

# FUJITSU Software

## Systemwalker Desktop Keeper

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

# User's Guide for Client

Windows

B1WD-3255-06ENZ0(00)  
July 2016

# Preface

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## Purpose of This Guide

This guide describes the necessary setting methods and operation methods for using the following product:

- Systemwalker Desktop Keeper V15.1.2

## Readers

This guide is for readers who export files using the file export utility of Systemwalker Desktop Keeper.

This guide assumes readers have the following knowledge:

- General knowledge of PCs
- General knowledge of Microsoft(R) Windows
- General knowledge of the Internet
- General knowledge of Google Android(TM) (when installing a smart device (agent) (Android))
- General knowledge of iOS (when installing a smart device (agent) (iOS))

## Structure

This guide consists of the following:

### [Chapter 1 Export Files and Folders Using File Export Utility](#)

This chapter describes the methods of using the file export utility of Systemwalker Desktop Keeper.

### [Chapter 2 Apply Off-line Policy](#)

This chapter describes the methods of applying off-line policy.

### [Appendix A Message List](#)

This chapter describes the output messages of Systemwalker Desktop Keeper.

## Location of This Guide

The location of this guide in the manuals of Systemwalker Desktop Keeper is as follows:

Manual Name	Content
Release Information	This guide describes additional functions and incompatibility information of Systemwalker Desktop Keeper.
User's Guide	This manual describes the summary and the operating environment of Systemwalker Desktop Keeper.
Installation Guide (Note 1)	This guide describes the installation settings, as well as the maintenance and management measures of Systemwalker Desktop Keeper.
User's Guide for Administrator (Note 1)	This guide describes how to use Systemwalker Desktop Keeper.
User's Guide for Client (This Guide) (Note 2)	This guide describes the function summary and operation methods of Export Utility of Systemwalker Desktop Keeper.
Reference Manual	This manual describes the commands, files, messages and port numbers used in Systemwalker Desktop Keeper.
Centralized Management Guide	This guide explains how to centrally manage Systemwalker Desktop Keeper deployed at sites within and outside Japan.

Manual Name	Content
Troubleshooting Guide	This guide describes the causes and resolutions of assumed exceptions in Systemwalker Desktop Keeper.

Note 1: Installation Guide and User's Guide for Administrator are manuals for the administrators of Systemwalker Desktop Keeper.

Note 2: User's Guide for Client can also be viewed from the "Help" menu of File Export Utility.

## Notations

For the convenience of description, this guide 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.

### DTK Installation Directory

The DTK installation directory is the directory into which Systemwalker Desktop Keeper's products is installed.

### 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 V13.3.0	SEV13.3.0
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

Product Name	Abbreviation
Systemwalker Desktop Keeper V15.1.0 Systemwalker Desktop Keeper V15.1.1 Systemwalker Desktop Keeper V15.1.2	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:

OS	Abbreviation
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 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition	Windows Server(R) 2003 (*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
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)

OS	Abbreviation
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 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

OS	Abbreviation
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 to Android(TM) 6.0	Android
iOS 5.0 to iOS 9.3	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.

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July 2016

Revision History
July 2015, First Edition
November 2015, Second Edition
July 2016, Third Edition

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# Chapter 1 Export Files and Folders Using File Export Utility

This chapter describes the following operation method.

- Use File Export Utility to export files and folders from the client (CT).

## 1.1 Start File Export Utility

In a PC with the client (CT) of Systemwalker Desktop Keeper installed, the export of files and folders may be restricted (prohibited) due to the policy settings. At this time, files and folders cannot be exported through Explorer.

When exporting files from the prohibited drive, the error message will be displayed in the client (CT).

In addition, the following operations for the prohibited drive will not be prohibited:

- Create a new folder
- Copy a folder (But the files under the folder cannot be copied)
- Delete a folder (But the files under the folder cannot be deleted)
- Delete fills on removable drive and network drive

To export files and folders, the File Export Utility should be used.

By using the Export Utility, files and folders can be exported from the drive of a PC with Systemwalker Desktop Keeper client (CT) installed to removable media, etc.

The maximum length of the path (full path) of the export source file name that can be specified is halfwidth218 characters (109 fullwidth characters).

The following halfwidth symbols cannot be used in the export source file name (full path).

\, /, !, \*, ?, ", <, >, |

If you want to encrypt the files before exporting them, you cannot use the UNICODE characters in the export source file name (full path) and export destination file name (full path).

The following describes how to start the File Export Utility and its window layout.

### Startup

This section describes how to start the File Export Utility.

1. Start File Export Utility with any of the following methods.

- Select **Start > Systemwalker Desktop Keeper > Client > File Export Utility** or **Apps > Systemwalker Desktop Keeper > File Export Utility** on the PC installed with client (CT).
- Right-click a file or folder in Explorer, and select **Send to > Desktop Keeper File Export Utility**.
- Drag the file or folder to the icon of **Desktop Keeper File Export Utility** on desktop.

The **File Export Utility** window is displayed.

### Displayed Content of Window








This section describes the name of components in the **File Export Utility** window.

#### File Export List

Display the list of files or folders exported from the client (CT).

#### Menu Bar/Tool Bar

The following describes the menu bar and tool bar of the **File Export Utility** window.

	Menu Bar	Tool Bar	Function Summary
<b>File</b>	<b>Add file</b>	 Add file	Display the file selection window. Select the file(s) to be exported.
	<b>Add folder</b>	 Add folder	Display the folder selection window. Select the folder(s) to be exported.
	<b>Delete file</b>	 Delete file	Delete the files or folders displayed in the file export list.
	<b>Execute export</b>	 Execute export	Export unencrypted or encrypted files and folders.
	<b>Format Drive</b>	-	Format the drive. This option appears depending on the policy settings.
	<b>Erase CD-RW/ DVD-RW</b>	-	Erase all data of the CD-RW/DVD-RW media. It is displayed when the client (CT) uses an OS that can erase CD-RW/DVD-RW. This option appears depending on the policy settings.  - The OS that can erase the CD-RW media data are as follows. (Note) - Windows Vista(R) - Windows(R) 7 - Windows(R) 8 - Windows(R) 10  - The OS that can erase DVD-RW media data are as follows. (Note) - Windows Vista(R) - Windows(R) 7 - Windows(R) 8 - Windows(R) 10
	<b>Exit application</b>	-	Exit the Export Utility.
<b>Display</b>	<b>Display in Full Path</b>	 Display in Full Path	Switch between whether to display the full path of the file export list or not.
	<b>View export destination</b>	 View export target	Display the <b>View export destination</b> window. File Export Utility can be used to view the files exported to USB devices (the list of drives, files and folders can be viewed).
<b>Help</b>	<b>Online Help</b>	 Online Help	Display online help.
	<b>Version Information</b>	-	Display copyright and version information.

Note) The OS is shown as follows.

- Windows(R) 7 Ultimate
- Windows(R) 7 Enterprise
- Windows(R) 7 Professional
- Windows(R) 7 Home Premium
- Windows Vista(R) Home Basic
- Windows Vista(R) Home Premium
- Windows Vista(R) Business
- Windows Vista(R) Enterprise
- Windows Vista(R) Ultimate
- Windows (R) 8 Pro
- Windows (R) 8 Enterprise
- Windows (R) 8.1 Pro
- Windows (R) 8.1 Enterprise
- Windows(R) 10 Home
- Windows(R) 10 Pro
- Windows(R) 10 Enterprise
- Windows(R) 10 Education

**Input Field of Reasons for Export**

Depending on policy settings, the input field of reasons for export may not appear sometimes.

When the input field of reason for export appears, make sure to input.

Up to 200 halfwidth and fullwidth characters can be input as the reason for export. Line feeds and tab cannot be input.

## 1.2 Export File

---

The following describes the situations when exporting files to media other than DVD/CD, and when exporting files to DVD/CD media.



See

Refer to "Export Utility" in "Notes Relating to Functions" in the *User's Guide for Administrator* for notes on exporting files.

### 1.2.1 Export file to media except DVD/CD

---

The following describes the procedure of using File Export Utility to export files or folders to a removable drive.



Note

**Confirm the status of file**

- Do not access the file that is being exported through the export utility from another application. When the file in the export process is being accessed, an error may occur.
- When decrypting the file in the export destination, the OS operation authority is required for encrypting files, and files cannot be decrypted without operation authority.



4. Select **Execute export** from the **File** menu.

Depending on the policy settings, sometimes only removable disks are displayed as options for the destination drive.

5. Click the **OK** button on the execution confirmation window.

[When files and folders are exported directly]

The **Select target for normal file export** window is displayed.

- a. Select the target to be exported, and click the **OK** button.
- b. The completion window will be displayed after the file export has finished (the window indicating the executing operation will be displayed when the processing time is relatively long). Click the **OK** button.

## 1.2.2 Export File to DVD/CD Media

---

This section describes the procedure for using the file export utility to export files and folders to DVD/CD.

### OS that allows export

The OS that can export files to CD media are as follows:

- Windows(R) 7 Ultimate
- Windows(R) 7 Enterprise
- Windows(R) 7 Professional
- Windows(R) 7 Home Premium
- Windows Vista(R) Home Basic
- Windows Vista(R) Home Premium
- Windows Vista(R) Business
- Windows Vista(R) Enterprise
- Windows Vista(R) Ultimate
- Windows (R) 8 Enterprise
- Windows (R) 8 Pro
- Windows (R) 8.1 Enterprise
- Windows (R) 8.1 Pro
- Windows(R) 10 Home
- Windows(R) 10 Pro
- Windows(R) 10 Enterprise
- Windows(R) 10 Education

The OS that can export files to DVD media are as follows.

- Windows(R) 7 Ultimate
- Windows(R) 7 Enterprise
- Windows(R) 7 Professional
- Windows(R) 7 Home Premium
- Windows Vista(R) Home Basic
- Windows Vista(R) Home Premium
- Windows Vista(R) Business
- Windows Vista(R) Enterprise

- Windows Vista(R) Ultimate
- Windows (R) 8 Enterprise
- Windows (R) 8 Pro
- Windows (R) 8.1 Enterprise
- Windows (R) 8.1 Pro
- Windows(R) 10 Home
- Windows(R) 10 Pro
- Windows(R) 10 Enterprise
- Windows(R) 10 Education
- 

### Conditions of DVD/CD that allows export

- Types of the media that can be exported: CD-R, CD-RW, DVD-R, DVD-RW
- Status of the media that can be exported: blank media

Blank media refers to the following.

- Unformatted CD-R/RW or DVD-R/RW media after purchasing. However, the specific circumstance when the media has already been formatted should be excluded.
- The CD-RW/DVD-RW media that has been burned but erased with the Export Utility.

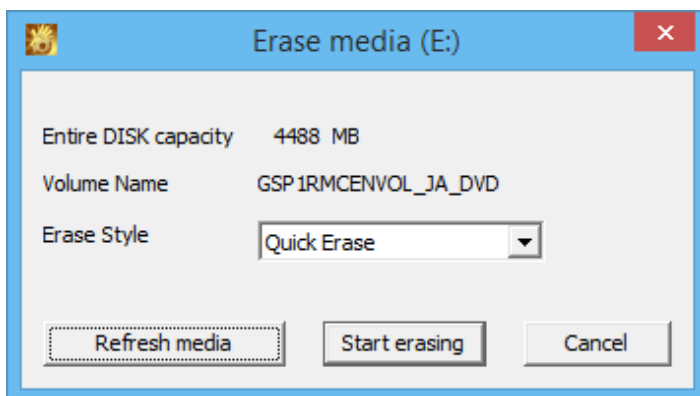
The CD-R, CD-RW, DVD-R and DVD-RW that are formatted by the following methods cannot be used as the media that allows export even if no file exists after formatting.

- When the disk is formatted to UDF for packet writing
- When the disk is formatted to CDFS for streaming writing

### Erase DVD-RW/CD-RW

When erasing the data existing in a DVD-RW/CD-RW media and exporting files to that DVD/CD, use the File Export Utility to erase data. The steps of erasing data are as follows.

1. Start the **File Export Utility** window.
2. Select **Erase CD-RW/DVD-RW** from the **File** menu.
3. The **Erase media** window is displayed. Select a DVD/CD drive that contains the media for data erasing, and then click the **Erase** button.
4. The **Erase media** window is displayed.



- When erasing DVD/CD quickly  
Select **Quick Erase**. Quick erase means only to erase the PMA(Program Memory Area) and TOC(Table Of Contents) field.
  - When erasing DVD/CD completely  
Select **Complete Erase**. Complete erase means to erase all fields of the DVD/CD.
  - When updating the DVD/CD information displayed in the window  
Click the **Refresh media** button. The **Entire DISK capacity** and **Volume Name** of DVD/CD will be displayed again.
5. Select the **Erase Style** for a DVD/CD, and click the **Start erasing** button.  
The confirmation window asking whether erase process is to be executed is displayed.
  6. To erase, click the **OK** button.  
The **Erasing media** window is displayed, and data erasing is started.
  7. The completion window will be displayed when processing is finished. Click the **OK** button.

## Export File and Folder

The steps of exporting files and folders to a DVD/CD with File Export Utility are as follows.



### Note

#### Confirm the status of file

- Do not access the file that is being exported through the export utility from another application. When the file in the export process is being accessed, an error may occur.
- When decrypting the file in the export destination, the OS operation authority is required for encrypting files, and files cannot be decrypted without operation authority.

1. Start the **File Export Utility** window.
2. Add the file or folder to be exported with any of the following methods.



### Note

When selecting the file and folder of export source, consider the restriction of export destination

The following restrictions are applied to the length of the file name or folder name of the export target.

Therefore, before export, check the length of the file name or folder name to be exported to make sure it is within the limit of export target.

In particular, when exporting folders, if the subordinate files exceed the limit, an error will also occur, which will disable the export. Be aware of this.

[About the character encoding, length of file name and folder name of export target]

The maximum length of the file name of the export target is 240 bytes (including path length) (folder separator (\) is counted as 1 byte, and 1 character of a file name and folder name is counted as 2 bytes).

In addition, file name and folder name are specified within halfwidth and 64 fullwidth characters respectively.

UNICODE characters cannot be used for the file name and folder name of the export target.

The following restrictions are applied to the character code of the file name and folder name of the export target.

[About the character encoding of the name of the file and folder to be exported]

When encrypting the file or folder before export, or exporting a file or folder to CD/DVD, the UNICODE characters cannot be used in the name of the file and folder to be exported.

- Use the menu of the **File Export Utility** window.
  - a. Select **Add file** from the **File** menu when exporting files.
  - b. The selection window for the file to be exported is displayed.







- Select **View export target** from the tool bar.

The list of files at export destination is displayed in the **View export target** window.

3. Confirm the exported file name.

## 1.4 Format Drive

---

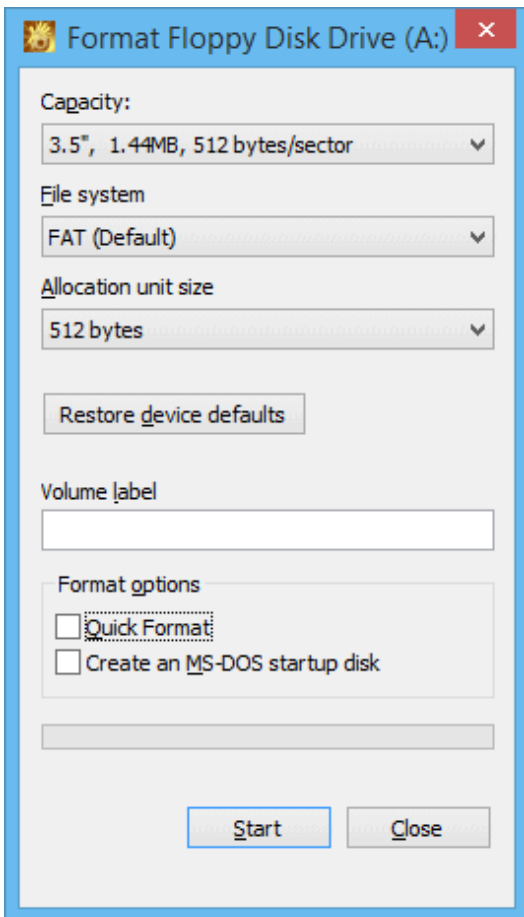
The drive with export prohibition specified cannot be formatted with the format function of the OS. To format the drive with export prohibition specified, use this function.

The following describes the procedure of formatting a drive.

1. Start the **File Export Utility** window.
2. Select **Format drive** from the **File** menu.  
The **Format drive** window is displayed.
3. Select the drive to be formatted, and click the **Format** button.

Do not select the drive in which the OS is installed.

The **Format Floppy Disk Drive** window is displayed.



4. Select the format method in **Format options**, and click the **Start** button.
5. The warning window is displayed. After confirming the content, click the **OK** button.

## Chapter 2 Apply Off-line Policy

This chapter describes the following operating methods:

- Use of the Policy Application Tool to update the policy of the client (CT).

### 2.1 Apply Off-line Policy

---

This section describes how to use the policy application tool released by the administrator.



When the administrator releases the policy application tool in an E-mail attachment, save the file attachment to any folder before running it.

1. Start the Policy Application Tool released by the administrator.  
Click the **OK** button after entering the startup password given by the administrator.
2. A screen to check the policy updates will be displayed. Click the **Yes** button.
3. The completion window is displayed after the policy has been applied successfully.  
Click the **OK** button to exit the Policy Application Tool.

# Appendix A Message List

## A.1 Message Output During Installation

---

**[I401-ERR001] Systemwalker Desktop Keeper client cannot be installed. Please confirm the object OS and Service Pack. The installation is cancelled.**

### Cause

It is installed in "Unsupported OS or Service Pack".

### Resolution

Install it in "Supported OS or Service Pack".

---

**[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 wrong when executing setup.exe.

### Resolution

Specify the path of the 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: any of the following section names that have failed to read.

- SvIPAddress
- SvIPAddress2
- CommPort
- SendPort
- SendPort2
- Password
- LogDirectory
- RebootAfterInstall
- ClientDirectory
- PrinterMode
- MailSendWatchPort
- MailAttachDeterrentMode
- MailAttachDeterrentPort
- MailAttachDeterrentPort2

### Cause

The %s described in InstConf.ini cannot be read.

### Resolution

Confirm the path and content of the InstConf.ini file.

---

**[I401-ERR005] In the InstConf.ini file, the value of %s is incorrect. Please record the correct value. The installation is cancelled.**

#### Variable information

%s: Any of the following incorrect section names exists in the value.

- SvIPAddress
- SvIPAddress2
- CommPort
- SendPort
- SendPort2
- Password
- LogDirectory
- RebootAfterInstall
- ClientDirectory
- PrinterMode
- MailSendWatchPort
- MailAttachDeterrentMode
- MailAttachDeterrentPort
- MailAttachDeterrentPort2

#### Cause

The value of %s described in the InstConf.ini is incorrect.

#### Resolution

Set the value in the InstConf.ini file correctly.

---

**[I401-ERR006] Fail to copy the %s file.**

**It is caused because:**

- the disk capacity is insufficient;**
- the corresponding disk denies being written;**
- the file with the same name already exists;**

**Please reinstall after confirmation.**

**The installation is cancelled.**

#### Variable information

%s: Name of the file that has failed to be copied.

#### Cause

- Probable causes are as follows:
- Disk capacity is insufficient.
- The corresponding disk is write-protected.
- File with the same name already exists.
- 

#### Resolution

Confirm whether the disk capacity is insufficient, or if the corresponding disk denies being written or if a file with the same name already exists, and then reinstall it.

---

**[[401-ERR007] Failed to create the %s 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 the folder that has failed to be created.

Cause

Probable causes are as follows:

- Disk capacity is insufficient.
- The corresponding disk is write-protected.
- File with the same name already exists.

Resolution

Confirm whether the disk capacity is insufficient, or if the corresponding disk denies being written or if the folder with the same name already exists, and then reinstall it.

---

**[[401-ERR008] Failed to read the value of registry. Please contact the system administrator. The installation is cancelled.**

Cause

Registry value may have been deleted.

Resolution

Contact Fujitsu technical staff.

---

**[[401-ERR009] Failed to create the registry. Please reinstall after logging on as Administrator. The installation is cancelled.**

Cause

Fail to write registry.

Resolution

Reinstall it after logging on as administrator.

---

**[[401-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 executes the installation does not have administrator authority.

Resolution

Reinstall it after logging on as administrator.

---

**[[401-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

An error occurred during installation in silent mode.

## Resolution

Confirm the errors existed in the installation log file in the path that is displayed in the message.

---

**[[401-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.

---

**[[401-ERR019] The installation of %1 has been completed, but an error occurred. Please confirm the error contents in the installation log file. Installation log file:[%2]. The installation is cancelled.**

## Variable information

%1: Name of installation function

%2: Name of installation log file

## Cause

The installation has been finished, but an error occurred.

In addition, when the following error is recorded in the installation log file, it means that the shortcut to My Documents folder could not be accessed. Check the access rights.

The following error is recorded even when **Make this folder private** is set to **My Documents**:

```
Create Shortcut: [C:\Documents and Settings\All Users\SendTo\Desktop Keeper File Export Utility]
Shortcut Creation Failure:[C:\Documents and Settings\All Users\SendTo\Desktop Keeper File Export
Utility]. Error: [File cannot be accessed. (-2147022976)]
```

## Resolution

Confirm the errors existed in installation log file in the path that is displayed in message.

---

**[[401-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

Citrix XenApp has already installed.

## Resolution

The Systemwalker Desktop Keeper client cannot be installed in the environment with Citrix XenApp installed. Install the monitoring function of Citrix XenApp.

---

**[[401-ERR022] The VMware Horizon RDSH has been installed. Systemwalker Desktop Keeper client cannot be installed in the environment with VMware Horizon RDSH installed. The installation is cancelled.**

## Cause

VMware Horizon RDSH is already installed.



## Resolution

Systemwalker Desktop Keeper cannot be installed in an environment where VMware Horizon RDSH is installed. Install the monitoring function of Citrix XenApp.

---

**[I401-ERR023] The English version of Systemwalker Desktop Keeper Client can not be installed into the environment which %s version of Systemwalker Desktop Keeper Client is already installed.**

## Variable Information

%s: Language of the client already installed.

## Cause

The global version, English version, or Chinese version of the client is already installed.

## Resolution

The global version, English version, or Chinese version of the client cannot be updated using the Japanese version of the client. Install the global version of the client and perform the update.

---

**[I401-ERR101] The Systemwalker Desktop Keeper Server has been installed. Please reinstall after uninstalling the server. The installation is cancelled.**

## Cause

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 Client.

---

**[I401-ERR103] Failed to replace the command line. Please contact the system administrator.**

## Cause

Fail to replace the shortcut of command prompt.

## Resolution

Modify the link target of the shortcut of command prompt to "fsw41ej1.exe" of the Windows system folder.

---

**[I401-ERR104] Failed to copy the command line. Please contact the system administrator. The installation is cancelled.**

## Cause

Fail to copy the command prompt.

## Resolution

Copy the command prompt manually.

cmd.exe -> fsw00ej2.exe (In 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 did 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

The client of Base Edition is to be installed in the terminal on which the client of Systemwalker Desktop Keeper Standard Edition has already been installed.

#### Resolution

The client of Systemwalker Desktop Keeper Standard Edition cannot be updated with the client of Base Edition. Update with the client of 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

As the selected directory, you specified a root of the drive or a 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

Systemwalker Desktop Keeper Server of older VL has been installed, or the client of Standard Edition is to be installed on the server of Base Edition.

#### Resolution

Upgrade the version or edition of the 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 exceeded 32 characters.

#### Resolution

Enter a password with no more than 32 characters.

---

**[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 has been installed.  
IT Policy N@vi and Systemwalker Desktop Keeper client (CT) cannot coexist.

**Resolution**

Uninstall IT Policy N@vi and then install this product.

---

**[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 has been installed.  
FUJITSU Cloud PaaS MobileSUITE Device Management and Systemwalker Desktop Keeper client (CT) cannot coexist.

**Resolution**

Uninstall FUJITSU Cloud PaaS MobileSUITE Device Management and then install this product.

---

**[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**

A drive that is not the OS installation drive has been specified as the folder for saving logs.

**Resolution**

It is recommended to specify the folder of the OS installation drive as the folder for saving logs.

---

**[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**

This can be displayed when the overwriting installation is performed for the client of V12.0L20 BE-V13.0.0.

**Resolution**

Reboot after the overwriting installation has 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**

**No, restart later** on the restart confirmation screen was selected after installation was complete for the following OS.

- Windows(R) 8
- Windows(R) 10

**Resolution**

You must restart the system to complete the installation for Windows(R) 8 and Windows(R) 10. Restart manually promptly after installation is complete.

---

**[I411-ERR001] IP address error. Please enter a value between 1 and 254**

## Cause

Number out of range (must be from 1 to 254), or nonnumeric characters are entered in the IP address.

## Resolution

Enter a value within the range of 1 to 254.

---

### **[I411-ERR002] IP address error. Please enter a value between 0 and 255.**

## Cause

- Length of IP address (IPv6) was set to 39 characters or more
- Characters other than halfwidth numbers (0-9) and halfwidth period symbol (.) were used for the IP address (IPv4).
- Characters other than halfwidth alphanumeric characters (A-F, a-f, 0-9) and halfwidth colon symbol (:) were used as IP address (IPv6).
- Characters other than halfwidth alphanumeric characters (A-Z, a-z, 0-9) and halfwidth hyphen (-) and underscore (\_) symbols were used as server name.
- Server name, IP address consisting only of numbers was entered.

## Resolution

Enter the correct server name or IP address so as to satisfy the following conditions.

- Length of server name is within 15 characters.
- Characters that can be used for server name are: Halfwidth alphanumeric characters (A-Z, a-z, 0-9) and halfwidth hyphen (-) and underscore (\_) symbol.
- Length of IP address (IPv4) is within 15 characters.
- Length of IP address (IPv6) is within 39 characters.
- Characters that can be used for IP address (IPv4) are: Halfwidth numbers (0-9) and halfwidth period symbol (.).
- Characters that can be used for IP address (IPv6) are: Halfwidth alphanumeric characters (A-F, a-f, 0-9) and halfwidth colon symbol (:).
- You cannot enter a server name and/or IP address consisting only of numbers.

---

### **[I411-ERR005] The password does not match. Please enter a correct password.**

## Cause

The entered password does not match with re-entered password.

## Resolution

Enter a correct password.

---

### **[I411-ERR006] The saving target of log file is incorrect. Please enter a correct value.**

## Cause

Went to the next step before entering the saving target path of the log file.

## Resolution

Enter a correct saving target path of the log file.

---

### **[I411-ERR008] The password is not entered. Please enter a password.**

## Cause

The password is not entered.



## Resolution

Enter a value within the range of 0 to 65535.

---

**[I411-ERR021] The path of the specified folder is too long. Specify the path using up to 96 halfwidth characters.**

## Cause

The specified path is too long.

## Resolution

Specify the path using up to 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] The parameter format specified in command line is incorrect. Please record in the correct format.**

**ex. When specifying 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 with 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] Error occurs. Please contact the system administrator.**

## Cause

Installer may be corrupt.

## Resolution

Contact Fujitsu technical staff.

## A.2 Message Output During Uninstallation

---

**[I402-ERR001] Failed to delete the %s file. Please contact the system administrator.**

### Variable information

%s: Name of the file that has 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

Registry value might have been deleted.

### Resolution

Contact system administrator.

---

**[I402-ERR004] Failed to create the registry. Please uninstall again after logging on as Administrator. The uninstallation is cancelled.**

### Cause

Failed to write registry.

### Resolution

Uninstall it again 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 key value of registry.

### Resolution

Uninstall it again after logging on as an 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 executes uninstallation does not have administrator authority.

## Resolution

Uninstall it again after logging on as an 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: Name of installation log file

## Cause

This displays when an error occurred during the uninstallation in silent mode.

## Resolution

Confirm the errors existed in installation log file in the path that is displayed in the message.

---

**[I402-ERR008] Failed to delete the service. Please contact the system administrator. The uninstallation is cancelled.**

## Cause

Failed 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

The password is not specified in the parameter when the uninstaller starts.

## Resolution

Specify a password in the parameter when the uninstaller starts.

---

**[I402-ERR102] Start to uninstall, but the correct password is not entered. (If you want to reinstall, please uninstall first before installing.) Uninstallation is cancelled.**

## Cause

Password error in parameter.

## Resolution

Specify the correct password.

---

**[I402-ERR103] The service of Systemwalker Desktop Keeper cannot be stopped. The uninstallation is cancelled.**

## Cause

Systemwalker Desktop Keeper Client services cannot be stopped during uninstallation.

## Resolution

The above occurs when services have no response. Uninstall it again after rebooting.

---

**[I402-ERR104] Failed to replace the command prompt. Please contact the system administrator.**



#### Cause

Failed to replace the shortcut of command prompt.

#### Resolution

Modify the link target of shortcut of command prompt to "cmd.exe" 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

Use 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 it again 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

Uninstallation is performed 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 it again after rebooting.

---

**[I402-ERR109] The value of "Reboot" is incorrect. Please enter a 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 a correct password.**

#### Cause

The password does not match.

#### Resolution

Enter the correct password.

## A.3 Message Output During Using

---

**[D101-INF001] This application is prohibited by the system administrator.**

#### Cause

Intended to start the prohibited application.

#### Resolution

-

---

**[D102-INF002] The system administrator has stopped the service.**

#### Cause

The system administrator has stopped the service.

#### Resolution

-

---

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

#### Cause

The prohibited application file is to be attached to an E-mail for sending or saving.

#### Resolution

-

---

**[D1F2-ERR001] Failed to send the E-mail.  
(Title <SUBJECT of E-mail>)**

#### Cause

The E-mail has already been sent from virtual E-mail server to E-mail server, but error occurs and the E-mail cannot be sent.

The E-mail server cannot be connected due to network problems, or problem occurred on 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 could not be found.
- It is not SMTP communication.

- Encrypted communication is performed.
- The unsupported character code is used.
- The sending from the mailer is interrupted.
- Unexpected error occurred in the sending process.

#### Resolution

Remove the above causes and send the E-mail again.

---

**[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

Error is return from the E-mail server.

This could be caused by the reason that satisfies all of the following conditions:

- When all the E-mail addresses of sending targets are the accounts with the same domain as the E-mail server.
- When the specified address does not exist in the actual corresponding E-mail server.
- When the specified E-mail address of sending target satisfies all the conditions above.

#### Resolution

Correct the errors on the E-mail server.

---

**[D1F3-ERR001] The E-mails sent after %s may not have been sent correctly.**

#### Variable information

%s: Sending time

#### Cause

Probable causes are as follows:

- The E-mail cannot be sent due to the reasons such as shutdown during E-mail sending.
- The operation file used during E-mail analysis is not deleted.

#### Resolution

Remove the above causes and send the E-mail again.

---

**[D1F4-WRN001] Please confirm the recipient address. After confirmation, please click the Send button to send the E-mail.**

#### Cause

Intended to send E-mail to the address that is not an exclusion domain. Send only when the recipient address is correct.

#### Resolution

Send the E-mail after confirming 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

The E-mail with prohibited file attachment is to be sent.

## Resolution

Send the E-mail after removing the prohibited file attachment.

---

**[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

Intended to send E-mail to the address that is not an exclusion domain, but the sending is cancelled.

## Resolution

The E-mail that is cancelled to be sent is saved to the "Sent" folder. Edit the E-mail in the "Sent" folder and send it when sending the previous E-mail again.

---

**[D901-INF001] The print function of this application is prohibited by the system administrator.**

## Cause

Intended to use the prohibited application to print.

## Resolution

-

---

**[D901-INF002] The PrintScreen key has already been prohibited.**

## Cause

The PrintScreen key is pressed.

## 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: Total number of printed pages

%2: The prohibited number of pages set by the administrator

## Cause

The number of pages printed at the terminal has exceeded the warning pages set by the administrator when the setting is performed by day.

## Resolution

Control printing.

---

**[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 total number of printed pages

%2 prohibited number of pages set by the administrator

## Cause

The number of pages printed at the terminal has exceeded the warning pages set by the administrator when the setting is performed by week.

## Resolution

Control printing.

---

**[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 total number of printed pages

%2 prohibited number of pages set by the administrator

## Cause

The number of pages printed at the terminal has exceeded the warning pages set by the administrator when the setting is performed by month.

## Resolution

Control printing.

---

**[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 total number of printed pages

%2 warning pages set by the administrator

## Cause

The number of pages printed at the terminal has exceeded the warning pages set by the administrator when the setting is performed by day.

## Resolution

control printing.

---

**[E001-WRN005] The printing pages have already reached the printing pages limit in one week set by system administrator.**

**Print pages: %1/Limit of printing pages: %2**

## Variable information

%1 total number of printed pages

%2 warning pages set by the administrator

## Cause

The number of pages printed at the terminal has exceeded the warning pages set by the administrator when the setting is performed by week.

## Resolution

Control printing.

---

**[E001-WRN006] The printing pages have already reached the printing pages limit in one month set by system administrator.**

**Print pages: %1/Limit of printing pages: %2**

## Variable information

%1 total number of printed pages

%2 warning pages set by the administrator

#### Cause

The number of pages printed at the terminal has exceeded the warning pages set by the administrator when the setting is performed by month.

#### Resolution

Control printing.

---

**[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 total number of printed pages

%2 prohibited number of printed pages set by the administrator

#### Cause

The number of pages printed at the terminal exceeds the pages of printing prohibition set by the administrator when the setting is performed by day.

#### Resolution

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: %1 / Limit of printing pages: %2**

#### Variable information

%1 total number of printed pages

%2 prohibited number of print pages set by the administrator

#### Cause

The number of pages printed at the terminal exceeds the pages of printing prohibition set by the administrator when the setting is performed by week.

#### Resolution

Print 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 total number of printed pages

%2 prohibited number of print pages set by the administrator

#### Cause

The number of pages printed at the terminal exceeds the pages of printing prohibition set by the administrator when the setting is performed by month.

#### Resolution

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: URL of prohibited Web site

Cause

The Web site to which access is prohibited is accessed.

Resolution

Because this Web site cannot be accessed, do not try to access it, or ask the administrator to modify the policy.

---

**[E002-INF002] Connecting to FTP server is prohibited by system administrator.  
(FTP server address prohibited to be connected: <%s>)**

Variable information

%s: prohibited FTP server address

Cause

Connection to the FTP server prohibited to connect to is performed.

Resolution

Because the FTP server cannot be connected, do not connect to it, or ask the administrator to modify the 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: URL of prohibited Web site

Cause

Files are being uploaded to a prohibited Web site.

Resolution

Because uploading to this Web site cannot be performed, stop uploading, or ask the administrator to modify the 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: URL of prohibited Web site

Cause

Files are being downloaded from a prohibited Web site.

Resolution

Because downloading from this site cannot be performed, stop downloading, or ask the administrator to modify the policy.

---

**[E601-INF001] The user name is prohibited by system to log on. It will be logged off by force after 30 seconds.**

Cause

An unauthorized user name is used to logon.

Resolution

-

---

**[E601-INF002] The user name is prohibited by system to log on. It will be shutdown by force after 30 seconds.**

**Cause**

An unauthorized user name is used to logon.

**Resolution**

-

---

**[POCH-ERR001] Unable to execute in this computer.  
Exit the program. (%1)**

**Variable information**

%1: detailed error code (numerical value)

**Cause**

According to the error code, this could be caused because:

- 1: Intended to run the policy application tool out of the executable time of the tool.
- 2: Intended to operate in the computer that is not policy modification object.
- 3: Intended to operate in the unsupported OS.
- 4: Intended to modify policy in the client earlier than V14.2 version.

**Resolution**

Take the following measures according to the error code:

- 1: Do not run the policy application tool out of the executable time of the tool.
- 2: The program cannot be executed in the computer of non-policy change object.
- 3: The program cannot be executed in the unsupported OS.
- 4: The program cannot be used in the client earlier than V14.2 version.

---

**[POCH-ERR002] Failed read program information.**

**Cause**

Probable causes are as follows:

- UNICODE (specific) characters have been used in the storage folder path or filenames of Apply Policy Tool.
- Information may not have been created.

**Resolution**

- Do not use Unicode (specific) characters in the storage folder path or file name of Apply Policy Tool.

If failure in creation of information is the cause of error, re-create the information.

If it is still not working after several attempts at creation, contact Fujitsu technical staff.

---

**[POCH-ERR003] Please enter the startup password.**

**Cause**

The boot password is not entered.

**Resolution**

Enter the boot password.



---

**[POCH-ERR004] Failed read program information.  
Please confirm if the file name of execution file is too long.**

**Cause**

This could be caused because:

- 260 characters or more are specified in the full path of executable file.
- The name of executable file has exceeded the maximum length.

**Resolution**

Take the following actions:

- Select the folder with full path that is less than 260 characters.
- Execute after shortening the name of executable file. (This is for using the temporary directory of the user.)

---

**[POCH-ERR008] Startup password is incorrect.  
Please enter a correct password.**

**Cause**

The startup password is invalid.

**Resolution**

Enter a 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 error code, it could be caused because:

- 1: Failed to output policy update file.
- 2: The path length of the policy output destination is too long or does not exist.
- 3: Internal error occurred in DTK.
- 4: Error occurred in the OS.
- 5: Failure may be resulted from temporary causes such as CPU load.

**Resolution**

Take the following measures according to error code:

- 1: Enable C:\DTK\Extension folder for writing.
  - Check the free disk space of C drive.
  - Check if C:\DTK\Extension folder exists.
- 2: Reinstall Systemwalker Desktop Keeper.
- 3: Contact Fujitsu technical staff.
- 4: Contact Fujitsu technical staff.
- 5: Execute again later.

---

**[POCH-ERR012] Failed to start the program.**

**The program may have been executed in the terminal without Systemwalker Desktop Keeper client installed.**

**Cause**

The program is likely to run in a terminal that is not installed with Systemwalker Desktop Keeper Client.

**Resolution**

Run the program in a terminal that is installed with Systemwalker Desktop Keeper client.

---

**[POCH-INF002] The policy of Systemwalker Desktop Keeper has been modified.**

**Cause**

-

**Resolution**

-

---

**[POCH-SEL001] Update policy.  
Execute?**

**Cause**

Intended to modify the policy.

**Resolution**

To modify the policy, click the [OK] button. To stop policy modification, 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.

**Resolution**

Decide whether to update to the latest version, and click "Yes" or "No".

---

**[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.

**Resolution**

Decide whether to update to the latest version, and click "Yes" or "No".

---

**[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 been provided.

Resolution

Decide whether to update to the latest version, and click "Yes" or "No".

---

**[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] Access to this drive has been prohibited by the system administrator. (Drive:%s)**

Variable information

%s: Drive name

Cause

Access is attempted to a drive for which access is prohibited.

Resolution

-

---

**[S105-ERR002] Access to this device has been prohibited by the system administrator.(Device: %s)**

Variable information

%s: Device name

Cause

Device to which access is prohibited is attached to the client PC.

Resolution

-

---

**[S105-ERR003] Access to this access point has been prohibited by the system administrator.(access point :%s)**

Variable information

%s: Access point

Cause

A Wi-Fi access point for which access is prohibited was accessed.

Resolution

Do not attempt to access Wi-Fi access points cannot be accessed, or request the administrator to change the policy.

---

**[S301-INF001] Update Completed**  
**Systemwalker DeskTop Keeper Client has been updated.**  
**Please restart your PC.**

**Cause**

Version upgrade using the self-version management function was completed.

**Resolution**

Restart the device.

---

**[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 occurs when receiving the latest module.

**Resolution**

Execute again after confirming the network 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 disk capacity is insufficient.

**Resolution**

Confirm there is available space on the installation drive.

---

**[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**

The maximum number of connections of servers is exceeded.

**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 operating system. 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 operating system.

---

**[S301-ERR004] An error occurred while Systemwalker DeskTop Keeper Client installation. Please confirm the error contents in the installation log file. The installation is cancelled.**

**Cause**

An error occurred for the installer (Setup.exe) of the self-version management function.

**Resolution**

Contact Fujitsu technical support.

---

**[S301-ERR005] An error occurred while Systemwalker DeskTop Keeper Client installation. The installation is cancelled.**

**Cause**

An error occurred outside of the installer of the self-version management function, or the error code of the installer could not be retrieved.

## Resolution

Contact Fujitsu technical support.

---

**[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 occurs when receiving the latest module.

## Resolution

Check the network environment, and execute again after confirming it 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 disk capacity is insufficient.

## Resolution

Confirm the available space on the installation drive.

---

**[S402-ERR001] Error occurred when the log is written to file.**

## Cause

This could be caused because:

- The disk capacity is insufficient.
- A drive to which export is prohibited is set as the storage destination of the log 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.
- Set a drive to which export is not prohibited as the storage destination of the log 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.
- Ensure that the disk is running normally.

---

**Writing to DVD/CD is prohibited by the system administrator.**

## Cause

The system administrator prohibits the file export via DVD/CD.

## Resolution

When exporting a file via DVD/CD, contact the system administrator to modify the settings of the policy.

---

**The system administrator ejected writeable DVD / CD forcibly.**

## Cause

Writing to DVD/CD is prohibited by the system administrator.

## Resolution

When exporting a 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

The application file prohibited to be sent as an attachment is intended to be sent via E-mail attachment.

## Resolution

-

---

**[CN01-ERR001] Unable to get data required for display. logon again and acquire the data again.**

## Cause

The **Paper Usage** screen could not be displayed because the file in which data necessary for display is stored could not be accessed.

## Resolution

Logout from OS once, and logon again.

## A.4 Message Output with File Export Utility

---

---

**[FCCA-ERR001] Failed to copy %s. The file names at sending side and receiving side are the same.**

## Variable information

%s: name of file to be exported

## 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

There already exists a file with the same name.

## Resolution

Rename.

---

**[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

Some possible causes are as follows:

- Write-protected storage media is being used.
- The specified drive cannot be accessed.
- The free disk space of the storage media is insufficient.

## Resolution

Take the following actions according to the causes: .

- Confirm whether the exported target storage media are write-protected or not.
- Confirm whether the access is available in case of network drive.
- When the disk capacity of the storage media of export target is insufficient, execute again after confirming the capacity.

---

### **[FCCA-ERR004] The file name with more than 218 characters (halfwidth characters) cannot be specified in the export source file name (full path).**

#### Cause

The number of characters specified in the file name of export source exceeds the limit value.

#### Resolution

Specify the file name of the export source to be no greater than 218 characters (including length of the path) and try again.

---

### **[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 that the folder or file set in the export source exists and try again.

---

### **[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 destination are the same.

#### Resolution

Execute again after specifying a folder at the export destination that is different from the one at the export source.

---

### **[FCCA-ERR007] No authority to read the file or folder set in export source (%s).**

#### Variable information

%s: name of file to be exported

#### Cause

No access authority of the file or folder set as export source.

#### Resolution

Check the access authority of the file or folder set at the export source, and execute again.

---

### **[FCCA-ERR008] Multiple File Export Utilities cannot be started at the same time.**

#### Cause

Attempt 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 export destination is specified to under the export source folder.

## Resolution

Execute again after specifying a folder at the export destination that is different from the one at the export source (including folders under the export source folder).

---

**[FCCA-ERR010] Failed to connect to the network specified as the export destination, processing cannot be continued.**

## Cause

Failed to connect to the network specified as export destination.

## Resolution

Execute again after confirming the network is connected.

---

**[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: name of file or folder to be exported

## Cause

The path of export source file contains Unicode specific character (characters that cannot be converted to Shift JIS).

## Resolution

Remove Unicode character (character which cannot be converted to Shift JIS character) from the path of the export source file.

---

**[FCCA-ERR012] Unable to export to this memory media. Please set an allowed memory media and execute again.**

## Cause

Intended to export file or folder to the storage media of USB device that is not allowed by policy.

## Resolution

It is unable to export to the USB device that is not allowed to be used. Execute again after selecting the available 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: export source file/folder name

## Cause

Intended to export the file or folder on the USB device storage media that is not allowed by policy.



Resolution

It is unable to export from the USB device that is not allowed to be used.

---

**[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 that is not allowed by policy is selected.

Resolution

The file or folder in the USB device that is not allowed to be used cannot be displayed.

---

**[FCCA-ERR017] Invalid characters are contained in the authentication password. Please enter the password with halfwidth alphanumeric characters and halfwidth symbols.**

Cause

The password contains invalid characters.

Resolution

Specify the password using halfwidth alphanumeric characters and symbols.

---

**[FCCA-ERR018] Invalid characters are contained in the authentication password. Please enter the password with halfwidth alphanumeric characters and halfwidth symbols(except double quotations).Fullwidth characters, halfwidth kana, and double quotations cannot be entered.**

Cause

The password contains invalid characters.

Resolution

Specify the password using halfwidth alphanumeric characters and symbols (excluding double quotation marks).

---

**[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

Intended to perform normal export.

Resolution

Decide whether to execute or not.

---

**[FCCA-SEL003] %s has already existed in the export destination. Overwrite?**

Variable information

%s: Name of file to be exported.

Cause

%s already exists in the export destination.

Resolution

Decide whether to overwrite or not.

---

**[FCCA-SEL004] %s has already existed in the export destination. Overwrite?**

Variable information

%s: Name of file to be exported.

Cause

There already exists a file with the same name in the export destination.

Resolution

Execute again after confirming that no file with the same name exists in the export destination.

---

**[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

The cancel button is pressed during normal export.

Resolution

Decide whether to cancel or not.

---

**[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 password that is different from the registered password is entered.

Resolution

Enter a correct password.

---

**[FCCA-WRN004] Please enter a password.**

Cause

A password is still not entered.

Resolution

Enter a correct password.

---

**[FCCA-WRN005] Please enter an encrypted file name.**

Cause

The encrypted file name is still not entered.

Resolution

Enter an encrypted file name.

---

**[FCCA-WRN006] Please enter the encrypted file name in the format that contains drive name and path name.**

Cause

The encrypted file name is not entered with the format including drive name and path name.

Resolution

Enter with the format including the drive name and path name.

---

**[FCCA-WRN007] File name is not entered in the encrypted file name. Please enter a file name.**

Cause

An encrypted file name is still not entered.

Resolution

Enter an encrypted file name.

---

**[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

Execute again after confirming the folder name and file name.

---

### [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 in the export target file name exceeds 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 a password is %1~%2.

## Variable information

%1: the minimum number of characters to be entered

%2: the maximum number of characters to be entered

## Cause

The number of characters to be entered for the password exceeds the limit of characters to be entered.

## Resolution

Confirm the number of characters to be entered for the password.

---

### [FCCA-WRN011] Please enter a removable drive in the drive name of encrypted file name.

## Cause

When the **Display Removable Export Target Only** policy is set, a non-removable drive type is specified in the export destination.

## Resolution

Specify the drive type to removable drive.

---

### [FCCA-WRN012] Please enter the reason for export.

## Cause

The reason for export is not input yet.

## Resolution

Input the reason for export.

---

### [FCCA-WRN013] Lind feed code and tab cannot be used in the reason for export.

## Cause

The line feed or tab is input in the reason for export.

## Resolution

Execute again after confirming the reason for export.

---

### **[FCCA-WRN014] Control characters cannot be used in reason for export.**

#### Cause

The characters that are not allowed are used in the reason for export.

#### Resolution

Execute again after entering the reason for export with characters that can be used.

---

### **[FCCD-ERR001] It is not the writable drive or drive is not found. Cancel the processing.**

#### Cause

Record data or erase media in the drive that cannot be recorded.

#### Resolution

Connect to a recordable drive and try again.

---

### **[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 try again.

---

### **[FCCD-ERR003] The media set into the drive is not a blank media. Cancel the processing.**

#### Cause

The media placed in the drive is not a blank media.

#### Resolution

Place a blank media and try again.

To erase all of the data in recorded CD-RW or DVD-RW media and make it blank media, select [Erase CD-RW/DVD-RW] from the [File] menu of File Export Utility. (The File Export Utility can be used only to erase DVD-RW in 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 into the drive does not support recording or it is a blank media.

#### Resolution

Place a blank media and try again.

To erase all of the data in a recorded CD-RW or DVD-RW and have to be a blank media, select the [Erase CD-RW/DVD-RW] from the [File] menu of File Export Utility. (The File Export Utility can be used only to erase DVD-RW in Windows Vista(R), Windows(R) 7, 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

Make the size of the file to be recorded smaller than the available space of media, or place the file into a media that has enough available space, and try again.

---

### **[FCCD-ERR007] Unable to create the image file for writing. Cancel the processing.**

#### Cause

The drive specified by the user temporary directory is write-protected or it does not have enough available space.

#### Resolution

Confirm whether the drive specified by the user temporary directory is write-protected.

If the drive specified by user temporary directory does not have enough available space, ensure required space and try again.

- When exporting encrypted files, the size of available space must be 2.5 times the size of export source file.
- When exporting files, the size of available space must be 1.5 times the size of the export source file.

---

### **[FCCD-ERR008] Writing failed.**

#### Cause

Probable causes are the following:

- The media is damaged.
- The processing is terminated during record.
- System resource is insufficient.

#### Resolution

Take following actions according to the causes:

- Place a non-corrupt recordable media.
- To execute re-write operation, place a recordable media.
- Exit all of the other applications, and record the CD.

---

### **[FCCD-ERR009] The processing has been cancelled.**

#### Cause

Stop the processing.

#### Resolution

- If this error is displayed under the following condition, reboot the OS once, and do a write again.
- When performing a write from the File Export Utility to a CD/DVD that is not connected at the time of client (CT) installation

If the above measures do 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 the system as a Guest account.

#### Resolution

In the service settings of the OS, set the startup type of IMAPI (IMAPI CD-Burning COM Service) service to "Automatic", or log on the system with an account other than Guest and try again.

---

### **[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 placed media is incompatible with the drive or the media is damaged.

#### Resolution

Place a compatible media with the drive and try again.

---

### **[FCCD-ERR012] Another burning software has been started, IMAPI initialization error occurred. Cancel the processing.**

#### Cause

Because another burning software is started, it is failed to initialize the IMAPI.

#### Resolution

If another burning software is started, exit it and try again.

---

### **[FCCD-ERR013] IMAPI device access error. Cancel the processing.**

#### Cause

- Probable causes are the following:
- IMAPI service is invalid.
- Logged on with a guest account.
- The media is damaged. The drive is not working normally.

#### Resolution

Take the following actions according to the causes:

In the service settings of OS, set the startup type of IMAPI (IMAPI CD-Burning COM Service) service to "Automatic".

- Log on to the system with an account other than Guest and try again.
- Place a compatible media with the drive, and confirm whether the drive is working 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

You have entered characters that cannot be used as the CD name.

#### Resolution

Only enter valid characters as the CD name.

---

### **[FCCD-ERR015] Unable to write with Guest account. Cancel the processing.**

#### Cause

The Guest account cannot use media record function.

#### Resolution

Log on the system as an account other than Guest and try again.

---

### **[FCCD-ERR016] This OS does not support CD/DVD media writing functions of File Export Utility.**

#### Cause

Execution is performed in an operating system that does not support the CD/DVD record function of 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 correctly.
- The drive is not working normally.

### Resolution

Confirm that the drive is connected correctly and working normally, and try again.

---

**[FCCD-ERR018] The device of CD category does not exist. Cancel the processing.**

### Cause

The device of the CD drive type does not exist.

### Resolution

Try again in a client that has a device of the CD Drive type.

---

**[FCCD-ERR019] No media has been set into the selected drive.  
Cancel the erasing process.**

### Cause

A media that can be erased has not been placed.

### Resolution

Place a 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

A media that can be erased has not been placed.

### Resolution

Place a media that can be erased and try again.

---

**[FCCD-ERR023] Failed to erase the media.**

### Cause

Probable causes are the following:

- The media is damaged.
- Processing is terminated when erasing.
- 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 try again.



---

**[FCCD-ERR024] Volume name is too long.  
Up to 16 characters of numbers, halfwidth capital letters and ' \_ ' can be entered.**

**Cause**

The CD name is too long.

**Resolution**

Set the CD name within 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 target export filename exceeds the limit value.

**Resolution**

Specify the target Name of the file to be exported to be no greater than 64 characters (both fullwidth and halfwidth are treated as one character) and try again.

---

**[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 folder name exceeds the limit value.

**Resolution**

Specify the target export folder name to be no greater than 64 characters (both fullwidth and halfwidth are treated as one character) and try again.

---

**[FCCD-ERR027] When writing to a CD or DVD, it is not allowed to specify an export destination file name (full path) with more than 240 bytes (1 character apart from separator is 2 bytes).**

**Cause**

The number of characters specified in the target export file name exceeds the limit value.

**Resolution**

Specify target file name to be no greater than 240 bytes (the separator of folder is 1 byte, file name and folder name is 1 character/2 bytes. The separators do not include drive letters) and try again.

---

**[FCCD-ERR028] The folder or file set in the export source does not exist. Cancel the processing.**

**Cause**

The folder or file specified in the export source does not exist.

**Resolution**

Confirm that the folder or file set in the export source 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 in the drive has not been initialized with FAT32 format.
- Since it is media (DVD-RAM) which has files written on it, writing is not possible.

## Resolution

Take following actions according to the causes:

- Format DVD-RAM media with FAT32 format.
- Delete the files or folders of the DVD-RAM media.

---

## **[FCCD-ERR030] The work space for creating image file is not enough. Cancel the processing.**

### Cause

The available space in OS installation drive is insufficient.

### Resolution

Execute again after ensuring the available space of OS installation drive.

---

## **[FCCD-ERR031] Unable to eject the media.**

### Cause

Probable causes are as follows:

- The drive is controlled by another writing software.
- The drive is not connected correctly.
- The drive cannot be opened normally due to obstructions.

### Resolution

Take the following actions according to the causes:

- Use the eject function of the controlling writing software to eject the media.
- Confirm whether the drive is connected correctly, then press the eject button of drive to eject the media.
- Confirm that there are no obstructions and 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 the Resolution again.

---

## **[FCCD-ERR033] Writing to %s is not supported, or the drive is not supported.**

### Variable information

%s: media name (CD-ROM, CD-RW, etc.)

Note) When the media information cannot be obtained (the unsupported media (Blu-ray disk) has been placed), the media name will be displayed as blank.

### Cause

File export utility cannot be used to record the export target of media, or the drive is not compatible.

### Resolution

Confirm whether the media is recordable, or whether the drive is recordable.

---

## **[FCCD-ERR034] The erasing function of %s is not supported, or the drive is not supported.**

## Variable information

%s: media name (CD-ROM, CD-RW, etc.)

Note) When media information cannot be obtained (the unsupported media (Blu-ray disk) has been placed, etc.), the media name will be displayed as blank.

## Cause

File export utility cannot be used to erase the media, or the drive is not compatible.

## Resolution

Confirm whether the media is recordable, or whether the drive is recordable.

---

**[FCCD-ERR035] Another logon user is using the function of writing to media or erasing function currently. Cancel the processing.**

## Cause

Other logon users are recording or erasing the media.

## Resolution

Execute again after other logon users finished recording or erasing the media.

---

**[FCCD-SEL001] After the erasing process, all data in the media will be deleted. Perform erasing process?**

## Cause

Prepare to erase the media.

## Resolution

Decide whether to erase.

---

**[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. Start time: yyyy/mm/dd hh:mm:ss**

## 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. Start time: mm/dd/yyyy hh:mm:ss**

Cause

-

Resolution

-

---

**[FCCM-ERR001] Unknown error occurred. Please contact system administrator.**

Cause

Internal error occurs in 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

Because it is unable to communicate with the Management Server, the date and time on the server cannot be confirmed.

Resolution

Execute again when communication with the Management Server can be performed.

---

**[FCCM-INF001] The processing has been cancelled.**

Cause

Processing is cancelled.

Resolution

Contact Fujitsu technical staff.

---

**[FCCM-INF002] The policy that disable the start of file export utility has been set.**

Cause

Policy disables the startup of file export utility is set.

Resolution

Ask the administrator to modify the policy to allow the use of file export utility.

---

**[FCCM-INF004] It is not the time for export. Unable to perform file export.**

Cause

The time when file export utility cannot be used for export is set.

Resolution

Ask the administrator to modify the policy to allow the use of file export utility.

---

**[FCFM-ERR002] This drive cannot be formatted.**

Cause

The selected drive cannot be formatted.

## Resolution

Select a drive that can be formatted.

---

### **[FCFM-ERR003] This drive has already been deleted.**

#### Cause

The select drive has already been deleted 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

Intended to format the drive of USB device not allowed by 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

Specified parameter is incorrect.  
The deadline for decryption is beyond 2037/12/31.

#### Resolution

Specify the deadline for decryption to be a date before 2037/12/31.

---

### **[FCSB-ERR002] The file of copy target has already existed.**

#### Cause

Multiple copy targets have been specified for an existing file, or a file or folder with the same name as that at the export source has been included.

#### Resolution

Review the file name at the copy destination or export source.

---

### **[FCSB-ERR003] The specified file does not exist.**

#### Cause

The file of the copy source does not exist.

#### Resolution

Specify the the copy source file correctly.

---

### **[FCSB-ERR004] No encryption file exists.**

## Cause

The file to be encrypted does not exist.

Or, only a folder has been registered, with no files registered at all.

## Resolution

Enter the name of file to be encrypted again.

Or, register one or more files.

---

## **[FCSB-ERR005] Work memory is not enough. Please execute again after closing the unnecessary applications.**

### Cause

Work memory is insufficient.

### Resolution

Execute again after closing unnecessary applications.

---

## **[FCSB-ERR006] File access has been denied.**

### Cause

Access to the export source file, export target file or work file used during encryption is denied.

Probable causes are as follows:

- The file or folder has been opened in some other application.
- The file or folder is write-protected or read-only.
- There are no access rights to the file or folder.

### Resolution

Take the following actions according to the causes:

- Re-execute after you close the file or folder open in the other application.
- Re-execute after specifying a writable file or folder.
- Re-execute after confirming the access rights of the file or folder.

---

## **[FCSB-ERR007] Unable to open the file.**

### Cause

Probable causes are as follows:

- Filename contains characters that cannot be used.
- Filename is too long.
- The drive specified in user temporary directory is write-protected.
- The folder specified in user temporary directory does not exist.

### Resolution

Take the following actions according to the causes:

- Re-execute after checking the filename.
- Re-execute after specifying a writable drive for the user's temporary directory.
- Re-execute after specifying a folder that exists in the user's temporary directory.

---

## **[FCSB-ERR008] Unable to read the file.**

## Cause

Probable causes are as follows:

- File is being processed.
- File is open in another application.
- An exception has been thrown by the environment, such as the network environment.

## Resolution

Take the following actions according to the causes:

- Try again after completing the processing of the file.
- Try again after you close the file that is open in the other application.
- Try again after checking the environment, such as the network environment.

---

### **[FCSB-ERR009] Unable to create a directory.**

## Cause

The directory cannot be created. (A file with the same as the created folder exists, etc.)

## Resolution

Confirm the name of file to be created, 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 storage media prohibited to be written is used, or the available disk space of the storage media is insufficient.

## Resolution

Confirm whether the exported target storage media is write-protected. When the disk capacity of the exported target storage media is insufficient, execute again after ensuring the capacity.

---

### **[FCSB-ERR012] The size of file after encryption exceeded 2,140,000,000. Cancel the processing.**

## Cause

The file size after encryption has exceeded the limit.

## Resolution

Execute again after specifying the file size after encryption to be a value smaller than 2,140,000,000 bytes. The file size after encryption is about 130,000bytes larger than the original one.

---

### **[FCSB-ERR013] The work space for creating encryption file is not enough. Cancel the processing.**

## Cause

The available space of the drive of the export target or the drive specified in the user temporary directory is insufficient.

## Resolution

Execute again after ensuring the available space of the drive of the export target and the drive specified in the user temporary directory.

---

### **[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 of export target cannot be accessed, or the available space of the drive specified in user temporary directory is insufficient.

## Resolution

Confirm whether the drive specified as export target can be accessed.

When the available space of the drive of export target and the drive specified in user temporary directory is insufficient, execute again after ensuring the space.

---

### **[FCSB-ERR015] Failed to delete the operation file used during encryption. Cancel the processing.**

#### Cause

The access authority to the specified folder in user temporary directory is modified.

#### Resolution

Confirm the access authority to the specified folder in user temporary directory and execute again.

---

### **[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 name of export source file or folder contains invalid characters.

#### Resolution

Confirm whether the file name contains 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

Unicode specific character (characters that cannot be converted to Shift JIS) is contained in user ID.

#### Resolution

Change the target for encrypted export to the media other than CD/DVD and perform export.

---

### **[FCSB-ERR018] Error occurred while creating encryption file.**

#### Cause

A system error occurred during creation of archive files.

#### Resolution

Contact the system administrator.

---

### **[FCSB-ERR019] Library for ZIP file creating can not be found.**

#### Cause

The library for creating the zip file is not installed, or the installation destination could not be retrieved.

#### Resolution

Contact the system administrator.

---

### **[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 %d bytes.**

#### Variable information

%d: the maximum value of the size of file that can be exported at one time

#### Cause

When the policy of file export log is set to "Get" and "Original File Backup", the size of file to be exported has exceeded the maximum value of the size of file that can be exported.



## Resolution

Select the export source file that is smaller than the maximum size of the file that can be exported at once and execute again.

---

**[FCISO-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 %d bytes.**

## Cause

When the policy of file export log is set to "Get" and "Original File Backup ", the single file to be exported has exceeded the maximum value of a single file that can be exported.

## Resolution

Try to export the files again, excluding files that have exceeded the file size (Maximum value of file size is the displayed value.).

---

**[FCISO-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", the number of files to be exported has exceeded the maximum value for the number of files that can be exported at one time.

## Resolution

Select a number of files smaller than the maximum value for the number of files that can be exported at one time and execute again.

---

**[FCISO-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

- Check the available space of drive that is specified during CT installation, where the folder at log export destination is located. The following available space is required:
- In case of normal export, the maximum space required is approx. 2.5 times the total size of the files to be exported.
- In case of encrypted export, the maximum space required is 3.5 times the total size of the files to be exported.

---

**[FCISO-ERR005] The export source file or folder is not found. Cancel the processing.**

## Cause

The export source file or folder has been deleted.

## Resolution

Check that the file or folder set as the export source exists, and execute again.

---

**[FCISO-ERR006] Error occurred during file export. Cancel the processing.**

## Cause

Probable causes are as follows:

- The source file or folder for export has been deleted.
- Export source file or folder has no read permissions.
- The log export folder specified during CT installation has been deleted.
- The authority of modifying log export folder specified during CT installation is not available.

## Resolution

Confirm the following according to the cause, and execute again.

- The source file for export exists.
- The authority of reading export source is available.
- The log export folder specified during CT installation exists.
- The authority of modifying log export folder specified during CT installation is available.

---

## **[FCISO-ERR007] Access to the export source file is denied. Cancel the processing.**

### Cause

Probable causes are as follows:

- The authority of reading the export source file is not available.
- The source file or folder for export has been deleted.

### Resolution

Confirm the following content, and execute again.

- The authority of reading the export source file or folder is available.
- The source file or folder for export is not deleted.

---

## **[FCISO-ERR008] The file encrypted in EFS format is contained in export source file. The file encrypted with (%s) EFS format cannot be exported**

### Changeable information

%s: Name of export source file

### Cause

When policy of file export log is set to "Get" and "Original File Backup", the files encrypted in EFS format are intended to be exported.

### Resolution

Execute again after performing any of the following processing.

- Delete the files encrypted in EFS format from export objects.
- Cancel the encryption of files encrypted in EFS format.

---

## **[FCISY-ERR001] The specified path for saving manuals is not found.**

### Cause

The path for saving the specified manual cannot be found.

### Resolution

Contact Fujitsu technical staff.

---

## **Failed to write the file.**

### Cause

The available space of disk is insufficient.

### Resolution

Execute again after ensuring the disk capacity of CT.

## A.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.

---

**[SBX-INF007]Invalid characters are contained in the authentication password. Please enter the password with halfwidth alphanumeric characters and halfwidth symbols(except double quotations).Fullwidth characters, halfwidth kana, and double quotations cannot be entered.**

## Cause

The password contains invalid characters.

## Resolution

Specify the password using halfwidth alphanumeric characters and symbols (excluding double quotation marks).

## **A.6 Message Output When Using Maintenance Command**

---

**[E701-ERR001] Administrator authority is required to set this option.**

## Cause

The setting of option is incorrect.  
Or this option cannot be used because the current Windows user does not have Administrator authority.  
The option that requires Administrator authority exists.

## Resolution

Confirm whether the setting of the option is correct.  
If the setting of the option is correct, Confirm whether the Windows user logs on as Administrator.

---

### **[E701-ERR002] Cannot register provisioning as the master image on the physical PC. End the processing.**

## Cause

This error is displayed when provisioning master image registration is run on a physical PC. Registration as master image of provisioning cannot be performed for a physical PC.

## Resolution

Register provisioning master image on the master image of provisioning.

---

### **[E701-ERR003] Cannot register provisioning as the master image on the clone PC of the provisioning. End the processing.**

## Cause

It is displayed when provisioning master image registration is done on a clone PC. Registration as master image of provisioning cannot be performed for a clone PC.

## Resolution

Run provisioning master image registration on the master image of provisioning.

---

### **[E701-ERR004] Cannot register the CT again on the clone PC of the provisioning. End the processing.**

## Cause

It is displayed when CT re-registration is done on a provisioning clone PC. CT re-registration cannot be done on a clone PC.

## Resolution

Do not re-register CT on a provisioning clone PC.

---

### **[E701-INF001] The command has ended.**

## Cause

It will be displayed when the command ends.

## Resolution

-

---

## **A.7 Message Output in Smart Devices (Agent) (Android)**

---

### **[AA00-ERR001] The URL for synchronization was not specified.**

## Cause

The URL for synchronization has not been entered.

## Resolution

Enter the URL for synchronization.

---

### **[AA00-ERR002] URL for synchronization is incorrect.**

## Cause

The URL for synchronization that was entered is incorrect.

## Resolution

Enter the correct URL for synchronization.

---

## **[AA00-ERR003] Failed to communicate with the Management Server**

### Cause

Probable causes are as follows.

- Smart Device Relay server is not operational
- Communication port with Smart Device Relay server is closed
- System is not connected to the network environment that is capable of communicating with the Smart Device Relay server
- Communication was not possible due to temporary factors such as unstable network, temporary high load.

### Resolution

Wait a while, and try to synchronize again by tapping the **Sync now** button.

If the situation does not improve, check whether the currently connected network is a network to which the Smart Device Relay server can be connected.

If it is an environment that can communicate with the Smart Device Relay server, contact the administrator to check whether the fault lies with the Smart Device Relay server.

---

## **[AA00-ERR004] The user ID was not specified.**

### Cause

User ID has not been entered.

### Resolution

Enter user ID.

---

## **[AA00-ERR005] Enter the user ID using up to 20 halfwidth characters.**

### Cause

20 halfwidth characters or more have been entered for user ID.

### Resolution

Enter less than 20 halfwidth characters.

---

## **[AA00-ERR006] Failed to access the database. A previous version may have been installed with overwrite installation.**

### Cause

Failed to access the database.

### Resolution

A previous version of Systemwalker Log Agent (Desktop Keeper Client) may have been installed by overwriting.

---

## **[AA00-ERR007] Failed to start Desktop Keeper Client.**

### Cause

Failed to access the database.

## Resolution

A previous version of Systemwalker Log Agent (Desktop Keeper Client) may have been installed by overwriting.

---

**[AA00-INF001] After entering the URL for synchronization and user ID, tap 'Sync now' to synchronize with the Smart Device Relay server.**

## Cause

It is the state just after installation.

## Resolution

Enter the URL for synchronization and user ID, and tap **Sync now** to synchronize with the Smart Device Relay server.

---

**[AA00-SEL001] Cannot communicate to the server without a user ID. Finish?**

## Cause

An attempt was made to exit the user ID input dialog in a state where user ID is not entered.

## Resolution

Tap the **OK** button to exit the dialog.

However, communication with the Smart Device Relay server will not be possible.

Tap the **Cancel** button to stop the process.

---

**[AA10-WRN001] System administrator prohibits the connection to this access point.**

%s

**Connection disabled.**

## Variable information

%s: SSID of access point

## Cause

It was attempted to connect to an access point to which connection is prohibited.

## Resolution

Ask the administrator to modify the policy.

---

**[AA10-WRN002] System administrator prohibits the use of this Bluetooth. Connection disabled.**

## Cause

An attempt was made to use a Bluetooth device to which pairing is prohibited. The already paired devices will be forcibly unpaired.

## Resolution

Ask the administrator to modify 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 was made to start an application whose use is prohibited.

## Resolution

Ask the administrator to modify 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 was made to start the application outside the specified business hours.

## Resolution

Application cannot be used outside business hours. Exit the application.

Note that the application data will be 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 was made to use an application whose installation is prohibited.

## Resolution

Uninstall the application whose use is prohibited. **Manage Applications** screen is displayed periodically till the application is uninstalled.

---

**[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 was made to start an application whose use is prohibited outside business hours.

## Resolution

This application cannot be used outside business hours. Exit the application.

---

**[AA30-INF001] System administrator performed the lock.**

## Cause

The system administrator locked an application.



## Resolution

Contact system administrator to remove the lock.

---

### **[AA30-INF002] System administrator removed the lock.**

#### Cause

System administrator unlocked the locked application.

#### 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

System administrator deleted the **data**.

#### Resolution

-

---

### **[AA30-WRN001] Failed to unlock. Device will be locked after failing to unlock %s more times.**

#### Variable information

%s: Lock failure count till device lock becomes effective.

#### Cause

Failed to unlock the device.

#### Resolution

-

---

### **[AA30-WRN002] Failed to unlock. Device will be initialized after failing to unlock %s more times.**

#### Variable information

%s: Lock failure count till device initialization becomes effective.

#### Cause

Failed to unlock the device.

#### Resolution

-

---

**[AA90-SEL001] Error investigation data will be collected. Continue?**

**Cause**

An attempt was made to collect error investigation data.

**Resolution**

Tap the **OK** button to collect the error investigation data. Tap the **Cancel** button to stop the process.

---

**[AA90-SEL002] Error investigation data has already been collected and exists. Overwrite?**

**Cause**

An attempt was made to collect error investigation data when the data already existed.

**Resolution**

Tap the **OK** button if you want to continue collecting the error investigation data. Otherwise, tap the **Cancel** button.

---

**[AA90-INF001] Error investigation data has been collected.**

**Saved file: %s**

**Variable information**

%s: File path of error investigation data.

**Cause**

Collection of error investigation data is complete.

**Resolution**

-

---

**[AA90-INF002] Collecting error investigation data...**

**Wait for a few moments.**

**Cause**

Error investigation data is being collected.

**Resolution**

-

---

**[AA90-ERR001] Failed to collect error investigation data.**

**Contact a system administrator.**

**Cause**

Failed to collect the error investigation data.

**Resolution**

Contact Fujitsu technical staff.

# Glossary

---

## Active Directory Linkage

This is a function that automatically generates organization information (tree information), user information and CT information (Computer information) based on the Active Directory management information of Microsoft Corporation. Through linking with Active Directory, installation will become easier and the operation effects after installation will be improved.

## Android device

A smart device equipped with Android is called as Android device.

## Backup Management Server

This is the backup server used for getting user policy when the management server connected to the client has an exception.

## Blank Media

The media of CD-R, CD-RW, DVD-R and DVD-RW without any information, including the volume label being recorded, is called blank media.

## Citrix XenApp Client

This is used when user accesses Citrix XenApp(R) Server from a client PC. That is, Citrix XenApp(R) Server Client Software.

## Citrix XenApp Server

This is a product of Citrix Systems, Inc. All applications and data are saved and managed on the server. The user can perform remote logon to the server from client PC to operate open applications.

## Citrix XenDesktop

This is a product of Citrix Systems, Inc. OS, application and data are completely virtualized and managed. This is used after a user performs a remote logon to the virtual PC from the client PC.

## Count by Purpose

Log is aggregated after conditions such as the aggregation unit and period have been specified.

## Collective Management

This is a pattern that collectively manages user information on the master management server.

## CT

This refers to computers at lowest level managed by Systemwalker Desktop Keeper. Policy can be set in the CT unit.

## CT Policy

This is the policy set for the CT unit.

## CT Level Control

A CT can be managed by levels according to the organization. Management of CT by levels is called CT Level Control.

## CT Group

A CT group is obtained from CT level control. Policy can be set in the CT group unit.

## CT Group Tree

This is a tree that shows the CT group and CT level. It can be displayed in the Management Console and Log Viewer.

---

## CT List

This is a list of CTs displayed in the Management Console and Log Viewer. The type of information displayed in the CT list can be modified through the Management Console.

---

## CT Version

This is the version of Systemwalker Desktop Keeper CT installed on the computer.

---

## Disc at Once Closed

Burn the CD-R and CD-RW in disk mode, and write all data in one session. Adding data to the disk cannot be performed the next time.

---

## Drive Letter

This indicates the drive information in the CT. (For example: "A" indicates the A drive. "D" indicates the D drive.)

---

## DTPID

This indicates the "User ID (+) PC name" set in Systemwalker Desktop Patrol CT.

This is displayed when Systemwalker Desktop Keeper CT and Systemwalker Desktop Patrol CT are installed on the same computer at the same time.

---

## Export Utility

This is a utility used to export a file after an encrypted file has been created. The destination for saving the encrypted file can be specified to any drive or folder on the local computer.

This, like Windows Explorer will be unable attempting to export a file from the computer installed with Systemwalker Desktop Keeper CT to a removable drive if the drive has been prohibited.

When this needed to export files to a removable drive, the Export Utility installed in the CT can be used to export files to the prohibited removable drive. In addition, the exporting file can be an encrypted file according to the settings of the management console.

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## Group Policy

Policy set in the unit of a CT group.

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## Imaging Device

This indicates the devices such as mobile phones, digital camera, IC recorder, and media player.

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## iOS Management Database

This is a database constructed in the server to manage iOS device.

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## iOS device

A smart device equipped with iOS is called as iOS device.

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## Legal Size

Legal size mainly refers to the paper size used in the United States (8.5x14 inch).

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## Letter Size

Letter size mainly refers to the paper size used in the United States (8.5x11 inch).

---

## Level Control Service

This is the function of level control server, which can be used to achieve a level control of the server.

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## Log Analyzer Server

This aggregates the logs collected by the Management server and publishes the result to the Web console.

---

## Log Viewing Database

This is the database for restoring and viewing the backed up log information.

---

## Manage by Section

This is a pattern in which user information is managed by sections on the master management server and management server.

---

## Management Console

As the setting function in Systemwalker Desktop Keeper, it can set and update policy. It can also confirm the GUI for the administrator who is currently setting information and can change settings to CT group unit and CT unit, or user group unit and user unit.

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## Open Application

This is an application installed on a Citrix XenApp(R) Server or server farm and open to multiple users of the Citrix XenApp(R) client.

---

## Operation Database

This is the database for saving the management policy that is currently being used on the server or log information.

---

## Original Backup Function

This is the function that, when exporting files to the outside external File Export Utility, confirms exported files by automatically copying the exported files and saving them on the management server.

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## PMA (Program Memory Area)

This indicates an area on a CD-R or CD-RW for temporarily saving the track number and start/end position (TOC of session), when writing track in a session that has not been closed yet.

---

## Policy

This refers to the setting information configured in Systemwalker Desktop Keeper Management Console.

---

## Portable Device

This refers to the Windows Portable Device (WPD). It refers to mobile phones, digital cameras, IC recorders, and media players.

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## Removable Device

The following media that are recognized according to drive letter are called removable devices:

- Floppy disk (built-in, external)
- External hard disk
- MO (built-in, external)
- USB memory
- Compact flash memory
- Other removable drives and types of media that are displayed as removable device in "My Computer" of Windows.

---

## Self-decryption

This is the encryption type that can be created by the export utility on the computer installed with Systemwalker Desktop Keeper CT. Even on a computer without Systemwalker Desktop Keeper, decryption can be done by running the encrypted file. (The EXE file of the decryption program has been attached in the encrypted file.)

---

## Server

This is a server that manages policy or log information in Systemwalker Desktop Keeper. The server can be in level structure, and level composition can be adopted to form a server based on organization and management pattern.

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## Session

This is displayed in the command log of the log viewer and takes a command prompt as its operation unit. It manages the command that is run in one command prompt and the result output by command as one session.

By selecting session in the log viewer, the command log list of the session unit can be viewed.

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## Smart Device

This is a smart device managed by Systemwalker Desktop Keeper. Log acquisition and prohibition functions are enabled by installing the agent or profile.

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## Smart Device Relay Server

While using the log acquisition function or prohibition function of smart devices, a smart device relay server needs to be installed. Smart device relay server converts information from smart devices and sends it to the Management Server.

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## Systemwalker Desktop Encryption

Systemwalker Desktop Encryption is the software that prevents disclosure of information resulted from a stolen PC, and ensures safe file delivery by encrypting files.

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## Systemwalker Desktop Keeper

Systemwalker Desktop Keeper is the software that prevents disclosure of internal information through the "record", "prohibit", "manage", "log analysis" and "report output" functions.

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## Systemwalker Desktop Log Analyzer

Systemwalker Desktop Log Analyzer is the software that collects logs of Desktop series and performs operation tendency analysis.

The functions of Systemwalker Desktop Log Analyzer have been integrated into this product.

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## Systemwalker Desktop Patrol

Systemwalker Desktop Patrol is the software that automatically applies the security patches corresponding to the security condition of PC, collects hardware/software information of PC, eliminates discarded PC hardware information, etc., and protects and manages IT assets according to security threats.

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## Systemwalker Desktop Patrol Assessor

Systemwalker Desktop Patrol Assessor is an extension product of Systemwalker Desktop Patrol (optional).

This is the software that provides machine management, contract management, inventory support, form generation and other functions based on the functions of Systemwalker Desktop Patrol to achieve internal control for the management/use of PCs.

The functions of Systemwalker Desktop Patrol Assessor have been integrated into Systemwalker Desktop Patrol.

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## Thin Client

Thin client refers to the general term of a system that keeps the minimum function of a client and manages applications, files and other resources on a server. Client refers to the computer that emphasizes functions, especially the computer without a hard disk.

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## TOC (Table Of Contents)

This indicates the management information recorded in a CD-R or CD-RW, such as the number of tracks, start position and the total length of data area, etc.

---

## Track at Once Closed

Burn the CD-R or CD-RW in track mode. Though data cannot be added to the disk again after writing, a new track can be added.

In addition, the disk of Track at Once Closed cannot be written in Systemwalker Desktop Keeper.

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## Track at Once Open

Burn the CD-R or CD-RW in track mode. Data can be added to the disk the next time unless the capability of the disk is full.

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## UNC (Universal Naming Convention)

This is a method used to describe network resources under the Windows network environment.

---

## User

This is a certification key used for applying user policy, which is registered in the Management Console with the information that is same as the logon ID entered while logging onto a Windows computer.

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## User Group

This is a group of users organized through user level control. User policy can be set in the user group unit.

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## User Group Tree

This is a tree that shows user groups and user levels. The user group tree can be displayed in the Management Console.

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## User Level Control

This is able to manage users according to the level of its organization. The level management of users is called user level control.

---

## User Policy

This is the policy set for the logon ID that is entered when logging onto a Windows computer with CT installed.

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## V12.0L20-V13.0.0 Compatible Mode

This is the mode of prohibition with the method implemented in Systemwalker Desktop Keeper V12.0L20-V13.0.0, when using the E-mail file attachment prohibition function. When this method is being used, the E-mail file attachment prohibition function can be used only when the following software is used:

- Microsoft(R) Outlook(R) Express 6.0
  - Microsoft(R) Outlook(R) 2003
- 

## V13.2.0 Mode (Port Monitoring Mode)

This is the prohibition mode when the E-mail software uses SMTP protocol when the E-mail file attachment prohibition function is used.

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## VMware View

This is a product of VMware, Inc. OS, application and data are completely virtualized and managed. This is used after a user performs a remote logon to the virtual PC from the client PC.

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## Web Console (Log Analyzer)

This is used for viewing the result of aggregation and analysis in Log Analyzer Server. Various categories or keywords can be specified and displayed in detail.

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## Web Console (Log Viewer)

This is the function for viewing and searching the logs saved in the management server.

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## Web Console (Status window)

This is used for showing the aggregation result for the number of PCs with risk of information disclosure in all systems.

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