR001] Failed to communicate with level control service. Cancel the processing. The service of Management Server may have already stopped. Please confirm. The communication port number of Management Server and Management Console may be inconsistent. Please confirm.**

Cause

This could be caused because:

- The level control service of connected target server has stopped.
- The IP address settings of connected target server are incorrect.
- An exception occurred in the network environment.
- Under the 3-level structure, when the structure reflection processing is performed from connecting the Management Console of Master Management Server to lower level Management Server, the update processing needs much more time.
- As the Management Console is newly installed on the Management Server whose version is upgraded, the port number does not match.



- The communication port of level control service (communication target) used for connecting server is not allowed by the firewall connected to server.

#### Resolution

Execute again after checking the status and network environment of level control service of connected target server.

When the IP address of connected target server is incorrect, overwrite the installation or reinstall the Management Console, and specify the correct IP address.

When it takes too much time for update processing, refresh later and confirm whether the update processing is completed.

When the port number does not match, process as one of the follows:

- Overwrite the installation of Management Console and specify the correct port number.
- Modify the port number of the Management Server through the server settings tool.

Modify the settings of firewall so that the communication port of level control service used for connecting server can communicate with Management Console.

---

#### **[MGCL-ERR002] Internal error occurred in level control service. Cancel the processing.**

##### Cause

The system environment or database of level control service is not complete.

##### Resolution

Contact Fujitsu technical staff.

---

#### **[MGCL-INF001] The updating process has ended normally.**

##### Cause

-

##### Resolution

-

---

#### **[MGCL-SEL001] Copy policy. Reflect the copied content to target CT immediately after copying? To copy policy and reflect immediately, please click the [Yes] button. To copy policy only, please click the [No] button. To cancel the copying, please click the [Cancel] button.**

##### Cause

Prepare to copy the policy.

##### Resolution

When copying the policy, and the contents are immediately reflected to client, click the [Yes] button. When only copying the policy, click the [No] button. When the copying is finished, click the [Cancel] button.

---

#### **[MGCL-SEL003] Delete the selected CT group Execute? CT Group Name: %s**

##### Variable Information

%s : CT group name

##### Cause

Prepare to delete the CT group.

##### Resolution

When deleting, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGCL-SEL004] Delete the selected %d sets of CT. Execute?  
CT Name: %s**

**Variable Information**

%d : selected number of sets of CT

%s : selected CT name

**Cause**

Prepare to delete CT.

**Resolution**

When deleting, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGCM-ERR001] The data to be controlled is not set.**

**Cause**

The control data is not set.

**Resolution**

Set the control data.

---

**[MGCM-ERR002] Required memory cannot be ensured. Close Management Console.**

**Cause**

The memory is insufficient.

**Resolution**

Execute again after ending the unnecessary application.

---

**[MGCM-ERR003] Unable to execute this processing because communication with Management Server is not performed.**

**The service of Management Server may have already stopped. Please confirm.**

**Cause**

Failed to connect to the level control service when recording the operation history. This could be caused because:

- The level control service of connected target server has been stopped.
- An exception occurred in the network environment.

**Resolution**

Perform the same operation after confirming the connection status of network, and the startup status of level control service of the Management Server.

---

**[MGCM-INF001] Unable to perform this processing because immediate update is being performed.**

**Cause**

Prepare to update immediately again in immediate update processing.

**Resolution**

Perform the immediate update processing again after immediate update processing. After immediate update processing is finished, the information to prompt end will be displayed.

---

**[MGCM-INF002] Immediate update has ended. (%2 items in %1 have been updated immediately)**

**Variable Information**

%1 : items of target CT with immediate update

%2 : Number of CT items to which the policy was successfully sent

#### Cause

The setting contents are reflected to server (DB).

In addition, when performing the immediate update, items of target CT and items of CT whose immediate update is finished can be displayed.

#### Resolution

-

---

### **[MGCM-INF003] Unable to perform this processing because search of CT/CT group is being performed.**

#### Cause

Prepare to perform the processing in the main window in the course of CT/CT group searching processing.

#### Resolution

Click the [OK] button.

---

### **[MGCM-INF005] Connect to Sub-Level Management Server. Because the management of user information is set to "Manage collectively in Master Management Server", the information relating the user registered through this connection will be changed temporarily and overwritten by data synchronization process of Master Management Server. Continue?**

#### Cause

Under the 3-level system structure, the management of user information is set to "Collectively Manage on the Master Management Server", it will be displayed when connecting to the lower level Management Server.

#### Resolution

When registering user information, user group information, user policy information and department administrator information of user group, connect to the Master Management Server. Continue when performing other operations.

---

### **[MGCP-ERR001] Failed to control the process. Cancel the processing.**

#### Cause

An exception occurred in the network environment of Management Console and level control service.

#### Resolution

Execute again after checking the network environment.

---

### **[MGCP-INF001] Process control has ended normally.**

#### Cause

-

#### Resolution

-

---

### **[MGCP-SEL001] Execute process control. Execute?**

#### Cause

Execute the process control.

#### Resolution

Confirm whether to execute.

---

### **[MGCP-SEL002] Get process list. Execute?**

#### Cause

Prepare to get the process list.

#### Resolution

Determine whether to get.

---

**[MGCP-SEL003] Stop the specified process. In addition, when there are multiple specified process name, all of them will be stopped.**

#### Cause

Prepare to stop the process.

#### Resolution

When stopping, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGCS-ERR001] Please select a configuration value.**

#### Cause

The configuration value is not selected.

#### Resolution

Select the configuration value.

---

**[MGCS-ERR002] Failed to control the service. Cancel the processing.**

#### Cause

The target CT does not exist. Or an exception occurred in the network environment of Management Console and level control service.

#### Resolution

Execute again after checking the network environment.

---

**[MGCS-INF001] Service control has ended normally.**

#### Cause

-

#### Resolution

-

---

**[MGCS-SEL001] Execute service control. Execute?**

#### Cause

Execute the services control.

#### Resolution

Confirm whether to execute.

---

**[MGCS-SEL002] Get service list. Execute?**

#### Cause

Prepare to get the service list.

#### Resolution

Determine whether to get.

---

**[MGCW-ERR001] Please enter an export file.**

### Cause

The output file name is not entered in window specified by each CSV export file.

### Resolution

Enter the output file name.

---

## **[MGCW-ERR002] Specify the export file using up to 218 halfwidth characters (109 fullwidth characters).**

### Cause

In the window specified by each CSV export file, the characters used to specify the output file name exceed the limit,

### Resolution

Enter the output file name within the given limit.

---

## **[MGCW-ERR003] Please enter the export file in the format that contains drive name, path name and file name.**

### Cause

In the window specified by each CSV output file, the input format of output file is incorrect.

### Resolution

Correctly enter the drive name, path name and file name.

---

## **[MGCW-ERR004] The following character are not allowed in the path name and file name of export file. \, /, :, \*, ?, ", <, >, | are not allowed.**

### Cause

In the window specified by each CSV output file, the characters that cannot be used in output file name are used.

### Resolution

Use characters that can be entered.

---

## **[MGCW-ERR005] Failed to open the file. %s**

### Variable Information

%s : name of file failed to be opened

### Cause

Failed to open the CSV file. [Preparation of device is not finished], [Access is refused], [Writing to this media is prohibited] or [Specified path cannot be found] is displayed in the window (%s of above mentioned message).

### Resolution

Confirm the following status:

- Whether the device is connected to the disk;
- Whether prepare to write data to the disk that sets file export prohibition
- Whether the writing is prohibited (the media is in write protected status, or the file is read-only)
- Whether the specified path exists.

---

## **[MGCW-ERR006] Failed to write the file. %s**

### Cause

Insufficient disk capacity leads to fail to write CSV file.

#### Resolution

Confirm whether the free space of disk is sufficient.

---

**[MGCW-ERR007] The following character are not allowed in the path name and file name of export file. \, :, \*, ?, ", <, >, | are not allowed.**

#### Cause

The characters not allowed are used in the output file name of window specified by output file.

#### Resolution

Use characters that can be entered.

---

**[MGCW-ERR008] The specified export file already exists. Unable to continue processing.**

#### Cause

The specified file has already existed in the window specified by output file.

#### Resolution

Specify the file that does not exist.

---

**[MGCW-ERR009] The path name or file name of import file does not exist. Please confirm if the specified path is correct.**

#### Cause

The import file that does not exist is specified.

#### Resolution

Execute again after confirming whether the specified path is correct.

---

**[MGCW-ERR010] The path name of result log file does not exist. Please confirm if the specified path is correct.**

#### Cause

The result log file that does not exist is specified.

#### Resolution

Execute again after confirming whether the specified path is correct.

---

**[MGCW-ERR011] Failed to open the result log file. Please confirm if the specified path is correct.**

#### Cause

Failed to open the result log file.

#### Resolution

Execute again after confirming whether the specified path is correct.

---

**[MGCW-ERR012] Failed to open configuration information file. Please confirm if the specified path is correct.**

#### Cause

Failed to open the configuration information file.

#### Resolution

Execute again after confirming whether the specified path is correct.

---

**[MGCW-ERR013] Please enter an import file.**

#### Cause

The [Import File] is not entered in CSV input of department administrator.

#### Resolution

Enter [Import File].

---

### [MGCW-ERR014] Specify the import file using up to 218 halfwidth characters (109 fullwidth characters).

#### Cause

When specifying **Import File**, the full path length has exceeded the maximum character number that can be entered.

#### Resolution

Shorten the full path length of **Import File**.

---

### [MGCW-ERR015] Please enter the import file in the format that contains drive name, path name and file name.

#### Cause

In CSV input of department administrator, the drive name, path name and file name of [Import File] are incorrect.

#### Resolution

Enter in the format containing drive name, path name and file name in [Import File].

---

### [MGCW-ERR016] The following character are not allowed in the path name and file name of import file. \, /, :, \*, ?, ", <, >, | are not allowed.

#### Cause

The characters that cannot be used in file name are entered.

#### Resolution

Use characters that can be used in file name.

---

### [MGCW-ERR017] Please enter the result log file.

#### Cause

[Result Log File] is not entered in the CSV input and output of department administrator.

#### Resolution

Enter [Result Log File].

---

### [MGCW-ERR018] Specify the result log file using up to 218 halfwidth characters (109 fullwidth characters).

#### Cause

When specifying **Result Log File**, the full path length has exceeded the maximum character number that can be entered.

#### Resolution

Shorten the full path length of **Result Log File**.

---

### [MGCW-ERR019] Please enter the result log file in the format that contains drive name, path name and file name.

#### Cause

In CSV input and output of department administrator, the drive name, path name and file name of [Result Log File] are incorrect.

## Resolution

Enter the result log file in the format containing drive name, path name and file name.

---

**[MGCW-ERR020] The following character are not allowed in the path name and file name of result log file.  
\\, /, :, \*, ?, ", <, >, | are not al**

## Cause

The characters not allowed are entered in file name.

## Resolution

Enter characters that can be used in file name.

---

**[MGCW-ERR021] Failed to open the import file. Please confirm if the specified path is correct.**

## Cause

Failed to open [Import File] in CSV input of department administrator.

## Resolution

Execute again after confirming whether the specified path is correct.

---

**[MGCW-ERR022] Failed to open the export file. Please confirm if the specified path is correct.**

## Cause

Failed to open [Export File] in CSV output of department administrator.

## Resolution

Confirm the following status:

- Whether the device is connected to the disk.
- Whether prepare to write data to disk that set file export prohibition.
- Whether the writing is prohibited (the media is in write protected status, or the file is read-only).
- Whether the specified path exists.

---

**[MGCW-INF001] Export CT information.**

## Cause

CSV file output of CT information is ended normally.

## Resolution

Click the [OK] button.

---

**[MGCW-INF002] Export user information.**

## Cause

CSV file output of user information is ended normally.

## Resolution

Click the [OK] button.

---

**[MGCW-INF003] Composition has been exported.**

## Cause

CSV file output of configuration information is ended normally.



Resolution

Click the [OK] button.

---

**[MGCW-INF004] The department administrator of CT group has been exported in CSV format.**

Cause

The department administrator CSV output of CT group is finished.

Resolution

Click the [OK] button.

---

**[MGCW-INF005] The department administrator of user group has been exported in CSV format.**

Cause

The department administrator CSV output of user group is finished.

Resolution

Click the [OK] button.

---

**[MGCW-INF006] The USB device information file has been exported.**

Cause

The USB device information file output is finished.

Resolution

Click the [OK] button.

---

**[MGCW-INF007] IP address file of subordinate CT has already been exported.**

Cause

The IP address file output of subordinate CT is finished.

Resolution

Click the [OK] button.

---

**[MGCW-INF008] CT group information has been exported to CSV file.**

Cause

The CSV file output of CT group information is finished.

Resolution

Click the [OK] button.

---

**[MGCW-SEL001] %s already exists. Overwrite?**

Variable Information

%s : existed CSV output file name

Cause

The specified output file has existed in the window specified by each CSV output file.

Resolution

When overwriting, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGFW-ERR001] Failed to update level composition. Cancel the processing.**

## Cause

The service is not normally operating. Or an exception occurred in the network environment of Management Console and level control service.

## Resolution

Execute again after checking the network environment.

---

### **[MGFW-ERR002] Failed to update debugging trace switch. Cancel the processing.**

## Cause

The service is not normally operating. Or an exception occurred in the network environment of Management Console and level control service.

## Resolution

Execute again after checking the network environment.

---

### **[MGFW-ERR003] A group or multiple CTs have been selected. Please select a single CT.**

## Cause

Select the group, or select several CTs.

## Resolution

Select one CT.

---

### **[MGFW-ERR004] CT is not selected.**

## Cause

The CT is not selected.

## Resolution

Select CT.

---

### **[MGFW-ERR005] Group or CT is not selected.**

## Cause

The group or CT is not selected.

## Resolution

Select the group or CT.

---

### **[MGFW-ERR006] The specified manual saving path is not found.**

## Cause

The specified saving path of manual cannot be found.

## Resolution

Contact Fujitsu technical staff.

---

### **[MGFW-ERR007] The target data of composition reflection does not exist. To perform policy setting, please select [Refresh Tree] from the [Tree Settings] menu to get the latest CT group tree information.**

## Cause

The target data reflected by structure does not exist.

## Resolution

Select [Refresh Tree] from the [Tree Settings] menu to get the newest CT group tree information.

---

**[MGFW-ERR008] Failed to communicate with the target CT. IP address [999.999.999.999]**

**Cause**

Failed to collect the remote data. This could be caused because:

- The target CT is not powered.
- The service of target CT has stopped.
- An exception occurred in the network environment.

**Resolution**

Execute again after confirming the status of target CT and network.

---

**[MGFW-ERR009] The remote control request failed.**

**Cause**

Request to remote control ended abnormally.

**Resolution**

Confirm the status of the target CT and the network status, and then execute the same operation again.

---

**[MGFW-ERR010] Failed to clear the remote control status.**

**Cause**

Remote control status clearing ended abnormally.

**Resolution**

Confirm the status of the target CT and the network status, and then execute the same operation again.

---

**[MGFW-ERR011] Cannot clear the displayed status of remote control processing because it is in progress.  
Clear the displayed status after all remote control processing is completed.**

**Cause**

Attempted to clear the remote control execution state while the remote control is in operation.

**Resolution**

Clear the remote control execution state after the remote control processing is complete.

---

**[MGFW-INF001] Unable to end because immediate update is being performed.**

**Cause**

When performing the immediate update processing, prepare to end the program.

**Resolution**

End the Management Console after ending the immediate update processing. The message to prompt ending will be displayed after the immediate update processing is finished.

---

**[MGFW-INF002] The composition has been changed. Please execute [Reflect CT group composition] or [Reflect User Group Structure] through menu or tree column after the all changes of composition have been registered.**

**Cause**

The modified contents exist in the settings of CT group tree or user group tree.

## Resolution

For reflecting the modified setting contents, perform [Updating Configuration of CT Group] or [Updating Configuration of User Group].

---

### [MGFW-INF003] The request of collecting material for trouble investigation has been performed.

#### Cause

This will be displayed after collecting the remote data.

#### Resolution

Click the [OK] button.

---

### [MGFW-INF004] Trace log collection request for CT has been performed.

#### Cause

If the CT debugging trace is set to [Summary] or [Details], it will be displayed when the entrust is normally executed for CT.

#### Resolution

Click the [OK] button.

---

### [MGFW-INF005] Trace log removal request for CT has been performed.

#### Cause

If the CT debugging trace is set to [No], it will be displayed when the entrust is normally executed for CT.

#### Resolution

Click the [OK] button.

---

### [MGFW-INF006] Requested remote control.

#### Cause

Request to remote control ended normally.

#### Resolution

Click the **OK** button.

---

### [MGFW-INF007] The remote control status was cleared.

#### Cause

Clearing the remote control state ended normally.

#### Resolution

Click the **OK** button.

---

### [MGFW-SEL001] Update settings of level composition to server (DB). Execute?

#### Cause

The setting contents of level structure are modified.

#### Resolution

Determine whether to update.

---

### [MGFW-SEL002] Data that is not updated exists. Abort the modified content?

#### Cause

The data that is not updated exists.

## Resolution

Determine whether to execute.

---

### **[MGFW-SEL003] Update level composition to the latest status. Execute?**

#### Cause

Prepare to refresh.

#### Resolution

Determine whether to refresh.

---

### **[MGFW-SEL004] Obtain trace logs. Execute?**

#### Cause

Prepare to get the trace log.

#### Resolution

Select whether to get.

---

### **[MGFW-SEL006] Composition is not updated. Execute?**

#### Cause

The level structure is modified, but the [User Policy Settings] window shall be closed when the status is not reflected.

#### Resolution

When directly closing, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

### **[MGFW-SEL007] Perform the request of collecting material for trouble investigation. Execute?**

#### Cause

It is the confirming message before collecting the remote data.

#### Resolution

When collecting the remote data, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

### **[MGFW-SEL008] Perform trace log collection request for CT. Execute?**

#### Cause

Prepare to set the CT debugging trace as [Summary] or [Details].

#### Resolution

When collecting the CT debugging trace log, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

### **[MGFW-SEL009] Perform trace log removal request for CT. Execute?**

#### Cause

Prepare to set the CT debugging trace as [No].

#### Resolution

When the CT debugging trace log is not collected, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

### **[MGFW-SEL010] Update the level composition of selected server to the latest status. Execute?**

**Server Name: %s**

#### Variable Information

%s : server name of target

#### Cause

Prepare to refresh the level structure of displayed server.

#### Resolution

When it is required to refresh the level structure of displayed server, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGFW-SEL011] The selected device will be locked. If you proceed, the process cannot be canceled. Do you want to continue?**

#### Cause

Prepared to execute the mandatory lock on CT.

#### Resolution

Click **Yes** to execute mandatory lock, and **No** to not to execute the lock.

---

**[MGFW-SEL012] The selected device will be unlocked. If you proceed, the process cannot be canceled. Do you want to continue?**

#### Cause

Prepared to release of mandatory lock on CT.

#### Resolution

Click **Yes** to release the mandatory lock, and **No** to not to release the lock.

---

**[MGFW-SEL013] The selected device will be wiped. If you proceed, the process cannot be canceled. Do you want to continue?**

#### Cause

Prepared to execute wipe on CT.

#### Resolution

Click **Yes** to execute wipe, and **No** to not to execute the wipe.

---

**[MGFW-SEL014] The data on the selected device will be deleted. If you proceed, the process cannot be canceled. Do you want to continue?**

#### Cause

Prepared to delete the data on CT.

#### Resolution

Click **Yes** to delete the data, and **No** to not to delete the data.

---

**[MGFW-SEL015] The remote control status of the selected device will be cleared. If you proceed, the process cannot be canceled. Do you want to continue?**

#### Cause

Prepare to clear the remote control state of the client (CT).

#### Resolution

Click **Yes** to clear the remote control state and **No** to not to clear the state.

---

**[MGFW-SEL016] The passcode of the selected device will be cleared. If you proceed, the process cannot be canceled. Do you want to continue?**

### Cause

Prepare to clear the passcode of the client (CT).

### Resolution

Click **Yes** to clear the passcode and **No** to not to clear the passcode.

---

### **[MGLC-ERR002] The management servers are different, moving is not performed. Name: %s**

#### Variable Information

%s : Name of CT failed to be moved

### Cause

Prepare to move the CT to server group that is different from server where CT registers.

### Resolution

Move to the server group that is logged on.

---

### **[MGLC-ERR003] he level cannot exceed 100 levels. Cancel the processing.**

### Cause

Prepare to specify the level more than 100 levels.

### Resolution

Change the level to less than 100 levels.

---

### **[MGLC-ERR005] CT group or CT cannot be moved to root directory. Name: %s**

#### Variable Information

%s : name of CT or CT group before movement

### Cause

When displaying the server or Active Directory Linkage, prepare to move the CT group or CT to the root directory.

### Resolution

-

---

### **[MGLC-ERR007] Unable to move to the domain or group created through linking with Active Directory. Name: %s**

#### Variable Information

%s : name of CT or CT group before movement

### Cause

Prepared to move the CT or CT group to the domain or CT group created in Active Directory Linkage.

### Resolution

This operation cannot be performed. Click the [OK] button.

---

### **[MGLC-ERR008] Unable to move because there is no authority in the moving target. Name: %s**

#### Variable Information

%s : name of CT or CT group before movement

### Cause

When the department administrator performs the operation, prepared to move the CT or CT group to CT group without authority.

### Resolution

This operation cannot be performed. Click the [OK] button.

---

### **[MGLC-ERR009] Unable to move to server.**

**Name: %s**

### Variable Information

%s : name of CT or CT group before movement

### Cause

When the domain linkage is performed, prepared to move the CT or CT group to server.

### Resolution

This operation cannot be performed. Click the [OK] button.

---

### **[MGLC-ERR011] User group or user cannot be moved to root directory.**

### Cause

When Active Directory Linkage is performed, prepare to move the user group or user to the root directory.

### Resolution

Click the [OK] button. When Active Directory Linkage is performed, the user group or user cannot be moved to the root directory, so move it to Local directory.

---

### **[MGLC-ERR012] CT group cannot be moved to the folder that is not configured.**

**Name: %1**

### Variable Information

%1: CT group name

### Cause

Prepare to drag and drop the CT group to the folder that is not configured.

### Resolution

CT group cannot be moved to the folder that is not configured.

---

### **[MGLC-ERR013] CT cannot be moved to root directory. Please move to an folder that is not configured.**

**Name: %1**

### Variable Information

%1: CT name

### Cause

Prepare to drag and drop CT to the root directory.

### Resolution

CT cannot be moved to the root directory.

---

### **[MGLC-ERR014] CT cannot be moved to server. Please move to an folder that is not configured.**

**Name: %1**

### Variable Information

%1: CT name



#### Cause

Prepare to drag and drop CT to the server.

#### Resolution

CT cannot be moved to server.

---

**[MGLC-ERR015] CT cannot be moved to Local. Please move to a folder that is not configured.  
Name: %1**

#### Variable Information

%1: CT name

#### Cause

Prepare to drag and drop CT to Local.

#### Resolution

CT cannot be moved to Local.

---

**[MGLC-ERR016] Specify the group name using up to 40 halfwidth characters (20 fullwidth characters).**

#### Cause

The characters used to specify the group name exceed the limit.

#### Resolution

Specify the group name by using the characters within the given limit.

---

**[MGLD-WRN001] The initial password is being still used - change it as soon as possible.  
To change the password: 'File' > 'Change Password'**

#### Cause

The password remains the same as the default set during the installation.

#### Resolution

Change the password by following the displayed method.

---

**[MGLD-ERR001] Please enter the user ID.**

#### Cause

The user ID is not entered.

#### Resolution

Enter the user ID.

---

**[MGLD-ERR002] Please enter the password.**

#### Cause

The password is not entered.

#### Resolution

Enter the password.

---

**[MGLD-ERR003] Failed to get information of connection target server. End..**

#### Cause

The information of connected target server is not complete.

## Resolution

Execute again after confirming the information of corresponding servers.

---

### **[MGLD-ERR004] Authentication failed. Please confirm user ID or password.**

#### Cause

Authentication failed.

#### Resolution

Confirm the user ID and password.

---

### **[MGLD-ERR005] Failed to encrypt user ID and password. Cancel the processing.**

#### Cause

The database environment is not complete.

#### Resolution

Contact Fujitsu technical staff.

---

### **[MGLD-ERR008] Please select a connection server.**

#### Cause

The connected target server is not selected in the authentication dialog box.

#### Resolution

Select the target server name to be connected.

---

### **[MGLD-ERR009] The version of connection target server is different. Cancel the processing.**

#### Cause

The version of product preparing to connect Master Management Server of Management Console is different.

#### Resolution

Confirm the version of product to connect to the Management Server in the server settings tool and for the old version, upgrade the version.

---

### **[MGSC-ERR001] The IP address can only contain numbers, letters (A - F, a - f), periods ( . ) and colons ( : ).**

#### Cause

The characters excluding the numerals, alphanumeric characters (A to F, a to f), period (.), and colon (:) are entered in IP address (searching conditions) of CT/CT group searching window.

#### Resolution

Confirm the value entered in IP address.

---

### **[MGSC-ERR002] The input format of IP address is incorrect.**

#### Cause

The format of the IP address (searching conditions) in CT/CT group searching window is incorrect.

In the case of IPv4, enter the address in "nnn.nnn.nnn.nnn" (n is a numeral) format, and the previous 0 can be omitted.

In the case of IPv6, enter the address in "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx" (x is a hexadecimal character) format. Abbreviated format can be used.

## Resolution

Confirm the value entered in IP address.

---

### **[MGSC-ERR003] The input format of MAC address is incorrect. 17 characters must be entered.**

#### Cause

The MAC address (searching conditions) in CT/CT group searching window is not entered in the format of XX-XX-XX-XX-XX-XX.

#### Resolution

Confirm the value entered in MAC address.

---

### **[MGSC-ERR004] Non-numeric characters and decimal points are not allowed in CT version.**

#### Cause

In the CT/CT group searching window, the characters excluding numerals and period are entered in CT version (searching conditions).

#### Resolution

Confirm the value entered in CT version.

---

### **[MGSC-ERR005] The input format of CT version is incorrect.**

#### Cause

The CT version (searching conditions) in CT/CT group searching window is not entered in the format of X.X.X.X.

#### Resolution

Confirm the value entered in CT version.

---

### **[MGSC-ERR006] Non-numeric characters are not allowed in Last Logon Date (Start).**

#### Cause

The characters excluding numerals are entered in last logon day (searching conditions) in the CT/CT group searching window.

#### Resolution

Confirm the value entered in last logon day (start).

---

### **[MGSC-ERR007] The input format of Last Logon Date (Start) is incorrect.**

#### Cause

The last logon day (searching conditions) in the CT/CT group searching window is not entered in the format of mmddyyyy.

#### Resolution

Confirm the value entered in last logon day (start).

---

### **[MGSC-ERR008] Non-numeric characters are not allowed in Last Logon Date (End).**

#### Cause

The characters excluding numerals are entered in last logon end date (searching conditions) in CT/CT group searching window.

#### Resolution

Confirm the value entered in last logon day (end).

---

### **[MGSC-ERR009] The input format of Last Logon Date (End) is incorrect.**

#### Cause

The last logon day (searching conditions) in the CT/CT group searching window is not entered in the format of mmddyyyy.

## Resolution

Confirm the value entered in last logon day (end).

---

### **[MGSC-ERR010] Non-numeric characters are not allowed in Client Policy Update Date (Start).**

#### Cause

The characters excluding numerals are entered in the start date (searching conditions) of updating client policy in the CT/CT group searching window.

#### Resolution

Confirm the value entered in date (start) of updating client policy.

---

### **[MGSC-ERR011] The input format of Client Policy Update Date (Start) is incorrect.**

#### Cause

The start date (searching conditions) of updating client policy in the CT/CT group searching window is not entered in the format of mmddyyyy.

#### Resolution

Confirm the value entered in date (start) of updating client policy.

---

### **[MGSC-ERR012] Non-numeric characters are not allowed in Client Policy Update Date (End).**

#### Cause

The characters excluding numerals are entered in the end date (searching conditions) of updating client policy in the CT/CT group searching window.

#### Resolution

Confirm the value entered in date (end) of updating client policy.

---

### **[MGSC-ERR013] The input format of Client Policy Update Date (End) is incorrect.**

#### Cause

The end date (searching conditions) of updating client policy in the CT/CT group searching window is not entered in the format of mmddyyyy.

#### Resolution

Confirm the value entered in date (end) of updating client policy.

---

### **[MGSC-ERR014] Unable to search because the group as search location has been moved or deleted.**

#### Cause

When clicking the search button in the CT/CT group searching window, the group of searching target has been moved or deleted.

#### Resolution

Close the searching window first, and display the searching window again after selecting the group again.

---

### **[MGSC-ERR015] The entered value of Last Logon Date (Start) does not exist on calendar.**

#### Cause

The date that does not exist is entered in last logon day (searching conditions) in the CT/CT group searching window.

#### Resolution

Confirm the value entered in last logon day (start).

---

### **[MGSC-ERR016] The entered value of Last Logon Date (End) does not exist on calendar.**

Cause

The date that does not exist is entered in last logon day (searching conditions) in the CT/CT group searching window.

Resolution

Confirm the value entered in last logon day (end).

---

**[MGSC-ERR017] The entered value of Client Policy Update Date (Start) does not exist on calendar.**

Cause

The date that does not exist is entered in the date (searching conditions) of updating client policy in the CT/CT group searching window.

Resolution

Confirm the value entered in the date (start) of updating client policy.

---

**[MGSC-ERR018] The entered value of Client Policy Update Date (End) does not exist on calendar.**

Cause

The date that does not exist is entered in the date (searching conditions) of updating client policy in the CT/CT group searching window.

Resolution

Confirm the value entered in the date (end) of updating client policy.

---

**[MGSC-ERR019] The Last Logon Date (Start) is later than the Last Logon Date (End). Please enter the Last Logon Date (Start) <= Last Logon Date (End).**

Cause

In the value entered in CT/CT group searching window, the last logon start date > last logon end date.

Resolution

Confirm the value entered in last logon day (start - end).

---

**[MGSC-ERR020] The Client Policy Update Date (Start) is later than the Client Policy Update Date (End). Please enter the Client Policy Update Date (Start) <= Client Policy Update Date (End).**

Cause

In the value entered in CT/CT group searching window, the start date of updating client policy > end date of updating client policy.

Resolution

Confirm the value entered in date of updating client policy (start - end).

---

**[MGSC-ERR021] Characters that are not hexadecimal numbers and hyphen are not allowed in MAC address.**

Cause

The characters excluding hexadecimal values and hyphen are entered in MAC address.

Resolution

Enter characters that can be used in MAC address.

---

**[MGUD-ERR001] Please enter the device name.**

Cause

The device name is not entered in USB device logon window.

Resolution

Enter a device name.

---

**[MGUD-ERR002] Characters not allowed are used in the device name. Control characters are not allowed.**

**Cause**

In USB device logon window, the characters not allowed are used in device name.

**Resolution**

Enter characters that can be used in device name.

---

**[MGUD-ERR003] Please enter the internal serial number.**

**Cause**

In USB device logon window, when the identification method is [Match Completely], the internal serial number is not entered.

**Resolution**

Enter the internal serial number.

---

**[MGUD-ERR004] Characters not allowed are used in the internal serial number. Control characters are not allowed.**

**Cause**

In USB device logon window, the characters not allowed are used in the internal serial number.

**Resolution**

Enter characters that can be used in internal serial number.

---

**[MGUD-ERR005] Please enter the USB device name.**

**Cause**

In USB device logon window, the USB device name is not entered.

**Resolution**

Enter a USB device name.

---

**[MGUD-ERR006] Characters not allowed are used in the USB device name. Control characters are not allowed.**

**Cause**

In USB device logon window, the characters not allowed are used in the USB device name.

**Resolution**

Enter characters that can be used in the USB device name.

---

**[MGUD-ERR007] Characters not allowed are used in notes. Control characters are not allowed.**

**Cause**

In USB device logon window, the characters not allowed are used in the notes.

**Resolution**

Enter characters that can be used in the notes.

---

**[MGUD-ERR008] The registered USB devices is more than 10,000 items, Unable to processing.**

**Cause**

In the USB device registration window, the USB devices to be registered have exceeded 10,000 items.

## Resolution

Newly log on after deleting the unnecessary USB devices.

---

### **[MGUD-ERR009] The correspondent USB device has already been deleted.**

#### Cause

In the USB device registration window, it will be displayed when preparing to delete the deleted USB devices.

#### Resolution

Restart the USB device registration window, and confirm whether the corresponding USB devices have been deleted.

---

### **[MGUD-ERR010] Please enter the Manufacturer ID.**

#### Cause

In the USB device registration window, the maker ID is not entered.

#### Resolution

Enter a maker ID.

---

### **[MGUD-ERR011] Please enter the Manufacturer ID with four hexadecimal digits.**

#### Cause

In the USB device logon window, the entered maker ID has exceeded the range from 0000 to FFFF.

#### Resolution

In the maker ID, enter a value within a range from 0000 to FFFF.

---

### **[MGUD-ERR012] Please enter the Product ID.**

#### Cause

In the USB device logon window, the product ID is not entered.

#### Resolution

Enter a product ID.

---

### **[MGUD-ERR013] Please enter the Product ID with four hexadecimal digits.**

#### Cause

In the USB device logon window, the entered product ID has exceeded the range from 0000 to FFFF.

#### Resolution

In the product ID, enter a value within a range from 0000 to FFFF.

---

### **[MGUD-ERR014] The USB device has already been registered.**

#### Cause

In the USB device logon window, prepare to update the prompted information of logged USB device.

#### Resolution

Click the [Update] button when modifying the logon contents.

---

### **[MGUD-ERR015] Unable to obtain USB device information of the specified drive. Please confirm if the drive name is correct or USB device is plugged out.**

## Cause

In the USB device logon window, when clicking the [Get USB Device Information] button, it is prompted that this information cannot be get. None of USB device is inserted into the USB terminal, or the inserted USB device cannot be identified in this system.

## Resolution

Confirm whether the USB device is inserted into the USB terminal.

When the inserted USB device in USB terminal cannot be identified by this system, insert again.

---

### **[MGUD-ERR016] Unable to obtain USB device information of the specified drive. Please check if the USB device is identified correctly.**

## Cause

In the USB device logon window, when clicking the [Get USB Device Information] button, the information cannot be get. The device is not normally identified.

## Resolution

Execute again after this device is correctly identified by the system.

---

### **[MGUD-ERR017] The deleted USB device exists, the other USB devices have been deleted.**

## Cause

When deleting several USB devices, there are already deleted devices in USB device.

The administrator who performs operation in the other Management Console may have deleted the device.

## Resolution

As this USB device has been deleted, it is not required to perform the processing.

---

### **[MGUD-ERR018] Deleted USB device exists, the valid period of other USB devices have been extended.**

## Cause

When the period for use of several USB devices are prolonged, there are already deleted devices in USB device.

The USB device displayed in Management Console actually is deleted because:

The administrator who performs operations in the other Management Console may have deleted this device.

## Resolution

As this USB device has been deleted, it is not required to perform the processing.

---

### **[MGUD-ERR019] Please enter the period for use.**

## Cause

[Period for Use] is not entered.

## Resolution

Enter [Period for Use]. Any of [Year], [Month] and [Day] is required to be filled.

---

### **[MGUD-ERR020] The period for use is incorrect. The period for use can be entered within the following range.**

#### **January 2000 to 31 December 2037**

## Cause

Probable causes are as follows:

- The date before January 1st, 2000 is entered.
- The date after December 31th, 2037 is entered.



- The characters excluding numerals are entered.

#### Resolution

Enter a date between January 1st, 2000 and December 31th, 2037.

---

#### **[MGUD-ERR021] All the selected USB devices have been deleted.**

##### Cause

When preparing to delete the USB device, the selected USB device has been deleted.

The administrator who performs operation in the other Management Console may have deleted the device.

##### Resolution

As this USB device has been deleted, it is not required to perform the processing.

---

#### **[MGUD-ERR024] Specify the internal serial number using up to 64 halfwidth characters (32 fullwidth characters).**

##### Cause

The characters used to specify the internal serial number exceed the limit.

##### Resolution

Specify the internal serial number by using the characters within the given limit.

---

#### **[MGUD-ERR025] Specify the USB device name using up to 80 halfwidth characters (40 fullwidth characters).**

##### Cause

The characters used to specify the USB device name exceed the limit.

##### Resolution

Specify the USB device name by using the characters within the given limit.

---

#### **[MGUD-ERR026] Specify the notes using up to 128 halfwidth characters (64 fullwidth characters).**

##### Cause

The characters used to specify remarks exceed the limit.

##### Resolution

Specify the remarks by using the characters within the given limit.

---

#### **[MGUD-ERR027] Specify the device name using up to 80 halfwidth characters (40 fullwidth characters).**

##### Cause

The characters used to specify the device name exceed the limit.

##### Resolution

Specify the device name by using the characters within the given limit.

---

#### **[MGUD-INF001] It is the registered USB device. Display the registered content.**

##### Cause

In the USB device logon window, it will be displayed when [Get USB Device Information] (clicking this button) is performed for logged-on USB.

##### Resolution

-

---

**[MGUD-INF002] Registered device. Please remove the screening of USB device and confirm.**

**Cause**

When adding device, the device has logged on master, but in the list display, as the small range display of USB is set, this device information is not displayed.

**Resolution**

Add the device after removing the small range display of USB device.

---

**[MGUD-SEL001] Delete USB device.**

**When deleting the USB device set in permitted device of policy, its setting information will be deleted as well.**

**Delete the USB device?**

**Cause**

In the USB device logon window, it is the prompted information when preparing to delete USB device.

**Resolution**

When deleting, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

**[MGUI-ERR001] The following characters are not allowed in a user name.**

**\ / : \* ? " < > | [ ] ; = , + are not allowed.**

**Cause**

The characters not allowed are entered in [User Name] (\ / : \* ? " < > | [ ] ; = , +).

**Resolution**

In [User Name], enter again with characters that can be used.

---

**[MGUI-ERR002] Please enter a user name.**

**Cause**

[User Name] is not entered.

**Resolution**

Enter [User Name].

---

**[MGUI-ERR003] User name cannot be entered with period only.**

**Cause**

The character (only period) that cannot be used is entered in [User Name].

**Resolution**

In [User Name], enter again with characters that can be used.

---

**[MGUI-ERR004] Unknown error occurred. Please contact the system administrator.**

**Cause**

Flaws exist in the system environment of Management Console.

**Resolution**

Contact Fujitsu technical staff.

---

**[MGUI-ERR005] Please enter an import file.**

### Cause

[Import File] is not entered.

### Resolution

Enter [Import File].

---

## **[MGUI-ERR006] Specify the import file using up to %1 halfwidth characters (%2 fullwidth characters).**

### Variable Information

%1: the maximum character number of import file name (Halfwidth)

%2: the maximum character number of import file name (Fullwidth)

### Cause

The length of [Import File] has exceeded the maximum character number that can be entered.

### Resolution

Specify [Import File] by using the characters less than the maximum number of characters.

---

## **[MGUI-ERR007] Please enter the import file in the format that contains drive name, path name and file name.**

### Cause

When specifying [Import File], the drive name, path name or file name is incorrect.

### Resolution

When specifying [Import File], enter in the format containing drive name, path name and file name.

---

## **[MGUI-ERR008] The following character are not allowed in the path name and file name of import file. \, /, :, \*, ?, ", <, >, | are not allowed.**

### Cause

The characters that cannot be used for file name are entered.

### Resolution

Enter again with characters that can be used in the file name.

---

## **[MGUI-ERR009] Please enter the result log file.**

### Cause

[Result Log File] is not entered.

### Resolution

Enter [Result Log File].

---

## **[MGUI-ERR010] Specify the result log file using up to %1 halfwidth characters (%2 fullwidth characters).**

### Variable Information

%1: the maximum character number of full path of result log file (Halfwidth)

%2: the maximum character number of full path of result log file (Fullwidth)

### Cause

When specifying [Result Log File], the full path length has exceeded the maximum character number that can be entered.

### Resolution

Cut the full path length of [Result Log File].

---

**[MGUI-ERR011] Please enter the result log file in the format that contains drive name, path name and file name.**

**Cause**

When specifying [Result Log File], the entered drive name, path name or file name is incorrect.

**Resolution**

When specifying [Result Log File], enter in the format containing drive name, path name and file name.

---

**[MGUI-ERR012] The following character are not allowed in the path name and file name of result log file. \, /, :, \*, ?, ", <, >, | are not allowed.**

**Cause**

The characters that cannot be used for file name are entered.

**Resolution**

Enter again with characters that can be used in the file name.

---

**[MGUI-ERR013] Unable to register over %d items in user policy.**

**Variable Information**

%d : the maximum logon number of user policy

**Cause**

The items to be logged-on have exceeded the maximum number that can be logged-on.

**Resolution**

Newly register after deleting the logged-on and unnecessary information.

---

**[MGUI-ERR014] The update value does not exist.**

**Cause**

The user information is not entered (position, department name, department code, notes).

**Resolution**

Enter the user information.

---

**[MGUI-ERR015] The name of import file is the same as the name of result log file.**

**Cause**

The import file and result log file are specified as files with same name.

**Resolution**

For import file name and result log file, specify them as different names.

---

**[MGUI-ERR016] The following character are not allowed in the path name and file name of result log file. \, :, \*, ?, ", <, >, | are not allowed.**

**Cause**

The characters that cannot be used for file name are entered in execution log.

**Resolution**

Enter again with characters that can be used in the file name.

---

**[MGUI-ERR017] The following character are not allowed in the path name and file name of import file. \, :, \*, ?, ", <, >, | are not allowed.**

#### Cause

The characters that cannot be used for file name are entered in import file.

#### Resolution

Enter again with characters that can be used in the file name.

---

### **[MGUI-ERR018] The user name has already been registered.**

#### Cause

The user name entered in the user information has registered.

#### Resolution

Enter an IP that is different from the registered ID name.

---

### **[MGUI-ERR019] User name cannot be modified. Please create a new user.**

#### Cause

The user name cannot be modified.

#### Resolution

Create as a new user name.

---

### **[MGUI-ERR020] The names of export file and result log file are the same.**

#### Cause

The export file and result log file are specified as file of same file name.

#### Resolution

For export file name and result log file, specify them as different names.

---

### **[MGUI-ERR021] The import file name exceeds 218 halfwidth characters (109 fullwidth characters). The excess portion will be deleted.**

#### Cause

The selected file path and total length of file name may be too long. Therefore, when performing the import processing, the part exceeding halfwidth 218 characters (fullwidth 109 characters) will be deleted.

#### Resolution

Confirm the entered file name. Specify the total length of selected folder file name within halfwidth 218 characters (fullwidth 109 characters).

---

### **[MGUI-ERR022] The export file name exceeds 218 halfwidth characters (109 fullwidth characters). The excess portion will be deleted.**

#### Cause

The selected file path and total number of characters of file name may be too long. Therefore, when performing the import processing, the part exceeding the limit will be deleted.

#### Resolution

Confirm the entered file name. Specify the total length of selected folder file name within the given limit.

---

### **[MGUI-ERR023] The result log file name exceeds 218 halfwidth characters (109 fullwidth characters). The excess portion will be deleted.**

## Cause

The selected file path and total characters of file name may be too long. Therefore, when performing the import processing, the part exceeding the limit will be deleted.

## Resolution

Confirm the entered file name. Specify the total length of selected folder file name within the given limit.

---

### **[MGUI-ERR024] Specify the user name using up to 40 halfwidth characters (20 fullwidth characters).**

## Cause

The characters used to specify the user name exceed the limit.

## Resolution

Specify the user name by using the characters within the given limit.

---

### **[MGUI-ERR025] Specify the user's name using up to 128 halfwidth characters (64 fullwidth characters).**

## Cause

The characters used to specify the user's name exceed the limit.

## Resolution

Specify the user's name by using the characters within the given limit.

---

### **[MGUI-ERR026] Specify the employee no. using up to 40 halfwidth characters (20 fullwidth characters).**

## Cause

The characters used to specify the employee number exceed the limit.

## Resolution

Specify the employee number by using the characters within the given limit.

---

### **[MGUI-ERR027] Specify the POST using up to 128 halfwidth characters (64 fullwidth characters).**

## Cause

The characters used to specify the post exceed the limit.

## Resolution

Specify the post by using the characters within the given limit.

---

### **[MGUI-ERR028] Specify the group name using up to 40 halfwidth characters (20 fullwidth characters).**

## Cause

The characters used to specify the group name exceed the limit.

## Resolution

Specify the group name by using the characters within the given limit.

---

### **[MGUI-ERR029] Specify the organization using up to 128 halfwidth characters (64 fullwidth characters).**

## Cause

The characters used to specify the organization name exceed the limit.

## Resolution

Specify the organization name by using the characters within the given limit.

---

**[MGUI-ERR030] Specify the organization code using up to 40 halfwidth characters (20 fullwidth characters).**

**Cause**

The characters used to specify the organization code exceed the limit.

**Resolution**

Specify the organization code by using the characters within the given limit.

---

**[MGUI-ERR031] Specify the notes using up to 128 halfwidth characters (64 fullwidth characters).**

**Cause**

The characters used to specify the remarks exceed the limit.

**Resolution**

Specify the organization code by using the characters within the given limit.

---

**[MGUL-ERR001] Specify the group name using up to 40 halfwidth characters (20 fullwidth characters).**

**Cause**

The characters used to specify the group name exceed the limit.

**Resolution**

Specify the group name by using the characters within the given limit.

---

**[MGUI-SEL001] Update User Information (POST, organization, organization code, notes). Execute?**

**Cause**

It is the update confirming information of user information.

**Resolution**

Determine whether to update.

---

**[MGUI-SEL002] Perform CSV import. Execute?**

**Cause**

It is the confirmation information of CSV file import.

**Resolution**

Determine whether to import.

---

**[MGUI-SEL003] Update settings to server (DB) immediately. Execute?**

**Cause**

Update confirmation.

**Resolution**

Determine whether to update.

---

**[MGUI-SEL005] Update User Information (Notes). Execute?**

**Cause**

It is the information update confirmation of user information (notes).

**Resolution**

Determine whether to update.

---

**[MGUL-SEL002] Delete the selected %d user policies. Execute?**

Variable Information

%d : number of selected user policies

Cause

It is the deletion confirmation of user policy.

Resolution

Determine whether to delete.

---

**[MGUP-INF002] Unable to perform this processing now, because the search of user/user group is being performed.**

Cause

In the user/user group searching window, preparing to perform operation similar to modify the level status, or to perform the operation of modifying the displayed contents. (Example: Refresh Display and Not Display Empty Group, etc.)

Resolution

Perform this processing again after the searching is finished.

---

**[MGUP-SEL002] Delete the selected user group Execute?**

**User Group Name: %s**

Variable Information

%s : group name

Cause

Delete the user group.

Resolution

When deleting, click the [OK] button. When stopping processing, click the [Cancel] button.

---

**[MGUP-SEL003] Copy policy. Execute?**

Cause

It is required to copy policy for the other user.

Resolution

When copying policy, click the [OK] button. When stopping processing, click the [Cancel] button.

---

**[MGUP-SEL005] Delete the selected %d items of users. Execute?**

**User Name:%2**

Variable Information

%1 : number of users to be deleted

%2 : user name (separate by commas and display in parallel) to be deleted

Cause

It is required to delete the user.

Resolution

When deleting, click the [OK] button. When stopping processing, click the [Cancel] button.



---

**[MGUP-SEL006] Add user. Execute?****User Name: %s**

## Variable Information

%s : user name to be added

## Cause

Prepare to add the user.

## Resolution

When adding, click the [OK] button. When stopping processing, click the [Cancel] button.

---

**[MGSA-SEL001] Register department administrator. Execute?**

## Cause

Click the logon button in the confirmation window set by the department administrator of CT group, or the user group.

## Resolution

When logging on, click the [OK] button. When stopping processing, click the [Cancel] button.

---

**The size of configuration information file is incorrect.**

## Cause

The size of the configuration information file is incorrect. The configuration information file may be 0 bytes.

## Resolution

Confirm whether the configuration information file is normal.

---

**Import Configuration Information**

## Cause

-

## Resolution

-

---

**Export Configuration Information.**

## Cause

-

## Resolution

-

---

**Unable to open temporary file.**

## Cause

Failed to open the temporary file.

## Resolution

Confirm the execution environment. (free space of disk, etc.)

---

**Failed to create the file. [%d]**

## Variable Information

%d : detail error code

#### Cause

Failed to output the configuration information.

#### Resolution

Confirm the execution environment. (free space of disk, etc.)

---

#### **Composition has been exported.**

#### Cause

-

#### Resolution

-

---

#### **[MGPD-ERR001] The number of selected USB devices has exceeded 100. Unable to processing.**

#### Cause

In the selection window of allowed device, more than 100 USB devices have been logged on.

#### Resolution

Delete the unnecessary USB devices and control the number of device to within 100 items.

---

#### **[MGPD-INF001] Check the file access control settings.**

**When the following setting is used, the USB device individual identification function will not be enabled in Explorer.**

**- When file access control is set to 'No'**

**Or**

**- Neither the drive to be prohibited, nor the drive type (removable, DVD/CD), has been selected.**

#### Cause

In **File Export/Reading**, the Explorer will not perform USB device individual identification and all USB devices are allowed to be used. At the moment, if the USB device individual identification function is to be set to valid, it can only be achieved by File Export Utility.

#### Resolution

If the Explorer also wants to achieve USB device individual identification, reset the option of file access restriction in **File Export/Reading**.

---

#### **[MGPW-ERR001] Please enter the old password.**

#### Cause

The original password is not entered in the password modifying window.

#### Resolution

Enter the original password.

---

#### **[MGPW-ERR002] Please enter the new password.**

#### Cause

The new password is not entered in the password modifying window.

#### Resolution

Enter the new password.

---

#### **[MGPW-ERR003] Please enter the new password again.**

#### Cause

The confirm password is not entered in the password modifying window.

#### Resolution

Enter the confirm password.

---

#### **[MGPW-ERR004] The entered passwords does not match. Please enter the same value.**

#### Cause

In the password modifying window, the entered new password does not match the confirm password.

#### Resolution

Correctly enter the new password and confirm password.

---

#### **[MGPW-ERR005] The old password is incorrect. Please enter the correct password.**

#### Cause

In the password modifying window, the entered original password is incorrect.

#### Resolution

Enter the correct original password.

---

#### **[MGPW-ERR006] The old password has been entered incorrectly three times. Close Management Console.**

#### Cause

In the password modifying window, the original password is entered incorrectly three times.

#### Resolution

Modify the password again after logging on to the Management Console again.

---

#### **[MGPW-ERR007] Unable to authenticate because the old password has been changed. Close Management Console**

#### Cause

After logging on the Management Console, prepare to modify the password in other terminals. The password cannot be modified. In addition, as the authentication failed, the operation of the Management Console will be stopped.

#### Resolution

The original password has been modified and confirm it with the administrator.

---

#### **[MGPW-ERR008] The characters not allowed are used in the password. The following character are not allowed.**

**&, \, :, ?, ", ~, ^, ', <, >, |, fullwidth and halfwidth spaces are not allowed.**

#### Cause

The entered password contains characters not allowed.

#### Resolution

Enter the password containing allowed characters.

---

#### **[MGPW-ERR009] Your logon ID may have already been deleted from DB or the authority has been modified. Close Management Console.**

## Cause

The user ID for the present use has been deleted.

## Resolution

Confirm the user ID and access authority with the administrator.

---

### **[MGPW-SEL001] Change Password. Execute?**

## Cause

It is the confirmation information when modifying the password.

## Resolution

When modifying the password, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

## **3.3 Message Output with Client (CT)**

---

### **3.3.1 Message Output During Installation**

---

#### **[I401-ERR001] Systemwalker Desktop Keeper client cannot be installed. Please confirm the target OS and ServicePack. The installation is cancelled.**

## Cause

Prepare to install in "Unsupported OS or Service Pack".

## Resolution

Installed in "Supported OS or ServicePack".

---

#### **[I401-ERR003] InstConf.ini file is not found. Please specify the path of InstConf.ini file. The installation is cancelled.**

## Cause

The specified path of InstConf.ini file is incorrect when executing Setup.exe.

## Resolution

Specify the path of InstConf.ini file correctly.

---

#### **[I401-ERR004] The value of %s cannot be read from InstConf.ini. Please reinstall. The installation is cancelled.**

## Variable Information

%s : value failed to be read (one session name of following mentioned)

- SvIPAddress
- SvIPAddress2
- CommPort
- SendPort
- SendPort2
- Password
- LogDireCTory
- RebootAfterInstall
- ClientDireCTory

- PrinterMode
- MailSendWatchPort
- MailAttachDeterrentMode
- MailAttachDeterrentPort
- MailAttachDeterrentPort2

#### Cause

Failed to read the value of %s recorded in InstConf.ini file.

#### Resolution

Confirm the path and content of InstConf.ini file.

---

**[I401-ERR005] In the InstConf.ini file, the value %s is incorrect. Please record the correct value. The installation is cancelled.**

#### Variable Information

%s : incorrect value (one session name of following mentioned)

- SvIPAddress
- SvIPAddress2
- CommPort
- SendPort
- SendPort2
- Password
- LogDireCTory
- RebootAfterInstall
- ClientDireCTory
- PrinterMode
- MailSendWatchPort
- MailAttachDeterrentMode
- MailAttachDeterrentPort
- MailAttachDeterrentPort2

#### Cause

The value of %s recorded in InstConf.ini file is incorrect.

#### Resolution

Edit InstConf.ini file correctly.

---

**[I401-ERR006] Failed to copy the file. It is caused because:**  
**-the disk capacity is insufficient**  
**-the corresponding disk denies being written**  
**-the file with the same name already exists**  
**, etc.**  
**Please reinstall after confirmation.**  
**The installation is cancelled.**

## Variable Information

%s : name of file failed to be copied

## Cause

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- There already exists a file with the same name.

## Resolution

Confirm whether the disk capacity is insufficient, or the corresponding disk denies being written or the file with the same name already exists, and then reinstall it.

---

**[I401-ERR007] Failed to create the log saving directory. It is caused because:**

- the disk capacity is insufficient**
- the corresponding disk denies being written**
- the file with the same name already exists**

**, etc.**

**Please reinstall after confirmation.**

**The installation is cancelled.**

## Variable Information

%s : name of folder failed to be created

## Cause

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- There already exists a folder with the same name.

## Resolution

Confirm whether the disk capacity is insufficient, or the corresponding disk denies being written or the folder with the same name already exists, and then reinstall it.

---

**[I401-ERR008] Failed to read the value of registry. Please contact the system administrator. The installation is cancelled.**

## Cause

This could be caused because some key value of registry is deleted.

## Resolution

Contact Fujitsu technical staff.

---

**[I401-ERR009] Failed to create the registry. Please reinstall after logging on as Administrator. The installation is cancelled.**

## Cause

Failed to generate the value of the registry.

## Resolution

Reinstall it after logging on as administrator.

---

**[I401-ERR010] The user who performs installation does not have Administrator authority. Please reinstall after logging on as Administrator. The installation is cancelled.**

**Cause**

The user who performs installation does not have administrator authority.

**Resolution**

Reinstall it after logging on as administrator.

---

**[I401-ERR011] Failed to install Systemwalker Desktop Keeper Client. Please confirm the error contents in the installation log file. Installation log file:[%s].The installation is cancelled.**

**Variable Information**

%s : name of installation log file

**Cause**

Error occurred during the installation in silent mode.

**Resolution**

Confirm the incorrect contents existed in the installation log file in the path which is displayed in the message.

---

**[I401-ERR012] Failed to register the service. Please contact the system administrator. The installation is cancelled.**

**Cause**

Fail to register CT service.

**Resolution**

Contact the system administrator.

---

**[I401-ERR019] The installation of %s has been completed, but an error occurred. Please confirm the error contents in the installation log file. Installation log file:[%s]. The installation is cancelled.**

**Variable Information**

%1 : installation function name  
%2 : name of installation log file name

**Cause**

The installation is finished, but errors occurred.

In addition, when the following error is recorded in the installation log file, the shortcut creation destination for the My Document folder cannot be accessed. Check the access permission.

Even when My Document settings are configured as **Keep this folder private**, this error occurs.

```
Create shortcut: [C:\Documents and Settings\All Users\SendTo\Desktop Keeper File peculating utility]
Failed to create shortcut:[C:\Documents and Settings\All Users\SendTo\Desktop Keeper File peculating utility]. Error:[File cannot be accessed (-2147022976)]
```

**Resolution**

Confirm the incorrect contents existed in the installation log file in the path which is displayed in the message.

---

**[I401-ERR020] The Citrix XenApp has been installed. Systemwalker Desktop Keeper client cannot be installed in the environment with Citrix XenApp installed. The installation is cancelled.**

## Cause

The Citrix XenApp has been installed.

## Resolution

In the environment with Citrix XenApp installed, the Systemwalker Desktop Keeper client cannot be installed. Install the monitoring function of Citrix XenApp.

---

**[I401-ERR101] The Systemwalker Desktop Keeper Server has been installed. Please reinstall after uninstalling the server. The installation is cancelled.**

## Cause

The Systemwalker Desktop Keeper Server has already been installed.

## Resolution

Reinstall it after uninstalling the Systemwalker Desktop Keeper server.

---

**[I401-ERR102] The Secure Keeper Client has been installed. Please reinstall after uninstalling the Secure Keeper Client. The installation is cancelled.**

## Cause

The Secure Keeper client has already been installed.

## Resolution

Reinstall it after uninstalling the Secure Keeper.

---

**[I401-ERR103] Failed to replace the command line. Please contact the system administrator.**

## Cause

Failed to replace the command prompt by shortcut.

## Resolution

Modify the link address of the command prompt shortcut as "fsw41ej1.exe" program in the Windows system folder.

---

**[I401-ERR104] Failed to copy the command line. Please contact the system administrator. The installation is cancelled.**

## Cause

Failed to copy the command prompt.

## Resolution

Manually copy the command prompt.

cmd.exe > fsw00ej2.exe(Within system directory. Example: C:\winnt\system32\cmd.exe > C:\winnt\system32\fsw00ej2.exe)

---

**[I401-ERR106] The previous installation/uninstallation is not completed. Please reinstall after restarting. The installation is cancelled.**

## Cause

The computer does not reboot after the previous installation/uninstallation.

## Resolution

Reinstall it after rebooting.

---

**[I401-ERR107] The installation parameter has been specified. Desktop Keeper client has been installed. The installation is cancelled.**



#### Cause

Reinstall it when Systemwalker Desktop Keeper client has already been installed.

#### Resolution

-

---

**[I401-ERR108] The client of Base Edition is prepared to install in the terminal with Systemwalker Desktop Keeper Standard Edition client installed. The client of Standard Edition cannot be updated through the client of Base Edition. The installation is cancelled.**

#### Cause

You prepare to install Base Edition client in the client with Systemwalker Desktop Keeper Standard Edition installed..

#### Resolution

Systemwalker Desktop Keeper Standard Edition client cannot upgrade through Base Edition client. Upgrade through Standard Edition client.

---

**[I401-ERR109] The selection folder cannot specify the root directory of drive or drive other than fixed disk. Please specify the correct folder.**

#### Cause

The selected folder is specified as the root directory of drive or the folder of drive other than the fixed disk.

#### Resolution

Specify a folder other than the root directory of a fixed disk.

---

**[I401-ERR110] The Systemwalker Desktop Keeper server of old VL has been installed, Or prepare to install the client of Standard Edition on server of Base Edition. Please upgrade the Version or Edition of server. The installation is cancelled.**

#### Cause

In the installation environment, the Systemwalker Desktop Keeper server of older VL has been installed, or Standard Edition client has been installed on Base Edition server.

#### Resolution

Upgrade the version or Edition of server.

---

**[I401-ERR113] Please enter the characters within 32 bytes in the password of InstConf.ini file. The installation is cancelled.**

#### Cause

The length of the password in the InstConf.ini file has exceeded 33 characters.

#### Resolution

Enter the password within 32 characters.

---

**[I401-ERR117] The monitoring function of Citrix XenApp has been installed. Please reinstall after uninstallation. The installation is cancelled.**

#### Cause

The monitoring function of Citrix XenApp has been installed.

#### Resolution

Reinstall after uninstalling the monitoring function of Citrix XenApp.

---

**[I401-ERR118] IT Policy N@vi is already installed. Uninstall IT Policy N@vi and then install this product. The current process will be canceled.**

**Cause**

- IT Policy N@vi is already installed.
- IT Policy N@vi and Systemwalker Desktop Keeper Client (CT) cannot coexist.

**Resolution**

Uninstall and then reinstall the IT Policy N@vi.

---

**[I401-ERR119] FUJITSU Cloud PaaS MobileSUITE Device Management is already installed. Uninstall FUJITSU Cloud PaaS MobileSUITE Device Management and then install this product. The current process will be canceled.**

**Cause**

- FUJITSU Cloud PaaS MobileSUITE Device Management is already installed.
- FUJITSU Cloud PaaS MobileSUITE Device Management and Systemwalker Desktop Keeper cannot coexist.

**Resolution**

Uninstall and then reinstall the FUJITSU Cloud PaaS MobileSUITE Device Management.

---

**[I401-WRN001] When the drive of log saving folder is specified as prohibited drive, the logs may not be collected normally. It is recommended to specify the folder of OS installation drive. Continue?**

**Cause**

This information will be displayed when the log saving folder is set in the drive other than the drive in the path of OS installation target.

**Resolution**

It is recommended to place the log saving folder at the drive in the path of OS installation target.

---

**[I401-WRN002] When the overwrite installation is performed for the current installed client, part of function cannot be operated before restarting. Please restart immediately after the installation is completed.**

**Cause**

It is the prompted information when reinstalling in the client of V12.0L20 BE~V13.0.0.

**Resolution**

Reboot immediately after the reinstallation is finished.

---

**[I401-WRN003] You need to restart your PC to reflect the installed program. The installation is not reflected when the PC is powered on after shutdown.**

**Cause**

The option **No, restart later** was selected on the restart confirmation screen that gets displayed after completing the installation of the following OS.

- Windows(R) 8
- Windows(R) 10

**Resolution**

In order to complete the installation for Windows(R) 8 and Windows(R) 10 restart is required.

As soon as the installation completes, restart manually.

---

**[I411-ERR003] Port number error. Please enter a value between 5001 and 60,000.**

**Cause**

Numbers out of range from 5001 to 60000, or nonnumeric characters are entered in the port number.

**Resolution**

Enter a value within the range from 5001 to 60000.

---

**[I411-ERR005] The password does not match. Please enter the correct password.**

**Cause**

The re-entry password and confirm password do not match.

**Resolution**

Enter the correct password.

---

**[I411-ERR006] The saving target of log file is incorrect. Please enter a correct value.**

**Cause**

It is the prompted information when going to the next step before entering the saving target path of the log file.

**Resolution**

Enter a correct saving path of the log file.

---

**[I411-ERR008] The password is not entered. Please enter the password.**

**Cause**

The password is not entered.

**Resolution**

Enter the password.

---

**[I411-ERR009] The characters not allowed in password are entered. The characters that can be entered are halfwidth letters and numerals, and symbols excluding the following symbols. In addition, the fullwidth and halfwidth space cannot be entered.**

**Characters that cannot be entered: "&" "<" ">" "|" "\" "" "^\n" "~" "" "?" ":"**

**Cause**

The invalid characters are entered in the password.

**Resolution**

Only enter the valid characters in the password.

---

**[I411-ERR010] The symbols not allowed in directory name are entered. The symbols excluding the following symbols can be entered.**

**Symbols that cannot be entered: "#" "%" "/" ":" "\*" "?" "" "<" ">" "|"**

**Cause**

The invalid symbols are entered as directory name.

**Resolution**

Only enter the valid character as directory name.

---

**[I411-ERR012] A loopback address (127.0.0.1 or ::1) cannot be specified if this product does not coexist with the Systemwalker Desktop Keeper Management Server. Specify a valid address.**

## Cause

When not coexisting with server, the IP address of server is specified as loop back address (127.0.0.1 or ::1).

## Resolution

Enter a correct IP address of server.

---

### **[I411-ERR018] Please enter the password within 32 characters.**

## Cause

It is the cause why trying to enter the password exceeding 32 characters.

## Resolution

Enter the password within 32 characters.

---

### **[I411-ERR019] The port number repeated. Please enter the different values.**

## Cause

Duplicated port number.

## Resolution

Set the port number as different values.

---

### **[I411-ERR020] The port number is incorrect. Please enter a value between 0 and 65,535.**

## Cause

A number outside 0-65535 or a non-numeric character has been entered in the port number.

## Resolution

Enter a value within 0-65535.

---

### **[I411-ERR021] The path of the specified folder is too long. Specify the path using up to 96 halfwidth characters.**

## Cause

The path of specified folder is too long.

## Resolution

Specify the path within 96 halfwidth characters.

---

### **[I421-ERR001] The parameter cannot be read through the command line. Please reinstall after confirming the parameter. The installation is cancelled.**

## Cause

Parameter in command line cannot be read.

## Resolution

Reinstall it after the parameter is confirmed.

---

### **[I421-ERR002] Parameter format specified in the command line is incorrect. Please enter in the correct format.**

**ex. When specifying the CT silent installation file > Setup.exe /Silent "C:\InstConf.ini"**

**When not specifying the CT silent installation file > Setup.exe /Silent "Reboot:1"**

**The installation is cancelled.**

## Cause

Format of the parameter is incorrect.

## Resolution

Enter in a correct format.

---

**[I421-ERR003] The value of "Reboot" parameter is incorrect. Please enter the correct value. The installation is cancelled.**

## Cause

The value of parameter "Reboot" is incorrect.

## Resolution

Enter a correct value.

---

**[I431-ERR001] The Systemwalker Desktop Keeper client is not installed. Please update again after installing the client. The update is cancelled.**

## Cause

The Systemwalker Desktop Keeper client is not installed.

## Resolution

Update again after installing the client.

---

**[I999-ERR999] Please contact the system administrator.**

## Cause

The installer may be damaged.

## Resolution

Contact Fujitsu technical staff.

## 3.3.2 Message Output During Uninstallation

---

**[I402-ERR001] Failed to delete the %s file. Please contact the system administrator.**

## Variable Information

%s : name of file failed to be deleted

## Cause

Failed to delete the file.

## Resolution

Delete the file manually.

---

**[I402-ERR002] Failed to delete the log saving directory. Please contact the system administrator.**

## Cause

Failed to delete the folder.

## Resolution

Delete the folder manually.

---

**[I402-ERR003] Failed to read the value of registry. Please contact the system administrator. The uninstallation is cancelled**

## Cause

The value of the registry might have been deleted.

## Resolution

Contact the system administrator.

---

**[I402-ERR004] Failed to create the registry. Please uninstall again after logging on as Administrator. The uninstallation is cancelled.**

## Cause

Failed to generate the value of the registry.

## Resolution

Uninstall again it after logging on as an administrator.

---

**[I402-ERR005] Failed to delete the registry. Please uninstall again after logging on as Administrator. The uninstallation is cancelled.**

## Cause

Failed to delete the value of the registry.

## Resolution

Uninstall again it after logging on as administrator.

---

**[I402-ERR006] The user who performs uninstallation does not have Administrator authority. Please uninstall again after logging on as Administrator. The uninstallation is cancelled.**

## Cause

The user who performs uninstallation does not have administrator authority.

## Resolution

Uninstall again it after logging on as administrator.

---

**[I402-ERR007] Failed to uninstall the Systemwalker Desktop Keeper client. Please confirm the error contents in the installation log file. Installation log file:[%s]. The uninstallation is cancelled.**

## Variable Information

%s : installation log file name

## Cause

This will be displayed when an error occurred during the uninstallation in silent mode.

## Resolution

Confirm the incorrect contents in installation log file in the path displayed in message.

---

**[I402-ERR008] Failed to delete the service. Please contact the system administrator. The uninstallation is cancelled.**

## Cause

Fail to delete the CT service.

## Resolution

Contact the system administrator.

---

**[I402-ERR101] The password does not match. Please enter the correct password. The uninstallation is cancelled.**

## Cause

When starting the uninstallation, the password is not specified in the parameter.

## Resolution

Specify the password in the parameter when starting the uninstallation.

---

**[I402-ERR102] The system tries to uninstall, but the correct password is not entered. (If you want to reinstall, please uninstall first before installing.) The uninstallation is cancelled.**

## Cause

The password specified in the parameter is incorrect.

## Resolution

Specify the correct password.

---

**[I402-ERR103] The service of Systemwalker Desktop Keeper cannot be stopped. The uninstallation is cancelled.**

## Cause

The Systemwalker Desktop Keeper client services cannot be stopped during uninstallation.

## Resolution

The above mentioned occurs when services have no response. Uninstall again it after rebooting.

---

**[I402-ERR104] Please contact the system administrator.**

## Cause

Failed to replace the command prompt by shortcut.

## Resolution

Modify the link address of the command prompt shortcut as "cmd.exe" program of system folder.

---

**[I402-ERR105] The parameter format specified in the command line is incorrect. Please record in the correct format.**

**ex. > Setup.exe /Silent "Password:[password], Reboot:1"  
The uninstallation is cancelled.**

## Cause

The parameter format is incorrect.

## Resolution

Enter in the correct parameter format.

---

**[I402-ERR106] The parameter cannot be read through the command line. Please uninstall again after confirming the parameter. The uninstallation is cancelled.**

## Cause

Failed to read the parameter from the command line.

## Resolution

Uninstall again it after confirming the parameters.

---

**[I402-ERR107] The uninstallation parameter has been specified. The Desktop Keeper client has not been connected. The uninstallation is cancelled.**

## Cause

It is required to uninstall when Systemwalker Desktop Keeper client is still not installed.

## Resolution

-

---

**[I402-ERR108] The previous installation and uninstallation are not completed. Please uninstall again after restarting. The uninstallation is cancelled.**

## Cause

The computer does not reboot after the previous installation/uninstallation.

## Resolution

Uninstall again it after rebooting.

---

**[I402-ERR109] The value of "Reboot" is incorrect. Please enter the correct value. The uninstallation is cancelled.**

## Cause

The value of parameter "Reboot" is incorrect.

## Resolution

Enter a correct value.

---

**[I412-ERR101] The password does not match. Please enter the correct password.**

## Cause

The password does not match.

## Resolution

Enter the correct password.

### 3.3.3 Message Output During Operation

---

---

**[D101-INF001] This application is prohibited by the system administrator.**

## Cause

Prepare to start the prohibited application.

## Resolution

-

---

**[D101-INF003] Microsoft Outlook was stopped because Systemwalker Desktop Keeper AddIn is disabled (deleted) in Microsoft Outlook. To use Microsoft Outlook, it must be started.**

## Cause

Attempted to disable or remove Systemwalker Desktop Keeper AddIn in the Microsoft Outlook.

## Resolution

If you want to use it in Microsoft Outlook, reinstall the Microsoft Outlook.

Do not disable and remove the Systemwalker Desktop Keeper AddIn.

---

**[D102-INF002] The system administrator has stopped the service.**

## Cause

The system administrator stopped the operation of services.



## Resolution

-

---

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

### Cause

Prepare to add the prohibited application file as E-mail file attachment and try to send or save.

## Resolution

-

---

**[D1F2-ERR001] Failed to send the E-mail.  
(Title <Subject of E-mail=(SUBJECT)=>)**

### Cause

The virtual E-mail server is preparing to send E-mail to E-mail server, but errors occurred and E-mail sending failed.

The E-mail server cannot be connected due to some network problems, or because something goes wrong with the E-mail server.

## Resolution

Check the environment.

---

**[D1F2-ERR002] The E-mails sent after %s may not have been sent correctly.  
The E-mail server with exception cannot be found in the network.**

## Variable Information

%s : sending time

### Cause

Probable causes are as follows:

- The E-mail server cannot be found.
- It is not SMTP communication protocol.
- The encrypted communication is executed.
- The unsupported character code is used.
- The sending is cancelled by mailer system.
- The unexpected errors occurred.

## Resolution

Send this E-mail again after excluding the above mentioned causes.

---

**[D1F2-ERR003] The E-mails sent after %s may not have been sent correctly.  
An error has been returned from the E-mail server.**

## Variable Information

%s : sending time

### Cause

The errors return from the E-mail server.

This is caused because:

- The E-mail address of all recipients and the E-mail server has the account address in the same domain.
- Actually, the nonexistent address is specified for this E-mail server.

- The E-mail address of specified recipient fulfills all these above mentioned conditions.

#### Resolution

Deal with the errors occurred in the terminal of E-mail server.

---

#### **[D1F3-ERR001] The E-mails sent after %s may not have been sent correctly.**

#### Variable Information

%s : sending time

#### Cause

It might be caused by the following.

- When the E-mail is being sent, it may not be sent due to causes such as the computer is shutdown.
- The operation file used for analyzing the E-mail cannot be deleted.

#### Resolution

Send this E-mail again after excluding the causes.

---

#### **[D1F4-WRN001] Please confirm the E-mail address of recipient. Please click the send button to send this E-mail after confirming.**

#### Cause

Prepare to send E-mail to E-mail address excluding the exclusion domain. Send this E-mail when the recipient address is entered correctly.

#### Resolution

Send this E-mail after confirming whether the recipient address is correct.

---

#### **[D1F4-WRN003] As the prohibited file is added as E-mail file attachment, the sending is stopped. Please confirm whether the attachment file is correct.**

#### Cause

Prepare to send the E-mail with prohibited file added as file attachment.

#### Resolution

Send this E-mail after deleting the prohibited attachment file.

---

#### **[D1F4-WRN004] The E-mail sending is cancelled. The E-mail to be sent is saved to the "Sent" folder. When sending again, please edit the E-mail in the "Sent" folder and then send.**

#### Cause

Sending E-mail to the E-mail address excluding the exclusion domain is cancelled.

#### Resolution

The E-mail whose sending is cancelled is saved to the "Already Sent" folder. When sending again, edit the E-mail in the "Already Sent" folder and then send.

---

#### **[D901-INF001] The print function of this application is prohibited by the system administrator.**

#### Cause

Prepare to use the printing prohibition application to print.

#### Resolution

-

---

**[D901-INF002] The PrintScreen key has already been prohibited.**

**Cause**

The prompted information appears when pressing the PrintScreen key.

**Resolution**

-

---

**[E001-WRN001] The printing pages have already reached the printing pages limit in one day set by system administrator.**

**Printed pages: %1 / Limit of printing pages: %2**

**Variable Information**

%1 : printed total pages

%2 : the maximum printing pages in one day set by administrator (the prohibited value of printing pages)

**Cause**

In the prohibited printing settings, the pages in one day printed by the terminal have exceeded the warning value of printing pages in one day set by administrator when it is set according to days.

**Resolution**

Control the printing volume.

---

**[E001-WRN002] The printing pages have already reached the printing pages limit in one week set by system administrator.**

**Printed pages: %1 / Limit of printing pages: %2**

**Variable Information**

%1 printed total pages

%2 the maximum printing pages in one week set by administrator (the prohibited value of printing pages)

**Cause**

In the prohibited printing settings, the pages in one week printed by the terminal have exceeded the warning value of printing pages in one week set by administrator when it is set according to weeks.

**Resolution**

Control the printing volume.

---

**[E001-WRN003] The printing pages have already reached the printing pages limit in one month set by system administrator.**

**Printed pages: %1 / Limit of printing pages: %2**

**Variable Information**

%1 printed total pages

%2 the maximum printing pages in one month set by administrator (the prohibited value of printing pages)

**Cause**

In the prohibited printing settings, the pages in one month printed by the terminal have exceeded the warning value of printing pages in one month set by administrator when it is set according to months.

**Resolution**

Control the printing volume.

---

**[E001-WRN004] The printing pages have already reached the printing pages limit in one day set by system administrator.**

**Printed pages: %1 / Limit of printing pages: %2**

**Variable Information**

%1 printed total pages

%2 the warning value of printing pages in one day set by administrator

**Cause**

In the prohibited printing settings, the pages in one day printed by the terminal have exceeded the warning value of printing pages in one day set by administrator when it is set according to days.

**Resolution**

Control the printing volume.

---

**[E001-WRN005] The printing pages have already reached the printing pages limit in one week set by system administrator.**

**Printed pages: %1 / Limit of printing pages: %2**

**Variable Information**

%1 printed total pages

%2 the warning value of printing pages in one week set by administrator

**Cause**

In the prohibited printing settings, the pages in one week printed by the terminal have exceeded the warning value of printing pages in one week set by administrator when it is set according to weeks.

**Resolution**

Control the printing volume.

---

**[E001-WRN006] The printing pages have already reached the printing pages limit in one month set by system administrator.**

**Printed pages: %1 / Limit of printing pages: %2**

**Variable Information**

%1 printed total pages

%2 the warning value of printing pages in one month set by administrator

**Cause**

In the prohibited printing settings, the pages in one month printed by the terminal have exceeded the warning value of printing pages in one month set by administrator when it is set according to months.

**Resolution**

Control the printing volume.

---

**[E001-ERR001] The printing pages have exceeded the printing pages limit in one day set by system administrator, so printing is prohibited.**

**Printed pages: %1 / Limit of printing pages: %2**

**Variable Information**

%1 printed total pages

%2 the maximum printing pages in one day set by administrator (the prohibited value of printing pages)

## Cause

In the printing prohibition settings, the pages in one day printed by the terminal have exceeded the prohibited value of printing pages in one day set by administrator when it is set according to days.

## Resolution

The printing cannot be performed.

---

**[E001-ERR002] The printing pages have exceeded the printing pages limit in one week set by system administrator, so printing is prohibited.**

**Printed pages: %2 / Limit of printing pages: %2**

## Variable Information

%1 printed total pages

%2 the maximum printing pages in one week set by administrator (the prohibited value of printing pages)

## Cause

In the printing prohibition settings, the pages in one week printed by the terminal have exceeded the prohibited value of printing pages in one week set by administrator when it is set according to weeks.

## Resolution

The printing cannot be performed.

---

**[E001-ERR003] The printing pages have exceeded the printing pages limit in one month set by system administrator, so printing is prohibited.**

**Printed pages: %1 / Limit of printing pages: %2**

## Variable Information

%1 printed total pages

%2 the maximum printing pages in one month set by administrator (the prohibited value of printing pages)

## Cause

In the printing prohibition settings, the pages in one month printed by the terminal have exceeded the prohibited value of printing pages in one month set by administrator when it is set according to months.

## Resolution

The printing cannot be performed.

---

**[E002-INF001] Accessing to this Web site is prohibited by system administrator. (Web site URL prohibited to be accessed: <%s> )**

## Variable Information

%s : Web site URL prohibited to be accessed

## Cause

Access to the prohibited Web site.

## Resolution

As this Web site cannot be accessed, give up the access, or ask help from administrator for modifying policy.

---

**[E002-INF002] Connecting to FTP server is prohibited by system administrator. (FTP server address prohibited to be connected: <%s>)**

## Variable Information

%s : FTP server address prohibited to be connected

## Cause

Try to connect to the prohibited FTP server.

## Resolution

As this FTP server cannot be connected, give up connection, or ask help from administrator for modifying policy.

---

**[E002-INF003] Uploading files to this Web site is prohibited by system administrator.  
(Web site URL prohibited to be uploaded: <%s>)**

## Variable Information

%s : Web site URL prohibited to be uploaded

## Cause

Try to upload files to the prohibited Web site.

## Resolution

As files cannot be uploaded to this Web site, give up uploading, or ask help from administrator for modifying policy.

---

**[E002-INF004] Downloading files from this Web site is prohibited by system administrator.  
(Web site URL prohibited to be downloaded: <%s>)**

## Variable Information

%s : Web site URL prohibited to be downloaded

## Cause

Try to download files from the prohibited Web site.

## Resolution

As files cannot be downloaded from this Web site, give up uploading, or ask help from administrator for modifying policy.

---

**[E601-INF001] The user name is prohibited by system to log on. It will be logged off by force after 30 seconds.**

## Cause

The user name not allowed is used to log on.

## Resolution

-

---

**[E602-INF002] The user name is prohibited by system to log on. It will be shutdown by force after 30 seconds.**

## Cause

The user name not allowed is used to log on.

## Resolution

-

---

**[POCH-ERR001] Unable to execute in this computer.  
Exit the program. (%1)**

## Variable Information

%1: detail error code (numeral from 1 to 4)

## Cause

According to the code when errors occurred, the causes may be as follows:

- 1: When the policy application tool is executed excluding the allowed period.
- 2: It is executed in the computer that is not policy modifying target.
- 3: It is executed for unsupported OS.
- 4: The policy modification is performed for the client of V14.2 or earlier.

## Resolution

According to the error code, take the following actions.

- 1: Execute the policy application tool within the allowed period.
- 2: The policy application tool shall be executed in the computer that is policy modifying target.
- 3: It can be executed in the OS that is supported by V14.2.
- 4: It can be used in the terminal with client of V14.2 later installed.

---

## [POCH-ERR002] Failed read program information.

### Cause

Probable causes are as follows:

- UNICODE (inherent) characters are used in the path of folder or name of file where the policy application tool is saved.
- If you do not correspond to the above condition, you might fail to generate.

### Resolution

Do not use UNICODE (inherent) characters in the path of folder or name of file where the policy application tool is saved.

If the tool fails to create, generate again.

If it cannot be used with several generation operations, contact Fujitsu technical staff.

---

## [POCH-ERR003] Please enter the startup password.

### Cause

The password is not entered when starting.

### Resolution

Enter the password when starting.

---

## [POCH-ERR004] Failed read program information. Please confirm if the file name of execution file is too long.

### Cause

This is caused because:

- More than 260 characters are specified in the full path name of execution file.
- The execution file name exceeds the maximum length limit.

#### - Resolution

Take the following actions.

- Select the folder whose full path length is within 260 characters.
- Shorten the name of execution file. (Because here used is user's temporary space.)

---

## [POCH-ERR008] Startup password is incorrect. Please enter the correct password.

### Cause

The startup password is incorrect.

## Resolution

Enter the correct password.

---

**[POCH-ERR011] Failed to update policy.  
Please contact the system administrator.  
Error code: [%1][%2]**

## Variable Information

%1: error code of DTK

%2: error code of OS

## Cause

According to the error code, this is caused because:

- 1: Failed to output the policy update file.
- 3: The policy output target path is too long, or the path does not exist.
- 4: The internal error of DTK occurred.
- 5: Errors in OS terminal occurred.
- 6: It may fail due to some temporary causes such as the CPU load is too large.

## Resolution

According to error code, take the following actions.

- 1: C:\DTK\\_Extension folder is writeable.  
Check the available capacity of C disk drive.  
Check whether the C:\DTK\\_Extension folder exists.
- 3: Reinstall the Systemwalker Desktop Keeper.
- 4: Contact Fujitsu technical staff.
- 5: Contact Fujitsu technical staff.
- 6: Reinstall after a period of time.

---

**[POCH-ERR012] Failed to start the program. The program may have been executed in the terminal without Systemwalker Desktop Keeper client installed.**

## Cause

It may be caused because you execute it in the terminal with Systemwalker Desktop Keeper client uninstalled.

## Resolution

Execute in the terminal with Systemwalker Desktop Keeper client installed.

---

**[POCH-INF002] The policy of Systemwalker Desktop Keeper has been modified.**

## Cause

-

## Resolution

-

---

**[POCH-SEL001] Update policy.  
Execute?**



#### Cause

Prepare to perform the policy update.

#### Resolution

When modifying the policy, click the "OK" button. When stopping modifying the policy, click the "Cancel" button.

---

**[S101-ASK001] The latest module has already been provided in the latest version. If you want to update it to the latest version, please click "Yes". If not, please click "No". When you click "Yes", it will restart automatically after update has completed, please close other applications first.**

**\* When the CT version is "1.0.0.1".**

#### Cause

The latest module has already been provided in the latest version.

#### Resolution

Determine whether to update to the latest version, and then click "Yes" button or "No" button.

---

**[S101-ASK001] The latest module has already been provided in the latest version. If you want to update it to the latest version, please click "Yes". If not, please click "No". When you click "Yes", it will restart automatically after update has completed, please close other applications first.**

**\*When the CT version is "1.0.0.7".**

#### Cause

The latest module has already been provided in the latest version.

#### Resolution

Determine whether to update to the latest version, and then click "Yes" button or "No" button.

---

**[S101-ASK002] The latest module has already been provided in the latest version. If you want to update it to the latest version, please click [Yes]. If not, please click [No]. When you click [Yes], it needs to be restarted after update has completed. Please close other applications first.**

#### Cause

The latest module has already been provided in the latest version.

#### Resolution

Determine whether to update to the latest version, and then click "Yes" button or "No" button.

---

**[S101-INF001] The system administrator has terminated the application (process) by force.**

#### Cause

The system administrator forces to terminate the application (process).

#### Resolution

-

---

**[S102-INF002] The system administrator starts the service.**

#### Cause

The system administrator starts the service.

#### Resolution

-

---

**[S105-ERR001] Accessing to this drive is prohibited by system administrator. (Drive: %1)**

#### Variable Information

%1: drive name

#### Cause

Try to access to the prohibited drive.

#### Resolution

-

---

**[S105-ERR002] Access to this device has been prohibited by the system administrator. (Device: %1)**

#### Variable Information

%1: Device Name

#### Cause

Non-accessible device is installed

#### Resolution

-

---

**[S301-ERR001] Network error occurred when receiving the latest module. The update processing is cancelled. Please execute again after the OS is rebooted**

#### Cause

Network error occurred when receiving the latest module.

#### Resolution

Check the network environment. Execute again after confirming the environment is normal.

---

**[S301-ERR002] Error occurred when writing the received module. The free disk capacity is insufficient. Please confirm the free space of drive in the path of OS installation. The update processing is cancelled. Please execute again after the OS is rebooted.**

#### Cause

The free disk capacity is insufficient.

#### Resolution

Confirm the free space of drive in the path of installation.

---

**[S301-ERR003] As exceeding the maximum number of connections of servers, the update module cannot be downloaded. The update processing is cancelled. Please execute again after the OS is rebooted.**

#### Cause

Exceed the maximum number of connections of servers.

#### Resolution

The system administrator needs either to confirm the [MaxDownloadNum] of SWCTVerSettings2.ini file in the Management Server/ Master Management Server, or execute again after rebooting the OS. For those who are only File Export Utility users, either report the contents of the message to the system administrator or execute again after rebooting the OS.

---

**[S401-ERR001] Network error occurred when receiving the latest module. The update processing is cancelled. Please execute again after the OS is rebooted**

#### Cause

Network error occurred when receiving the latest module.

## Resolution

Check the network environment. Execute again after confirming the environment is normal.

---

**[S401-ERR002] Error occurred when writing the received module. The free disk capacity is insufficient. Please confirm the free space of drive in the path of OS installation. The update processing is cancelled. Please execute again after the OS is rebooted.**

## Cause

The free disk capacity is insufficient.

## Resolution

Confirm the free space of drive in the path of installation.

---

**[S402-ERR001] Error occurred when the log is written to file.**

## Cause

This could be caused because:

- The free disk capacity is insufficient.
- The log file is saved in the drive that is prohibited for exporting file.
- The folder for saving the log file or the log file is read-only.
- The logon user has no access authority to the folder for saving the log file, or the disk is damaged.

## Resolution

Resolve the problems correspondingly as the following:

- Ensure that the CT disk space is over 73MB.
- Save the log file on the drive that is not prohibited for exporting file.
- Remove the read-only property of the log file or that of the folder for saving the log file.
- Set the authority of the logon user to have the access to the folder for saving the log file.
- Confirm the disk is operating normally.

---

**The system administrator prohibits writing to DVD and CD.**

## Cause

The system administrator prohibits file export in the form of DVD or CD.

## Resolution

When exporting file via DVD / CD, contact the system administrator to modify the settings of the policy.

---

**The system administrator ejected writeable DVD and CD forcibly.**

## Cause

The system administrator prohibits file export in the form of DVD or CD.

## Resolution

When exporting file via DVD / CD, contact the system administrator to modify the settings of the policy.

---

**The system administrator prohibits the sending of this file. (This message is sometimes displayed during operations other than E-mail sending, but it will not affect the processing, please click the OK button to close the message.)**

## Cause

Prepare to send the prohibited file as attachment via E-mail.

Resolution

-

---

**[CN01-ERR001] Data required by display cannot be acquired. Please acquire the data again immediately after logon.**

Cause

As the file for saving data required for display cannot be accessed, failed to display the paper using status window.

Resolution

Log on again after the OS is logged off.

### **3.3.4 Message Output with File Export Utility**

---

**[FCCA-ERR001] Unable to copy %s. The file names at sending side and receiving side are the same.**

Variable Information

%s : export file name

Cause

The file name of the sender is the same as that of the receiver.

Resolution

Confirm the file name.

---

**[FCCA-ERR002] Unable to add %s. The file with same name exists.**

Variable Information

%s : file name

Cause

Here already exists a file with the same name.

Resolution

Confirm the file name again.

---

**[FCCA-ERR003] The memory media that prohibits writing is used, or the drive that cannot be accessed is specified, or the available disk space of the memory media is not enough.**

Cause

Probable causes are as follows:

- The storage media that denies being written is used.
- This media is specified as the drive prohibited to be accessed.
- There is insufficient disk space of the storage media available.

Resolution

Take the following actions according to the different causes:

- Confirm whether the storage media for saving export file are write-protected or not.
- If it is a network drive, confirm whether it can be accessed.
- If there is insufficient disk space of the storage media for saving export file available, execute again after increasing the free space.

---

**[FCCA-ERR004] The file name with more than %d characters (halfwidth characters) cannot be specified in the export source file name (full path).**

**Cause**

The number of characters specified in the export source file name has exceeded the limit value.

**Resolution**

Specify the export source file name within 218 halfwidth characters (include length of the path) and retry.

---

**[FCCA-ERR005] The folder or file (%s) set in the export source does not exist. Cancel the processing.**

**Variable Information**

%s : file name

**Cause**

The folder or file specified in the export source does not exist.

**Resolution**

Confirm whether the folder or file set in the export source is existed and retry.

---

**[FCCA-ERR006] Unable to copy %s. The folder at export source and export destination are the same.**

**Variable Information**

%s : file name

**Cause**

The folders at export source and export target location are the same.

**Resolution**

Execute again after specifying a folder at export target location that is different from the one at export source.

---

**[FCCA-ERR007] No authority to read the file or folder set in export source (%s).**

**Variable Information**

%s : export name

**Cause**

There is no access authority of the file or folder at export source.

**Resolution**

Confirm the access authority of the file or folder at export source, and execute again.

---

**[FCCA-ERR008] Multiple File Export Utilities cannot be started at the same time.**

**Cause**

Try to start multiple File Export Utilities simultaneously.

**Resolution**

Operate the File Export Utility that has been started.

---

**[FCCA-ERR009] Unable to copy %s. The export destination folder is the subfolder of export source folder.**

**Variable Information**

%s : export folder name

## Cause

The folder at export target location is specified under the subordinate directory of folder at export source.

## Resolution

Specify the folder at export target location as folder (including the subordinate directory of folder at export source) that is different from folder at export source, and then execute again.

---

**[FCCA-ERR010] Failed to connect to the network specified as the export destination, processing cannot be continued.**

## Cause

Connecting to the network in the folder at export target location failed.

## Resolution

Execute again after confirming the network connection.

---

**[FCCA-ERR011] The file name or folder name "%s" at export source contains characters not allowed in file name. Cancel the processing.**

## Variable Information

%s : export file name or export folder name

## Cause

In the path of file at export source, the Unicode characters (characters that cannot be shifted to Shift JIS number) are contained.

## Resolution

Remove the Unicode characters (characters that cannot be shifted to Shift JIS number) from path name of file at export source.

---

**[FCCA-ERR012] Unable to export to external media. Please set an external media that can be exported.**

## Cause

Prepare to export file or folder to storage media of USB device not allowed by policy.

## Resolution

Export to USB device not allowed cannot be performed. Execute again after selecting the allowed storage media.

---

**[FCCA-ERR013] Unable to select because the specified file or folder exists on the memory media that is not allowed to be used. (%s)**

## Variable Information

%s: file/folder name at export source

## Cause

Try to export the file or folder in the storage media of USB device not allowed by policy.

## Resolution

Export from USB device not allowed cannot be performed.

---

**[FCCA-ERR014] Since the memory media not allowed to be used is set in the selected drive, it cannot be displayed.**

## Cause

The drive of USB device not allowed by policy is selected.

## Resolution

The file or folder in the USB device not allowed cannot be displayed.

---

**[FCCA-INF001] File export completed.**

Cause

-

Resolution

-

---

**[FCCA-INF002] File export has been cancelled.**

Cause

-

Resolution

-

---

**[FCCA-SEL001] Save to specified folder after encryption.**

Cause

-

Resolution

-

---

**[FCCA-SEL002] Perform normal file export. Execute?**

Cause

Prepare to export the ordinary file.

Resolution

Determine whether to execute.

---

**[FCCA-SEL003] %s has already existed in the export destination. Overwrite?**

Variable Information

%s : export file name

Cause

%s file has already existed in the export target location.

Resolution

Determine whether to overwrite it or not.

---

**[FCCA-SEL004] %s has already existed in the export destination. Overwrite?**

Variable Information

%s : export file name

Cause

There already exists a file with the same name in the export target location.

Resolution

Execute again after confirming whether a file with the same name exists in the export target location.

---

**[FCCA-SEL005] Normal file export is being executed. Pleas wait.**

Cause

-

Resolution

-

---

**[FCCA-SEL006] Encryption file export is being executed. Pleas wait.**

Cause

-

Resolution

-

---

**[FCCA-SEL007] The cancel button is clicked. Cancel the processing?**

Cause

Click the cancel button when exporting the ordinary files.

Resolution

Determine whether to cancel.

---

**[FCCA-WRN001] Please select a file or folder.**

Cause

Neither file nor folder is selected.

Resolution

Select a file or folder.

---

**[FCCA-WRN002] Please select the target folder for saving.**

Cause

The saving target folder is still not selected.

Resolution

Select a saving target folder.

---

**[FCCA-WRN003] The password entered two times does not match.**

Cause

The entered password and confirm password do not match.

Resolution

Enter the correct password.

---

**[FCCA-WRN004] Please enter the password.**

Cause

The password is not entered.

Resolution

Enter the correct password.

---

**[FCCA-WRN005] Please enter an encrypted file name.**



## Cause

The name of encrypted file is not entered.

## Resolution

Enter the name of encrypted file.

---

**[FCCA-WRN006] Please enter the encrypted file name in the format that contains drive name and path name.**

## Cause

The name of encrypted file is not entered in the format containing drive name and path name.

## Resolution

Enter the name of encrypted file in the format containing drive name and path name.

---

**[FCCA- BKCI-ERR039] File name is not entered in the encrypted file name. Please enter a file name.**

## Cause

The name of encrypted file is not entered.

## Resolution

Enter a name of encrypted file.

---

**[FCCA-WRN008] The following characters are not allowed in a folder name or file name. /, :, \*, ?, ", <, >, | are not allowed.**

## Cause

Invalid characters are used in the folder name or file name.

## Resolution

Confirm the folder name and file name and then retry.

---

**[FCCA-WRN009] The file name with more than %d characters (halfwidth characters) cannot be specified in the export destination file name (full path)**

## Cause

The number of characters of the export target file name has exceeded the limit.

While exporting an encrypted file, the total length of the file name and path to the export destination of the encrypted file exceeds the limit of 218 halfwidth characters (109 fullwidth characters).

While exporting in Plain text, the total length of the file name and path to the export destination of the file or folder exceeds the limit of 259 halfwidth characters (129 fullwidth characters).

## Resolution

While exporting an encrypted file, specify the total length of the encrypted file name and path to the export destination of the encrypted file within 218 halfwidth characters run the process again. While exporting in Plain text, specify the total length of the file name and path to the export destination of the file or folder within 259 halfwidth characters (129 fullwidth characters) and run the process again.

---

**[FCCA-WRN010] The number of characters allowed for the password is %1 to %2.**

## Variable Information

%1 : the minimum number of characters allowed

%2 : the maximum number of characters allowed

## Cause

The number of characters entered in the password is not within the range allowed.

## Resolution

Confirm the number of characters entered in the password.

---

### [FCCA-WRN011] Please enter a removable drive in the drive name of encrypted file name.

## Cause

When the policy is set to **Export target only displays removable disk**, drives other than removable disk are specified in export destination.

## Resolution

Specify the type of drive as removable disk.

---

### [FCCA-WRN012] Please enter the reason for export.

## Cause

The export cause is not entered.

## Resolution

Output the export cause.

---

### [FCCA-WRN013] Line feed code and tab cannot be used in the reason for export.

## Cause

The line break and Tab are entered in the export cause.

## Resolution

Execute again after confirming the contents of export cause.

---

### [FCCA-WRN014] Control characters cannot be used in reason for export..

## Cause

The characters not allowed are used in the export cause.

## Resolution

Enter the characters that are allowed to be used in the reason for export and execute again.

---

### [FCCD-ERR001] It is not the writable drive or drive is not found. Cancel the processing.

## Cause

Try to write file or delete media in the drive that cannot be recorded.

## Resolution

Connect to a recordable drive and retry.

---

### [FCCD-ERR002] No blank media is set in the drive. Cancel the processing.

## Cause

A blank media has not been placed.

## Resolution

Place a blank media and retry.

---

### [FCCD-ERR003] The media set into the drive is not a blank media. Cancel the processing.

## Cause

The media in drive is not a blank media.

## Resolution

Place a blank media and retry.

To erase all of the data recorded in CD-RW or DVD-RW media and get a blank media, select **Erase CD/DVD-RW** from **File** menu of the File Export Utility. (In the File Export Utility, erasing DVD-RW media is only supported by Windows Vista(R), Windows(R) 7, Windows(R) 8 or Windows(R) 10.)

---

**[FCCD-ERR005] The media set into the drive is not supported, or it is not a blank media. Please set a writable media and execute again.**

## Cause

The media placed in drive is not a blank media or supported media.

## Resolution

Place a blank media and retry.

To erase all of the data recorded in CD-RW or DVD-RW media and have it to be a blank media, select **Erase CD/DVD-RW** from **File** menu of the File Export Utility. (In the File Export Utility, erasing DVD-RW media is only supported by Windows Vista(R), Windows(R) 7 and Windows(R) 8 or Windows(R) 10.)

---

**[FCCD-ERR006] The size of file to be written exceeds the available space of target media for writing. Cancel the processing.**

## Cause

The available space of target record media is insufficient.

## Resolution

Set the file to be recorded to a smaller size than the available space of media, or place the file into the media that has enough available space, and then retry.

---

**[FCCD-ERR007] Unable to create the image file for writing. Cancel the processing.**

## Cause

The disk in specified user temporary space is set to write-protected or it does not have enough available space.

## Resolution

Confirm whether the specified user temporary space is set to write-protected.

If the specified user temporary space does not have enough available space, expand the available space and retry.

- When exporting an encrypted file, the size of available space is required to be 2.5 times of the file at export source.
- When exporting an ordinary file, the size of available space is required to be 1.5 times of the file at export source

---

**[FCCD-ERR008] Writing failed.**

## Cause

Probable causes are the following:

- The media is damaged.
- The record is cancelled during writing to the media.
- The system resource is insufficient.

## Resolution

Take following actions according to the different causes.

- Place a good recordable media.
- To execute re-write operation, place a recordable media.
- Exit all of the other applications, and record the media only.

---

**[FCCD-ERR009] The processing has been cancelled.**

**Cause**

The processing is cancelled.

**Resolution**

Do the writing process again.

If that does not solve the problem, restart the OS and do the writing again.

If the above mentioned process does not solve the problem, contact Fujitsu technical staff.

---

**[FCCD-ERR010] IMAPI service has been disabled or login with Guest account. Cancel the processing.**

**Cause**

IMAPI service is invalid or log on to the system as a Guest account.

**Resolution**

In the OS service settings, set the startup type of IMAPI (IMAPI CD-Burning COM Service) service to "Automatic". Or log on the system as an account other than Guest and retry.

---

**[FCCD-ERR011] No media has been set in the drive or the media information cannot be obtained. Please check the media and execute again.**

**Cause**

The unsupported media is placed into the drive or the media may be damaged.

**Resolution**

Place a supported and normal media into the drive and retry.

---

**[FCCD-ERR012] Another burning software has been started, IMAPI initialization error occurred. Cancel the processing.**

**Cause**

Because another burning software is being used, it is failed to initialize the IMAPI service.

**Resolution**

If another burning software is operating, exit it and retry.

---

**[FCCD-ERR013] IMAPI device access error. Cancel the processing.**

**Cause**

Probable causes are the following:

- IMAPI service is not started.
- Log on to the system with a Guest account.
- The media is damaged. The drive is not operating normally.

**Resolution**

Take the following actions according to the different causes.

- Confirm the following contents and retry. In the OS service settings, set the startup type of IMAPI (IMAPI CD-Burning COM Service) service to "Automatic".

- Log on the system as an account other than Guest and retry.
- Place a supported and normal media into the drive and confirm whether the drive is operating normally.

---

**[FCCD-ERR014] The characters that cannot be used as volume name is entered.  
The characters that can be entered are numbers, halfwidth capital letters and ' \_'.**

**Cause**

The characters not allowed are used in volume name.

**Resolution**

Enter characters allowed in the volume name.

---

**[FCCD-ERR015] Unable to write with Guest account.  
Cancel the processing.**

**Cause**

Writing contents to media with Guest account is prohibited.

**Resolution**

Log on the system with an account other than Guest and retry.

---

**[FCCD-ERR016] This OS does not support CD/DVD media writing functions of File Export Utility.**

**Cause**

Execute the record operation in the OS that does not support the CD record function in Export File Utility.

**Resolution**

-

---

**[FCCD-ERR017] Unable to obtain drive information.  
Please check if the drive is connected correctly.  
Cancel the processing.**

**Cause**

Probable causes are the following:

- The drive is not connected normally.
- The drive is not operating normally.

**Resolution**

Confirm whether the drive is connected normally and operating normally and then retry.

---

**[FCCD-ERR018] The device of CD category does not exist. Cancel the processing.**

**Cause**

The devices such as CD do not exist.

**Resolution**

Retry in a client that has devices such as CD.

---

**[FCCD-ERR019] No media has been set into the selected drive  
Cancel the erasing process.**

**Cause**

The media that can be erased has not been placed.

## Resolution

Place the media that can be erased and retry.

---

### **[FCCD-ERR022] No media that can be erased by File Export Utility has been set into the selected media.**

#### Cause

The media that can be erased has not been placed.

## Resolution

Place the media that can be erased and retry.

---

### **[FCCD-ERR023] Failed to erase the media.**

#### Cause

Probable causes are the following:

- The media is damaged.
- The processing is cancelled when erasing the media.
- The system resource is insufficient.

## Resolution

Take following actions according to the causes:

- Place other media that can be erased.
- Exit all of the other applications and record the media only.

---

### **[FCCD-ERR024] Volume name is too long. Up to 16 characters of numbers, halfwidth capital letters and '\_' can be entered.**

#### Cause

The volume name is too long.

## Resolution

Set the volume name with 16 characters.

---

### **[FCCD-ERR025] When writing to a CD or DVD, it is not allowed to specify a file name that exceeds 64 characters (both fullwidth and halfwidth will be counted as 1 character, including extension) for the export destination file name.**

#### Cause

The number of characters specified in the export source file name has exceeded the limit value.

## Resolution

Specify the export source file name within 64 characters (both fullwidth and halfwidth are treated as one character) and retry.

---

### **[FCCD-ERR026] When writing to a CD or DVD, it is not allowed to specify a folder name that exceeds 64 characters (both fullwidth and halfwidth will be counted as 1 character, including extension) for the export destination folder name.**

#### Cause

The number of characters specified in the target export file name has exceeded the limit value.

## Resolution

Specify the target export file name within 64 characters (both fullwidth and halfwidth are treated as one character) and retry.

---

**[FCCD-ERR027] When writing to a CD or DVD, it is not allowed to specify a export destination file name (full path) with more than 240 bytes (1 characters apart from separator is 2 bytes).**

**Cause**

The number of characters specified in the target export file name has exceeded the limit.

**Resolution**

Specify target file name within 240 bytes (the separator of folder is 1 byte, file name/folder name is 1 character/2 bytes. The separators do not include drive letters) and retry.

---

**[FCCD-ERR028] The folder or file set in the export source does not exist. Cancel the processing.**

**Cause**

The folder or file (%s) specified at export source does not exist.

**Resolution**

Confirm that the folder or file set to be exported exists, and then execute the operation again.

---

**[FCCD-ERR029] The media set into the drive is not a blank media (DVD-RAM) that is initialized with FAT32 format. Cancel the processing.**

**Cause**

Probable causes are as follows:

- The media placed into drive is not a blank media (DVD-RAM) that was initialized in FAT32 format.
- The media (DVD-RAM) that has already been written, so it is unable to write.

**Resolution**

Take following actions according to the causes:

- Initialize the DVD-RAM media in FAT32 format.
- If a file or folder of DVD-RAM media exists, delete it.

---

**[FCCD-ERR030] The work space for creating image file is not enough. Cancel the processing.**

**Cause**

The available space in drive with OS installed is insufficient.

**Resolution**

Execute again after increasing the free space of drive with OS installed.

---

**[FCCD-ERR031] Unable to eject the media.**

**Cause**

Probable causes are the following:

- The drive is controlled by another record software.
- The drive is not connected normally.
- The drive cannot be opened normally due to some causes such as some articles exist in the drive.

**Resolution**

Take following actions according to the causes:

- Use the eject function of the record software to eject the media.
- Confirm whether the drive is connected normally, and then press the eject button of the drive to eject the media.

- Confirm that there are no other articles that will prevent the tray from ejecting, then press the eject button of drive to eject the media.

---

**[FCCD-ERR032] When writing to media, the following characters are not allowed in folder name or file name of export destination.**

**/, :, \*, ?, ", <, >, |, ; are not allowed.**

**Cause**

Invalid characters are used in the folder name or file name.

**Resolution**

Confirm the folder name and file name, and then execute again.

---

**[FCCD-ERR033] Writing to %s is not supported, or the drive is not supported.**

**Variable Information**

%s : media name (CD-ROM, and CD-RW, etc.)

Note) When it is unable to get media information (when the unsupported media (Blu-ray CD) is placed), the place of media name will be blank.

**Cause**

The media for saving export target file is a media that cannot record through the File Export Utility, or that is not supported by the drive.

**Resolution**

Confirm it is a recordable media, or the drive is a recordable drive.

---

**[FCCD-ERR034] The erasing function of %s is not supported, or the drive is not supported.**

**Variable Information**

%s : media name (CD-ROM, and CD-RW, etc.)

Note) When it is unable to get media information (when the unsupported media (Blu-ray CD) is placed), the place of media name will be blank.

**Cause**

This media cannot be erased by File Export Utility, or the drive does not support the erase function.

**Resolution**

Confirm that the media can be erased, or this drive supports the erase function.

---

**[FCCD-ERR035] Another logon user is using the function of writing to media or erasing function currently. Cancel the processing.**

**Cause**

Other logon user is recording or erasing the data of media.

**Resolution**

Execute again after other logon user has finished recording/erasing the media.

---

**[FCCD-SEL001] After the erasing process, all data in the media will be deleted. Perform erasing process?**

**Cause**

Try to erase the media.



Resolution

Confirm whether to execute.

---

**[FCCD-INF001] File export to media has completed**

Cause

-

Resolution

-

---

**[FCCD-INF002] Media erasing completed.**

Cause

-

Resolution

-

---

**[FCCD-INF003] Writing to the media.  
Please do not exit File Export Utility.  
In addition, please do not start other applications during the process.**

Cause

-

Resolution

-

---

**[FCCD-INF004] Erasing the media.  
Please do not exit File Export Utility.  
In addition, please do not start other applications during the process.**

Cause

-

Resolution

-

---

**[FCCM-ERR001] Unknown error occurred. Please contact system administrator.**

Cause

Internal error occurred in the Windows.

Resolution

Contact Fujitsu technical staff.

---

**[FCCM-ERR002] Unable to communicate with Management Server. Unable to start File Export Utility or perform export processing**

Cause

As it is unable to communicate with Management Server, it is unable to confirm the time of server.

Resolution

Restore the communication status with Management Server and then execute again.

---

**[FCFM-INF001] The processing has been cancelled.**

**Cause**

The processing is cancelled.

**Resolution**

Contact Fujitsu technical staff.

---

**[FCFM-INF002] The policy that disable the start of file export utility has been set.**

**Cause**

That File Export Utility cannot be used is set in policy.

**Resolution**

Ask help from the administrator to modify the policy as File Export Utility allowed.

---

**[FCFM-INF004] It is not the time for export. Unable to perform file export.**

**Cause**

The time frame of File Export Utility not allowed is set in the policy.

**Resolution**

Ask help form the administrator to use the File Export Utility.

---

**[FCFM-ERR002] This drive cannot be formatted.**

**Cause**

The drive that cannot be formatted is selected.

**Resolution**

Select a drive that can be formatted.

---

**[FCFM-ERR003] This drive has already been deleted.**

**Cause**

The drive that does not exist is selected.

**Resolution**

Select a drive that can be formatted.

---

**[FCFM-ERR004] Because the memory media that is not allowed to be used is set in the selected drive, formatting cannot be performed.**

**Cause**

Prepare to format the drive of USB device not allowed by the policy.

**Resolution**

Select a drive that can be formatted.

---

**[FCFM-WRN001] Please select a drive.**

**Cause**

Either the drive is not selected, or the drive is not selected correctly.

**Resolution**

Select a drive correctly.

---

**[FCSB-ERR001] The specified parameter is incorrect.****Cause**

The settings of parameter are incorrect.  
The period allowed for decryption has exceeded 2037/12/31.

**Resolution**

Set the period allowed for decryption before 2037/12/31.

---

**[FCSB-ERR002] The file of copy target has already existed.****Cause**

Specify the existed file as the target file to be copied.

**Resolution**

Enter the name of target file to be copied again.

---

**[FCSB-ERR003] The specified file does not exist.****Cause**

The file to be copied does not exist.

**Resolution**

Specify the file to be copied correctly.

---

**[FCSB-ERR004] No encryption file exists.****Cause**

The file to be encrypted does not exist.

**Resolution**

Enter the name of file to be encrypted again.

---

**[FCSB-ERR005] Work memory is not enough. Please execute again after closing the unnecessary applications.****Cause**

Out of memory.

**Resolution**

Execute again after closing unnecessary applications.

---

**[FCSB-ERR006] File access has been denied.****Cause**

Access to the files at export source and export target location, or operation file for encryption is denied.

Probable causes are as follows:

- The file or folder is opened by another program.
- The file or folder is written-protected, or it is read-only.
- There is no access authority for the file or folder.

**Resolution**

Take the following actions according to the different causes.

---

- Close the file or folder and then run again.
- Specify the writeable files and folders and run again.
- Check the access permissions on the file or folder and run again.

---

### **[FCSB-ERR007] Unable to open the file.**

#### **Cause**

Probable causes are as follows:

- Contains a character that cannot be used in the file name.
- File name is too long.
- Failed to open the file, or the drive specified by the user because that specified temporary location is written-protected
- The temporary location, of the folder specified by the user does not exist.

#### **Resolution**

Take the following actions according to the different causes.

- Confirm the file name and execute again.
- Specify a writable drive in the temporary space of the user, and execute again.
- Specify the folder that exists in the user's temporary space and execute again.

---

### **[FCSB-ERR008] Unable to read the file.**

#### **Cause**

Probable causes are as follows:

- File is under processing
- This file is not opened by another program.
- Exception in the network environment processing.

#### **Resolution**

Take the following actions according to the different causes.

- Complete the file operation and execute again.
- After closing the file opened in another program, execute again.
- Check the network and other environment and execute again.

---

### **[FCSB-ERR009] Unable to create a directory.**

#### **Cause**

Failed to create a new directory.

(There already exists a file in the same name with the created folder etc.)

#### **Resolution**

Confirm the name of created file, and execute again after specifying a correct file name.

---

### **[FCSB-ERR010] The memory media that prohibits writing is used, or the available disk space of memory media is not enough.**

#### **Cause**

The used storage media denies being written, or there is insufficient disk space of the storage media available.

Confirm whether the storage media for saving export file is write-protected or not. When the free disk space of the storage media for saving export file is insufficient, execute again after confirming the free space.

---

**[FCSB-ERR012] The size of file after encryption exceeded 2,140,000,000. Cancel the processing.**

**Cause**

The size of encrypted file has exceeded the limit.

**Resolution**

Control the size of encrypted file smaller than 2,140,000,000 bytes and then execute again. Compared with the size of file that is not encrypted, about 130K bytes are increased.

---

**[FCSB-ERR013] The work space for creating encryption file is not enough. Cancel the processing.**

**Cause**

The free space of drive in the path of export target or drive in user temporary space is insufficient.

**Resolution**

Confirm the free capacity of drive in the path of export target or drive in user temporary space and execute again.

---

**[FCSB-ERR014] The available space of the target drive for encryption file export is not enough, or the drive of export destination cannot be accessed. Cancel the processing.**

**Cause**

The drive in the path of export target cannot be accessed, or the free space of drive in user temporary space is insufficient.

**Resolution**

Confirm whether the drive in the directory of export target can be accessed.

When the free space of drive in the path of export target and drive in user temporary space is insufficient, execute again after confirming the free space.

---

**[FCSB-ERR015] Failed to delete the operation file used during encryption. Cancel the processing.**

**Cause**

The access authority of folder specified for user temporary space has been modified.

**Resolution**

Execute again after confirming the access authority of folder specified for user temporary space.

---

**[FCSB-ERR016] The file name or folder name at export source contains invalid characters. The following characters cannot be used as folder name./, :, \*, ?, ", <, >, | are not allowed.**

**Cause**

The file name or folder name at export source contains invalid characters.

**Resolution**

Confirm that the file name does not contain invalid characters, and execute again.

---

**[FCSB-ERR017] When logon with the user ID containing Unicode specific characters (characters cannot be converted to Shift JIS), encryption export to CD or DVD media cannot be performed.**

**Cause**

The user ID includes Unicode characters (characters that cannot be shifted to Shift JIS number).

**Resolution**

Modify the export path to be encrypted as the path excluding CD or DVD media and then export.

---

**[FCSO-ERR001] The total file size exceeded the maximum value of file size that can be exported at one time. The maximum value of file size that can be exported at one time is %l64d bytes.**

**Cause**

When the policy of file export log is set to [Get] and [Original File Backup], prepare to export the file whose size has exceeded the maximum value of one file export.

**Resolution**

Select the file at export source again, and control the total size of one file export smaller than the maximum size and execute again.

---

**[FCSO-ERR002] The maximum value of the size of a single file can be exported is exceeded. The maximum size of a single file that can be exported is %l64 bytes.**

**Cause**

When the policy of file export log is set to [Get] and [Original File Backup], prepare to export the file whose size has exceeded the maximum value of a single file that can be exported.

**Resolution**

Exclude the files that exceed the file size (the maximum file size is the displayed value.) and execute again.

---

**[FCSO-ERR003] The maximum value of the number of files can be exported at one time is exceeded. The number of files that can be exported at one time cannot exceed %d.**

**Cause**

When the policy of file export log is set to [Get] and [Original File Backup], prepare to export the file whose number has exceeded the maximum value for the number of files that can be exported at one time.

**Resolution**

Select the files at export source again to control the number of files smaller than the maximum value for the number of files that can be exported at one time and execute again.

---

**[FCSO-ERR004] The work space required for exporting files is not enough. Cancel the processing.**

**Cause**

When the policy of file export log is set to [Get] and [Original File Backup], the disk space required for original file backup is insufficient.

**Resolution**

Confirm the free space of drive that is specified during CT installation, where the folder at log export target is located. The required space is shown as follows.

- When exporting normally, the maximum required free space is 2.5 times of the size of file at export source.
- When exporting encrypted file, the maximum required free space is 3.5 times of the size of file at export source.

---

**[FCSO-ERR005] The export source file or folder is not found. Cancel the processing.**

**Cause**

The file or folder at export source has been deleted.

**Resolution**

Execute again after confirming the existence of the file or folder set in export source.

---

**[FCSO-ERR006] Error occurred during file export. Cancel the processing.**

**Cause**

It may be caused by the following causes.

- The file or folder at export source has been deleted.
- The file or folder at export source has no access authority.
- The folder in the path of log output target specified during CT installation has been deleted.
- The folder in the path of log output target specified during CT installation has no modification authority.

#### Resolution

Take the following actions according to the different causes.

- The file at export source exists.
- The file or folder at export source has access authority.
- The folder in the path of log input target specified during CT installation still exists.
- The folder in the path of log output target specified during CT installation has modification authority.

---

### **[FCO-ERR007] No authority to read the file or folder set in export source (%s).**

#### Cause

It may be caused by the following causes.

- The file at export source has no read authority.
- The file or folder at export source has been deleted.

#### Resolution

Confirm the following contents, and execute again.

- The set file or folder at export source has read authority.
- The set file or folder at export source still exists.

---

### **[FCO-ERR008] The file encrypted in EFS format is contained in export source file. The file encrypted with (%s) EFS format cannot be exported.**

#### Variable Information

%s : name of file at export source

#### Cause

When the policy of file export log is set to [Get] and [Original File Backup], prepare to export the file encrypted in EFS format.

#### Resolution

Take one of the following actions and then execute again.

- Delete the file encrypted in EFS format from the export targets.
- Remove the password of file encrypted in EFS format.

---

### **[FCO-ERR001] The specified path for saving manuals is not found.**

#### Cause

Failed to find the specified saving path of operation manual.

#### Resolution

Contact Fujitsu technical staff.

---

### **Failed to write the file.**

#### Cause

The free space of disk is insufficient.

## Resolution

Execute again after confirming the CT disk capacity.

### 3.3.5 Message Output with Automatically Adding Encrypted Files As E-mail Attachment Function

---

**[SBX-ERR001] Encryption error.**  
**File name is not entered. Please enter a file name.**

#### Cause

The file name is not entered.

#### Resolution

Enter a file name.

---

**[SBX-ERR002] Encryption error.**  
**Password is not entered. Please enter the password.**

#### Cause

The password or re-entry password is not entered.

#### Resolution

Enter the password.

---

**[SBX-ERR003] Encryption error.**  
**The encryption process has ended abnormally**  
**%s**

#### Variable Information

%s: the incorrect contents corresponding to error code

The following incorrect contents will be displayed.

1. An error occurred when adding the E-mail file attachment (IMAPI). Confirm whether the E-mailer system is set according to rules.
2. Access to the file is denied.
3. The disk has no free space.
4. Failed to open the file.

#### Cause

An error occurred in Windows API or SecureBox API.

#### Resolution

Under the condition of 1., confirm the settings of E-mail in the networking options.

Under the condition of 2., confirm whether the file is being used by other applications, or the file is written-protected.

Under the condition of 3., confirm the free space of C disk.

Under the condition of 4., confirm whether the characters not allowed are used in the file name, or the file name is too long.

Under other conditions, confirm the contents described by the error information and take some corresponding resolutions.

---

**[SBX-INF001] Encryption warning.**  
**The path length of selected file exceeds 218 halfwidth characters (109 fullwidth characters). Please select another file.**



#### Cause

The selected file path has exceeded 218 halfwidth characters (109 fullwidth characters).

#### Resolution

Confirm the selected file and select again.

---

**[SBX-INF002] The following characters are not allowed in the file name.**

**\ : / \* ? " < > |**

#### Cause

The invalid characters are entered in the file name.

#### Resolution

Enter a correct file name.

---

**[SBX-INF003] Encryption warning.**

**The password entered two times does not match. Please check the password**

#### Cause

The entered password and re-entry password do not match.

#### Resolution

Enter the correct password.

---

**[SBX-INF004] Encryption warning.**

**The password length is incorrect. Please enter the password within %d ~%d characters.**

#### Variable Information

%d: the number of the password characters (decimal system) set in the policy

#### Cause

The length of the password is not within the range set in the policy.

#### Resolution

Re-entry the password again.

---

**[SBX-INF005] The selected file name or folder name contains characters not allowed to be used. Please select another file.**

#### Cause

The selected file name or folder name contains characters that are not allowed.

#### Resolution

Modify the file name or select the file again.

---

### 3.3.6 Message Output with Maintenance Command

---

**[E701-ERR001] Administrator authority is required to set this option.**

#### Cause

The settings of option are incorrect.

Or the present Windows user does not have Administrator authority, he/she cannot user this option.

According to different options, sometimes the Administrator authority is required.

## Resolution

Confirm whether the specified option is correct

When the specified option is correct, confirm whether the user logged on to Windows has Administrator authority.

---

### **[E701-ERR002] As a physical PC, it cannot be registered as a provisioning master image.**

#### Cause

This will be displayed when the logon operation of provisioning master image is executed in the physical PC. The physical PC cannot be logged on as master image of provisioning.

#### Resolution

Execute the logon for the provisioning master image.

---

### **[E701-ERR003] As it is provisioning clone PC, it cannot be logged on as master image of provisioning. The processing is cancelled.**

#### Cause

This will be displayed when the logon operation of provisioning master image is executed in the clone PC. The clone PC cannot log on as master image of provisioning.

#### Resolution

Execute the logon for the provisioning master image.

---

### **[E701-ERR004] As a provisioning clone PC, CT cannot be registered again. Exit processing.**

#### Cause

This will be displayed when logging on to CT again in the provisioning clone PC. Logging on to CT again cannot be executed in the clone PC.

#### Resolution

For logging to CT again, do not execute it in the provisioning clone CT.

---

### **[E701-INF001] The command has ended.**

#### Cause

This will be displayed when the command is finished.

#### Resolution

-

---

## **3.3.7 Message Output when Decoding File Exported by Encryption**

---

### **Cannot decrypt the file. Please enter the correct password.**

#### Cause

Incorrect password.

#### Resolution

Enter the correct password.

---

### **Please enter the password.**

#### Cause

Password has not been entered.

## Resolution

Enter a password, select the **OK** button.

---

### **Cannot decrypt the file. The processing is cancelled.**

#### Cause

Probable causes are as follows:

- Incorrect password is entered for three times in a row.

#### Resolution

Re-start the self-decrypting files and decrypt.

---

### **The password is incorrect. The limit for password fails is reached. The file will be deleted.**

#### Cause

The password attempts limit has been set for the encrypted file, therefore password input failed when entered for more than the specified number of times.

#### Resolution

-

---

### **The decodable period is exceeded. The file will be deleted.**

#### Cause

Tried to decode the encrypted file having a set limit of decodable days after crossing the decodable time limit.

#### Resolution

-

---

### **No information available to decode the file. The processing is cancelled.**

#### Cause

Probable causes are as follows:

Encryption file is corrupted.

#### Resolution

Try to decode to restart the self-decrypting file.

If this message is displayed again after trying, there is a possibility that the encryption file is corrupted. In that case, re-obtain the encryption file.

---

## **3.4 Message Output with Smart Device (Agent) (Android)**

---

### **3.4.1 Message Output During Operation**

---

#### **[AA00-ERR001] The URL for synchronization was not specified.**

#### Cause

A synchronous URL is not entered.

## Resolution

Enter a synchronous URL.

---

### **[AA00-ERR002] URL for synchronization is incorrect.**

#### Causes

The entered synchronous URL is incorrect.

#### Resolution

Enter the correct synchronous URL.

---

### **[AA00-ERR003] Failed to communicate with the management server.**

#### Causes

Probable cause are as follows:

- The smart device relay server is stopped.
- The port to communicate with the smart device relay server is closed.
- Connection is not established with the network environment in which the communication with the smart device relay server is possible.
- Network is insecure and communication cannot be done due to the temporary causes such as temporary high load.

#### Resolution

Wait for some time and try to synchronize by tapping the **Sync now** button.

If the error still persists, check whether the smart device relay server can be connected to presently connected network.

When an environment is enabled to communicate with the smart device relay server, contact the administrator considering that the smart device relay sever may be faulty.

---

### **[AA00-ERR004] The user ID was not specified.**

#### Cause

The User Id is not entered.

#### Resolution

Enter the User Id.

---

### **[AA00-ERR005] Enter the user ID using up to 20 halfwidth characters.**

#### Causes

More than 20 halfwidth characters are entered in User Id.

#### Resolution

Enter 20 or less halfwidth characters in User ID.

---

### **[AA00-ERR006] Failed to access the database. A previous version may have been installed with overwrite installation.**

#### Causes

The database cannot be accessed.

#### Resolution

Installation may have been done by overwriting the Systemwalker Log Agent (Desktop Keeper Client) (Old version).

---

### **[AA00-ERR007] Failed to start Desktop Keeper Client.**

## Cause

The database could not be accessed.

## Resolution

Installation may have been done by overwriting the Systemwalker Log Agent(Desktop Keeper Client) (Old version).

---

**[AA00-INF001] After entering the URL for synchronization and user ID, tap 'Sync now' to synchronize with the smart device relay server.**

## Cause

It may be a state immediately after installation.

## Resolution

Enter synchronous URL and User Id, tap the **Sync now** button to synchronize with the smart device relay server.

---

**[AA00-SEL001] Cannot communicate to the server without a user ID. Finish?**

## Causes

An attempt has been made to close the input dialog for User Id without entering User Id.

## Resolution

In such cases, tap the **OK** button to close the dialog. However, you cannot execute the communication with the smart device relay server. Tap the **Cancel** button to stop the process.

---

**[AA10-WRN001] System administrator prohibits the connection to this access point.  
[%1]**

**Connection disabled.**

## Variable information

%1 : SSID of the access point

## Causes

An attempt has been made to connect to the access points of the prohibited connection.

## Resolution

Request the administrator to change the policy.

---

**[AA10-WRN002] System administrator prohibits the use of this Bluetooth. Connection disabled.**

## Causes

An attempt has been made to use a Bluetooth device to which pairing is prohibited. The pairing for the already paired equipment is forcefully cancelled.

## Resolution

Request the administrator to change the policy.

---

**[AA10-WRN003] System administrator prohibits the use of this application. Uninstall it.  
%1  
%2**

## Variable information

%1: Application name

%2: Application version

## Cause

An attempt has been made to run a prohibited application.

## Resolution

Request the administrator to change the policy.

---

**[AA10-WRN004] System administrator prohibits the use of the application outside business hours so the data will be deleted.**

**Tap 'OK'. If the application screen appears, tap 'Clear data' to delete the data.**

**The data in the following folders are deleted automatically:**

- Folders used by the application**
- Any folders specified by system administrator**

## Cause

An attempt has been made to run the application beyond the specified operation time.

## Resolution

The application cannot be used beyond the operation time. Close the application. The application data is deleted.

---

**[AA10-WRN006] System administrator prohibits the installation of this application.**

**Tap 'OK'. If the application screen appears, tap 'Uninstall' to uninstall the application.**

**%1**

**%2**

## Variable information

%1 :Application name

%2 : Application version

## Cause

An attempt has been made to use an application whose installation is prohibited.

## Resolution

Uninstall the prohibited application.

Till the application is uninstalled, the **Application Management** screen is periodically displayed.

---

**[AA10-WRN007] System administrator prohibits the use of the application outside business hours. Application will be closed.**

**%1**

**%2**

## Variable information

%1 :Application name

%2 : Application version

## Cause

An attempt has been made to run the application for which the usage is prohibited beyond the operation time.

Resolution The application cannot be used beyond the operation time. Close the application.

---

**[AA30-INF001] System administrator performed the lock.**

## Cause

A lock has been applied by the system administrator.

Resolution

Contact the system administrator to release the lock.

---

**[AA30-INF002] System administrator removed the lock.**

Cause

The lock is released by the system administrator.

Resolution-

---

**[AA30-INF003] System administrator will perform the wipe process.**

Cause

Wipe has been performed by the system administrator

Resolution

-

---

**[AA30-INF004] System administrator deleted the data.**

Cause

The data is deleted by the system administrator.

Resolution

-

---

**[AA30-WRN001] Failed to unlock.  
Device will be locked after failing to  
unlock %1 more times.**

Variable information

%1: Lock failure count till the terminal lock is enabled.

Cause

Failed to release the terminal lock.

Resolution

-

---

**[AA30-WRN002] Failed to unlock.  
Device will be initialized after failing to  
unlock %1 more times.**

Variable information

%1: Lock failure count till the terminal is successfully initialized.

Cause

Failed to release the terminal lock.

Resolution

---

**-[AA90-SEL001] Error investigation data will be collected. Continue?**

Cause

An attempt has been made to collect the material to investigate the failure.

## Resolution

Tap the **OK** button to collect the material used to investigate the failure. Tap the **Cancel** button to stop the process.

---

### [AA90-SEL002] Error investigation data has already been collected and exists. Overwrite?

#### Cause

An attempt has been made to collect the material used to investigate the failure; however, the already collected material exists.

#### Resolution

Tap the **OK** button to continue the collection of material used to investigate the failure. Tap the **Cancel** button if you do not want to collect the material.

---

### [AA90-INF001] Error investigation data has been collected.

Saved file: %1

#### Variable information

%1: File path of the material to be used to investigate the failure.

#### Cause

The material to be used to investigate the failure is collected.

#### Resolution

-

---

### [AA90-INF002] Collecting error investigation data... Wait for a few moments.

#### Cause

The material to be used to investigate the failure is being collected.

Resolution-

---

### [AA90-ERR001] Failed to collect error investigation data. Contact a system administrator.

#### Cause

Failed to collect the material to be used to investigate the failure

#### Resolution

Contact Fujitsu technical staff.

---

## 3.5 Message Output with Log Analyzer Server

### 3.5.1 Message Output During Installation

---

It is to describe the messages output during installation.

---

#### [ERR-INSTSV001] Unable to install Log Analyzer Server. Please confirm the target OS and ServicePack and install again. Installation is cancelled.

#### Cause

It is the prompted information when preparing to install in "Unsupported OS".

#### Resolution

Install in "Supported OS".



---

**[ERR-INSTSV002] The user that performs installation does not have Administrator authority. Please login as a user with Administrator authority to perform installation. Installation is cancelled.**

**Cause**

The installation user does not have Administrator authority.

**Resolution**

Reinstall after logging on as administrator.

---

**[ERR-INSTSV003] Interstage Navigator Server will be installed. Please install again after uninstalling Interstage Navigator Server. The installation is cancelled.**

**Cause**

"Products that cannot coexist" has been installed in the target environment.

**Resolution**

Reinstall after uninstalling Interstage Navigator Server.

---

**[ERR-INSTSV004] The value of port number is incorrect. Please output an unused number between 5001-60000.**

**Cause**

Numbers out of range from 5001 to 60000, or characters are entered in the port number.

**Resolution**

Enter a number that has not been used within the range from 5001 to 60000.

---

**[ERR-INSTSV005] The Symfoware Server that cannot be combined has been installed, or Symfoware Programmer's Kit has been installed. So it cannot be installed to the specified computer. Installation is cancelled.**

**Cause**

The Symfoware server that cannot coexist with local server, Symfoware client, or Symfoware Programmer's Kit has been installed in the target environment. The installation is cancelled.

**Resolution**

When it is installed to the specified computer, uninstall the Symfoware server, Symfoware client or Symfoware Programmer's Kit.

---

**[ERR-INSTSV006] <Symfoware Client will be installed.> Since mixture is not supported, this product cannot be installed.**

**Cause**

As Symfoware Client is installed, the installation is cancelled.

**Resolution**

When installing in the specified computer, uninstall Symfoware Client first.

---

**[ERR-INSTSV007] %s Failed to create folder.  
- Disk space is not enough  
- The correspondent disk is read only  
- Folder with same name has already existed  
Please install again after confirming the causes.  
Installation is cancelled.**

## Variable Information

%s : folder name

## Cause

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- The folder with the same name already exists.
- The characters excluding the Shift JIS are used in the path of installation target folder or database installation target folder.

## Resolution

Take the following actions according to the different causes, and then reinstall it.

- Ensure the disk capacity.
- Make the corresponding disk writable.
- Specify a folder name that does not exist.
- Do not use the characters excluding the Shift JIS in the path of installation target folder or database installation target folder.

---

### **[ERR-INSTSV008] The specified value is not a folder.**

## Cause

The specified value is not a folder.

## Resolution

Confirm the specified value is a folder.

---

### **[ERR-INSTSV009] No authority to write to the specified directory.**

## Cause

The authority of specified folder is not written.

## Resolution

Specify the folder again after setting the write authority of specified folder.

---

### **[ERR-INSTSV010] Specifying only the drive name in the installation target folder is not allowed.**

## Cause

The drive name similar to "C:\" was specified only in the installation target folder.

## Resolution

Specify the installation target folder according to the following method.

-Drive name:\ Name of installation target folder

---

### **[ERR-INSTSV011] Specifying blank in the installation target folder is not allowed.**

## Cause

The name of installation target folder contains space.

## Resolution

Specify the folder that does not contain space as installation target folder.

---

### **[ERR-INSTSV012] The installation target folder is too long. Please specify a path within 96 halfwidth characters.**

#### Cause

The installation target folder is too long..

#### Resolution

Specify the length of installation target folder within 96 halfwidth characters.

---

### **[ERR-INSTSV013] The installation target directory containing multi-byte characters cannot be specified.**

#### Cause

The specified installation target folder includes multibyte characters (Chinese characters, Hiragana and Katakana, etc.).

#### Resolution

Do not include multibyte characters when specifying the installation target folder.

---

### **[ERR-INSTSV014] Error occurred during folder check.**

#### Cause

Probable causes are as follows:

- The I/O error of disk device was occurred.
- The characters excluding Shift JIS number may be used.

#### Resolution

Take the following actions according to the different causes.

- Check the disk device.
- Do not use characters excluding Shift JIS number.

---

### **[ERR-INSTSV015] Failed to get available disk space.**

#### Cause

There might be a case where the installation target folder does not exist or does not have the write authority.

#### Resolution

Confirm that the installation target folder exists and has write authority, and then reinstall it.

---

### **[ERR-INSTSV016] The entered account name contains invalid characters.**

#### Cause

The entered account name includes the following invalid characters.

/\ [ ] : ; | = , + \* ? < > halfwidth space fullwidth space

#### Resolution

Enter an account name that does not include invalid characters.

---

### **[ERR-INSTSV017] The specified account name cannot be specified to the Log Analyzer user. Please specify with another account name**

#### Cause

The invalid account name is included.

#### Resolution

Confirm the entered account name and then execute again.

---

**[ERR-INSTSV018] Password is not specified. When installing the operating system, password must be specified.**

**Cause**

The password is not specified.

**Resolution**

Enter the password.

---

**[ERR-INSTSV019] Password does not match. Please enter again.**

**Cause**

It may be caused because the entered password is incorrect when confirming again.

**Resolution**

Enter the correct password again.

---

**[ERR-INSTSV020] Failed to copy %s file.**

- **Disk space is not enough.**
  - **The correspondent disk is read only**
  - **Folder with same name has already existed**
- Please install again after confirming the causes.  
Installation is cancelled.**

**Variable Information**

%s : file name

**Cause**

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- The folder with the same name already exists.

**Resolution**

Take the following actions according to the different causes and then install again.

- Ensure the disk capacity.
  - Make the corresponding disk writable.
  - Specify a folder name that does not exist.
- 

**[ERR-INSTSV021] Installation failed. Please install again after handling the errors.  
Installation is cancelled.**

**Cause**

The installation processing failed.

**Resolution**

Reinstall after confirming whether the installation target folder has write authority.

---

**[ERR-INSTSV022] The disk space of installation target is not enough.**

**Cause**

The drive space of installation target folder is insufficient.

## Resolution

Modify the drive in the path of installation target.

---

### **[ERR-INSTSV023] Space cannot be contained in password.**

#### Cause

The space has been entered in the password.

#### Resolution

Enter the password that does not include the space again.

---

### **[ERR-INSTSV024] The account name that is same as the computer name is specified. When installing to this operating system, it is not allowed to specify an account name that is the same as computer name.**

#### Cause

The entered account name is the same as computer name.

#### Resolution

Execute again after confirming the entered account name.

---

### **[ERR-INSTSV025] Symfoware Server that is not supported has been installed. This product cannot be installed. Installation is cancelled.**

#### Cause

The unsupported Symfoware Server or Symfoware Client has been installed.

#### Resolution

Install this product in other computer.

Reinstall after uninstalling the installed Symfoware Server or Symfoware Client.

---

### **[ERR-INSTSV026] The existing group name cannot be specified in account name.**

#### Cause

The existed group name has been specified in the account name.

#### Resolution

Execute again after confirming the entered account name.

---

### **[ERR-INSTSV027] Wrong password. The attempt to logon is invalid. Account name or authentication information is incorrect.**

#### Cause

When the registered account is used as Log Analyzer User for logon, the error may exist in the entered information.

#### Resolution

Execute again after confirming the entered account name and password.

---

### **[ERR-INSTSV028] Same value cannot be specified in [Communication Port 1], [Communication Port 2] and [Communication Port 3].**

#### Cause

[Communication Port 1], [Communication Port 2] and [Communication Port 3] are set to the same value.

## Resolution

Execute again after confirming the entered value is correct.

---

### **[ERR-INSTSV029] Network drive cannot be specified in the installation target folder.**

#### Cause

The installation target folder is specified as network drive.

#### Resolution

Recheck the settings of installation target folder and then execute again.

---

### **[ERR-INSTSV030] User registration failed. The password policy requirement of server is not satisfied. Please try again after confirming the entered password.**

#### Cause

The requirement of server password policy is not fulfilled due to some causes such as the user ID and password are the same.

#### Resolution

Reinstall after confirming the server password policy.

---

### **[ERR-INSTSV031] Registry operation failed.**

#### Cause

An error occurred when the registry is operating.

#### Resolution

Reinstall after confirming the logon account.

---

### **[ERR-INSTSV036] Please get the latest module of MDAC from the homepage of Microsoft Corporation and apply it. Please apply the MDAC of version 2.8 or higher. (Must be 2.80.1022.3 or higher)**

#### Cause

The MDAC whose version is earlier than 2.8 is used.

#### Resolution

Reinstall after applying the MADC whose version is 2.8 or later.

---

### **[ERR-INSTSV037] The specified account is not registered to Active Directory.**

#### Cause

Probable causes are as follows:

- The entered account is not registered in Active Directory.
- The Active Directory server cannot be accessed due to some causes such as the server stops operating or the network is disconnected.

#### Resolution

Take the following actions according to the different causes.

- Execute again after confirming that the entered account is correct.
  - Execute again after confirming that the Active Directory server can be accessed.
- 

### **[ERR-INSTSV038] Failed to register user. The user that does not belong to the Domain Admins group may be specified. Please try again after confirming the group to which the specified user belongs.**

## Cause

Probable causes are as follows:

- A user that does not belong to Domain Admins group was specified. When the user of the Log Analyzer domain logs on, the user has to belong to the Domain Admins group.
- The Active Directory server cannot be accessed due to some causes such as the server stops operating or the network is disconnected.

## Resolution

Take the following actions according to the different causes.

- Execute again after confirming that the entered account belongs to the Domain Admins group.
- Execute again after confirming that the Active Directory server can be accessed.

---

## [ERR-INSTSV039] Unable to register the port for transferring the data aggregated by objective. Please register the port manually.

### Cause

There might be a case where the port TCP30005 is being used by other services, or the port excluding the port TCP30005 has been already registered.. Refer to "4.1 Port Number List" for the details of port number.

### Resolution

Log on according to the transmission port of aggregate by objective data and the following steps.

1. Open: services files under the Windows Installation Directory\system32\drivers\etc.
2. Add the information of following port numbers.  
rn\_data1 Communication Port Number/TCP

Note 1) The communication port number can be specified as any port number that is not used.

Note 2) If the information of rn\_data1 has existed, it is not required to add. Regard the communication port number specified by these contents as data transmission port number based on aggregate by objective.

3. Select **Interstage Navigator Server > Navigator Server Start and Stop**.
4. Restart the service. Click the [Stop] button first, and then click the [Start] button.

---

## [ERR-INSTSV040] Failed to delete %s folder. - It is being used by another process. Please install again after confirming the cause. Installation is cancelled.

### Variable Information

%s : folder name

### Cause

There is a possibility that the other processes are being used.

### Resolution

Reinstall after confirming that the other processes are not using this folder.

---

## [ERR-INSTSV999] Internal exception occurred. Please install again.

### Cause

Probable causes are as follows:

- Some temporary errors occurred such as the resource is insufficient and the timing error occurred.
- The characters excluding the Shift JIS number are used in the path of database installation target folder.

## Resolution

Take the following actions according to the different causes.

- Reinstall.
- After the characters excluding the Shift JIS number are entered in the path of database installation target folder, reinstall. If Interstage Navigator Server has been installed, execute again after deleting.

### 3.5.2 Message Output During Uninstallation

---

**[ERR-UNINSTSV001] The user performing uninstallation does not have Administrator authority. Please logon as the user with Administrator authority and perform uninstallation again. The uninstallation is cancelled.**

#### Cause

The user who performs uninstallation does not have Administrator authority.

#### Resolution

Uninstall after logging on as Administrator.

### 3.5.3 Message Output with Operating Environment Maintenance Wizard

---

**[ERR-ENV001] Please specify database saving target.**

#### Cause

The database saving target path is not specified.

#### Resolution

Specify the database saving target path.

**[ERR-ENV002] Please enter the number of clients.**

#### Cause

The number of sets of clients is not entered.

#### Resolution

Enter the number of sets of clients.

**[ERR-ENV003] Please enter the number of non-file operation logs per day.**

#### Cause

The items of logs in a single day excluding the file operation logs are not entered.

#### Resolution

Enter the items of logs in a single day excluding the file operation logs.

**[ERR-ENV004] Please click the capacity calculation button to calculate the capacity.**

#### Cause

The database capacity is not entered.

#### Resolution

Click the capacity calculation button to calculate or enter the database capacity directly, and then execute again.

**[ERR-ENV005] The disk capacity is insufficient.**



#### Cause

The capacity of disk in the path of database saving target is insufficient.

#### Resolution

Modify the disk in the path of database saving target, or calculate the capacity again.

---

### **[ERR-ENV006] Constructing the database of Log Analyzer Server.**

#### Cause

The database of the Log Analyzer Server has been built.

#### Resolution

Execute again after deleting the operating environment of the Log Analyzer Server in the Operating Environment Maintenance Wizard.

---

### **[ERR-ENV007] Please enter the user name and password of Log Analyzer user to be set when installing Log Analyzer Server.**

#### Cause

The entered user name and password are not the user name and password set for Log Analyzer User when installing Log Analyzer Server.

#### Resolution

Enter the user name and password set for Log Analyzer User when installing Log Analyzer Server.

---

### **[ERR-ENV008] User name or password is incorrect.**

#### Cause

The entered user name or password is incorrect.

#### Resolution

Execute again after confirming the user name and password.

---

### **[ERR-ENV009] Not logon with the account set as Log Analyzer user during installation. Please construct the environment after logon with the account set as Log Analyzer user during installation.**

#### Cause

The account set by Log Analyzer User during installation is not used to logon to OS.

#### Resolution

Execute again after confirming the logon account.

---

### **[ERR-ENV010] The environment of Log Analyzer Server will be constructed.**

#### Cause

The environment of the Log Analyzer Server has been created, so creating the operating environment failed.

#### Resolution

Execute again after deleting the following files and folders under the Log Analyzer Server.

- <Database Installation Target Path>\RDB
- <Database Installation Target Path>\SWDTLADBSP
- <Installation Folder>\NAVIDIC\<Account Name Set During Installation>\.kvrGDic
- <Installation Folder>\NAVIDIC\<Account Name Set During Installation>\DBO

- <Installation Folder>\NAVIDIC\< Account Name Set During Installation>\RN.ENV

---

**[ERR-ENV011] The number of clients cannot be specified as 0.**

**Cause**

The number of sets of client is specified as 0.

**Resolution**

Set the numeral more than 1 for the number of sets of client.

---

**[ERR-ENV012] The number of non-file operation logs per day cannot be specified as 0.**

**Cause**

The items of logs in a single day excluding the file operation logs are specified as 0.

**Resolution**

Set the numeral more than 1 for the items of logs in a single day excluding the file operation logs.

---

**[ERR-ENV013] Multi-byte characters are not allowed in database saving target.**

**Cause**

When specifying the database saving target folder, the multibyte characters are included (Chinese characters, Hiragana and Katakana, etc.).

**Resolution**

When specifying the database saving target folder, do not include the multibyte characters.

---

**[ERR-ENV014] The name of folder for database saving target is too long. Please specify the path within 40 halfwidth characters.**

**Cause**

The length of database saving target folder has exceeded 40 halfwidth characters.

**Resolution**

Specify the length of database saving target folder name within 40 halfwidth characters.

---

**[ERR-ENV015] The specified database saving target does not exist.**

**Cause**

The specified database saving target folder does not exist.

**Resolution**

Execute again after confirming that the specified database saving target folder does exist.

---

**[ERR-ENV016] Network drive cannot be specified as database saving target.**

**Cause**

The database saving target path is specified as network drive.

**Resolution**

Execute again after confirming that the specified database saving target folder is correct.

---

**[ERR-ENV017] The environment of Systemwalker Desktop Keeper Log Analyzer Server is not constructed.**

### Cause

As the environment of the Log Analyzer Server is not created, the deletion operation of operating environment cannot be executed.

### Resolution

Execute again after confirming whether the operating environment has been created.

---

## **[ERR-ENV018] Space cannot be contained in database saving target.**

### Cause

The database saving target path includes space.

### Resolution

When specifying the database saving target folder, do not include the space.

---

## **[ERR-ENV019] Database capacity cannot be specified to 0.**

### Cause

The database capacity is specified as 0.

### Resolution

Execute again after confirming the database capacity.

---

## **[ERR-ENV020] Non-numerals cannot be specified in the following input field.**

- Number of clients
- Number of file operation logs
- Number of non-file operation logs
- Database capacity

### Cause

The value excluding the numerals is entered in the following input box.

- Number of sets of client
- Items of file operation log
- Items of logs excluding the file operation logs
- Database capacity

### Resolution

Execute again after confirming the input value.

---

## **[ERR-ENV021] The creation account of operating environment (%1) is different from the current logon account (%2).**

### Variable Information

- %1 : the logon account name when the operating environment is created
- %2 : the present logon account name

### Cause

The logon account when deleting the operating environment is different from the creating operating environment account.

### Resolution

Execute again after using the creating operating environment account for logon.

---

## **[ERR-ENV022] Administrator authority is required for starting this program.**

## Cause

The account without administrator authority is used to execute this program.

## Resolution

Log on as administrator and execute again.

---

### **[ERR-ENV023] Please specify a value larger than estimated capacity when entering database capacity directly.**

## Cause

The entered value is smaller than the database capacity value estimated by the system according to the following items that are entered by user.

- Number of sets of client
- Items of file operation log
- Items of logs excluding the file operation logs
- Database capacity

## Resolution

Execute again after confirming that the input database capacity is correct.

---

### **[ERR-ENV024] The selected folder cannot be specified as database creating target.**

## Cause

The selected folder cannot be specified as the database saving target folder.

## Resolution

Select the other folder again.

---

### **[ERR-ENV301] Failed to copy environment setup file. (LastError:[%d])**

## Variable Information

%d : last error code.

## Cause

There might be a case where disk capacity is insufficient, or this disk denies being written.

## Resolution

Execute again after confirming whether the disk space is insufficient, or this disk is set to deny being written.

---

### **[ERR-ENV302] Failed to open the %s file.**

## Variable Information

%s : file name

## Cause

There might be a case where the file cannot be copied because it denies being written.

## Resolution

Execute again after confirming whether the disk is write protected.

---

### **[ERR-ENV303] Error occurred when performing registry operation. (LastError:[%d]).**

## Variable Information

%d : last error code.

## Cause

An error occurred when executing the registry operation.

## Resolution

Use the account set when installing the Log Analyzer Server to perform operation.

---

### **[ERR-ENV304] Failed to create database.**

## Cause

Probable causes are as follows:

- There is a possibility that problems exist in the system environment (free capacity of memory/disk, file system status).

## Resolution

Take the following actions according to the different causes.

- Execute again after confirming whether problems exist in system environment (free capacity of memory/disk, file system status).
  - Restart Windows.
- 

### **[ERR-ENV305] Failed to start database.**

## Cause

There is a possibility that problems exist in the system environment (free capacity of memory/disk, file system status).

## Resolution

Execute again after confirming whether problems exist in system environment (free capacity of memory/disk, file system status).

---

### **[ERR-ENV306] Failed to get database capacity.**

## Cause

Unable to access the disk.

## Resolution

Execute again after confirming whether there is authority to access to the disk.

---

### **[ERR-ENV307] Failed to set communication.**

## Cause

There is a possibility that problems exist in the system environment (free capacity of memory/disk, file system status).

## Resolution

Execute again after confirming whether problems exist in system environment (free capacity of memory/disk, file system status).

---

### **[ERR-ENV308] Failed to delete database.**

## Cause

There is a possibility that problems exist in the system environment (free capacity of memory/disk, file system status).

## Resolution

Execute again after confirming whether problems exist in system environment (free capacity of memory/disk, file system status).

---

### **[ERR-ENV309] Failed to create folder. (LastError:[n])**

## Cause

Probable causes are as follows:

- The disk capacity is insufficient.

- The corresponding disk denies being written.
- The folder with the same name already exists.

#### Resolution

Confirm the following conditions according to the causes, and execute again.

- Check that the disk capacity is not insufficient.
- Check that the corresponding disk does not deny being written.
- Check that the folder with the same name does not exist.

---

#### **[ERR-ENV310] Failed to open log file. (LastError:[n])**

##### Cause

There might be a case where the disk capacity is insufficient, or this disk is set to deny being written.

##### Resolution

Execute again after confirming whether the disk space is insufficient, or this disk is set to deny being written.

---

#### **[ERR-ENV311] Failed to get logon account. (LastError:[n])**

##### Cause

Confirm the logon account is failed.

##### Resolution

Execute again after confirming the logon account.

---

#### **[ERR-ENV312] Failed to delete %s file. Please delete the corresponding file and then execute during the reconstruction.**

##### Variable Information

%s : file name

##### Cause

Failed to delete the file.

##### Resolution

Delete this file manually.

---

#### **[ERR-ENV313] Failed to delete %s table. Please delete the corresponding folder and then execute during the reconstruction.**

##### Variable Information

%s : folder name

##### Cause

Failed to delete the folder.

##### Resolution

Delete this folder manually.

---

#### **[ERR-ENV999] Unexpected error occurred.**

##### Cause

As problems have existed in the system environment (free capacity of memory/disk), the operation in execution failed.

## Resolution

Confirm whether problems exist in system environment (free capacity of memory/disk), and then execute again.

### 3.5.4 Message Output During Data Transfer Setting

---

#### [ERR-CONVSET001] Failed to read ini file due to the following reasons: [%MSG]

##### Variable information

%MSG: Cause of a failure in importing the file

##### Cause

Failed to import the data from the CONV\_SETTING.ini file due to the cause mentioned in [MSG].

##### Resolution

For CONV\_SETTING.ini file, resolve the contents of [MSG] and perform again.

File storage location

```
<Log analyzer server installation folder>\bin\SWDTLAENV
```

---

#### [ERR-CONVSET002] Failed to write ini file due to the following reasons: [%MSG]

##### Variable Information

%MSG: Cause of a failure in writing in the file

##### Cause

Failed to write the data in the CONV\_SETTING.ini file due to the cause mentioned in [MSG].

##### Resolution

For CONV\_SETTING.ini file, resolve the contents of [MSG] and perform again.

File storage location

```
<Log analyzer server installation folder>\bin\SWDTLAENV
```

---

#### [ERR-CONVSET003] ini file was not found.

##### Cause

CONV\_SETTING.ini file is not found.

##### Resolution

Perform it again after rebooting the **Data Transfer Setting**.

---

#### [ERR-CONVSET004] Failed to create the Task Scheduler.

##### Cause

Failed to create task scheduler of the Windows.

##### Resolution

Contact Fujitsu technical staff.

---

#### [ERR-CONVSET005] Failed to import the administrator information.

##### Cause

Failed to process due to the cause displayed in the command prompt.

## Resolution

Perform it again after confirming the "Message Output with Data Transfer Command".

---

### **[ERR-CONVSET006] The account or password for data import is incorrect.**

#### Cause

The account or password is incorrect.

#### Resolution

Enter the correct account or password.

---

### **[ERR-CONVSET999] Internal error occurred. [Ret=XX]**

#### Cause

An internal error has occurred.

#### Resolution

Contact Fujitsu technical staff.

---

## **3.5.5 Message Output During Operation**

---

### **3.5.5.1 Message Output with User Management Command**

---

#### **Incorrect parameter number.**

#### Cause

The specified parameter is incorrect.

#### Resolution

Specify the correct parameter.

---

#### **Incorrect format.**

#### Cause

The format of command parameter is incorrect.

#### Resolution

Specify the command parameter in a correct format.

---

#### **[IpAddress] is incorrect. Please specify within 1-39 halfwidth characters.**

#### Cause

The length of IP address is incorrect.

#### Resolution

Enter an IP address of correct length.

---

#### **The User ID of Management Server [%s] does not exist.**

#### Cause

The user ID of specified Management Server does not exist.

#### Resolution

Specify the existed user ID of the Management Server.

---



---

**Failed to delete the user. Please try again after dealing with the cause.****Cause**

There is a possibility that the database is not operating.

**Resolution**

Execute again after confirming whether the database is operating normally.

---

**Failed to access to database. Please try again after dealing with the cause.****Cause**

There is a possibility that the database is not operating.

**Resolution**

Execute again after confirming whether the database is operating normally.

---

**It is not the user of Log Analyzer.****Cause**

The specified user name is not the name of the Log Analyzer User.

**Resolution**

Specify the correct name of the Log Analyzer User.

---

**Not logged in with Log Analyzer User.****Cause**

The Log Analyzer User is not used to login to Windows.

**Resolution**

Use Log Analyzer User to login to Windows.

---

**Failed to change the password of Log Analyzer user.****Cause**

Probable causes are as follows:

- The environment is destroyed.
- The authority of the Log Analyzer User is insufficient.
- The database is not operating.

**Resolution**

Check the following conditions according to the causes, and execute again.

- The environment is not destroyed.
  - The authority of the Log Analyzer User is sufficient.
  - The database is operating.
- 

**Internal exception occurred. Please execute again.****Cause**

As the resource is insufficient, the temporary errors occurred due to some causes such as timing error.

**Resolution**

Execute the operation again.

---

### 3.5.5.2 Message Output with Data Import Command

---

#### **Failed to save log data.**

##### Cause

Failed to save the log data due to some causes such as the operation for saving data has been performed in the process of accessing to database, when a file path exceeding 260 characters is included in the data to be imported.

##### Resolution

Execute again after confirming whether the database is being accessed.

If the above issue is not resolved, contact Fujitsu technical staff.

---

#### **Database is not started.**

##### Cause

The database is not started.

##### Resolution

Start the service "SymfoWARE RDB SWDTLA".

---

#### **The log data to be saved does not exist.**

##### Cause

The log data of the Management Server does not exist in the specified folder, so the log data cannot be saved.

##### Resolution

Specify the folder that includes log data.

---

#### **The specified folder does not exist.**

##### Cause

The specified folder does not exist.

##### Resolution

Execute again after confirming that the specified folder does exist.

---

#### **The specified folder is too long. Please specify a path within 70 fullwidth characters, 140 halfwidth characters.**

##### Cause

The folder exceeding 70 fullwidth characters and 140 halfwidth characters has been specified.

##### Resolution

Check the saving target path of log data and execute again.

---

#### **The size of the saved data has exceeded the database space.**

##### Cause

The size of data to be saved has exceeded the size of database space.

##### Resolution

Recreate a database with larger capacity, or reduce the amount of log data to be imported.

---

#### **Error occurred during night-time Perform night-time batch aggregation. Perform the batch aggregation processing of error period again at next startup.**

## Cause

Probable causes are the following:

- The CSV data regarded as aggregation target is not saved in the date folder of aggregation period (in the format of 20060101\_20060131).
- Failed to access to the database.

## Resolution

According to different causes, take the following resolutions.

- Execute again after saving the CSV data regarded as aggregation target in the date folder.
- Confirm that the service "SymfoWARE RDB SWDTLA" has been started.

---

## Error occurred during night-time Perform night-time batch aggregation.

### Cause

Probable causes are the following:

- Failed to access to the database.

### Resolution

According to different causes, take the following resolutions.

- Execute again after confirming the environment of database.

---

## The restore during the night batch aggregation failed.

### Cause

After an error occurred, failed to restore the data of aggregation results.

### Resolution

After confirming that the seven backup data files (CSV files) exist under [Installation Folder of the Log Analyzer Server] \bin\batchnavi, contact Fujitsu technical staff.

---

## Version information is not recorded in trans\_end file.

### Cause

Probable causes are the following:

- The specified data is data transmitted by Systemwalker Desktop Log Analyzer V12 log linking Adapter.
- The records in the trans\_end file are not complete.

### Resolution

According to different causes, take the following resolutions.

- Execute again after specifying the data transmitted by using data transmission command.
- Execute again after confirming that the contents recorded in the trans\_end file are correct.

---

## The data to be moved is the version out of operation scope [%s].

### Cause

The Management Server data of incompatible version will be imported to the Log Analyzer Server.

### Resolution

Execute again after specifying the Management Server data of compatible version.

---

## Failed to restore to database.

## Cause

The data restoration processing executed when the operation failed. Therefore, the user management information may be damaged.

## Resolution

After confirming that there is a file with extension "bkup" in the folders specified by -f option, contact Fujitsu technical staff.

---

## Failed to access to database.

### Cause

There is a possibility that the other processes are accessing to the database.

### Resolution

After confirming that the other processes are not accessing to the database, contact Fujitsu technical staff.

---

## The period specification folder is out of standard.

### Cause

The date folder name of log data does not confirm to the rules.

### Resolution

Confirm whether the date folder of log data confirms to the format of "01012006\_01312006".

---

## Unable to move in target data.

## The operating environment of Log Analyzer Server contains detects.

### Cause

Probable causes are the following:

- When transferring the environment of the Management Server to other computer, the transfer executed through data transmission command is not performed normally.
- The user information the Management Server expelling from the operating environment is not deleted from the Log Analyzer Server.
- Part of the Management Server data is not imported.
- In the server information settings of server settings tool, the IP address of this node is set to loop back address (127.0.0.1).

### Resolution

According to different causes, take the following resolutions:

- The setting file used for data transmission command can be transferred according to the transferring method of the Management Server. After that, in the data transmitted from Management Server in which the environment transfer is executed, the trans\_end file can be modified, and the data can be imported again.

Example) When the Management Server (computer name: SV1) is not transferred normally

1. Transfer the setting file (TRANS\_SETTING.ini) used for data transmission command according to the transferring method of the Management Server.
2. Open the TRANS\_SETTING.ini file transferred based on Step 1 by editor, and copy the 36 characters string after the "KID=" of [DTKSERVERINFO] keyword.
3. Find out the Management Server data transmitted to Log Analyzer Server, and open the tran\_end file in the folder by editor, and then replace the string after "KID=" of [DTK] keyword as the string copied in Step 2. whether it is the target Management Server data or not, it can be determined through the folder name under the 2-level from the shared folder path.

[The following mentioned is an example when the shared folder is "C:\LASVDATA", the data is Management Server data (computer name: SV1)]

C:\LASVDATA\20080211\SV1\20080210\_20080210  
C:\LASVDATA\20080212\SV1\20080211\_20080211  
C:\LASVDATA\20080213\SV1\20080212\_20080212

Note) When the computer name of the Management Server is modified in the operating process, the folder name under the 2-level in the shared folder path will also be modified and note that.

4. Execute the data import command.

- Use the delete option of user management command to delete the user information of the Management Server expelling from the operating environment, and then import the data again.
- Exclude the causes for Exclude the causes for not being able to import, import, and import the data that cannot be imported to Log Analyzer Server, and then import the data again.
- In the server information settings of server settings tool, when the IP address of this node is set to loop back address (127.0.0.1), modify it as ordinary IP address.

---

### Failed to start Log Analyzer Server.

#### Cause

Failed to start the service of Interstage Navigator Server.

#### Resolution

Start the service with **Interstage Navigator Server > Navigator Server Start and Stop**.

---

### Session reading error in batcherror.ini file. [Key Name]

#### Cause

Failed to read the required information from the batcherror.ini file.

#### Resolution

Confirm whether the batcherror.ini file has been damaged.

---

### It is executed by a user that is not Administrator. End the command.

#### Cause

The Log Analyzer User is not used for execution.

#### Resolution

Specify the execution user as Log Analyzer User, and then execute again.

---

### Parameter error occurred. [Ret=XX]

#### Cause

The specified parameter is incorrect.

#### Resolution

Execute again after confirming whether the parameter is correct.

---

### Failed to access setting information.

#### Cause

There is a possibility that the log analyzer user has not executed the process.

#### Resolution

Execute again after confirming whether the execution user is Log Analyzer User.

---

### Session reading error in batcherror.ini file [xxxxx]" or "x [x] WritePrivateProfileString xxxxxx Error [xxxxx]

## Cause

Another aggregation processing preparation failed.

## Resolution

It is caused because the aggregation results may not match.  
Aggregate again by using -r option.

---

## Failed to stop Log Analyzer Server.

### Cause

Failed to stop the service of Interstage Navigator Server.

### Resolution

Stop the service with **Interstage Navigator Server > Navigator Server Start and Stop**.

---

## Failed to get information from trans\_end file.

### Cause

The contents in the trans\_end file are incorrect.

### Resolution

Execute again after confirming the contents recorded in the trans\_end file.

---

## Failed to convert log data.

### Cause

There is a possibility that the log analyzer user has not executed the process.

### Resolution

Execute again after confirming whether the execution user is Log Analyzer User.

---

## Failed to delete old aggregation result.

### Cause

There is a possibility that the other processes are accessing to the database.

### Resolution

Execute again after confirming that no processes are accessing to the database.

---

## Re-aggregation failed (XX).

### Cause

There is a possibility that the other processes are accessing to the database.

### Resolution

Execute again after confirming that no processes are accessing to the database.

---

## %s Network drive cannot be specified. Folder name=%s

### Variable Information

%s : folder name

### Cause

When the folder in the specified network drive is the folder for saving the log data.

## Resolution

Execute again after confirming that the folder that does not exist in the network drive is specified as the folder for saving the log data.

---

**Error occurred during night-time Perform night-time batch aggregation. Inconsistency may occur in the existing aggregation data. Please perform aggregation again. Perform the batch aggregation processing of error period again at next startup.**

## Cause

Probable causes are the following:

- Failed to access to the database.

In addition, as an error occurred, the incomplete data may exist in the existed aggregation data.

## Resolution

According to different causes, take the following resolutions:

- Confirm that the service "SymfoWARE RDB SWDTLA" has been started.

In addition, after the processing is finished, aggregate the aggregation data again by using the second aggregation (-r option).

---

**The administrator data to be saved does not exist.**

## Cause

There was no folder to specify the administrator information. Therefore, the administrator information could not be stored.

## Resolution

Execute again after specifying the folder containing the administrator information.

### 3.5.5.3 Messages Output by Backup/Restoration Command of Log Analyzer Settings Information

---

**Error occurred.**

## Cause

Probable causes are the following:

- The database is not created. Or the database is not started.
- Do not have the authority required for executing the command.
- The problems have existed in the settings of file's write/read authority.
- The free space of disk is insufficient.
- An exception occurred in the backup data. (the file is damaged and missing)

## Resolution

According to the different causes, take the following resolutions:

- Execute again after confirming whether the database is being created, or is operating.
- Execute again after confirming that this user has the authority to execute the command.
- Execute again after confirming that problems do not exist in the settings of file's write/read authority.
- Execute again after guaranteeing sufficient free space of disk.
- Execute the command again after backing up again.

## 3.6 Message Output with Web Console

---

---

## **[%1] %2 Unable to connect to Server. %3**

### Variable Information

- %1 product name
- %2 message code
- %3 detail message

### Cause

Failed to display the Systemwalker Desktop Patrol due to the following causes:

- The Web server with Systemwalker Desktop Patrol installed is not started.
- The version of Systemwalker Desktop Patrol is not V14.2.0 or later.
- The URL of Systemwalker Desktop Patrol is not specified in the environment setting window.

### Resolution

Take the following actions:

- Confirm whether the Web server with Systemwalker Desktop Patrol installed is operating. If it is not operating, start this server and execute again.
- Confirm whether the version of Systemwalker Desktop Patrol is not V14.2.0 or later. If it not the V14.2.0 or later, the linkage cannot be performed.
- Set the URL of Systemwalker Desktop Patrol in the environment setting window, and then execute again.

---

## **[%1] %2 The User ID or password is specified incorrectly. %3**

### Variable Information

- %1 product name
- %2 message code
- %3 detail message

### Cause

Failed to display the Systemwalker Desktop Patrol due to the following causes.

- When logging in to Systemwalker Desktop Patrol, the specified user does not exist.
- The user and password recorded in Systemwalker Desktop Patrol are different from the user and password specified during login.

### Resolution

Take the following actions:

- Confirm whether this user exist in Systemwalker Desktop Patrol. When it does not exist, add, and then execute again.
- Execute again after modifying the user and password used during logging in to Systemwalker Desktop Patrol as the same user and password used during logging on Systemwalker Desktop Keeper.

---

## **[%1] %2 An exception occurred during login. %3**

### Variable Information

- %1 product name
- %2 message code
- %3 detail message

### Cause

The database of Systemwalker Desktop Patrol may not be operated.

### Resolution

Execute again after confirming that the database of Systemwalker Desktop Patrol is operating.



---

**[%1] %2 The authority is insufficient. %3****Variable Information**

%1 product name  
%2 message code  
%3 detail message

**Cause**

The login user cannot use Systemwalker Desktop Patrol.

**Resolution**

Confirm the authority of user who logs in to Systemwalker Desktop Patrol. If the user does not have authority, grant authority to him, and then execute again.

---

**[%1] %2 An exception occurred on the server. %3****Variable Information**

%1 product name  
%2 message code  
%3 detail message

**Cause**

An exception occurred on the server of Systemwalker Desktop Keeper or Systemwalker Desktop Patrol.

**Resolution**

Confirm whether the following servers are operating, and then execute again.

- SWLevelControl service of Systemwalker Desktop Keeper
- PostgreSQL RDB SWDTK service of Systemwalker Desktop Keeper
- SymfoWARE RDB SWDTP service of Systemwalker Desktop Patrol

---

**[%1] %2 Communication error occurred. HTTP error %3****Variable Information**

%1 product name  
%2 message code  
%3 detail message

**Cause**

A HTTP error occurred.

**Resolution**

Execute again after confirming whether the following services are operating.

- Web server imported by Systemwalker Desktop Keeper
- Web server imported by Systemwalker Desktop Patrol

In addition, execute again after confirming whether the network is connected.

---

**[%1] %2 Data does not exist.****Variable Information**

%1 product name  
%2 message code

## Cause

When shifting from the Log Viewer to the assets management window of Systemwalker Desktop Patrol, the Systemwalker Desktop Patrol does not manage this PC.

## Resolution

Install the client of Systemwalker Desktop Patrol in this PC.

---

## **[Desktop Keeper] Failed to access database. Detailed code: %1**

### Variable Information

%1: detail error code

## Cause

The database of the Management Server may not be started.

## Resolution

Execute again after confirming whether the database of the Management Server has been started.

---

## **[Desktop Keeper] Internal error occurred. Detailed code: %1**

### Variable Information

%1: detail error code

## Cause

Some temporary errors occurred such as insufficient resource and timing error.

## Resolution

Execute again.

---

## **[LWCL-ERR001] Failed to communicate with Level Control Service. The processing is cancelled. The service of Management Server might have been stopped. Please confirm it.**

## Cause

Probable causes are the following:

- The level control services of target servers have been stopped.
- An exception occurred in the network environment.
- A number of search results is too large; therefore, it takes more time to get the data.
- A number of searching targets is too large or the searching conditions are too complex; therefore, searching takes too much time.

## Resolution

Take the following actions according to the different causes.

- Execute again after starting the level control service of the server to be connected.
- Execute again after checking the network environment.
- When the searching results are too much, the LWSV SEL001 message will be displayed before this message. Refine the searching conditions and search again.
- When the scope of searching targets is too large, refine the searching conditions and search again.

---

## **[LWCL-ERR002] Internal error occurred in Level Control Service. The processing is cancelled.**

## Cause

The system environment or the database of level control service is not complete.

## Resolution

Contact Fujitsu technical staff.

---

### **[LWCOM-ERR001] Exception occurred in the system. Please contact the system administrator.**

#### Cause

Probable causes are the following:

- The Web service of connected target server has been stopped.
- The level control service of connected target server has been stopped.
- An exception occurred in the network environment.
- Failed to get the registry.
- Failed to write folder/file.

#### Resolution

Confirm whether the status of Web service and level control service of connected target server is normal.

When the service has been started, confirm that no exception has occurred in the network environment.

---

### **[LWCOM-ERR002] Not logged in.**

#### Cause

Try to open the processing window of Web Console when the login is not performed.

#### Resolution

Log on in the login window.

---

### **[LWCOM-ERR003] The User ID or password is specified incorrectly.**

#### Cause

The user ID or password specified in the login window is incorrect, so the login processing failed.

#### Resolution

Enter correct user ID and password.

---

### **[LWCOM-ERR004] The current password is incorrect. Please enter the correct password.**

#### Cause

The present password specified in the password modifying window is incorrect.

#### Resolution

Enter the correct present password.

---

### **[LWSC-ERR001] The start date of search is later than the end date. Please enter the start date of search <= Search Date.**

#### Cause

The search start date has exceeded the search end date.

#### Resolution

Enter according to that the search start date <= search end date.

---

### **[LWSC-ERR002] The keyword contains invalid characters. Control characters cannot be specified.**

#### Cause

The limited characters are entered in the keyword of searching conditions.

#### Resolution

Confirm the value entered in the keyword.

---

**[LWSC-ERR003] The keywords separated by the halfwidth space exceed 10 items. Please enter within 10 items.**

#### Cause

The amount of keywords separated by halfwidth space, regarded as searching conditions, has exceeded 10 items.

#### Resolution

Confirm the value entered in the keyword.

---

**[LWSC-ERR004] The user name contains invalid characters. Control characters and halfwidth spaces cannot be specified.**

#### Cause

The limited characters and halfwidth space are entered in the user ID of searching conditions.

#### Resolution

Confirm the value entered in the user ID.

---

**[LWSC-ERR005] The drive type is not selected. Please select more than 1 item.**

#### Cause

The drive type of searching conditions is not selected.

#### Resolution

At least select one item in the drive type of searching conditions.

---

**[LWSC-ERR008] The characters not allowed are used in page number. Please enter the page number with halfwidth digits.**

#### Cause

The value excluding the halfwidth numerals is entered in the pages of CT operation log list.

#### Resolution

Confirm the entered value of pages.

---

**[LWSC-ERR009] The characters not allowed are used in log number. Please enter the log number with halfwidth digits.**

#### Cause

The value excluding the halfwidth numerals is entered in the log number of log details window.

#### Resolution

Confirm the value entered in the log number.

---

**[LWSC-ERR010] The number of days in search range is incorrect.**

#### Cause

In the back trace settings or forward trace settings, the characters excluding the numerals are entered in the "Date Value" item of searching scope.

## Resolution

Confirm the entered value and only numerals can be entered in the date value.

---

**[LWSC-ERR012] The date later than the date to search target logs is specified in back trace. Please specify a date that is earlier than the one for searching target logs.**

## Cause

The input back trace date has exceeded the date of searching target log.

## Resolution

Confirm the date of searching target log and specify a date smaller than that date. (The same date can be specified)

---

**[LWSC-ERR013] The date earlier than the date to search target logs is specified in Forward trace. Please specify a date that is later than the one for searching target logs.**

## Cause

A value (past date) smaller than the date of searching target log is entered in the forward trace date.

## Resolution

Confirm the date of searching target log and specify a date larger than that date. (The same date can be specified)

---

**[LWSC-ERR014] The IP address can only contain numbers, letters (A - F, a - f), periods (.) and colons (:).**

## Cause

In the CT/CT group searching window, the characters other than numerical values, Roman characters (A-F, a-f), full stop (.), and colon (:), are not entered in the IP address.

## Resolution

Confirm the value entered in the IP address.

---

**[LWSC-ERR015] The input format of IP address is incorrect.**

## Cause

In the CT/CT group searching window, the IP address is not entered according to the correct format.

Omit the leading zero before entering the IP address according to the format of "nnn.nnn.nnn.nnn" (n is a number) for IPv4 address.

Enter the IP address according to the format of "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx" (x is hexadecimal) for IPv6 address. It can be omitted.

## Resolution

Confirm the value entered in the IP address.

---

**[LWSC-ERR016] Non-hexadecimal digit and hyphen are not allowed in the MAC address.**

## Cause

In the CT/CT group searching window, the characters excluding the hexadecimal values and strike are entered in the MAC address.

## Resolution

Confirm the value entered in the MAC address.

---

**[LWSC-ERR017] The input format of MAC address is incorrect. 17 characters must be entered.**

## Cause

In the CT/CT group searching window, the MAC address is not entered according to the format of XX-XX-XX-XX-XX-XX.

## Resolution

Confirm the value entered in the MAC address.

---

### **[LWSC-ERR018] Non-numeric characters and decimal point are not allowed in CT version.**

#### Cause

In the CT/CT group searching window, the characters excluding the numerals and period are entered in CT version.

#### Resolution

Confirm the value entered in the CT version.

---

### **[LWSC-ERR019] The input format of CT version is incorrect.**

#### Cause

In the CT/CT group searching window, the CT version is not entered in the format of X.X.X.X.

#### Resolution

Confirm the value entered in the CT version.

---

### **[LWSC-ERR020] The input value of last logon date (start) does not exist in the calendar.**

#### Cause

In the CT/CT group searching window, the date that does not exist is entered in last logon date (start).

#### Resolution

Confirm the value entered in last logon day (start).

---

### **[LWSC-ERR021] The input value of last logon date (end) does not exist in the calendar.**

#### Cause

In the CT/CT group searching window, the date that does not exist is entered in last logon date (end).

#### Resolution

Confirm the value entered in last logon day (end).

---

### **[LWSC-ERR022] The input value of client policy update date (start) does not exist in the calendar.**

#### Cause

In the CT/CT group searching window, the date that does not exist is entered in the date (start) of updating client policy.

#### Resolution

Confirm the value entered in the date (start) of updating client policy.

---

### **[LWSC-ERR023] The input value of client policy update date (end) does not exist in the calendar.**

#### Cause

In the CT/CT group searching window, the date that does not exist is entered in the date (end) of updating client policy.

#### Resolution

Confirm the value entered in the date (end) of updating client policy.

---

### **[LWSC-ERR024] The last logon date (start) is later than the last logon date (end). Please enter the last logon date (start) <=Last Logon Date (End).**

#### Cause

In the value entered in CT/CT group searching window, the last logon date (start) > last logon date (end).

## Resolution

Confirm the value entered in last logon day (start/end).

---

**[LWSC-ERR025] The client policy update date (start) is later than the client policy update date (end). Please enter the client policy update date (start) <= Client Policy Update Date (End).**

## Cause

The value entered in CT/CT group searching window is the date (start) of updating client policy > date (end) of updating client policy.

## Resolution

Confirm the value entered in date of updating client policy (start/end).

---

**[LWSC-ERR030] The display target is not selected.**

## Cause

After the searching configuration change log, the display button is clicked when none of logs is selected in the configuration change log list window.

## Resolution

Select at least one log in the configuration change log list window.

---

**[LWSC-ERR032] Specify the owner name using up to 93 halfwidth characters (46 fullwidth characters).**

## Cause

In the CT/CT group searching window, the string exceeding 93 halfwidth characters (46 fullwidth characters) has been entered in the owner name.

## Resolution

Confirm the value entered in the owner name.

---

**[LWSC-ERR033] Specify the name/CT Group name using up to 40 halfwidth characters (20 fullwidth characters).**

## Cause

In the CT/CT group searching window, the string exceeding 40 halfwidth characters (20 fullwidth characters) has been entered in the name/CT group name.

## Resolution

Confirm the value entered in the name/CT group name.

---

**[LWSC-ERR034] Specify the DTPID using up to 41 halfwidth characters (20 fullwidth characters).**

## Cause

In the CT/CT group searching window, the string exceeding 41 halfwidth characters (20 fullwidth characters) has been entered in the DTPID.

## Resolution

Confirm the value entered in the DTPID.

---

**[LWSC-ERR035] Please enter the notes within 128 halfwidth characters (64 fullwidth characters).**

## Cause

In the CT/CT group searching window, the string exceeding 128 halfwidth characters (64 fullwidth characters) has been entered in the notes.

## Resolution

Confirm the value entered in the notes.

---

### **[LWSC-ERR036] When specifying the search date, please make sure to specify year.**

#### Cause

In the search date, the month and day has been selected, but the year is not selected.

#### Resolution

Select the year in the search date.

---

### **[LWSC-ERR037] The search start time is later than the search end time. Please enter the search start time <= Search End Time.**

#### Cause

The search start time has exceeded the search end time.

#### Resolution

Enter according to the rules that search start time <= search end time.

---

### **[LWSC-ERR038] The target group and CT exceed the %1. Please specify the group again.**

#### Variable Information

%1 : limit of target group/CT

#### Cause

The set number of sets is too much.

#### Resolution

Specify the value of target group/CT again.

---

### **[LWSC-ERR039] Specify the computer name using up to 15 halfwidth characters (7 fullwidth characters).**

#### Cause

In the CT/CT group searching window, the string exceeding 15 halfwidth characters (7 fullwidth characters) has been entered in the computer name.

#### Resolution

Confirm the value entered in the computer name.

---

### **[LWSC-ERR045] When specifying the month of last logon date (start), please make sure to specify the year.**

#### Cause

In the CT/CT group searching window, the input method of last logon day (start) is incorrect. When specifying the value of month, it is required to enter the value of year.

#### Resolution

Confirm the value entered in the last logon day (start).

---

### **[LWSC-ERR046] When specifying the month and day of last logon date (start), please make sure to specify the year.**

#### Cause

In the CT/CT group searching window, the input method of last logon day (start) is incorrect. When specifying the value of month and day, it is required to enter the value of year.



## Resolution

Confirm the value entered in the last logon day (start).

---

**[LWSC-ERR047] When specifying the day of last logon date (start), please make sure to specify the month and year.**

## Cause

In the CT/CT group searching window, the input method of last logon day (start) is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the last logon day (start).

---

**[LWSC-ERR048] When specifying the month of last logon date (end), please make sure to specify the year.**

## Cause

In the CT/CT group searching window, the input method of last logon day (end) is incorrect. When specifying the value of month, it is required to enter the value of year.

## Resolution

Confirm the value entered in the last logon day (end).

---

**[LWSC-ERR049] When specifying the month and day of last logon date (end), please make sure to specify the year.**

## Cause

In the CT/CT group searching window, the input method of last logon day (end) is incorrect. When specifying the value of month and day, it is required to enter the value of year.

## Resolution

Confirm the value entered in the last logon day (end).

---

**[LWSC-ERR050] When specifying the day of last logon date (start), please make sure to specify the month and year.**

## Cause

In the CT/CT group searching window, the input method of last logon day (end) is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the last logon day (end).

---

**[LWSC-ERR051] When specifying the month of client policy update date (start), please make sure to specify the year.**

## Cause

In the CT/CT group searching window, the input method of date (start) of updating client policy is incorrect. When specifying the value of month, it is required to specify the value of year.

## Resolution

Confirm the value entered in the date (start) of updating client policy.

---

**[LWSC-ERR052] When specifying the month and day of client policy update date (start), please make sure to specify the year.**

## Cause

In the CT/CT group searching window, the input method of date (start) of updating client policy is incorrect. When specifying the value of month and day, it is required to enter the value of year.

## Resolution

Confirm the value entered in the date (start) of updating client policy.

---

**[LWSC-ERR053] When specifying the day of client policy update date (start), please make sure to specify the month and year.**

## Cause

In the CT/CT group searching window, the input method of date (start) of updating client policy is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the date (start) of updating client policy.

---

**[LWSC-ERR054] When specifying the month of client policy update date (end), please make sure to specify the year.**

## Cause

In the CT/CT group searching window, the input method of date (end) of updating client policy is incorrect. When specifying the value of month, it is required to enter the value of year.

## Resolution

Confirm the value entered in the date (end) of updating client policy.

---

**[LWSC-ERR055] When specifying the month and day of client policy update date (end), please make sure to specify the year.**

## Cause

In the CT/CT group searching window, the input method of date (end) of updating client policy is incorrect. When specifying the value of month and day, it is required to enter the value of year.

## Resolution

Confirm the value entered in the date (end) of updating client policy.

---

**[LWSC-ERR056] When specifying the day of client policy update date (end), please make sure to specify the month and year.**

## Cause

In the CT/CT group searching window, the input method of date (end) of updating client policy is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the date (end) of updating client policy.

---

**[LWSC-ERR057] When specifying the month of search range date (start), please make sure to specify the year.**

## Cause

The input method of searching scope date (start) in the log searching window is incorrect. When specifying the value of month, it is required to enter the value of year.

## Resolution

Confirm the value entered in the searching scope date (start).

---

**[LWSC-ERR058] When specifying the month and day of search range date (start), please make sure to specify the year.**

**Cause**

The input method of searching scope date (start) in the log searching window is incorrect. When specifying the value of month and day, it is required to enter the value of year.

**Resolution**

Confirm the value entered in the searching scope date (start).

---

**[LWSC-ERR059] When specifying the day of search range date (start), please make sure to specify the month and year.**

**Cause**

The input method of searching scope date (start) in the log searching window is incorrect. When specifying the value of day, it is required to enter the value of month and year.

**Resolution**

Confirm the value entered in the searching scope date (start).

---

**[LWSC-ERR060] When specifying the month of search range date (end), please make sure to specify the year.**

**Cause**

The input method of searching scope date (end) in the log searching window is incorrect. When specifying the value of month, it is required to enter the value of year.

**Resolution**

Confirm the value entered in the searching scope date (end).

---

**[LWSC-ERR061] When specifying the month and day of search range date (end), please make sure to specify the year.**

**Cause**

The input method of searching scope date (end) in the log searching window is incorrect. When specifying the value of month and day, it is required to enter the value of year.

**Resolution**

Confirm the value entered in the searching scope date (end).

---

**[LWSC-ERR062] When specifying the day of search range date (end), please make sure to specify the month and year.**

**Cause**

The input method of searching scope date (end) in the log searching window is incorrect. When specifying the value of day, it is required to enter the value of month and year.

**Resolution**

Confirm the value entered in the searching scope date (end).

---

**[LWSC-ERR063] When specifying the month of back trace setting and search range date, please make sure to specify the year.**

**Cause**

The input method of back trace settings/searching scope date in the file trace window is incorrect. When specifying the value of month, it is required to enter the value of year.

## Resolution

Confirm the value entered in the back trace settings/searching scope.

---

**[LWSC-ERR064] When specifying the month and day of back trace setting and search range date, please make sure to specify the year.**

## Cause

The input method of back trace settings/searching scope date in the file trace window is incorrect. When specifying the value of month and day, it is required to enter the value of year.

## Resolution

Confirm the value entered in the back trace settings/searching scope.

---

**[LWSC-ERR065] When specifying the day of back trace setting and search range date, please make sure to specify the month and year.**

## Cause

The input method of back trace settings/searching scope date in the file trace window is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the back trace settings/searching scope.

---

**[LWSC-ERR066] When specifying the month of forward trace setting and search range date, please make sure to specify the year.**

## Cause

The input method of forward trace settings/searching scope date in the file trace window is incorrect. When specifying the value of month, it is required to enter the value of year.

## Resolution

Confirm the value entered in the forward trace settings/searching scope.

---

**[LWSC-ERR067] When specifying the month and day of forward trace setting and search range date, please make sure to specify the year.**

## Cause

The input method of forward trace settings/searching scope date in the file trace window is incorrect. When specifying the value of month and day, it is required to enter the value of year.

## Resolution

Confirm the value entered in the forward trace settings/searching scope.

---

**[LWSC-ERR068] When specifying the day of forward trace setting and search range date, please make sure to specify the month and year.**

## Cause

The input method of forward trace settings/searching scope date in the file trace window is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the forward trace settings/searching scope.

---

**[LWSC-ERR069] When specifying the month of search range date, please make sure to specify the year.**

## Cause

The input method of searching scope date (start) in the configuration change log searching window is incorrect. When specifying the value of month, it is required to enter the value of year.

## Resolution

Confirm the value entered in the searching scope date (start).

---

**[LWSC-ERR070] When specifying the month and day of search range date (start), please make sure to specify the year.**

## Cause

The input method of searching scope date (start) in the configuration change log searching window is incorrect. When specifying the value of month and day, it is required to enter the value of year.

## Resolution

Confirm the value entered in the searching scope date (start).

---

**[LWSC-ERR071] When specifying day of search range date (start), please make sure to specify the month and year.**

## Cause

The input method of searching scope date (start) in the configuration change log searching window is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the searching scope date (start).

---

**[LWSC-ERR072] When specifying the month of search range date (end), please make sure to specify the year.**

## Cause

The input method of searching scope date (end) in the configuration change log searching window is incorrect. When specifying the value of month, it is required to enter the value of year.

## Resolution

Confirm the value entered in the searching scope date (end).

---

**[LWSC-ERR073] When specifying the month and day of search range date (end), please make sure to specify the year.**

## Cause

The input method of searching scope date (end) in the configuration change log searching window is incorrect. When specifying the value of month and day, it is required to enter the value of year.

## Resolution

Confirm the value entered in the searching scope date (end).

---

**[LWSC-ERR074] When specifying the day of search range date (end), please make sure to specify the month and year.**

## Cause

The input method of searching scope date (end) in the configuration change log searching window is incorrect. When specifying the value of day, it is required to enter the value of month and year.

## Resolution

Confirm the value entered in the searching scope date (end).

---

**[LWSC-ERR075] The log type is not selected. Please select more than 1 item.**

**Cause**

Any log type is not selected. Select at least one log type.

**Resolution**

Select at least one log type.

---

**[LWSC-ERR076] When specifying the month of specified date, please make sure to specify the year.**

**Cause**

The input method of specified date in the visible column(s) settings window is incorrect. When specifying the value of month, it is required to enter the value of year.

**Resolution**

Confirm the value entered in the specified date.

---

**[LWSC-ERR077] When specifying the month and day of specified date, please make sure to specify the year.**

**Cause**

The input method of specified date in the visible column(s) settings window is incorrect. When specifying the value of month and day, it is required to enter the value of year.

**Resolution**

Confirm the value entered in the specified date.

---

**[LWSC-ERR078] When specifying the day of specified date, please make sure to specify the month and year.**

**Cause**

The input method of specified date in the visible column(s) settings window is incorrect. When specifying the value of day, it is required to enter the value of month and year.

**Resolution**

Confirm the value entered in the specified date.

---

**[LWSC-ERR079] The name of search condition is not entered. Please enter the name of search condition.**

**Cause**

The searching condition name is not entered.

**Resolution**

Enter a searching condition name.

---

**[LWSC-ERR080] The search condition name contains invalid characters. Control characters cannot be specified.**

**Cause**

The characters not allowed are used in the searching condition name.

**Resolution**

Enter the characters excluding the limited characters in the searching condition name.

---

**[LWSC-ERR081] The CT group that can perform the log search does not exist. Please shut down the window by closing the button.**

### Cause

The CT group that can be used by the department administrator does not exist.

### Resolution

Close the window.

---

### **[LWSC-INF001] The search number is different.**

**Search number of log viewer: %1 / Aggregation number of log analyzer: %2**

### Variable Information

%1 : items searched from the Log Viewer

%2 : items aggregated in the Log Analyzer

### Cause

After they are aggregated in the Log Analyzer, probably the logs have been deleted.

### Resolution

-

---

### **[LWSC-SEL001] Delete the search conditions. Execute?**

### Cause

Prepare to delete the searching conditions.

### Resolution

If it is required to delete, click the [OK] button. If it is required to stop the operation, click the [Cancel] button.

---

### **[LWSET-ERR001] Failed to send data. Please confirm whether the memory of Web Server is insufficient.**

### Cause

The memory on the Management Server is sufficient.

### Resolution

Execute again after finishing the applications that are not used.

---

### **[LWSET-ERR002] Failed to read files. [File=%1][Detailed code=%2]**

### Variable Information

%1: file name

%2: detail error code

### Cause

Probable causes are as follows:

- The file does not exist.
- Do not have the authority to access to the file.
- The file is being opened by other applications.

### Resolution

Execute again after confirming the following contents.

- Whether the file exists.
- Whether it has the authority to access to the file.
- Whether the file is being opened by other applications.

---

**[LWSET-ERR003] Failed to get configuration value. Please confirm whether the database is running.  
[Detailed code=%1]**

**Variable Information**

%1: detail error code

**Cause**

Failed to access to the database.

**Resolution**

Confirm whether the database of (Master) Management Server is operating.

---

**[LWSET-ERR004] Failed to update configuration value. Please confirm whether the database is running.  
[Detailed code=%1]**

**Variable Information**

%1: detail error code

**Cause**

Failed to access to the database.

**Resolution**

Confirm whether the database of (Master) Management Server is operating.

---

**[LWSET-ERR005] Failed to write file in. [File=%1][Detailed code=%2]**

**Variable Information**

%1: file name

%2: detail error code

**Cause**

Probable causes are as follows:

- The file does not exist.
- Do not have the authority to access to the file.
- The file is being opened by other applications.

**Resolution**

Execute again after confirming the following contents.

- Whether the file exists.
- Whether it has the authority to access to the file.
- Whether the file is being opened by other applications.

---

**[LWSV-ERR001] Not logon yet.**

**Cause**

Try to display the windows excluding the login window when the login is not performed.

**Resolution**

Log on in the login window.

---

**[LWSV-ERR002] Logged off by force due to no operation within a certain amount of time.**



#### Cause

None of operation is executed in a specified time.

#### Resolution

Log on in the login window.

---

### **[LWSV-ERR003] System error occurred on Management Server. Please contact the system administrator.**

#### Cause

The shortcomings have existed in the system environment of Log Viewer.

#### Resolution

Contact Fujitsu technical staff.

---

### **[LWSV-ERR004] Number of logs has exceeded 100,000, so search cannot be performed. Please reset conditions and search again.**

#### Cause

As the searching results items of logs have exceeded 100,000, the searching processing is interrupted.

#### Resolution

Search again after entering the conditions again.

---

### **[LWSV-ERR006] Log searching or processing cancelling. Please execute it later.**

#### Cause

After the searching of CT operation log or configuration change log is cancelled, the searching processing shall be executed immediately.

#### Resolution

Execute again later.

---

### **[LWSV-ERR007] Image data has not been transmitted to the server, failed to display.**

#### Cause

As the image data has not been transmitted to the server, it is unable to display.

#### Resolution

Execute again after the image data is transmitted to the server. The sending time of screen capture data can be set in [Terminal Operation Settings] of Management Console.

---

### **[LWSV-ERR008] Search result has exceeded %d items, interrupt search in the current level.**

#### Variable Information

%d : the maximum value of searching results

#### Cause

In the searching execution, its results have exceeded 1,000 cases, so the searching processing is interrupted.

#### Resolution

As the searching scope is too large, search again after modifying the searching conditions. Or execute the searching after resetting the trace target to modify the searching target.

---

### **[LWSV-ERR009] Search result has exceeded 10,000 items, the search is interrupted. Search result is partially displayed. Please reset search conditions and search again.**

## Cause

The searching results have exceeded 10,000 cases, so the searching processing is interrupted.

## Resolution

Search after entering the conditions again.

---

## **[LWSV-ERR010] Original file has not been transmitted to the server, failed to display.**

## Cause

Probable causes are as follows:

- As the original file has not been transmitted to the server, it is unable to download.
- The disk space of server to save the original file may be insufficient.

## Resolution

Take the following actions according to the different causes.

- Execute again after the original data is transmitted to the server. The sending time of original data can be set in [Terminal Operation Settings] of Management Console.
- Increase the disk space of server to save the original file.

---

## **[LWSV-ERR011] Processing will be canceled because the number of log data items (%1) was exceeded. Review the conditions.**

## Variable Information

%1: Searchable items

## Cause

During log search, items of searching results have exceeded searchable items.

## Resolution

Search again after re-examining the searching conditions.

---

## **[LWSV-SEL001] Amount of target data has exceeded %1, so the processing will take some time. Continue? [Number of acquired logs: %2]**

## Variable Information

%1 : specified upper limit case

%2 : cases of got logs

## Cause

The items of logs to be displayed in the Log Viewer have exceeded the specified upper limit case (10,000 cases).

## Resolution

If it is required to continue, click the [OK] button. If it is required to stop the processing, click the [Cancel] button.

---

## **[LWSV-SEL002] The size of the file has exceeded 10MB, so the processing will take some time. Continue? [Acquired size: %1]**

## Variable Information

%1 : size of original file backup to be got

## Cause

When getting the original file, this will be displayed when the size of this file has exceeded 10MB. %1MB in the message is a numeral displayed in megabytes to show the size of this file, and the numeral is displayed to second after the decimal point.

## Resolution

Confirm the size of displayed file. When the size is too large, it will take much more to get the file. When exporting the file, click the [OK] button. When stopping the processing, click the [Cancel] button.

---

### **[LWSV-SEL003] A search may not be possible due to the large amount of data targeted for search. Continue processing?**

#### Cause

The estimated searching items exceeded the specified upper limit item; therefore, it takes too much time for searching.

Furthermore, this message is displayed when the items calculated by using the following formula exceed the count of 200000 items.

Search target date (date) x estimated items per CT (1000) x search target CT items (sets)

#### Resolution

When you continue the search, click **OK** button. When you re-examine searching conditions, and carry out search again, click **Cancel** button.

---

### **[LWSY-ERR001] Failed to communicate with Level Control Service. The processing is cancelled. The service of Management Server might have been stopped. Please confirm it.**

#### Cause

Probable causes are as follows:

- The level control service of the server to be connected has stopped.
- An exception occurred in the network environment.
- A number of search results is too large; therefore, it takes more time to get the data.
- A number of searching targets is too large or the searching conditions are too complex; therefore, searching takes too much time.

#### Resolution

- Execute again after checking the status of level control service of connected target servers and network environment.
- When the items of searching results are too much, the LWSV-SEL001 message will be displayed before this message. Refine the searching conditions and search again.
- When the scope of searching targets is too large, refine the searching conditions and search again.

---

### **[LWSC-ERR082] Specify the user name/user group name using up to 40 halfwidth characters (20 fullwidth characters).**

#### Cause

In the user/user group searching window, the string exceeding 40 halfwidth characters (20 fullwidth characters) has been entered in the user name/user group name (searching conditions).

#### Resolution

Confirm the value entered in the user name/user group name.

---

### **[LWSC-ERR084] Specify the user's name using up to 128 halfwidth characters (64 fullwidth characters).**

#### Cause

In the user/user group searching window, the string exceeding 128 halfwidth characters (64 fullwidth characters) has been entered in the user name (searching conditions).

#### Resolution

Confirm the value entered in the user name.

---

### **[LWSC-ERR086] Specify the employee no. using up to 40 halfwidth characters (20 fullwidth characters).**

## Cause

In the user/user group searching window, the string exceeding 40 halfwidth characters (20 fullwidth characters) has been entered in the employee number (searching conditions).

## Resolution

Confirm the value entered in the employee number.

---

### **[LWSC-ERR088] Specify the POST using up to 128 halfwidth characters (64 fullwidth characters).**

## Cause

In the user/user group searching window, the string exceeding 128 halfwidth characters (64 fullwidth characters) has been entered in the official position (searching conditions).

## Resolution

Confirm the value entered in the official position.

---

### **[LWSC-ERR090] Specify the organization using up to 128 halfwidth characters (64 fullwidth characters).**

## Cause

In the user/user group searching window, the string exceeding 128 halfwidth characters (64 fullwidth characters) has been entered in the department name (searching conditions).

## Resolution

Confirm the value entered in the department name.

---

### **[LWSC-ERR092] Specify the organization code using up to 40 halfwidth characters (20 fullwidth characters).**

## Cause

In the user/user group searching window, the string exceeding 40 halfwidth characters (20 fullwidth characters) has been entered in the department code (searching conditions).

## Resolution

Confirm the value entered in the department code.

---

### **[LWSC-ERR094] Specify the notes using up to 128 halfwidth characters (64 fullwidth characters).**

## Cause

In the user/user group searching window, the string exceeding 128 halfwidth characters (64 fullwidth characters) has been entered in the notes (searching conditions).

## Resolution

Confirm the value entered in the notes.

---

### **[LWSC-ERR096] The target number of group users exceeds %1. Review the group specification.**

## Variable Information

% 1: limit of target group/user

## Cause

The set number of users is too large.

## Resolution

Specify the value of the target group/user

---

**[ERR-DTLAC001] Log Analyzer Server is not constructed. Or, the environment or settings of Log Analyzer Server contains defects.****Cause**

Probable causes are as follows:

- The information of the Log Analyzer Server logged on the Management Server is incorrect.
- Problems have existed in the environment settings of the target Log Analyzer Server. (it is not installed correctly, or the administrator information has not logged on, etc.)
- Problems have existed in the status (the server or database stops operating, or it is unable to communicate, etc.) of target Log Analyzer Server.

**Resolution**

Take the following actions according to the different causes.

- Check the information of the Log Analyzer Server logged on the Management Server.
- Check the environment settings of target Log Analyzer Server.
- Check the status of target Log Analyzer Server.

---

**[ERR-DTLAC002] The environment or configuration of Log Analyzer Server into which the data of Management Server or Master Management Server is moved.****Cause**

Probable causes are as follows:

- The environment of the Log Analyzer Server that has imported data to Management Server (it is Master Management Server when there are several sets of the Management Server in the system) is not set correctly or the administrator information is not logged on.
- The database of the Log Analyzer Server has stopped operating, or it is unable to communicate, etc.
- The letters that differ may be entered in the user ID. (The capital and small letters shall be distinguished on the Log Analyzer Server.)
- The user ID has duplicated (There are multiple user IDs having the same name belong to the Management Server/Master Management Server).

**Resolution**

Take the following actions according to the different causes:

- Check the information of the Log Analyzer Server logged on the Management Server (it is Master Management Server when there are several sets of the Management Server in the system).
- Check the environment settings or status of the target Log Analyzer Server.
- Modify the capital and small letters in the user ID as the same as letters used when creating the user ID, and then logon to the Web Console again.
- Delete the duplicated user IDs by using the User Management Command.

---

**[ERR-DTLAC099] Error occurred. (Detail Code: %d).****Cause**

The operating environment of Web Console or Log Analyzer Server may be destroyed.

**Resolution**

Confirm whether the Web Console and Log Analyzer Server are installed/set correctly, the database is operating normally, or the communication environment is OK, etc., and if everything goes all right, contact Fujitsu technical staff.

---

**[ERR-DTLAC101] Not logged in.****Cause**

When it does not logon to the Web Console, access to the aggregate by objective window

**Resolution**

Logon to the Web Console.

---

**[ERR-DTLAC102] Another user is performing aggregation processing. Please try again later.****Cause**

Probable causes are as follows:

- Tried to aggregate in the process when other users are executing the aggregation processing.
- There is processing that is not finished.

**Resolution**

Take the following actions according to the different causes.

- Aggregate again after confirming no other users are using the aggregate by objective function.
  - Aggregate again later.
- 

**[ERR-DTLAC103] Another user is performing aggregation, data does not exist. Please try again.****Cause**

As other users have executed the aggregation operation, the aggregation results have been given up.

**Resolution**

Aggregate again after confirming that no other users are using the aggregate by objective function.

---

**[ERR-DTLAC104] Failed to connect to Log Analyzer Server.****Cause**

Probable causes are the following:

- When the domain account is used for Log Analyzer User, the account with the same name may exist in this location.
- Failed to access to Active Directory Server due to some causes the server has stopped operating, or the network is disconnected, etc.
- It may be caused because the port used in the Log Analyzer (aggregate by objective) has been blocked by a firewall.

**Resolution**

Take the following actions according to the different causes:

- Reinstall by using the domain name that will be different from accounts existed in this location.
  - Confirm the Active Directory Server that can be accessed.
  - Confirm the settings of firewall, and check whether the port used for Log Analyzer (aggregate by objective ) has been opened.
- 

**[ERR-DTLAC105] Detailed display failed. Please perform aggregation again.****Cause**

A period of time has passed after the aggregation processing is finished, and the connection between Navigator client and server may be overtime.

**Resolution**

Execute again from the aggregation processing.

---

### [ERR-DTLAC199] Error occurred in processing.

#### Cause

Probable causes are as follows:

- The logs of the Management Server may not be imported.
- The space of disk in the path of directory for saving temporary files is insufficient, or the capacity of log data as aggregation target has exceeded the processing scope (2GB).
- When the code is 53, IIS may not be set correctly.
- Do not have the authority to access the temporary folder.

#### Resolution

Take the following actions according to the different causes.

- Import the log data of the Management Server.
- Execute again after the free capacity of disk in the path of Home directory in the environment variable parameter, TMP, is increased to at least 2GB. Or reduce the items of searching results log by shortening the aggregation unit (group > terminal, etc.), or aggregation time frame (7 days > 1 day, etc.) or specifying the keyword to shorten the searching items, etc.
- Set IIS correctly by referring to the related contents of "Create Management Server/Master Management Server" of *Systemwalker Desktop Keeper Installation Guide*.
- When the used Web Server is IIS7.0 or later, [Read of User Property File] in detail settings of application pool ([DefaultAppPool]) is set to **False**.

---

### [ERR-DTLAC201] The user ID has not been registered to Log Analyzer Server (Detailed Code: n).

#### Cause

The user ID now logging on the system has not been found on the connected Log Analyzer Server.

#### Resolution

Import the management information that includes this user ID again, or do not use this user ID.

---

### [ERR-DTLAC202] Failed to connect the database (Detailed Code: n).

#### Cause

Failed to connect to the database of the Log Analyzer Server.

#### Resolution

Confirm whether the database of the Log Analyzer Server is operating or the network is OK.

---

### [ERR-DTLAC299] Errors occurred (Detailed Code: n).

#### Cause

The operating environment of Web Console or Log Analyzer Server may be destroyed.

#### Resolution

Whether the Web Console or Log Analyzer Server is installed/set correctly, the database is operating, the communication environment is OK. When everything goes all right, contact Fujitsu technical staff.

---

## 3.7 Message Output with Report Output Tool

---

### 3.7.1 Message Output During Installation

---

---

**[ERR-INSTTOOL001] The installed user does not have Administrator authority. Please logon with a user that has Administrator authority and install again. Stop installation.**

**Cause**

The user who performs installation does not have Administrator authority.

**Resolution**

Reinstall after logging on as Administrator.

---

**[ERR-INSTTOOL002] Report Output Tool cannot be installed. Please confirm the target OS and ServicePack, and install again. Stop installation.**

**Cause**

This is the prompted information when installing in "Unsupported OS".

**Resolution**

Install in "Supported OS".

---

**[ERR-INSTTOOL003] Failed to create the %s folder. It is likely that:**  
**- Disk capacity is not enough**  
**- The correspondent disk is writing prohibited**  
**- The folder with same name has already existed**  
**or some other reasons. Please install again after confirmation. Stop installation.**

**Variable Information**

%s : folder name

**Cause**

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- There already exists a folder with the same name.
- The characters excluding Shift JIS number are used in the path of installation target folder.

**Resolution**

Take the following actions according to the different causes, and then install it again.

- Increase the disk capacity.
- Make the corresponding disk writable.
- Specify the folder name that does not exist.
- In the destination for installation, specify the folder that does not use the characters other than Shift JIS.

---

**[ERR-INSTTOOL004] Failed to copy the %s file. It is likely that:**  
**- Disk capacity is not enough**  
**- The correspondent disk is writing prohibited**  
**- The folder with same name has already existed**  
**or some other reasons. Please install again after confirmation. Stop installation.**

**Variable Information**

%s : file name



## Cause

Probable causes are as follows:

- The disk capacity is insufficient.
- The corresponding disk denies being written.
- There already exists a folder with the same name.

## Resolution

Take the following actions according to the different causes, and then install it again.

- Increase the disk capacity.
- Make the corresponding disk writable.
- Specify the folder name that does not exist.

---

**[ERR-INSTTOOL005] The installation processing failed. Please install again after solving the error. Stop installation.**

## Cause

The installation operation failed.

## Resolution

Reinstall after confirming the read and write authority of installation target folder.

---

**[ERR-INSTTOOL006] Registry operation failed.**

## Cause

An error occurred when the registry is operating.

## Resolution

Reinstall after confirming the logon account.

---

**[ERR-INSTTOOL007] Incorrect port number. Please enter an unused number between 5001 and 60000.**

## Cause

The numbers out of the range from 5001 to 60000 or characters are entered in the port number.

## Resolution

Enter a port number between 5001 and 60000 that has not been used.

---

**[ERR-INSTTOOL008] Failed to get available disk capacity.**

## Cause

Failed to get the free space of disk due to some causes such as the installation target folder does not exist or the user does not have the write authority.

## Resolution

Reinstall after confirming that the installation target folder exists or have the write authority.

---

**[ERR-INSTTOOL009] Disk capacity of installation target is not enough. Please ensure the disk capacity required for installation.**

## Cause

The drive space of installation target folder is insufficient.

## Resolution

Modify the drive in the path of installation target.

---

### **[ERR-INSTTOOL010] The specified value is not a folder.**

#### Cause

The specified value is not a folder.

#### Resolution

Confirm that the specified value is a folder.

---

### **[ERR-INSTTOOL011] No authority to write the specified folder.**

#### Cause

Do not have the write authority of specified folder.

#### Resolution

Specify the folder again after setting the write authority of folder.

---

### **[ERR-INSTTOOL012] Drive name cannot be specified as installation target folder.**

#### Cause

The drive name similar to "C:\\" cannot be specified only in the installation target folder.

#### Resolution

Specify the installation target folder according to the following method.  
"Drive name:\ Name of installation target folder"

---

### **[ERR-INSTTOOL013] The installation target folder is too long. Please specify a path within 96 halfwidth characters.**

#### Cause

The installation target folder is too long. Specify a path within 96 halfwidth characters.

#### Resolution

Specify the length of installation target folder within 96 halfwidth characters.

---

### **[ERR-INSTTOOL014] Multi-byte characters cannot be specified in the installation target folder.**

#### Cause

When specifying the installation target folder, the path name includes multibyte characters (Chinese characters, Hiragana and Katakana, etc.).

#### Resolution

Do not include multibyte characters when specifying the installation target folder.

---

### **[ERR-INSTTOOL015] Drive name cannot be specified as installation target folder.**

#### Cause

The installation target folder is specified as network drive.

#### Resolution

Execute again after checking the installation target folder.

---

### **[ERR-INSTTOOL016] Error occurred when checking the folder.**

## Cause

Probable causes are as follows:

- The I/O error of disk device occurred.
- The characters excluding Shift JIS number may be used in the path of installation target folder or database installation target folder.

## Resolution

Take the following actions according to the different causes.

- Check the disk device.
- Reinstall after the path that does not include the characters excluding the Shift JIS number is entered in the path of installation target folder or database installation target folder.

---

### **[ERR-INSTTOOL021] The connection target is not specified.**

## Cause

The connection destination is not specified.

## Resolution

Enter the connection destination.

---

### **[ERR-INSTTOOL022] Space is not allowed in installation target folder.**

## Cause

The name of the installation target folder includes space.

## Resolution

Specify a folder whose name does not include space as installation target folder.

---

### **[ERR-INSTTOOL023] Please get and apply the latest module of MDAC from the home page of Microsoft Corporation. Please apply the MDAC of version 2.8 or higher. (2.80.1022.3 or higher is required)**

## Cause

The MDAC whose version is earlier than 2.8 is used.

## Resolution

Reinstall after applying the MADC whose version is 2.8 or later.

---

### **[ERR-INSTTOOL024] Failed to get the version of report output tool.**

## Cause

Failed to get the version of report output tool due to some causes such as the registry error.

## Resolution

When the report output tool has been imported, execute again after uninstalling.

---

### **[ERR-INSTTOOL999] Internal exception occurred. Please execute installation again.**

## Cause

Probable causes are as follows:

- Some temporary errors occurred such as the resource is insufficient and the timing error occurred.
- The characters excluding the Shift JIS number are used in the path of database installation target folder.

## Resolution

Take the following actions according to the different causes.

- Reinstall.
- After the characters excluding the Shift JIS number are entered in the path of database installation target folder, reinstall.

### 3.7.2 Message Output During Uninstallation

---

**[ERR-UNINSTTOOL001] The user that executes uninstallation does not have Administrator authority. Please logon as a user that has Administrator authority and execute the uninstallation again. Stop uninstallation.**

#### Cause

The user who performs uninstallation does not have Administrator authority.

#### Resolution

Uninstall after logging on as Administrator.

### 3.7.3 Message Output During Environment Setting and Report Exporting

---

**[ERR-RT001] Unable to connect to Log Analyzer Server.**

#### Cause

Probable causes are the following:

- The settings of client connected to Log Analyzer Server are incorrect.
- The Log Analyzer Server is not started.
- The network is disconnected.
- The number of connection of report output tool corresponding to Log Analyzer Server has exceeded 100.
- The port used for report output tool may be blocked by a firewall.

#### Resolution

According to different causes, take the following resolutions.

- Connect again after a while.
- Execute again after confirming the Log Analyzer Server can be connected normally.
- Confirm whether the port used for report output tool in the settings of firewall has been opened.
- For the environment of IPv6 communication, confirm whether the hosts file is set, and the setting is correct.

---

**[ERR-RT002] Report creation process failed.**

#### Cause

Probable causes are the following:

- When saving the files, the specified report and file output target path is incorrect.
- When saving the files, the capacity of disk in the path of specified report and file output target is insufficient.
- When saving the files, the write authority of specified report and file output target is not owned.
- When printing, the printer is not installed.
- Microsoft Excel is not installed.
- It does not support that because the installed Excel version is too low.
- When using Microsoft(R) Office Excel 2007 or later, "Visual Basic for Applications" is not installed.

## Resolution

Take the corresponding actions after confirming the causes, and then execute again.

---

### **[ERR-RT003] The system time of this terminal is out of the supported range.**

#### Cause

Probable causes are as follows:

- The system time is the date before March, 31st, 2005.
- The system time is the date after January, 1st, 2035.

#### Resolution

Set the system time correctly.

(The system time shall be within the range from 04/01/2005 to 12/31/2034.)

---

### **[ERR-RT004] Failed to obtain configuration information.**

#### Cause

Probable causes are the following:

- The file used in the internal part is damaged.
- The registry information is damaged.

#### Resolution

Execute again after reinstalling the report output tool.

---

### **[ERR-RT005] Required memory cannot be ensured. Cancel the processing.**

#### Cause

Probable causes are the following:

- When creating the report after specifying the log output, the memory capacity required for items of exported logs cannot be fulfilled.

#### Resolution

Execute again after taking any one of the following actions.

- Set the appropriate screening conditions in the Web Console.
  - Increase the virtual memory.
  - Stop the unnecessary applications.
- 

### **[ERR-RT006] Processing failed.**

#### Cause

The operation of report output tool is not finished normally.

#### Resolution

Contact Fujitsu technical staff.

---

### **[ERR-RT007] Configuration failed.**

#### Cause

Probable causes are the following:

- The environment setting operation of output report is not executed through the affiliated users of Administrators group or Domain Admins.
- It failed to set because the Windows data has executed protection (DEP) function.

## Resolution

According to the different causes, take the following resolutions.

- Execute the environment setting operation of output report through the affiliated users of Administrators group or Domain Admins.
- Refer to the contents of "Conditions displayed in window when data executes operations related to protection" in the attention of Step 7 in "Install Report Output Tool" of *Systemwalker Desktop Keeper Installation Guide*, and execute again after setting the "F3CWDELA.EXE" program as reliable program for data executing the protection (DEP) function.

---

**[ERR-RT011] The Log Analyzer Server to be connected is not set. Please execute again after performing server configuration in environment setup.**

## Cause

The server is not set in the environment settings, or problems have existed in the set status because the operation is not finished correctly.

## Resolution

Execute again after setting the server in the environment settings.

---

**[ERR-RT012] The version of server to be connected is different.**

## Cause

The version of report output tool is different from that of the Log Analyzer Server.

## Resolution

Use the report output tool whose version is the same as that of the Log Analyzer Server.

---

**[ERR-RT013] The Management Server information has not been imported into the Log Analysis Server of the connection destination. Execute again after executing the data import command.**

## Cause

The information of the Management Server is not transferred to the Log Analyzer Server.

## Resolution

Transfer the information again after executing the data transfer command.

---

**[ERR-RT014] The data [%s] that was set previously does not exist in the Management Server information. Set the data again.**

## Variable Information

% S: The IP address (or server name) of the Management Server

## Cause

A user ID of the Management Server set by batch users cannot be used by changing the connected Log Analyzer Server.

## Resolution

Reset the Management Server by using a batch user tab of the environment setup.

---

**[ERR-RT999] Exception occurred during processing.**

## Cause

An exception occurred while processing the information of the Management Server set in the registry.

## Resolution

Contact Fujitsu technical staff.

### 3.7.4 Message Output When Using Batch Command for Report Export

---

**The number of options or parameters is incorrect. Please execute again after confirming options and parameters.**

**Cause**

The option and parameter amount are incorrect.

**Resolution**

Execute again after confirming whether the specified option and parameter are correct.

---

**The parameter specification of =-t contains mistake. Please execute again after confirming the parameter.**

**Cause**

The specified parameter in -t option is incorrect.

**Resolution**

Execute again after confirming whether the specified parameter is correct.

---

**The parameter of =-t is not specified. Please execute again after confirming the parameter.**

**Cause**

The parameter of -t option is not specified.

**Resolution**

Execute again after confirming whether the parameter of -t is correct.

---

**The parameter specification of =-s contains mistake. Please execute again after confirming the parameter.**

**Cause**

The specified parameter of -s option is incorrect.

**Resolution**

Execute again after confirming whether the specified parameter is correct.

---

**The parameter of =-s is not specified. Please execute again after confirming the parameter.**

**Cause**

The parameter of -s option is not specified.

**Resolution**

Execute again after confirming whether the parameter of -s is correct.

---

**The parameter specification of =-f contains mistake. Please execute again after confirming the parameter.**

**Cause**

The specified parameter of -f option is incorrect.

**Resolution**

Execute again after confirming whether the specified parameter is correct.

---

**The parameter of =-f is not specified. Please execute again after confirming the parameter.**

**Cause**

The parameter of -f option is not specified.

## Resolution

Execute again after confirming whether the specified parameter of -f is correct.

---

**The parameter specification of =-p contains mistake. Please execute again after confirming the parameter.**

## Cause

The specified parameter of -p is incorrect.

## Resolution

Execute again after confirming whether the specified parameter is correct.

---

**The parameter of =-p is not specified. Please execute again after confirming the parameter.**

## Cause

The parameter of -p option is not specified.

## Resolution

Execute again after confirming whether the parameter of -f is correct.

---

**The specified folder does not exist [Folder name=%s]. Please execute again after confirming the folder name.**

## Variable Information

%s : folder name

## Cause

The folder specified by -f option does not exist.

## Resolution

Execute again after confirming the specified folder name.

---

**Failed to operate registry. [Ret=%d]**

## Variable Information

%d : return value

## Cause

An error occurred when executing the registry operation.

## Resolution

Reinstall after confirming the logon account.

---

**Failed to decrypt the password.**

## Cause

Some temporary errors occurred such as errors occurred when executing the registry operation, or the resource is insufficient, or the timing error occurred.

## Resolution

Execute again after confirming the logon account.

---

**Failed to output the report. [Ret=%d] [Msg=%s]**

## Variable Information

%d : return value



%s : message

## Cause

Probable causes are as follows:

- When saving the files, the specified report and file output target path is incorrect.
- When saving the files, the capacity of disk in the path of specified report and file output target is insufficient.
- When saving the files, the write authority of specified report and file output target path is not owned.
- When printing, the printer is not installed.
- Microsoft Excel is not installed.
- The user ID or password of batch processing users is set incorrectly in the environment settings.
- When using Microsoft(R) Office Excel 2007 or later, "Visual Basic for Applications" is not installed.

## Resolution

Take the corresponding actions after confirming the above mentioned causes, and then execute again.

---

### **Failed to obtain aggregation deadline from the database. [Ret=%d]**

#### Variable Information

%d : return value

#### Cause

Failed to access to the database.

#### Resolution

Execute again after confirming the network environment and the database on the Management Server are operating.

---

### **The number obtained from the database is 0, cancel the processing.**

#### Cause

As the aggregation result is 0, the operation is cancelled.

#### Resolution

Execute again after selecting the date with aggregation results.

---

### **Invalid option is specified. Please execute again after confirming the option.**

#### Cause

As the aggregation result is 0, the operation is cancelled.

#### Resolution

Execute again after selecting the date with aggregation results.

---

### **Internal error occurred.**

#### Cause

Some temporary errors occurred such as insufficient resource and timing error, etc.

#### Resolution

Execute again.

---

### **The specified folder name is too long. Specify the folder name using up to 75 fullwidth characters or 150 halfwidth characters. [Folder name=%s]. Execute again after confirming the folder name.**

## Variable Information

%s : folder name

## Cause

The specified folder name in the -f option has exceeded 75 fullwidth characters, 150 halfwidth characters so the report cannot be output.

## Resolution

Control the length of specified folder name in the -f option within 75 fullwidth characters, 150 halfwidth characters and then execute again.

---

## **The date when the batch command runs exceeds the supported range. (Supported range: January 1st, 2005~ December 31st, 2034).**

## Cause

The terminal date of output report is not within the range supported by the system.

## Resolution

Confirm the terminal date of output report is within the range supported by the system and execute again.

---

## **The setting of batch user contains defects. Please execute again after setting batch user according to environment setup.**

## Cause

As the batch processing user settings in the environment settings are not finished normally, problems have existed in the set status.

## Resolution

Execute again after resetting the batch processing user in the environment settings.

---

## **Log Analyzer Server of connection target is not set. Please execute again after setting the server according to environment setup.**

## Cause

The server in the environment settings is not set, or problems have existed in the set status because it is not finished normally.

## Resolution

Execute again after setting the server in the environment settings.

---

## **The version of connection target server is different.**

## Cause

The version of report output tool is different from that of the Log Analyzer Server.

## Resolution

Use the report output tool whose version is the same as that of the Log Analyzer Server.

---

## **Failed to access the database.**

## Cause

Failed to access to the database of the Log Analyzer Server.

## Resolution

Confirm whether the Log Analyzer Server is operating normally.

---

## **Please specify "monthly" in -s parameter when "ecoprint" or "printer" is specified in -t parameter**

### Cause

-s parameter has specified the value excluding the "monthly". When -t parameter is specified as "ecoprint" or "printer", the value excluding "monthly" cannot be specified for -s parameter.

### Resolution

Specify the -s parameter as "monthly", and execute again.

---

### **This command, Report Output Tool and Environment Setup cannot be started repeatedly.**

### Cause

The environment settings of report output tool or report output have been started. As starting this command will lead to repeated startup, this command cannot be started.

### Resolution

Exit the environment settings window of report output tool or report output and execute again.

---

### **Log Analyzer Server of connection target is not linked with Log Management Server of all-in-one PC, so the corresponding report cannot be output.**

### Cause

As the connected Log Analyzer Server is not linked with the Log Management Server of all-in-one machine, this report cannot be output.

### Resolution

When inputting this report, execute the linkage operation for the connected Log Analyzer Server and Log Management Server of all-in-one machine.

---

### **Failed to authenticate. Please execute again after confirming whether batch user settings of report output environment setup is correct.**

### Cause

As the user that does not exist has set, batch processing user in the environment settings of output report is not set correctly and the authentication failed.

### Resolution

Execute again after confirming whether the batch processing user in the environment settings of output report is set correctly.

---

### **Batch user information is not found. Please execute again after setting batch user for which report output environment setup has been performed.**

### Cause

As the batch processing user in the environment settings of output report is not set, the necessary batch processing user information cannot be found when executing the command.

### Resolution

In the environment settings of output report, execute again after setting the batch processing user.

---

## **3.8 Message output in the Smart Device Relay Server**

---

### **3.8.1 Message Output During Installation**

---

#### **Native Installer Failure**

### Cause

Failed to install the database system (PostgreSQL).

## Resolution

Un-install the smart device relay server by using **Control Panel > Add or Delete Programs** or **Add or Delete Applications**.

And then, reinstall the smart device relay server.

### 3.8.2 Message Output While Executing SDSVSetMS.EXE

---

#### **ERROR : (%d) is not number.**

##### Variable information

%d: Port number

##### Cause

A value other than a number is specified to the port number.

##### Resolution

Enter the value from 0 to 65535.

---

#### **ERROR : (%d) is out of port number range.**

##### Variable information

%d: Port number

##### Cause

A value other than 0 to 65536 is specified to the port number.

##### Resolution

Enter the value from 0 to 65535.

### 3.8.3 Message Output While Executing SDSVService.bat

---

#### **Specify the parameters correctly.**

**SDSVSERVICE.bat -STATUS | -START | -STOP [-times TIME]**

**Example: SDSVSERVICE.bat -START -times 600**

##### Cause

The parameter entered in the SDSVSERVICE command is invalid.

A parameter is missing or an extra parameter is specified.

##### Resolution

Inspect the specified parameter.

---

#### **A value other than numeric value is specified in -times. Please enter the correct value.**

##### Cause

A value other than a number is specified to monitoring time.

##### Resolution

Specify the value in the range 1 to 99999.

---

#### **The value specified in -times is outside the range of 1 to 99999. Please enter the correct value.**

##### Cause

The numeric value specified for the monitoring time is outside the range of 1 to 99999.

## Resolution

Specify the value within the range 1 to 99999.

---

### **Timeout occurred while stopping the %s.**

#### Variable information

%s: Name of the service to be stopped

#### Cause

The command to stop the displayed service has timed out.

#### Resolution

Check if the service with errors is stopped.

---

### **The service did not stop within the monitoring period.**

#### Cause

The displayed service did not stop within the specified time.

Specified time: Time specified in '-times' (by default 300 seconds)

#### Resolution

If this error frequently occurs, increase the period up to time out in the '-times' option.

---

### **An error occurred while stopping the %s. (RC=%d)**

#### Variable information

%s: Name of the service to be stopped

%d: Error code

#### Cause

Probable causes are as follows:

- Stopped the service that is about to start.
- Failed to start or stop the previous service.

#### Resolution

- Execute the restart command after confirming that the service is fully started.
- Restart the OS and then execute the command.

Even then, if the service cannot be stopped, contact the Fujitsu technical staff.

---

### **An error occurred while starting the %s. (RC=%d)**

#### Variable information

%s: Name of the service to be started

%d: Error code

#### Cause

Probable causes are as follows:

- Started the service that is about to stop.
- Failed to start or stop the previous service.

#### Resolution

- Execute the restart command after confirming that the service is fully stopped.
- Restart the OS and then execute the command.

Even then, if the service cannot be started, contact the Fujitsu technical staff.

### 3.8.4 Message Output While Executing SDSVBackup.bat

---

#### Usage : SDSVBackup.bat -Dir folderPath [ -AutoDate ]

##### Cause

The parameter entered is invalid.

##### Resolution

Enter the correct parameter.

---

#### backup data exist

##### Cause

The data saved at the storage location already exists.

##### Resolution

Specify the folder in which the saved data does not exist.

---

#### SWDTSDSV and SWDTiSDSV not installed

##### Cause

Smart device relay server is not installed.

##### Resolution

Execute in the environment where the smart device relay server is installed.

---

#### swss\_iCommonBackup.bat not found

##### Cause

Could not find the module "swss\_iCommonBackup.bat" that is required for execution.

##### Resolution

Contact the Fujitsu technical staff.

---

#### no file (%1)

##### Variable information

%1: Path up to the resources to be saved

##### Cause

The resources to be saved could not be found.

##### Resolution

Contact the Fujitsu technical staff.

---

#### failed to backup file (%1)

##### Variable information

%1: Path up to the file to be saved

#### Cause

Failed to save the file.

#### Resolution

Contact the Fujitsu technical staff.

---

#### **fail save (%1)**

#### Variable information

%1: Name of the file to be saved.

#### Cause

The file to be saved could not be saved temporarily from the current file.

#### Resolution

Contact the Fujitsu technical staff.

---

### **3.8.5 Message Output While Executing SDSVRestore.bat**

---

#### **SWDTSDSV and SWDTiSDSV not installed**

#### Cause

The smart device relay server is not installed.

#### Resolution

Execute in the environment where the smart device relay server is installed.

---

#### **Usage : SDSVRestore.bat -Dir folderPath**

#### Cause

The entered parameter is invalid.

#### Resolution

Enter the correct parameter.

---

#### **no backup file (%1)**

#### Variable information

%1: The file name that is not found in the specified folder.

#### Cause

The saved file was not found in the specified folder.

#### Resolution

Acquire the data saved in SDSVBackup.bat.

---

#### **not Android Certificate**

#### Cause

Settings file for Android Certificate could not be found in the saved data.

#### Resolution

Acquire the saved data in the SDSVBackup.bat.

---

#### **fail save (%1)**

#### Variable information

%1: Path up to the file to be saved

#### Cause

The file to be saved could not be saved temporarily from the current file.

#### Resolution

Contact the Fujitsu technical staff.

---

#### **fail restore (%1)**

#### Variable information

%1: Full path for restoring

#### Cause

Failed to restore.

#### Resolution

Contact the Fujitsu technical staff.

---

#### **swss\_iCommonRestore.bat not found**

#### Cause

Could not find the "swss\_iCommonRestore.bat" required for execution.

#### Resolution

Contact the Fujitsu technical staff.

---

### **3.8.6 Message Output While Executing swss\_ImportAppleCert.bat**

---

#### **SWDTiSDSV not installed**

#### Cause

The Smart Device Relay Server is not installed.

#### Resolution

Execute in the environment where the Smart Device Relay Server is installed.

---

#### **Usage : swss\_ImportAppleCert.bat /root rootpath /mdm mdmpath**

#### Cause

The entered parameter is invalid.

#### Resolution

Enter the correct parameter.

---

#### **Ruby.exe not found**

#### Cause

Ruby.exe not found.

#### Resolution

Contact the Fujitsu technical staff.

---

#### **RubyScript not found**

---



#### Cause

RubyScript not found.

#### Resolution

Contact the Fujitsu technical staff.

---

#### **rootCertificate move failed**

#### Cause

Failed to move the rootCertificate.

#### Resolution

Contact the Fujitsu technical staff.

---

#### **APNs sign failed**

#### Cause

Failed to register to APNs connection function.

#### Resolution

Specify the correct MDM certificate.

---

## **3.9 Message Output in the [Uninstall and Manage (middleware)] Function**

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 101: Administrator authority is required.**

#### Cause

The executing user does not have Administrator rights

#### Resolution

Re-execute under the System Administrator rights.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 102: Failed to create the %s**

#### Variable information

%s: Directory name

#### Cause

Failed to create the directory required for installation.

#### Resolution

There might be failure in executing the command for creating the directory due to some reason. If the problem is not resolved even after reinstallation or executing the cirinst command, confirm the system log.

---

#### **FSP\_FJSVCIR\_CIRINST: ERROR: 103: CIRINST103: At least %dMB of available space is required.**

#### Variable information

%d: Disk capacity

#### Cause

The free space of the system is insufficient.

---

## Resolution

Check the operation system if the free space is insufficient.

---

### **FSP\_FJSVCIR\_CIRINST: ERROR: 104 CIRINST104: Failed to copy CIR file.**

#### Cause

Failed to copy the file required for installation.

#### Resolution

There might be failure in executing the copy command due to some reason. If the problem is not resolved even after reinstallation or executing the cirinst command, confirm the system log.

---

### **FSP\_FJSVCIR\_CIRINST: ERROR: 105: CIRINST105: Failed to copy JRE.**

#### Cause

Failed to copy JRE required for installation.

#### Resolution

There might be failure in executing the copy command due to some reason. If the problem is not resolved even after reinstallation or executing the cirinst command, confirm the system log.

---

### **FSP\_FJSVCIR\_CIRINST: ERROR: 106: CIRINST106: Failed to copy CIR file.**

#### Cause

Failed to copy the file required for installation.

#### Resolution

There might be failure in executing the copy command due to some reason. If the problem is not resolved even after reinstallation or executing the cirinst command, confirm the system log.

---

### **FSP\_FJSVCIR\_CIRINST: ERROR: 107: CIRINST107: Invalid option is specified.**

#### Cause

The specified option is wrong.

#### Resolution

Specify the correct option. [-c]: Command interface

---

### **FSP\_FJSVCIR\_CIRINST: ERROR: 108: CIRINST108: The JRE to be deployed is not bundled.**

#### Cause

Applicable JRE is not included in the system.

#### Resolution

Check if supporting the product is in the scope of operation system platform.

---

### **FSP\_FJSVCIR\_CIRINST: ERROR: 109: CIRINST109: OS is not supported.**

#### Cause

OS is not supported.

#### Resolution

Check if the operation system platform has the OS that supports the product.

---

### **FSP\_FJSVCIR\_CIRINST: ERROR: 201: CIRINST201: Administrator authority is required.**

## Cause

The executing user has no administrator rights.

## Resolution

Re-execute under System Administrator rights.

---

## **FSP\_FJSVCIR\_CIRINST: ERROR: 203: CIRINST203: Failed to delete the file.**

### Cause

Failed to delete the FJSVcir file.

### Resolution

There might be failure in executing the delete command due to some reason. If the problem is not resolved even after re-executing the cirremove command, confirm the system log.

---

## **FSP\_FJSVCIR\_CIRINST: ERROR: 205: CIRINST205: Invalid option is specified.**

### Cause

The specified option is wrong.

### Resolution

This is not a specifiable option. Execute without specifying the option.

---

## **The application is already running in another process.**

### Cause

The attempt was made to start [Uninstall and Manage (middleware)] for multiple times. Or, the attempt was made to start [Uninstall and Manage (middleware)] when installer was being started.

### Resolution

Exit the already started **Uninstall and Manage (middleware)**. Otherwise, start **Uninstall and Manage (middleware)** after the installer operations are finished.

---

## **Invalid option is specified.**

### Cause

The specified option is wrong.

### Resolution

Specify the option according to the Usage.

---

## **Failed to uninstall the following software:**

### Cause

Failed to uninstall the software displayed after this message.

### Resolution

Deal with the problem by checking the uninstallation failure message displayed subsequent to this message.

---

## **Internal data is damaged.**

### Cause

The internal data used by this tool is corrupted.

### Resolution

Extract the files from the following directories and contact the Fujitsu technical staff.

- %SystemDrive%\FujitsuF4CR\cir\
- %ProgramData%\Fujitsu\FujitsuF4CR\cir\

---

### The application ended abnormally.

#### Cause

This tool is ended abnormally.

#### Resolution

Extract the files from the following directories and contact the Fujitsu technical staff.

- %SystemDrive%\FujitsuF4CR\cir\
- %ProgramData%\Fujitsu\FujitsuF4CR\cir\

---

### Unexpected error occurred during uninstallation.

#### Cause

An error occurred during the uninstallation process.

#### Resolution

Extract the files from the following directories and contact the Fujitsu technical staff.

- %SystemDrive%\FujitsuF4CR\cir\
- %ProgramData%\Fujitsu\FujitsuF4CR\cir\

---

### Failed to initialize the working directory.

#### Cause

Failed to initialize the working directory, hence, [Uninstall and Manage (middleware)] cannot be started.

#### Resolution

Restart **Uninstall and Manage (middleware)**. If the problem persists even after restarting, check if other processes are accessing the files from the following directories.

- %SystemDrive%\FujitsuF4CR\cir\temp\meta\_db
- %ProgramData%\Fujitsu\FujitsuF4CR\cir\temp\meta\_db

---

### Installation parameter file is not found.

#### Cause

Cannot find the specified installation parameter file. (silent mode)

#### Resolution

Check if the specified installation parameter file is available and repair by correctly specifying the same.

---

### Failed to install. Refer to the log for details.

#### Cause

An error occurred in the installation. (silent mode)

#### Resolution

Check the following log files:

- %SystemDrive%\FujitsuF4CR\cir\cirlog0.log.0
- %ProgramData%\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0

---

**Invalid parameter. Please specify the correct parameter.**

**Cause**

The specified parameter is wrong. (silent mode)

**Resolution**

Check the specified parameter and repair by correctly specifying the same.

# Chapter 4 Port Numbers and Services

This chapter describes the port numbers used by Systemwalker Desktop Keeper, how to modify the port numbers, and services.

## 4.1 Port Number List

### Port Number List

The port numbers used by Systemwalker Desktop Keeper are shown as follows.

If there is no special specification, use the port number recorded here as the initial value.

If the corresponding port number is already used by other products, modify this port number.

When modifying a port number, do not make it the same as the standby port of services in the same Management Server/Master Management Server.

In addition, when CT is installed in the Management Server /Master Management Server, do not make the standby port number of the server service the same as the standby port number of the client (CT).

For the modification of port number, refer to "[4.2 How to Modify the Port Number Being Used](#)".

To avoid the redundant use of port numbers by other products, add these port numbers to the Windows directory \system32\drivers\etc\services file.

No.	Communication Target	Standby Port	Protocol	Sending Port	Communication Source	For smart device	Time of Use
(1)	Level Control Service	10022	HTTPS	Undefined	Log Viewer Log Analyzer		When using Log Viewer When using Log Analyzer
(2)	Level Control Service	10015	HTTP	Undefined	Management Console		When using Management Console
(3)	Level Control Service	10012	HTTP	Undefined	Server Service		When updating policy to client (CT) .etc
(4)	Server Service	10017	HTTP	Undefined	Level Control Service		When updating policy to client (CT) .etc
(5)	Level Control Service (sub-level)	10008	HTTP	Undefined	Level Control Service (upper-level)		When updating group configuration and updating policy to the CT under the sub-level server etc.
(6)	Level Control Service (upper-level)	10008	HTTP	Undefined	Level Control Service (sub-level)		When updating group configuration etc.
(7)	Server Service	10010	tcp	Undefined	Client (CT)		When sending logs immediately and CT information from client (CT)
(8)	Server Service	10014	tcp	Undefined	Client (CT)		Collective log sending from Client (CT)

No.	Communication Target	Standby Port	Protocol	Sending Port	Communication Source	For smart device	Time of Use
(9)	Client (CT)	10010	tcp	Undefined	Server Service		When updating policy to CT (note 1)
(10)	Client (CT)	10016	tcp	Undefined	Server Service		When updating policy to CT (note 2)
(11)	-	10011	tcp	Undefined	Database Management System		When using internally within the database management system
(12)	-	10018 10019	tcp	Undefined	E-mail Attachment Prohibition Function		When using the E-mail Attachment prohibition function with port monitoring method
(13)	-	-	-	-	-		-
(14)	-	-	-	-	-		-
(15)	-	30003	tcp	Undefined	Database Management System (Log Analyzer Server)		When using internally within the database management system
(16)	Log Analyzer Server	30004	tcp	Undefined	Log Analyzer		When using Report Output Tool, Log Analyzer
(17)	-	-	-	-	-		-
(18)	Management Server Master Management Server	80	HTTP	Undefined	Log Viewer Log Analyzer		When using Log Viewer When using Log Analyzer
(19)	-	10050	tcp	Undefined	Database Management System		When using internally within the database management system
(20)	Operation Database	42050	tcp	Undefined	Management Server Master Management Server Smart Device Relay Server	Yes	When accessing the Operation Database
(21)	Smart Device Relay Server	44848	HTTP	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(22)	Smart Device Relay Server	48080	HTTP	Undefined	Smart Device (Agent) (Android)	Yes	When synchronized with Smart Device (Log

No.	Communication Target	Standby Port	Protocol	Sending Port	Communication Source	For smart device	Time of Use
							sending/Policy update)
(23)	Smart Device Relay Server	48181	HTTPS	Undefined	Smart Device (Agent) (Android)	Yes	When synchronized with Smart Device (Log sending/Policy update)
(24)	Smart Device Relay Server	47676	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(25)	Smart Device Relay Server	43700	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(26)	Smart Device Relay Server	43820	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(27)	Smart Device Relay Server	43920	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(28)	Smart Device Relay Server	48686	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(29)	Smart Device Relay Server	50081	HTTPS	Undefined	Smart Device (Agent) (iOS)	Yes	When synchronized with Smart Device (Policy update)
(30)	Smart Device Relay Server	53000	HTTP	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(31)	Smart Device Relay Server	53001	HTTP	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(32)	Smart Device Relay Server	58080	HTTP	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(33)	Smart Device Relay Server	58181	HTTPS	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(34)	Smart Device Relay Server	54848	HTTP	Undefined	Smart Device Relay Server	Yes	When using internally within

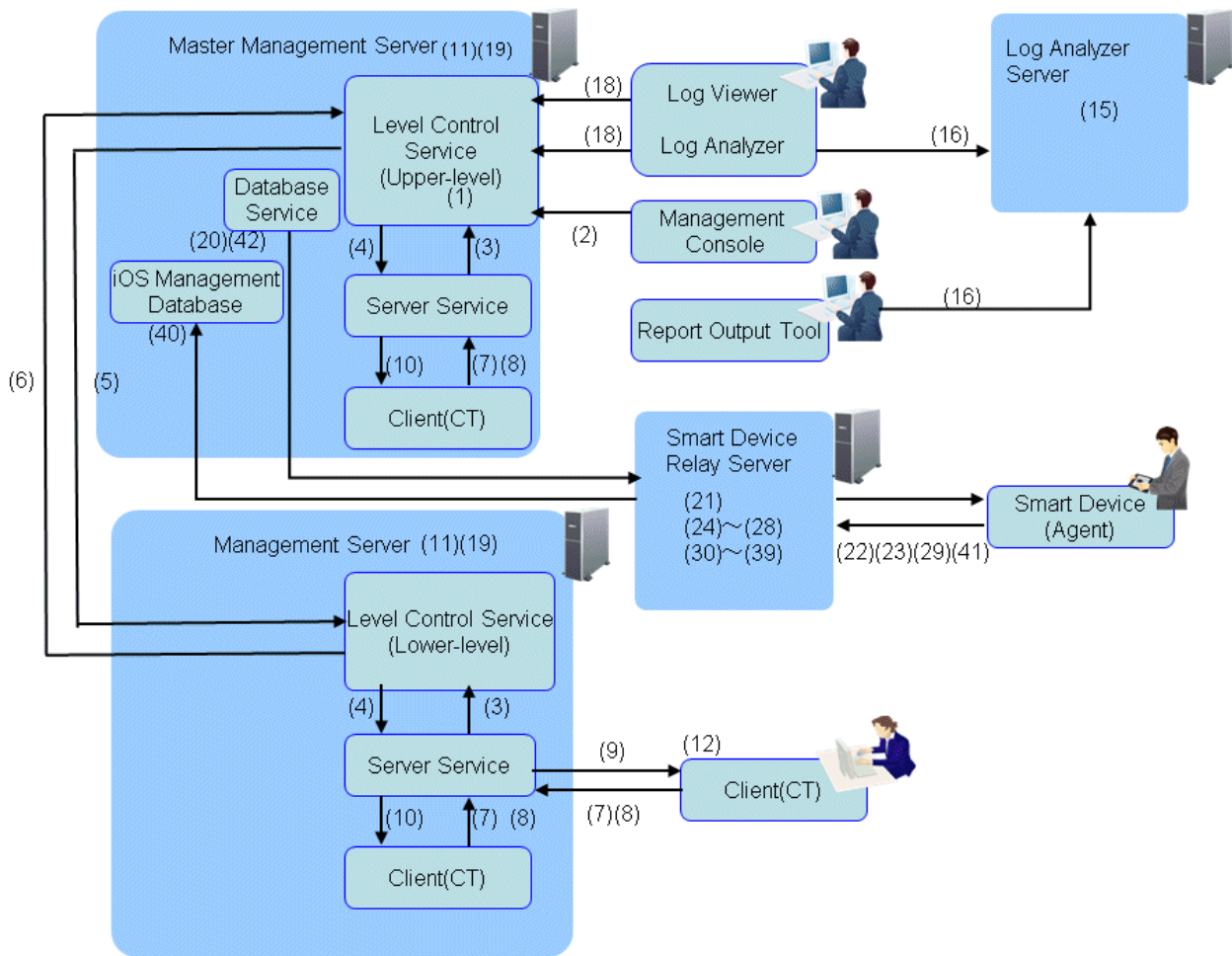


No.	Communication Target	Standby Port	Protocol	Sending Port	Communication Source	For smart device	Time of Use
							the Smart Device Relay Server
(35)	Smart Device Relay Server	57676	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(36)	Smart Device Relay Server	53700	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(37)	Smart Device Relay Server	53820	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(38)	Smart Device Relay Server	53920	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(39)	Smart Device Relay Server	58686	tcp	Undefined	Smart Device Relay Server	Yes	When using internally within the Smart Device Relay Server
(40)	Management Server Master Management Server	55432	HTTP	Undefined	Smart Device Relay Server	Yes	When synchronized with Smart Device (Policy update)
(41)	Smart Device Relay Server	50080	HTTPS	Undefined	Smart Device (Agent) (iOS)	Yes	When synchronized with Smart Device (Policy update)
(42)	Log Viewing Database	42051	tcp	Undefined	Management Server Master Management Server	Yes	When accessing Log Viewing Database

Note 1: The client (CT) and Management Server /Master Management Server have not been installed on a same computer.

Note 2: The client (CT) and Management Server/Master Management Server have been installed on a same computer.

Undefined: User does not need to consider because it is determined automatically through OS.



In case of port number for receiving already used on the same PC, please allocate different port number.

(1)~(42) are the No. of port list.

## 4.2 How to Modify the Port Number Being Used

This section describes how to modify the port number when Systemwalker Desktop Keeper is in use.

In addition, after the port number has been modified, it is necessary to modify the firewall's exceptions setting.

### Modify via Management Server/Master Management Server

Modify the port number of No.(1) ~ No.(10) of Port Number List

Use the Server Settings Tool to modify. For more information on how to do so, refer to "Modify Communication Information of Management Server" of *Systemwalker Desktop Keeper User's Guide for Administrator*.

Modify the port number of No.(11) of Port Number List

1. Open <Installation Folder of Database Related Files>\ENV\SWDTKENV.INI with text editor.
2. Modify the port number specified in "RDASVPORT=" of [SYSTEM] section.
3. Save with overwriting.
4. Open <Installation Folder of Database Related Files>\ENV\SWDTKMNT.INI with text editor.
5. Modify the port number specified in "RDASVPORT=" of [SYSTEM] section.
6. Save with overwriting.

#### Modify the port number of No.(19) of Port Number List

1. Open <Installation Folder of Database Related Files>\ENV\SWDTKENV.INI with text editor.
2. Modify the port number specified in "RDASVPORT=" of [SYSTEM] section.
3. Save with overwriting.
4. Open <Installation Folder of Database Related Files>\ENV\SWDTKMNT.INI with text editor.
5. Modify the port number specified in "RDASVPORT=" of [SYSTEM] section.
6. Save with overwriting.

#### Modify the port number of No.(20), (42) of Port Number List

1. Start Server Settings Tool of Systemwalker Desktop Keeper from the **Server Settings Tool** of Management Server.  
You can start the Start Server Settings Tool from **Start/Application > Systemwalker Desktop Keeper > Server>Server Settings Tool**  
Enter the 'User ID' and 'Password' set when installing Management Server, and click OK button. Enter the Initial Administrator (secureadmin) in 'User ID'.  
**Server Settings Tool** window is displayed.
2. Click the **Management Server Setting** button of the **Server Settings Tool** window, and confirm the following set values.  
**Management Server<---->Operation Database of Port number Setting**  
Initial value: 42050  
**Management Server<---->Log Viewing Database of Port number Setting**  
Initial value: 42051  
Default Port Number is set at the time of installation.
3. the following setting for actually using the Smart Device Relay Server.
  - a. Edit the Services file.
  - b. Path for saving the Services file: C:\WINDOWS\system32\drivers\etc  
Settings to be added in Services file: Swdtk Communication Port Number/tcp  
Note) Use the value set with Procedure 2 for the Communication port.
4. Stop the service of Systemwalker Desktop Keeper  
It can be stopped from **Start/Application > Systemwalker Desktop Keeper > Server> Server Settings Tool**.  
Enter the 'User ID' and 'Password' set when installing the Management Server, and click **OK** button.  
**Server Settings Tool** window is displayed.  
Stop the service of Systemwalker Desktop Keeper from **Service> Stop the Service**
5. Re-start the service of PostgreSQL.  
Re-start the following services from **Control Panel > Administrative Tools > Service**.  
When Port of Operation Database is modified: PostgreSQL RDB SWDTK  
When Port of Log Viewing Database is modified: PostgreSQL RDB SWDTK2
6. Start the service of Systemwalker Desktop Keeper.  
It can be started from **Start/Application> Systemwalker Desktop Keeper > Server > Server Settings Tool**  
Enter the 'User ID' and 'Password' set when installing Management Server, and click **OK** button.  
**Server Settings Tool** window is displayed.  
Start the service of Systemwalker Desktop Keeper from **Service > Service Startup**
7. Open connection Port to be used in remote connection by Firewall.  
Register the Port Number set to enable the remote connection to PostgreSQL database of Management Server from Smart Device Relay Server as 'Exception' of Firewall and open the Port.  
Port Number to be opened is the Port Number set in "Performing settings for opening the database (Management Service/Master Management Server)" of *Systemwalker Desktop Keeper Installation Guide*.

#### Modify the port number of No.(40) of Port Number List

1. Open iOS Management Database Settings File, and modify the Port Number.  
[iOS Management Database Environment] \postgresql.conf

Folder specified when iOS Management Database is constructed by going to iOS Management Database Environment: **Server Settings Tool > Build, delete, or show information of database**

```
port=55432
```

2. Start the service of 'PostgreSQL\_swtdmdm'.

## Modify via Smart Device Relay Server

Modify the port number of No.(22), No. (23), No. (29), No. (40), No. (41) of Port Number List

1. Stop the service of Smart Device Relay Server of Systemwalker Desktop Keeper.

```
<Smart Device Relay Server Installation Folder>\bin\SDSVService.bat -STOP
```

2. Modify the port number by Configuration Change Command (SDSVSetMS.exe). For the options to be specified, refer to "[1.30 SDSVSetMS.EXE \(Change Configuration of Smart Device Relay Server\)](#)".  
An example of modifying the port number of No.(29) of Port Number List to '58090' is as follows:

```
<Smart Device Relay Server Installation Folder>\bin\SDSVSetMS.exe -iOS.https.p 58090
```

3. Start the service of Smart Device Relay Server of Systemwalker Desktop Keeper.

```
<Smart Device Relay Server Installation Folder>\bin\SDSVService.bat -START
```

Port numbers other than the above numbers used in the Smart Device Relay Server cannot be modified.

## Modify via Management Console

Modify the port number of No. (2) of Port Number List

Use the installation program to modify. For more information about how to do so, refer to "Change Management Console Environment" of *Systemwalker Desktop Keeper User's Guide for Administrator*. (Modify specified part of the port number)

Modify the port number of No. (12) of Port Number List

Use the CT operation parameter information file to modify. For more information about how to do so, refer to "Change Operation Settings of Client (CT)" of *Systemwalker Desktop Keeper User's Guide for Administrator*.

## Modify via Client (CT)

Modify the port number of No. (12) of Port Number List

Use the installation program to modify. For more information about how to do so, refer to "Wizard-style Installation" of *Systemwalker Desktop Keeper Installation Guide* (Modify specified part of the [Settings of E-mail Control Method] window).

Modify the port numbers apart from No. (12) of Port Number List

1. Uninstall the client (CT). For more information about how to do so, refer to "Uninstall CT" of *Systemwalker Desktop Keeper Installation Guide*.
2. Re-install the client (CT). When installing, specify the port number to be modified. For more information about how to do so, refer to "Install CT" of *Systemwalker Desktop Keeper Installation Guide*.

## Modify via Log Analyzer Server

Modify the port number of No.(16) of Port Number List

1. Open <Installation Folder of Log Analyzer Server>\bin\SWDTLAENV\ENV\system.ini with a text editor.
2. When modifying the port number of No. (16) in the port number list (the port number specified in **Communication Port 3** during the installation of the Log Analyzer Server), the port number specified in "PORT=" of **RDB** section should be modified.
3. Save with overwriting.

After database construction, execute the following procedure when modifying a port number.

1. Stop the service 'SymfoWARE RDB SWDTLA'.

2. Open the services file under Windows directory\system32\drivers\etc
3. Implement the following depending on the Port number to be modified.
4. When modifying the port number of No. 16 in the port number list (the port number specified in **Communication Port 3** during the installation of the Log Analyzer Server, modify the following port number description.
  - "SWDTLA" Port number/TCP
5. Start the service 'SymfoWARE RDB SWDTLA'.

## Modify the Port Number of IIS to Numbers Other Than 80

This section describes how to modify the port number of No. (18) in the port number list.

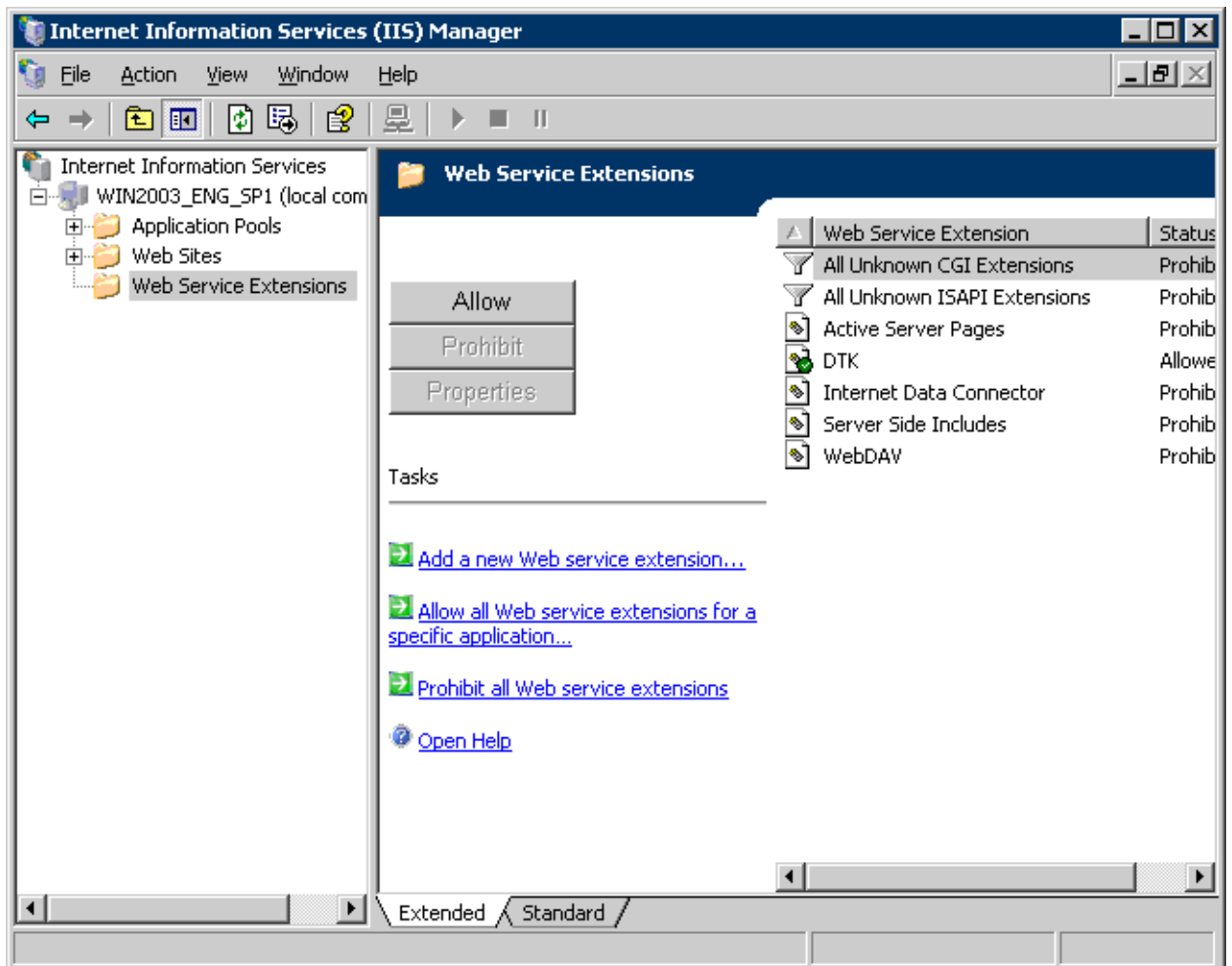
If the port number "80" of IIS has been used by the system, modify it according to the following procedure.

Confirm that the port number is already being used in the system and then modify to a non-used port number.

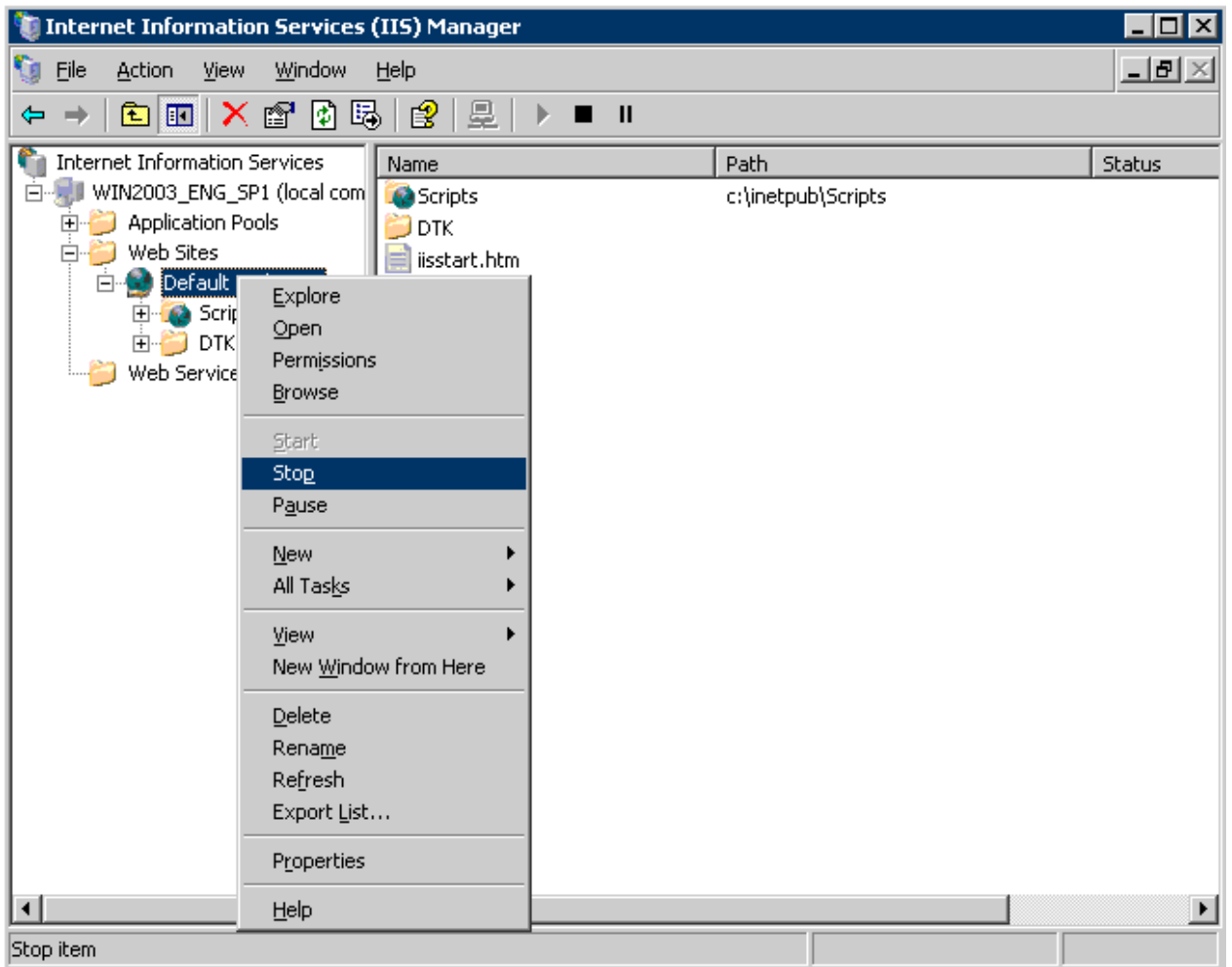
When modifying the port number of IIS, make sure to modify the port number of the Log Analyzer Server.

Procedure of modifying port number in IIS (prior to 6.0)

1. Start Control Panel > Administrative Tools > Internet Information Services (IIS) Manager.



2. Select **Default Web Sites** of **Web Sites**, right-click and select **Stop**.

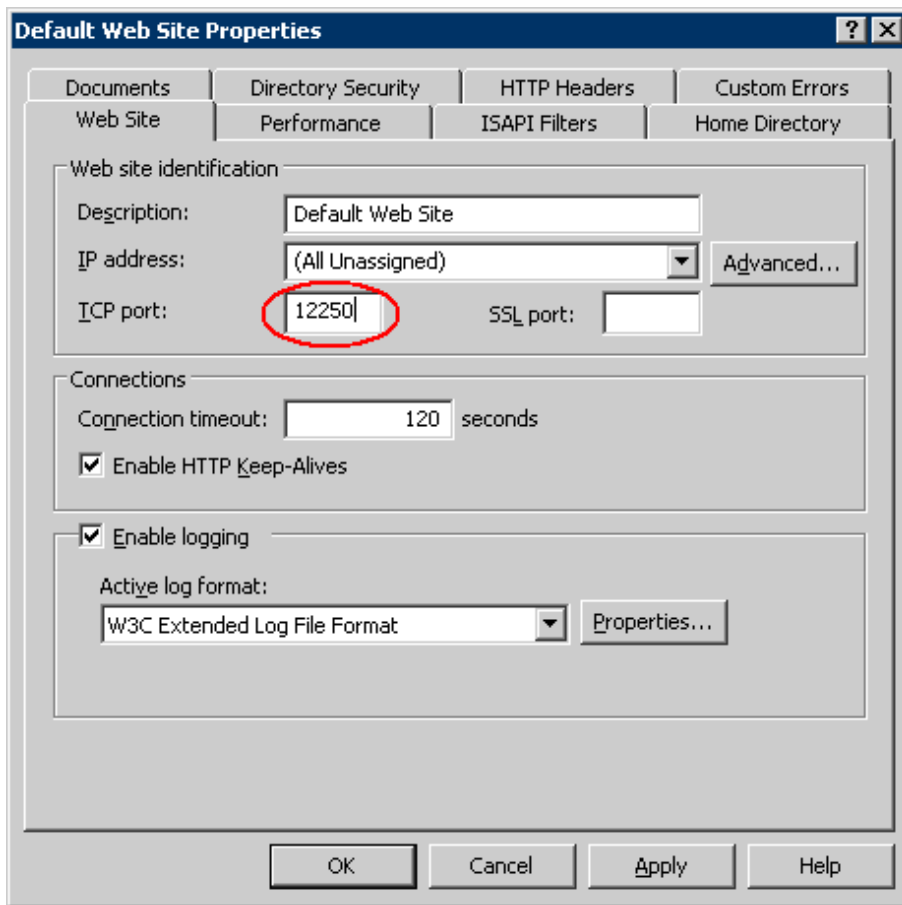


3. Select **Default Web Site** of **Web Sites**, right-click and select Properties.  
The following window is displayed.

The screenshot shows the 'Default Web Site Properties' dialog box. It has a title bar with a question mark and a close button. Below the title bar are several tabs: Documents, Directory Security, HTTP Headers, Custom Errors, Web Site, Performance, ISAPI Filters, and Home Directory. The 'Web Site' tab is selected. The dialog is divided into three main sections: 'Web site identification', 'Connections', and 'Logging'. In the 'Web site identification' section, there are fields for 'Description' (Default Web Site), 'IP address' (All Unassigned), 'TCP port' (80), and 'SSL port'. The 'TCP port' field is circled in red. In the 'Connections' section, there is a 'Connection timeout' field set to 120 seconds, and a checked checkbox for 'Enable HTTP Keep-Alive'. In the 'Logging' section, there is a checked checkbox for 'Enable logging' and a dropdown menu for 'Active log format' set to 'W3C Extended Log File Format'. At the bottom of the dialog are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

4. 4. Modify the value of **TCP Port**. Specify a port number that is not used by the system with any numeric value that is larger than 1024.

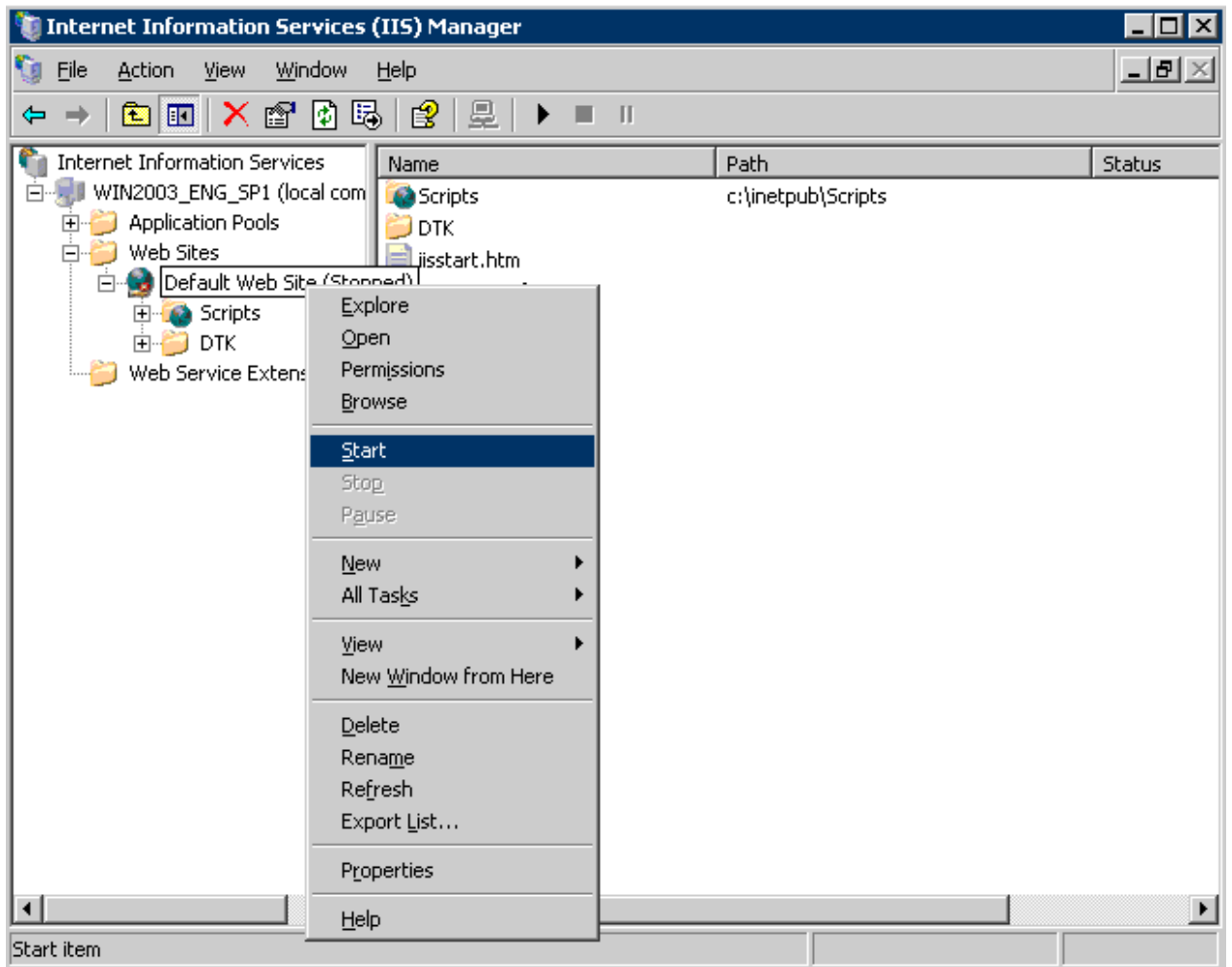
5. The following describes the example of modifying the **TCP Port** to "12250".



6. 5. After the value has been modified, click the **OK** button.



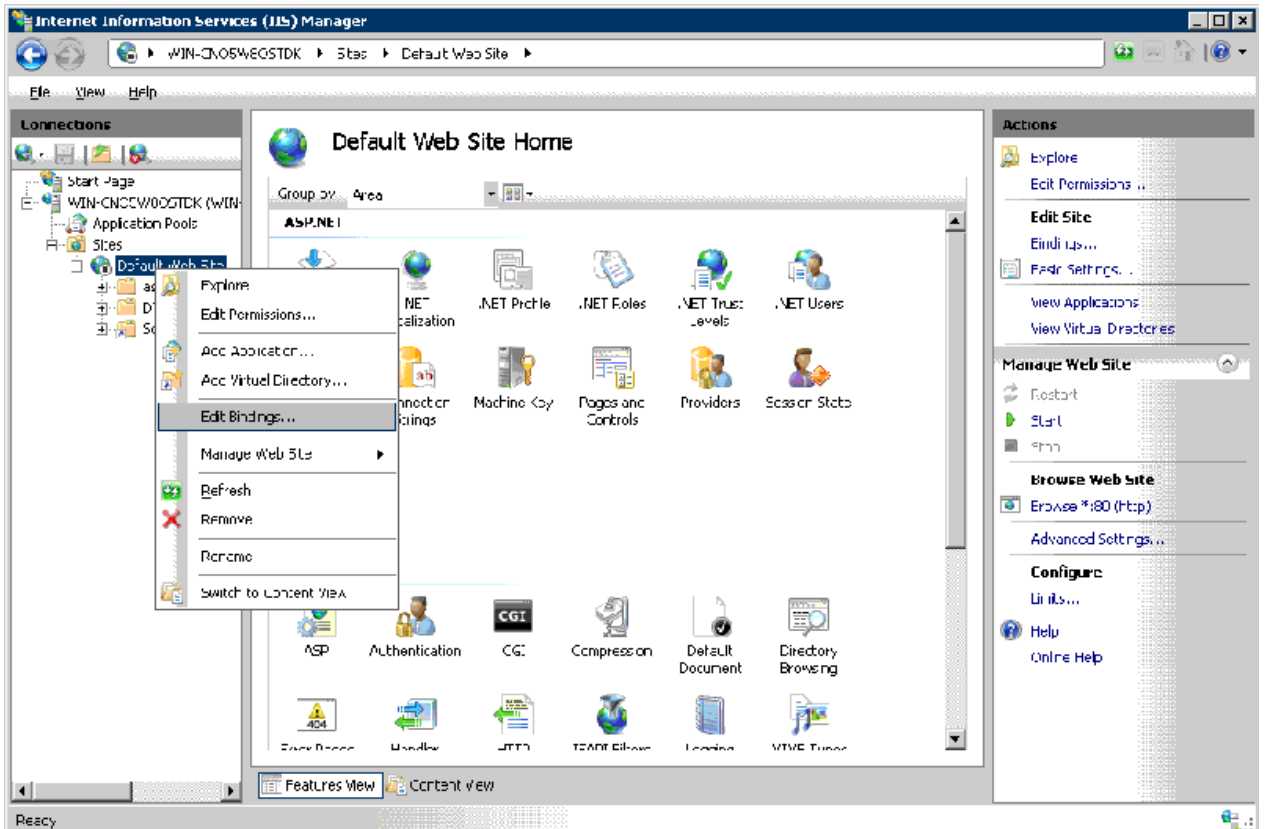
7. 6. Select **Default Web Site** of **Web Sites** right-click and select **Start**



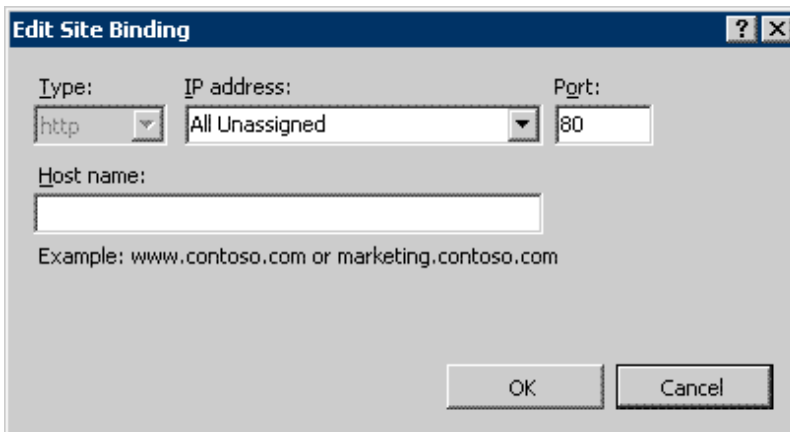
Procedure of modifying port number in IIS (7.0/8.0)

1. Start **Control Pane>Administrative Tools > Internet Information Service (IIS) Manager**.

2. Select **Default Web Site** of **Sites**, right-click and select **Edit Bindings**.



3. From the **Site Bindings** window that is displayed, select the line of **HTTP** and click the **Edit** button. The **Edit Site Binding** window is displayed.



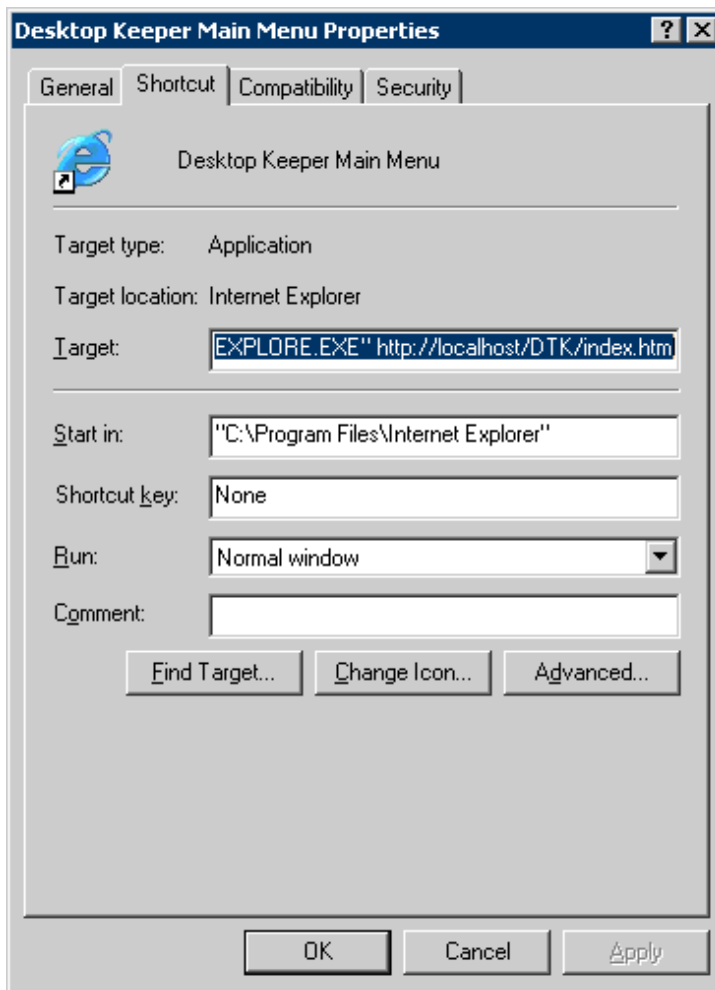
4. Modify the **Port** number, and click the **OK** button.

#### Procedure of modifying port number of Management Server

Modify the settings of the Management Server to make it consistent with the modified IIS port number.

1. Logon to Windows with an account that belongs to the Administrators group.
2. Select **Systemwalker Desktop Keeper > Server > Desktop Keeper Main Menu** right-click and select **Properties**.

3. The **Desktop Keeper Main Menu Properties** window is displayed.



4. Modify the port number on the URL displayed at **Target** of the **Properties of Desktop Keeper Main Menu** window to make it consistent with the modified port number.

Example) Modify the Port Number to 12250

[Before Modification]

"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost/DTK/index.html

5. [After Modification]

"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost:12250/DTK/index.html

6. 4. Click the **OK** button.

## 4.3 Service List

This section describes the services provided by Systemwalker Desktop Keeper.

Function	Display Name	Functional Specification	Management Server/Master Management Server	Client (CT)	Smart Device Relay Server
Server Service	SWServerService	CT integrated management	Y	N	N
Level Control Service	SWLevelControlService	Level control management	Y	N	N

Function	Display Name	Functional Specification	Management Server/Master Management Server	Client (CT)	Smart Device Relay Server
CT Control Service	ProcessController	CT service control	N	Y	N
CT Management Service	ProcessManager	CT service management	N	Y	N
Smart Device Relay Server Service for Android	SWDTKSDSVService	Smart Device Relay Server for Android	N	N	Y
Database Service for iOS management	PostgreSQL_swtdmdm	Operation management of Database for iOS management	Y	N	N
MDM profile distribution service for iOS	SWDTiSDSVWebService	Display of MDM profile distribution page for iOS	N	N	Y
APNs connection function for iOS	SWDT_APNsClient	Function of connecting to APNs of Apple company for iOS	N	N	Y
MDM function for iOS	SWDT_MDMServer	MDM function for iOS	N	N	Y
Smart Device Relay Server Service for iOS	SWDTiSDSVService	Smart Device Relay Server for iOS	N	N	Y

Y: Service exists

N: Service does not exist

# Chapter 5 Collect Information for Investigation

For investigating the causes of errors, it is necessary to collect error logs or trace logs sometimes. The following describes the collection method.

## 5.1 Collect Debugging Trace

Debugging trace is the trace of services of the Management (Master Management) Server. The setting of trace collection is performed on the Management Console that is connected with the Management (Master Management) Server.



### Perform debugging trace in specified cases only.

When the data for investigation is collected in large amounts, the load of the PC may be increased. Collect the debugging traces under the instruction of Fujitsu's technical staff.

### Trace may not be collected immediately after changing the setting of debug trace.

- After changing the settings of debugging trace, it takes almost 6 minutes to activate the new settings.
- Settings are immediately activated after you re-start the service of Management Server on changing the settings of debugging trace.

The procedure is as follows.

1. Start the **Management Console** window.
2. Select the **Debugging Trace** from the **Operation Settings** menu.
3. Select **Summary** or **Details**.
4. Click the **Settings** button.
5. Approximately 6 minutes after you close the window, collection of Debugging trace will be started.

#### [Windows Server(R) 2008 or Windows Server(R) 2012]

Trace log files are generated/updated under [OS installation drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper.

When the file size exceeds 10MB, it will be saved after renaming. (The files with "1" to "3" in the extension will be generated.)

If "3" is contained in the file name of the generated file, no new file will be generated, but the previous file will be overwritten.

Therefore, trace logs only require 4 files x 10M. That is, 40M disk capacity at maximum.

When [No] is selected, debugging trace will be stopped.



### When the disk space is insufficient, trace will not be collected

When the disk space is insufficient, collection of debugging trace will be aborted automatically.

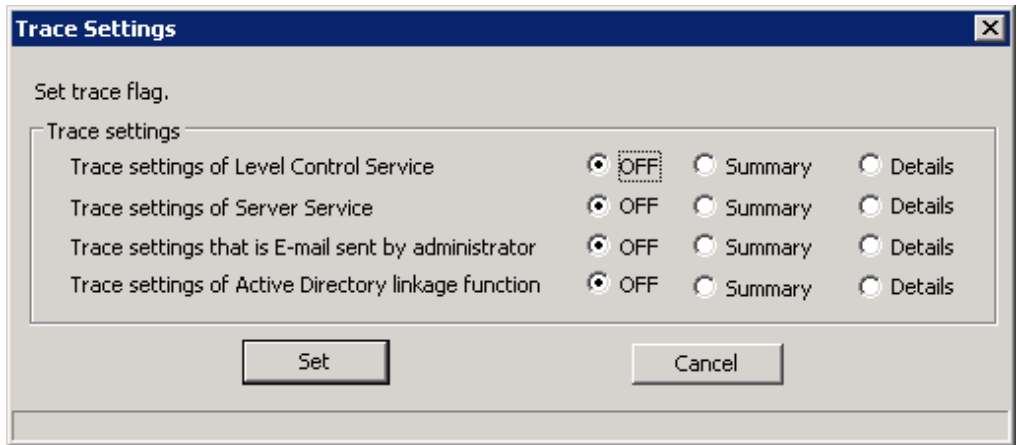
Relationship between the information appeared when Debugging Trace is selected and the information of Trace Settings of the "[Trace Settings window](#)" of Server Settings Tool

In the following information set using [Trace Settings] of the Server Settings Tool, the collection level of the trace log is the highest setting (the highest level is [Details], and second is [Summary], and the last is [OFF]), which is set in the selection window of [Debugging Trace] of the Management Console.

- [Trace Settings of Level Control Service]
- [Trace Settings of Server Service]
- [Trace Settings of that is E-mail sent by administrator]

In addition, after setting again in the selection window of [Debugging Trace] of the Management Console, this setting will be set to the same level as [Trace Settings] of Server Settings Tool ([Trace Settings of Level Control Service], [Trace Settings of Server Service] and [Trace Settings of that is E-mail sent by administrator])

Trace Settings window



Trace Settings

Item Name	Description
[Trace Settings of Level Control Service]	<p>Set the trace specification of level control service.</p> <ul style="list-style-type: none"> <li>- [OFF] Do not collect trace of level control service.</li> <li>- [Summary] Collect trace of level control service at summary level.</li> <li>- [Details] Collect trace of level control service at details level.</li> </ul>
[Trace Settings of Server Service]	<p>Set the trace specification of server service.</p> <ul style="list-style-type: none"> <li>- [OFF] Do not collect trace of server service.</li> <li>- [Summary] Collect trace of server service at summary level.</li> <li>- [Details] Collect trace of server service at details level.</li> </ul>
[Trace Settings that is E-mail sent by administrator]	<p>Set the trace specification of administrator notification function</p> <ul style="list-style-type: none"> <li>- [OFF] Do not collect trace of administrator notification function.</li> <li>- [Summary] Collect trace of administrator notification function at summary level.</li> <li>- [Details] Collect trace of administrator notification function at details level.</li> </ul>

For [Trace Settings of Active Directory linkage function], refer to "[5.4 Collect Trace of Active Directory Linkage Function](#)".

## 5.2 Collect Trace of Management Console

This section describes how to set the trace of the Management Console.



## Note

### Perform debugging trace in specified cases only.

When the data for investigation is collected in large amounts, the load of the PC may be increased. Collect the Management Console trace under the instruction of Fujitsu's technical staff.

The procedure is as follows.

1. Start the **Management Console** window.
2. Select **Management Console Trace** from the **Operation Settings** menu.
3. Select **Summary** or **Details**.
4. The trace of the Management Console will be started.

[**Windows Vista(R), Windows(R) 7, Windows Server(R) 2008, Windows(R) 8, Windows(R) 10, or Windows Server(R) 2012**]  
Files are generated/updated under [OS installation drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper

5. When the file size exceeds 10MB, it will be saved after renaming. (The files with "1" to "3" in the extension will be generated.)  
If "3" is contained in the file name of the generated file, no new file will be generated, but the previous file will be overwritten.  
Therefore, trace logs only require 4 files x 10M. That is, 40M disk capacity at maximum.

When **No** is selected, the trace of the Management Console will be stopped.

## 5.3 Collect Trace of Server Settings Tool

This section describes how to set the trace of the Server Settings Tool.



## Note

### Perform debugging trace in specified cases only.

When the data for investigation is collected in large amounts, the load of the PC may be increased. Collect the trace of the Server Settings Tool in the cases specified by Fujitsu's technical staff.

The procedure is as follows.

1. Start the Server Settings Tool.
2. Select **Trace Server Settings Tool** from the **Settings** menu.
3. Select **Summary** or **Details**.
4. Trace collection will be started.

[**Windows Server(R) 2008 or Windows Server(R) 2012**]  
Files are generated/updated under [OS installation drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper.

5. When **OFF** is selected, the trace of the Server Settings Tool will be stopped.

## 5.4 Collect Trace of Active Directory Linkage Function

This section describes how to set the trace of the Link with Active Directory function.



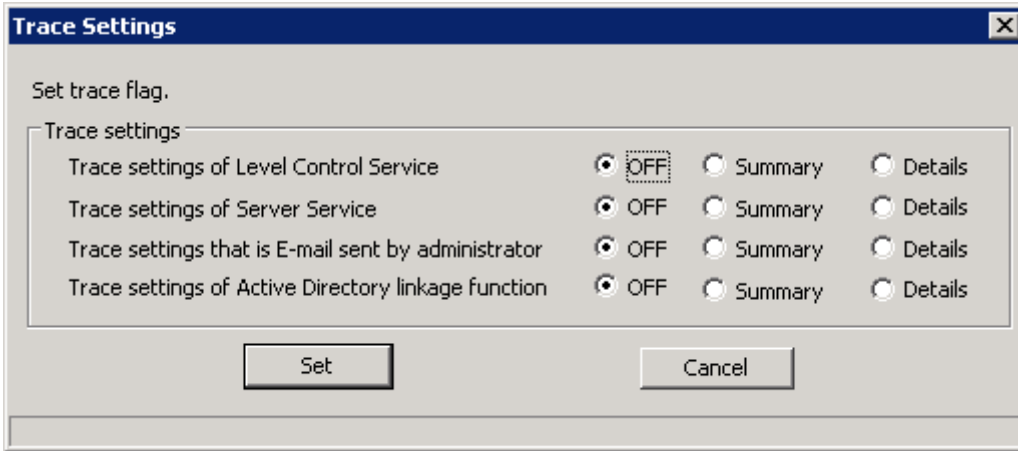
## Note

### Perform debugging trace in specified cases only.

When the data for investigation is collected in large amounts, the load of the PC may be increased. Collect the trace of the Link with Active Directory function in the cases specified by Fujitsu's technical staff.

The procedure is as follows.

1. Start the Server Settings Tool.
2. Click the **Trace Settings** button.  
The **Trace Settings** window is displayed.



Trace Settings

Item Name	Description
[Trace Settings of Active Directory linkage function]	<p>Set the trace specification of the Link with Active Directory Function.</p> <ul style="list-style-type: none"> <li>- [OFF] Do not collect trace of Link with Active Directory function.</li> <li>- [Summary] Collect trace of Link with Active Directory function at summary level.</li> <li>- [Details] Collect trace of Link with Active Directory function at details level.</li> </ul>

3. Select required items, and click the [Set] button.

- When **Summary** or **Details** is selected

Trace collection will be started.

**[Windows Server(R) 2008 or Windows Server(R) 2012]**

Files are generated/updated under [OS installation drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper.

In addition, when the file size exceeds 10MB, it will be saved after renaming to another name. (The files with "1" to "3" in the extension will be generated.)

If "3" is contained in the file name of the generated file, no new file will be generated, but the previous file will be overwritten. Therefore, trace logs only require 4 files x 10M. That is, 40M disk capacity at maximum.

- When **OFF** is selected

Trace collection will be stopped. (However, the logs of executing the Active Directory Linkage command will be collected.)

## 5.5 Collect Trace of Backup Tool /Backup Command

This section describes how to set the trace of the backup tool and backup command.



Note

Perform debugging trace in specified cases only.



When the data for investigation is collected in large amount, the disk may be stressed. Collect the trace of the backup tool or backup command in the cases specified by Fujitsu's technical staff.

---

The procedure is as follows.

Through starting the backup tool, the trace of both the tool and command can be collected.

1. Start the Backup Tool.
2. Select **Backup tool trace** from the **Settings** menu.
3. Select **Summary** or **Details**.
4. Trace collection is started.

**[Windows Server(R) 2008 or Windows Server(R) 2012]**

Files are generated/updated under [OS installation drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper.

When **No** is selected, the trace of backup tool will be stopped.

## 5.6 Collect Trace of Restoration Tool/Restoration Command

---

This section describes how to set the trace of the restoration tool and restoration command.



### Set the collection of trace in specified cases only

When the data for investigation is collected in large amounts, the disk may be stressed. Collect the trace of the restoration tool in the cases specified by Fujitsu's technical staff.

---

The procedure is as follows.

1. Start the Restoration Tool.
2. Select **Trace Restoration Tool** from the **Settings** menu.
3. Select **Summary** or **Details**.
4. Trace collection is started.

**[Windows Server(R) 2008 or Windows Server(R) 2012]**

Files are generated/updated under [OS installation drive]\ProgramData\Fujitsu\Systemwalker Desktop Keeper.

When **No** is selected, the trace of the restoration tool will be stopped.

## 5.7 Collect Trace of Log Viewer

---

This section describes how to set the trace of Log Viewer.



### Perform debugging trace in specified cases only.

When the data for investigation is collected in large amounts, the disk may be stressed. Collect the trace of Log Viewer under the instruction of Fujitsu's technical staff. .

---

The procedure is as follows.

1. Open the "DTK.ini" file under the folder of C: \Inetpub\Scripts\DTK of the Management Server (Master Management Server in case of a 3-level system composition) with a text editor.
2. In TraceLogLV=0 of the [Logviewer] section, modify the value from 0 to 5.

3. Save the "DTK.ini" file by overwriting.
4. Stop the "World Wide Web Publishing Service" service.
5. Start the "World Wide Web Publishing Service" service.
6. Start Log Viewer and perform the playback operation.
7. Trace collection is started.  
The "SWDTK\_LV\_F3JMV999.log" file is generated/updated under C:\Inetpub\Scripts\DTK\Log\LV (the part of 999 is 3 digits of numbers).
8. Stop the "World Wide Web Publishing Service" service.
9. Change the value of the [Logviewer] session of the "DTK.ini" file back to TraceLogLV=0.
10. Save "DTK.ini" by overwriting.
11. Start the "World Wide Web Publishing Service" service.

## 5.8 Collect Logs for Investigation of Client (CT)

---

This section describes how to collect, change and display the log for investigating errors that occurred in applications of Systemwalker Desktop Keeper CT.

The system administrator performs the following operations on each CT.

The collectable logs for investigation are as follows:

- Error log

The log of the error occurred in the application of CT will be recorded.

The file name is "SWCT\_ERR Year Month Day.DAT". (Example: SWCT\_ERR070601.DAT)

- Trace log

The content processed on the application of the CT will be recorded.

The file name is "SWCT\_TRC Year Month Day.DAT". (Example: SWCT\_TRC070601.DAT)

In the initial setting, the above logs for investigation are collected according to the following conditions. The initial setting is the log collection condition after the installation of the product. When modifying the log collection condition, refer to ["5.8.1 Modify Collection Conditions"](#).

Item Name	Initial Setting
The log for investigation to be collected	Error log: Collect Trace log: Not collect
Output destination directory	Error log: the directory specified during CT installation for saving logs. Trace log: the directory specified during CT installation for saving logs. The directory for saving cannot be modified.
Maximum log size	Size of error log: Maximum 1MB per day Size of trace log: Maximum 10MB per day
Maximum holding days	Error log: 30 days Trace log: 30 days

### 5.8.1 Modify Collection Conditions

---

This section describes how to modify the collection conditions of the log for investigation.

#### Modify the collection of log for investigation

This section describes how to modify the log for investigation to be collected.



## Note

### Do not tell the password to others

When executing this command in the command prompt, the password may be viewed by a third party or terminal user. When using this command, for security considerations, make sure to use batch files, etc. to ensure the password will not be viewed.

### Error log

Execute the command on the client (CT) to modify.

1. Logon with the user that has Administrator authority of the local computer on the PC that requires settings modification.
2. Execute the following command at the CT command prompt.

```
fsw11ej7.exe <Password> /L /F /E <Flag>
```

<Password>

Enter the password that was specified during CT installation.

<Flag>

Enter any one of the following numbers.

"0": Do not collect logs

"1": Collect logs

For details of this command, refer to the content of "[1.29.7 Specify Output of Error Log](#)".

### Trace log

It not only can be modified using the Management Console, but also can be modified by executing a command on the client.

Modification using the Management Console can be executed in the client (CT) of V14.2.0 or later.

Modification using a command can be executed in the client (CT) of all versions.

### Specify Management Console

The system administrator and department administrator can conduct this operation.

1. Start the Management Console, and select the CT group where the client (CT) to modify the collection conditions is located through the configuration information tree.
2. Select the client (CT) that satisfies conditions from the CT list.  
(the client (CT) that satisfies conditions is determined through [CT Version] of the CT list. For the CT version of the client (CT) of V14.2.0 or later, refer to the relevant content of "[Chapter 6 CT Version](#)".)
3. Select the Context menu displayed by right-clicking the mouse, or select [CT Debugging Trace] from the [File] menu.  
Select the current setting content.
4. Modify the setting content.
5. In the confirmation window of setting content, click the [OK] button.

The setting content will be reflected to client (CT) immediately.

The modified settings ("Summary" or "Details") will be displayed in [Trace conditions] of the CT list after the reflection has completed.

### Execute command on client (CT)

1. Logon with the user that has Administrator authority of the local computer on the PC to perform modification.
2. Execute the following command from command prompt.

```
fsw11ej7.exe /L /F /T <Flag>
```

<Flag>

Enter any one of the following numbers.

"0": Not collect the log

"3": Collect the log (Collect the trace log in summary level)

"5": Collect the log (Collect the trace log in details level)

For details of this command, refer to "[1.29.8 Specify Output of Trace Log](#)".

## Modify the Maximum Log Size

This section describes how to modify the maximum size of the log for investigation to be collected.

1. Logon with the user that has Administrator authority of the local computer on the PC to perform modification.
2. Execute the following command from command prompt.

```
fswl1ej7.exe <Password> /L /S /<parameter> <log size>
```

<Password>

Enter the password that was specified during CT installation

<Parameter>

Enter any one of the following letters.

"E": To set an error log

"T": To set a trace log

<Log size>

Enter the maximum log size. The unit is MB.

For details of this command, refer to "[1.29.12 Modify Log Size \(Error Log\)](#)" when setting the error log, and refer to "[1.29.13 Modify Log Size \(Trace Log\)](#)" when setting the trace log.



### Do not tell the password to others

When executing this command in the command prompt, the password may be viewed by a third party or terminal user. When using this command, for security considerations, make sure to use batch files, etc., to ensure the password will not be viewed.

## Modify the Maximum Holding Days

This section describes how to modify the maximum holding days of the log so that the investigation can be collected.

1. Logon with the user that has Administrator authority of the local computer on the PC to perform modification.
2. Execute the following command from command prompt.

```
fswl1ej7.exe <Password> /L /R <Number of holding days>
```

<Password>

Enter the password that was specified during CT installation

<Number of holding days>

Enter the maximum holding days. The unit is days.

For details of this command, refer to the content of "[1.29.11 Modify Number of Days to Save Logs](#)".



### Do not tell the password to others

When executing this command in the command prompt, the password may be viewed by a third party or terminal user. When using this command, for security consideration, make sure to use batch files, etc. to ensure the password will not be viewed.

## 5.8.2 Display Logs

---

This section describes how to display the log for investigation.

1. Logon with the user that has Administrator authority of the local computer on the PC to display logs for investigation.
2. Execute the following command from command prompt.

```
fswl1ej7.exe <Password> /L /O /<Parameter>
```

<Password>

Enter the password that was specified during CT installation

<Parameter>

Enter any one of the following letters.

"E": To display an error log

"T": To display a trace log

For details of this command, refer to "[1.29.9 Display Log \(Error Log\)](#)" when displaying the error log, and refer to "[1.29.10 Display Log \(Trace Log\)](#)" when displaying the trace log.



---

### Do not tell the password to others

When executing this command in the command prompt, the password may be viewed by a third party or terminal user. When using this command, for security considerations, make sure to use batch files, etc., to ensure the password will not be viewed.

---

## 5.9 Collect Investigation Log of Smart Device (Agent)

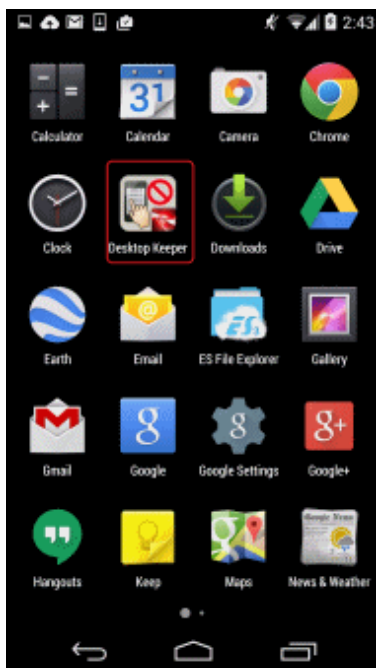
---

If a problem arises when using the application, collect the data for investigation and send to the administrator.

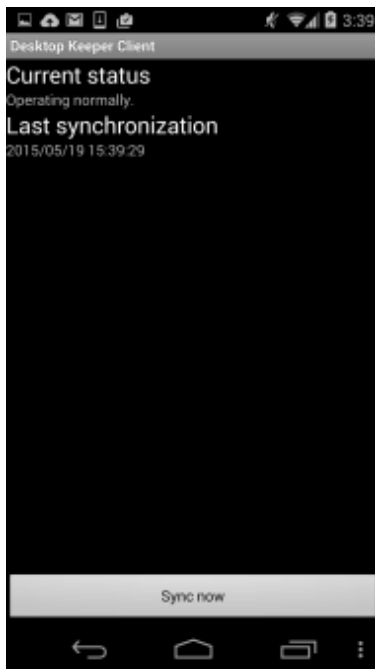
Collected data is output to an external storage device (such as an SD card). (1MB space must be available)

Procedure of collection is as follows:

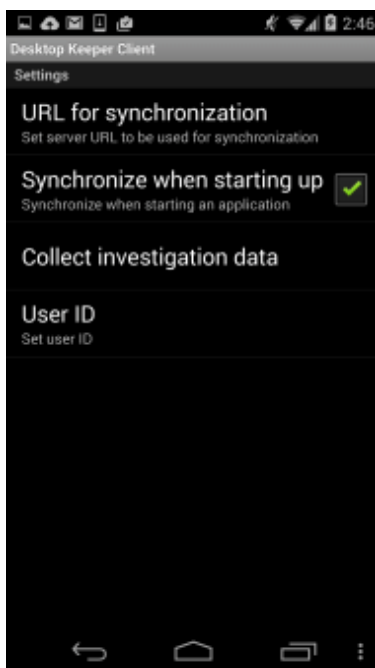
1. Start the installed Smart Device (agent) (Desktop Keeper Client).



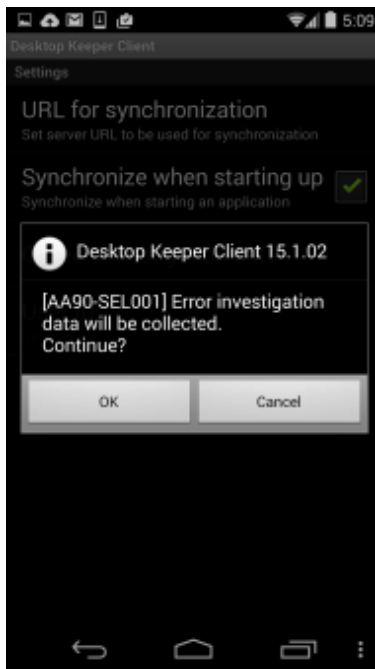
2. After starting the installed Smart Device (agent), tap the Menu button. Option menu is displayed. Now, tap **Settings**.



3. In **Settings**, tap **Collect investigation data** .



4. Data collection confirmation window is displayed. If **OK** is tapped, data collection starts.



### Note

When the data for investigation is already collected

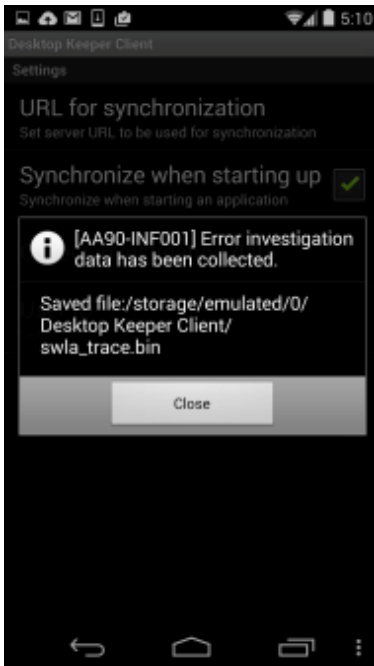
When data for investigation is already collected, the following message that asks the user whether to overwrite the existing data is displayed.

'Collected file already exists.  
Do you wish to overwrite?'

Tap the **OK** button to overwrite the existing file.

5. Data collection starts.

6. Once the collection is complete, the completion window is displayed. Tap **Close** to close the Window and tap the **Back** button to go back.



7. Confirm the storage location displayed in the completion window, and collect the log file (swla\_trace.bin) output to the external storage device (such as SD card).

## 5.10 Use Information Collection Tool

---

The Information Collection Tool of Systemwalker Desktop Keeper is a tool that collects necessary data and compresses the data into a file, so that it is convenient to investigate the problems occurred in Systemwalker Desktop Keeper. When the technical staff of Fujitsu reminds you to collect data, it can be done effectively by using this tool.

Use the tools when specified by Fujitsu technician.

The data for investigation that can be collected by this tool are as follows:

- Watson log, mini dump

For investigation when an application error occurs.

A Watson log will not be obtained on Windows Vista(R), Windows(R) 7, Windows Server(R) 2008, Windows(R) 8, Windows(R) 10, or Windows Server(R) 2012.

A mini dump only obtains the dump occurred within 72 hours.

- System information

Collect the server status or the system status of PC to be investigated.

- Registry information

Confirm the settings of the entire PC that contains the settings of Systemwalker Desktop Keeper.

- Operation log of Desktop Keeper

The operation logs of the management server, management console, log viewer or CT.

- Installation log

The logs created when installing a management server, management console, log viewer or CT.

- Event log

The logs of events occurred on client (CT) or database.

The following are three methods for collecting data:



- Use the Information Collection Tool in the environment in which Management Server, Log Analyzer Server, Smart Device Relay Server and Management Console are installed and environment in which Report Output Tool is installed
- Execute the command on Client (CT)
- Execute Remotely for Client (CT) from Management Server

**Use the Information Collection Tool in the environment in which Management Server, Log Analyzer Server, Smart Device Relay Server and Management Console are installed and environment in which Report Output Tool is installed**

The data necessary for investigating the occurring problems can be obtained by executing the Information Collection Tool.

The conditions for normal operation of Information Collection Tool are as follows:

- Execute the Information Collection Tool by the user with Administrator authority.
- Confirm that the hard disk for saving data has sufficient available space (about 50MB).
- Do not log off or shut down the system of the said environment until the collection of data has completed.

The Information Collection Tool can be used as follows:

The following is an example of Log Analyzer Server and the procedure is same as that in case of other components. Information collection tools for each installed component are registered in the Start menu. However, the data collected by any information Collection Tool in a given environment remains the same.

1. Acquire the performance information (Execute DBPERFORM.BAT) in case of Management Server/Master Management Server.



According to the environment being used, it is necessary to edit "DBPERFORM.BAT". Open "DBPERFORM.BAT" with a text editor and edit the following contents that are underlined and in bold type.

```
rem *****
rem * Operating Parater Specification Block *
rem *****

rem Describe database name(DTKDB is specified at operation DB and DTKDB2 is specified at log
inspection DB)
set SQLDB=(*1)

rem Describe user ID connecting to database(Manager ID of operation DB is set)
set SQLUser=(*2)

rem Describe the password corresponding to the user ID connecting to the database
set SQLpsw=(*3)
```

No.	Editing Content	Configuration Example
(*1)	Enter "DTKDB" for investigating operation DB, or enter "DTKDB2" for investigating log inspection DB.	DTKDB
(*2)	Enter the user ID (granted with the authority to back up and restore information) registered in the Server Settings Tool.	BKUSER
(*3)	Enter the password corresponding to the preceding user ID.	BKPSW

- Management Server: %SERVER%\ServerConfigTool (%SERVER% is the installation folder of Management Server.)

Install in the following folder under standard conditions.

[Windows Server(R) 2008]

C: \Program Files\Fujitsu\Systemwalker Desktop Keeper\Server

[Windows Server(R) 2008 64-bit Edition, Windows Server(R) 2008 R2, or Windows Server(R) 2012]

C:\Program Files (x86)\Fujitsu\Systemwalker Desktop Keeper\Server

2. Start **Start > FJQSS (Information Collection Tool) > information collection (Desktop Keeper Log Analyzer Server)**.
3. In the command prompt, press "Y" according to the instructions of the displayed window.  
Data collection may take about 3~10 minutes.
4. Once data collection is complete, the path of storage location of data is displayed, Confirm the storage location.(The data is stored under the folder path specified by Environment variable TMP.)
5. Press Enter and close the command prompt.
6. The following folder/file is generated under the storage location. It is the information collected by the file with extension "cab".  
Now send this file. It is not necessary to send any other file.

Folder name

ezcollectYYYYMMDDHHMMSS

File name

resultYYYYMMDDHHMMSS\_1\_1.cab

result.txt

ez.log

Note) YYYYMMDDHHMMSS is the year, month, day, hour, minute and second when data is collected.

Example: ezcollect20080618163412

File to be collected with extension "cab" is already compressed. It is not necessary to compress the file further when sending the file.

Files other than that the one mentioned above may exist in the folder before pressing the Enter key in Procedure 5.

## Execute the command on Client (CT)

The data necessary for investigating the occurring problems can be collected by executing the command (dtk\_qss.exe) that collects the data for investigation.

The conditions for normal operation of the command (dtk\_qss.exe) are as follows:

- Execute the command by the user with Administrator authority.
- Confirm that the hard disk for saving data has sufficient available space (about 50MB).
- Do not log off or shut down the client (CT) or Management Server that executes the command until the collection of data has completed.

This command can be used as follows.

1. Open the following folder in Explorer.

- Smart Device Relay Server: %SERVER%\qss(%SERVER% is the installation folder of Smart Device Relay Server .)

- Install in the following folder under standard conditions.

CrSWDTKSDSV\QSS

- Client: %CLIENT%(%CLIENT% is the installed folder.)

- Install in the following folder under standard conditions.

[Windows Vista(R), Windows(R) 7, Windows Server(R) 2008, Windows(R) 8, or Windows(R) 10]

C:\Program Files\Fujitsu\Systemwalker Desktop Keeper\Client

[Windows Vista(R) 64-bit Edition, Windows(R) 7 64-bit Edition, Windows Server(R) 2008 64-bit Edition, Windows Server(R) 2008 R2, Windows(R) 8 64-bit Edition, Windows(R) 10 64-bit Edition, or Windows Server(R) 2012]

C:\Program Files (x86)\Fujitsu\Systemwalker Desktop Keeper\Client

2. Execute Dtk\_qss.exe.

[Windows Vista(R), Windows(R) 7, Windows Server(R) 2008, Windows(R) 8, Windows(R) 10, or Windows Server(R) 2012]

- a. Right-click Dtk\_qss.exe and select **Run as Administrator**.
- b. Select **Allow** after the warning window of **Use Account Control** is displayed.
- c. Click **Y** according to the instruction on the displayed window.
- d. Data collection may take about 3~10 minutes according to environment.

3. When data collection is completed, press Enter.

4. In the location where Dtk\_qss.exe is executed, the following folder and files under the folder will be generated. Among them, the file with the "cab" extension is the collected information. Send this file. The other files have no need to be sent.

Folder Name:

ezcollectYYYYMMDDHHMMSS

File Name:

resultYYYYMMDDHHMMSS\_1\_1.cab

result.txt

ez.log

Note) YYYYMMDDHHMMSS is the year, month, day, hour, minute and second when data collection is performed.

Example: ezcollect20080618163412

The collected file with the "cab" extension is the file that has been compressed. When sending it, there is no need to compress again. Before pressing Enter of Step 3, other files apart from the above may exist in the folder.

## Execute Remotely for Client (CT) from Management Server

The data collection can be executed through the Management Console when client (CT) is of V13.3.0 or later.

However, the Citrix Presentation Server monitoring function does not support remote data collection.

The conditions for normal operation of remote data collection are as follows:

- Confirm the service of the Management Server (server service, level control service) has been started.
- Confirm the client (CT) to be investigated has been started. In addition, do not log off or shut down the client (CT) until the sending of collected data from the client (CT) to the Management Server has completed.
- Normal communication between the Management Server and client (CT) should be maintained.
- The available space on the C drive of the client (CT) to be investigated must be more than 50M.
- Only the system administrator can execute. The department administrator cannot.
- Execution can be performed when a single client (CT) is selected. Execution cannot be performed when a CT group or multiple clients (CTs) have been selected.
- The data collected on the client (CT) with the CT of V14.2.0 or later installed will be saved in the folder C:\DTK\\_Extension of client (CT)
- 

Same as the sending of attached information (Set in the **Send log** of the **Terminal Initial Settings** window), the data saved on the client (CT) is saved in the folder for saving trouble investigation data (C:\DTK\CTQSSSave in standard) of the Management Server. For the **Terminal Initial Settings** window, refer to *Systemwalker Desktop Keeper User's Guide for Administrator*.

File Name

yyyymmdd-hhmmss- CT's Computer Name.exe (Client version is V14.2.0 or a previous version)

yyyymmdd-hhmmss- CT's Computer Name.cab (Client is V14.3.0 or later)

The procedure is described as follows.

1. Start **Management Console**.
2. From the CT group tree, select the CT group to which the CT for data collection belongs.
3. Select the CT for data collection from the CT list.

**[When executing through the Context menu]**

Right-click and select **Collect Remote Material**.

**[When executing through the menu bar]**

Select **Collect Remote Materials** from the **File** menu.

4. After the confirmation window is displayed, click the **OK** button.
5. After the message for requesting collection of data for trouble investigation is displayed, data collection is started.
6. Click the **OK** button.
- 7.



**When remote data collection is not executed**

When executing remote data collection, if the re-logout, logoff or shutdown is performed on the client (CT) side, data collection may not be performed.



**FJQSS (Information Collection Tool)**

FJQSS (Information Collection Tool) is the information Collection Tool incorporated in Systemwalker Desktop Keeper for investigation when trouble occurs. Necessary data for trouble investigation can be collected by simple operation.

For details on FJQSS (Information Collection Tool), refer to the manual displayed in **Start/Application > FJQSS (Information Collection Tool) > FJQSS User's Guide**.

## Chapter 6 CT Version

The correspondence of CT version and edition/version of product is as follows:

CT version	Product edition/Version
1.3.0.1	V12L20 SE(English version)
1.4.0.1	V12L20 SE(Chinese version)
2.3.0.1	V13.0.0 SE(Chinese version)
2.4.0.1	V13.0.0 SE(English version)
2.8.0.1	V13.2.0 SE(Chinese version)
2.9.0.1	V13.2.0 SE(English version)
3.13.0.1	V14.2.0(Chinese version)
3.14.0.1	V14.2.0(English version)
4.9.0.1	V15.1.0(Global version)
4.9.0.2	V15.1.1(Global version)

The correspondence of version of Smart Device (Agent) and edition/version of product is as follows:

Version of Smart Device (Agent)		Product edition/Version
4.5.0.4	Android	V15.1.0(Global version)
4.5.0.1	iOS	V15.1.1(Global version)