**FUJITSU Software
Systemwalker Desktop Keeper**

User's Guide for Client

Windows

Preface

Purpose of This Guide

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

- Systemwalker Desktop Keeper V15.2.0

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 Windows

- General knowledge of the Internet

- General knowledge of Google Android (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 Check Notifications from the Administrator

This chapter explains how to check information notified from the administrator.

Chapter 3 Emergency Procedures

This chapter describes how to cancel an emergency procedure.

Chapter 4 Apply Off-line Policy

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

Chapter 5 Using the Device Information Collection Tool

This chapter explains how to use the Device Information Collection Tool.

Chapter 6 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 (*1)	This guide describes the installation settings, as well as the maintenance and management measures of Systemwalker Desktop Keeper.
User's Guide for Administrator (*1)	This guide describes how to use Systemwalker Desktop Keeper.

Manual Name	Content
User's Guide for Client (This Guide) (*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.
Troubleshooting Guide	This guide describes the causes and resolutions of assumed exceptions in Systemwalker Desktop Keeper.

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

*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

Product Name	Abbreviation
Systemwalker Desktop Keeper V14g (14.3.0) Systemwalker Desktop Keeper V14g (14.3.1)	V14.3.0
Systemwalker Desktop Keeper V15.0.0 Systemwalker Desktop Keeper V15.0.1	V15.0.0
Systemwalker Desktop Keeper V15.1.0 Systemwalker Desktop Keeper V15.1.1 Systemwalker Desktop Keeper V15.1.2 Systemwalker Desktop Keeper V15.1.3	V15.1.0
Systemwalker Desktop Keeper V15.2.0	V15.2.0
Windows(R) Internet Explorer(R) 9 Windows(R) Internet Explorer(R) 10 Windows(R) Internet Explorer(R) 11	Internet Explorer

The manual uses abbreviations of the following operation systems:

OS	Abbreviation
Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials	Windows Server 2016
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 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 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 2008 (*1)
Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education	Windows 10 (*1)
Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1	Windows 8.1 (*1)
Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium	Windows 7 (*1)

OS	Abbreviation
Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials 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 Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium 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	Windows
Android(TM) 4.4 to Android(TM) 8.0	Android
iOS 6.0 to iOS 11	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 2008 64-bit Edition

- Windows Server 2008 R2

- Windows 7 64-bit Edition

- Windows 8.1 64-bit Edition

- Windows 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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Contents

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).

\ / : * ? " < > |

When performing the export operations below, UNICODE characters cannot be specified in the export source or the export destination file and folder names.

- Standard exports to DVD/CD

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
File	Add file	Add file	Display the file selection window. Select the file(s) to be exported.
	Add folder	Add folder	Display the folder selection window. Select the folder(s) to be exported.
	Delete file	Delete file	Delete the files or folders displayed in the file export list.
	Execute export	Execute export	Export unencrypted or encrypted files and folders.
	Format Drive	-	Format the drive. This option appears depending on the policy settings.

	Erase CD-RW/ DVD-RW	-	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. (*1)
			  - Windows 7
			  - Windows 8.1
			  - Windows 10
			- The OS that can erase DVD-RW media data are as follows. (*1)
			  - Windows 7
			  - Windows 8.1
			  - Windows 10

	Exit application	-	Exit the Export Utility.
Display	Display in Full Path	Display in Full Path	Switch between whether to display the full path of the file export list or not.
	View export destination	View export target	Display the **View export destination** 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).
Help	Online Help	Online Help	Display online help.
	Version Information	-	Display copyright and version information.

*1: The OS is shown as follows.

- Windows 7 Ultimate

- Windows 7 Enterprise

- Windows 7 Professional

- Windows 7 Home Premium

- Windows 8.1 Pro

- Windows 8.1 Enterprise

- Windows 10 Home

- Windows 10 Pro

- Windows 10 Enterprise

- Windows 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.
....

Note
....
File export can be cancelled during exporting files only for the following case.

- Performing normal export, and exporting files to media except DVD/CD media, and exporting multiple 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.
....

Note
....
When export to the folder with writing restriction is executed using the Export Utility, writing will not be performed, but the files will be placed into "%LOCALAPPDATA%\VirtualStore".

Example: C:\Users\User NameAppData\Local\VirtualStor
....

The procedure is as follows.

1. Start the **File Export Utility** window.

2. Add the file or folder to be exported with any of the following methods.

   - Use the menu of the **File Export Utility** window

      a. Select **Add file** from the **File** menu to export a file.
         Select **Add folder** from the **File** menu to export a folder.

         The file selection window is displayed.

      b. Select the file or folder to be exported and click the **Open** button.

      Repeat a. and b. to export multiple files.

   - Drag and drop the file or folder to the **File Export Utility** window.

![Note icon] **Note**

. . . .

When executing in Windows 7, Windows 8.1, Windows 10, Windows Server 2008, Windows Server 2012, and Windows Server 2016

If you right-click on **Execute as Administrator** when starting the File Export Utility, drag and drop cannot be performed. But with the administrator login, drag and drop can be performed from **Execute as Administrator**.

. . . .

The **File Export Utility** window is displayed.
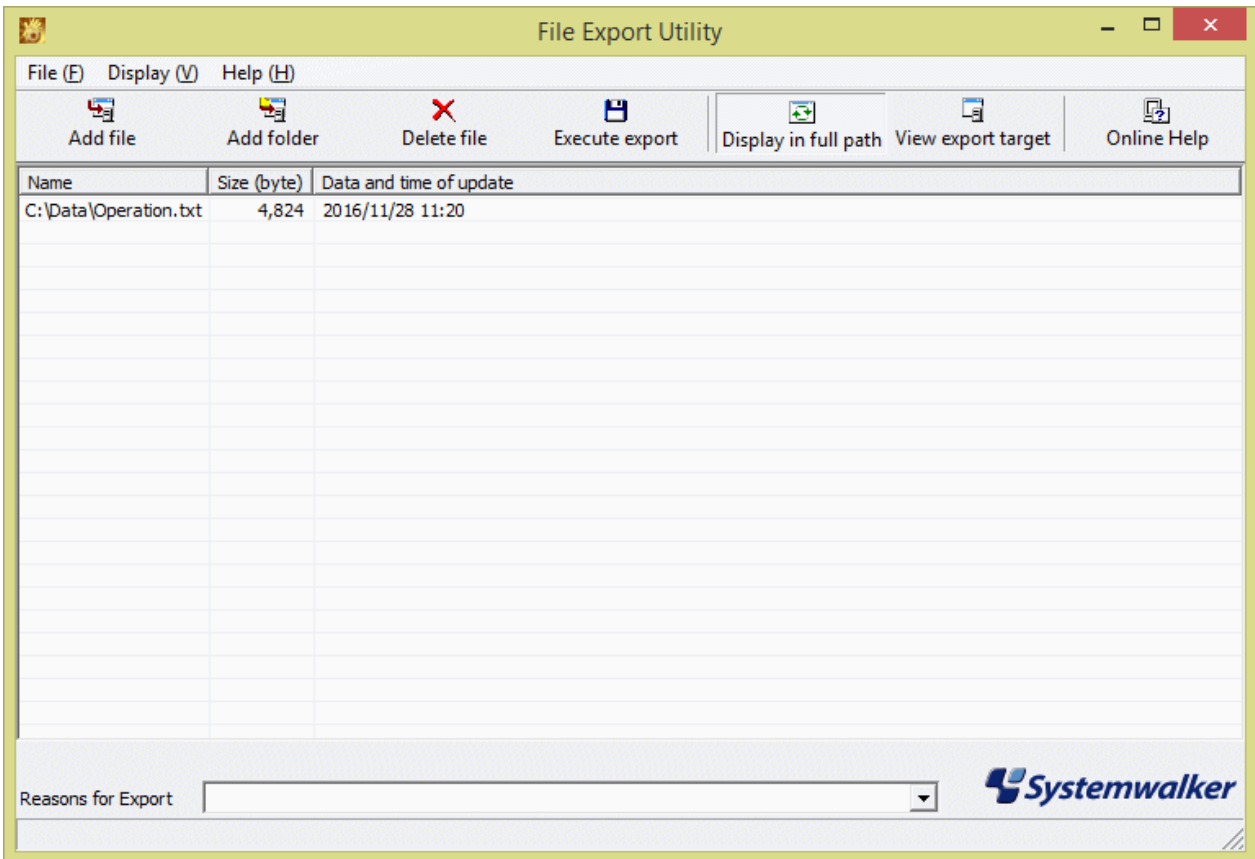
When folder export is selected, the total size of files under this folder will be displayed in **Size**.

1. When the input field of reasons for export is displayed, enter the reason.

2. Select **Execute export** from the **File** menu.
   Depending on the policy settings, sometimes only removable disks and DVDs/CDs are displayed as options for the destination drive.

3. 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 and DVD media are as follows:

- Windows 7 Ultimate

- Windows 7 Enterprise

- Windows 7 Professional

- Windows 7 Home Premium

- Windows 8.1 Enterprise

- Windows 8.1 Pro

- Windows 10 Home

- Windows 10 Pro

- Windows 10 Enterprise

- Windows 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.
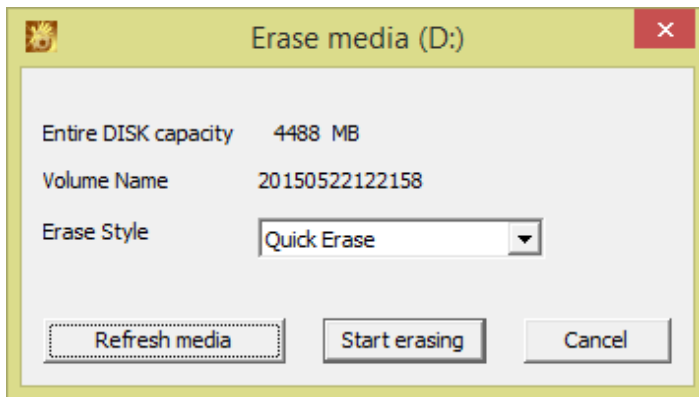
- When erasing DVD/CD quickly
  Select **Quick Erase**. Quick erase means only to erase the PMA(Program Memory Area) and TOC(Table Of Contents) field.

- 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 **m**edia 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.

   c. Select the file or folder to be exported and click the **Open** button.

Repeat a. and b. when exporting multiple files.

- Drag and drop the files and folders to the **File Export Utility** window.

Note

When executing in Windows 7, Windows 8.1 and Windows 10

If you right-click on **Execute as Administrator** when starting the Export Utility, drag and drop cannot be performed. But with the administrator login, drag and drop can be performed from **Execute as Administrator**.

The File Export Utility window is displayed.
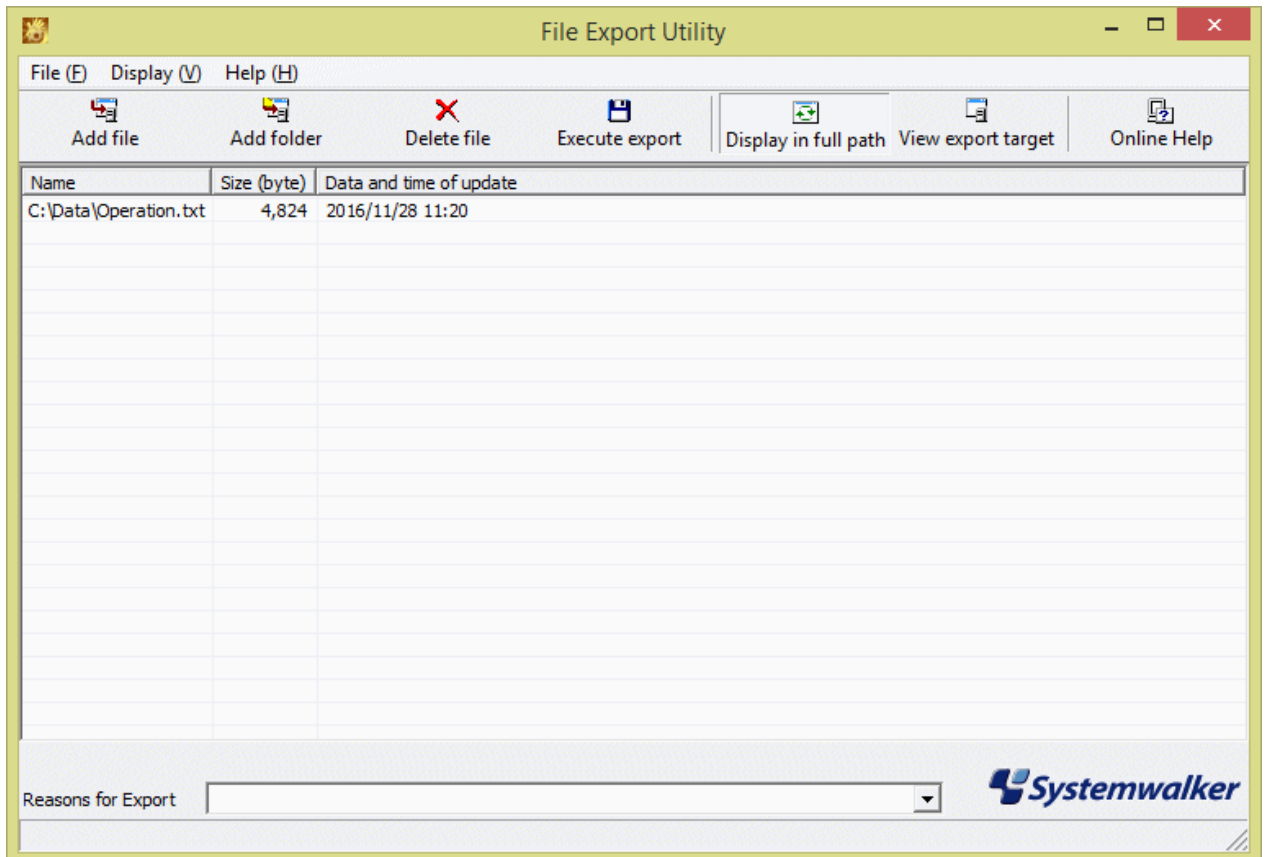
When folder export is selected, the total size of files under this folder will be displayed in Size.
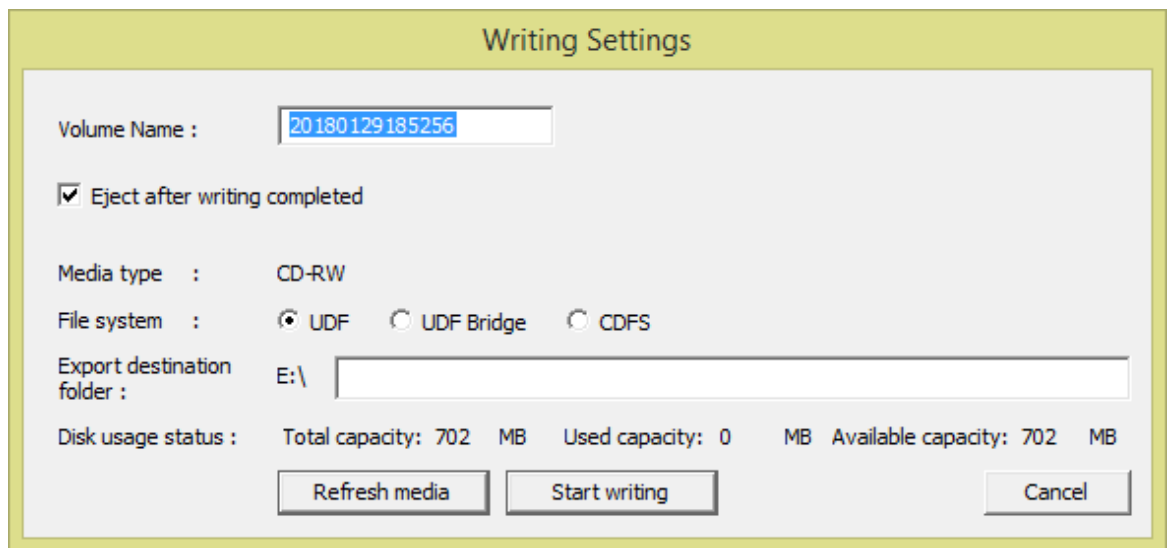
3. When the input field of reasons for export is displayed, enter the reason.

4. Select **Execute export** from the **File** menu.
   Depending on the policy settings, sometimes only removable disks and DVDs/CDs 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 DVD/CD drive of the target to be exported, and click the **OK** button.

      The **Writing Settings** window is displayed.

   b. Enter the following information, and click the **Start writing** button.

Item Name		Description
Volume Name		Enter the name of DVD/CD that is written. The length of the DVD/CD name can contain up to 16 characters of halfwidth uppercase English characters, halfwidth numbers and halfwidth_ (underscore). The initial value is the year/month/day/hour/minute/second (halfwidth14 characters) displayed in the **Writing Settings** window.
Eject after writing completed		Select it to eject the media after the writing has finished.
File system	**UDF**	Write in UDF format.
	UDF Bridge	Write in UDF Bridge format.
	CDFS	Write in UDF format.
Export destination folder		Enter the created folder name when creating a folder in the DVD/CD of the target for export. Specify the folder name up to halfwidth and 64 fullwidth characters. Specify the path length including files no greater than 240 bytes (count folder separator (\) as 1 byte, and count 1 character of file name and folder name as 2 bytes). The following halfwidth symbols cannot be used in folder name. '\', '/', ':', ';', '*', '?', '"', '<', '>', '|'

When inserting a writable DVD/CD media, information of the DVD/CD media will be displayed (total capacity, used space and remaining space). To display the latest information, click the **Refresh media** button.

The **Writing** window is displayed.

c. The completion window is displayed after the file export is complete. Click the **OK** button.

When accessing the DVD/CD drive immediately after writing the DVD/CD media, it is likely that the media information cannot be viewed. In this case, eject the media and insert it again.

1.3 Confirm the Files at Export Destination

After the export has finished, confirm the folders and files at the export destination in a list.
Depending on policy settings, confirmation cannot be performed in Explorer sometimes.
When it is unable to confirm in Explorer, confirm according to the following procedure:

1. Start the **File Export Utility** window.

2. Start the **View export target** window with any of the following method.

   - Select **View export files with full path** from the **Display** menu.

   - 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 s **Floppy Disk Drive** window is displayed.
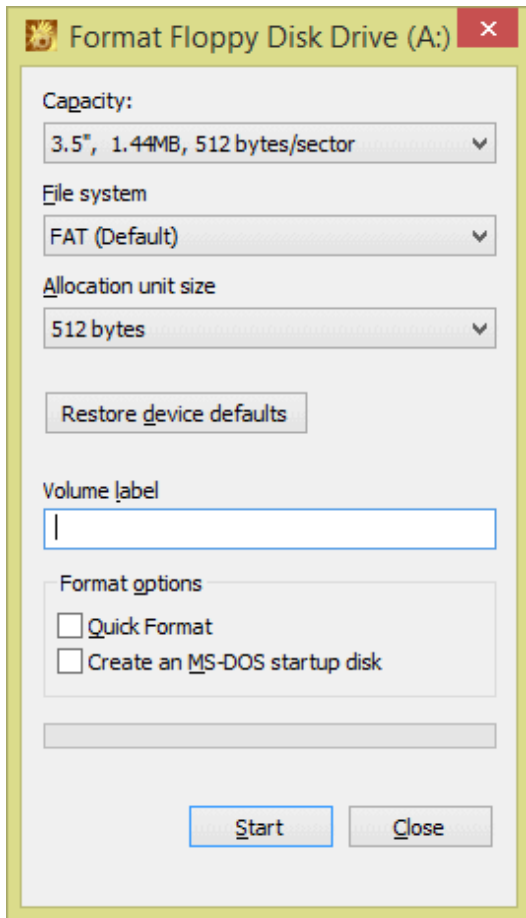
4. Select the format method in **Format options**, and click the **Start** button.

5. The warning window is displayed. After confirming the content, click the **OK** button.

Chapter 2 Check Notifications from the Administrator

This chapter explains how to check information notified from the administrator.

2.1 Security Risk Notifications

If a security risk arises in the client (CT), the administrator will perform an emergency procedure to restrict client operations.

When an emergency procedure is performed, a message box is displayed on the client (CT).

OK: Closes the message box.

An icon is displayed in the notification area of the task tray until the emergency procedure is canceled. A message is displayed when the cursor hovers over the icon.
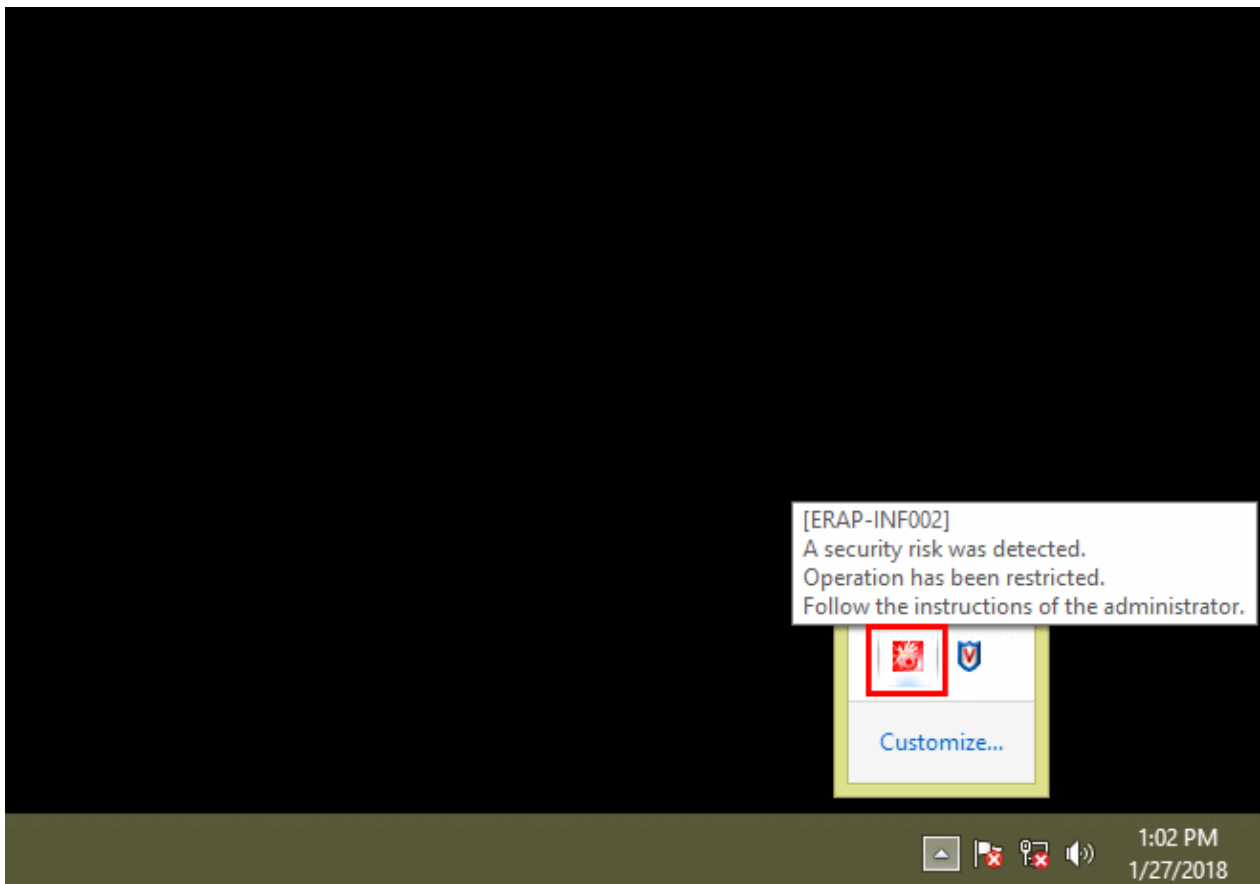
Chapter 3 Emergency Procedures

This chapter describes how to cancel an emergency procedure. Follow the instructions from the administrator to perform an emergency procedure.

3.1 Performing an Emergency Procedure

Follow the instructions from the administrator to perform an emergency procedure.

3.2 Canceling an Emergency Procedure

After being given the emergency procedure cancellation code by the administrator, cancel the emergency procedure on the client (CT).

When the emergency procedure is canceled, the network will be enabled, and the policy used immediately before the emergency procedure will be applied.

1. Click the icon in the notification area of the task tray.
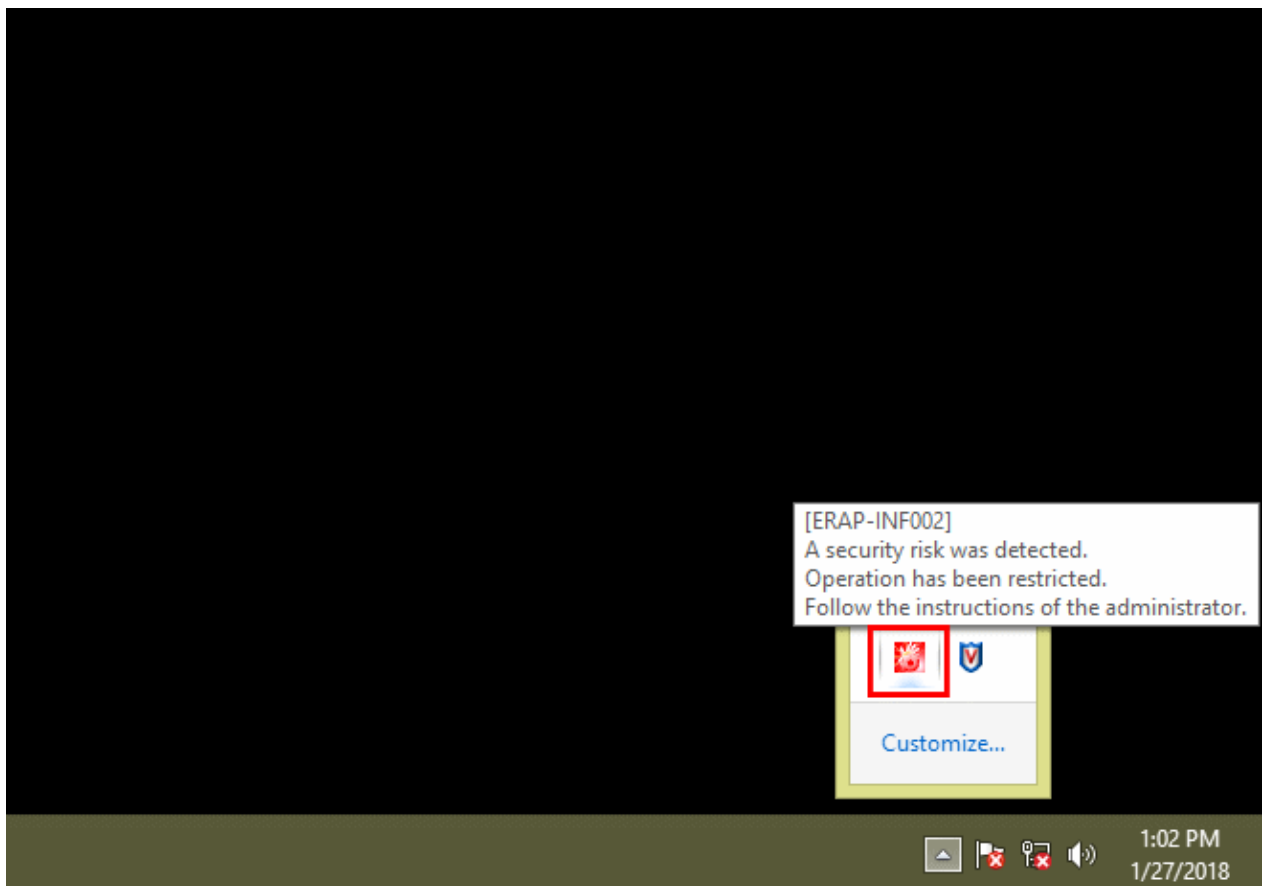
The **Emergency Procedure Cancellation** window will be displayed.
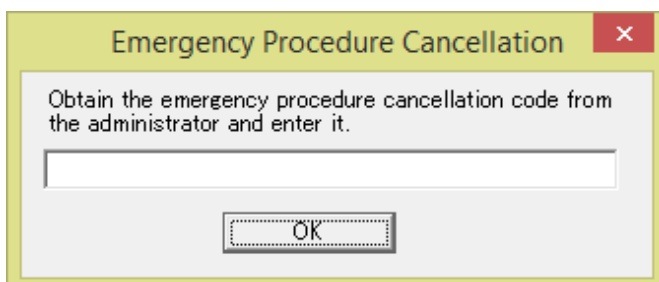
2. Enter the emergency procedure cancellation code.

3. Click **OK**.

Note

. . . .

Starting the Emergency Procedure Cancellation window

- Administrator privileges are not required.

- Only one instance of the **Emergency Procedure Cancellation** window can be started in a session.

. . . .

Chapter 4 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).

4.1 Apply Off-line Policy

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

Note

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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.

Chapter 5 Using the Device Information Collection Tool

This chapter describes how to perform the operation below:

- Use the device information collection tool to output a device/media list file.

Note

The devices that can be output to a device/media list file using the device information collection tool are as follows:

- USB device

    USB devices that can be individually identified.

    Refer to "Export Files to Specified Device Only" > "Register USB device" in the *User's Guide for Administrators* for details.

- PC card

Media is not targeted.

5.1 Starting the Device Information Collection Tool

If individual device identification is performed by the administrator, it is necessary to request the administrator to register the device information, in cases such as when using a new device in the department.

The device information collection tool outputs to a file the information required for the administrator to record the device information in the system.

The device information collection tool installation procedure, startup method, and window items are described below.

Installation procedure

1. Obtain the device information collection tool from the administrator.

2. Save the device information collection tool (fsw01ejj.exe) to any folder.

    If the configuration file (fsw01ejj.ini) has also been provided, save it to the same folder as the tool.

    The configuration file may not be provided, depending on the system setup.

How to start the device information collection tool

Double-click the tool file.

The **Device Information Collection Tool** window will be displayed.
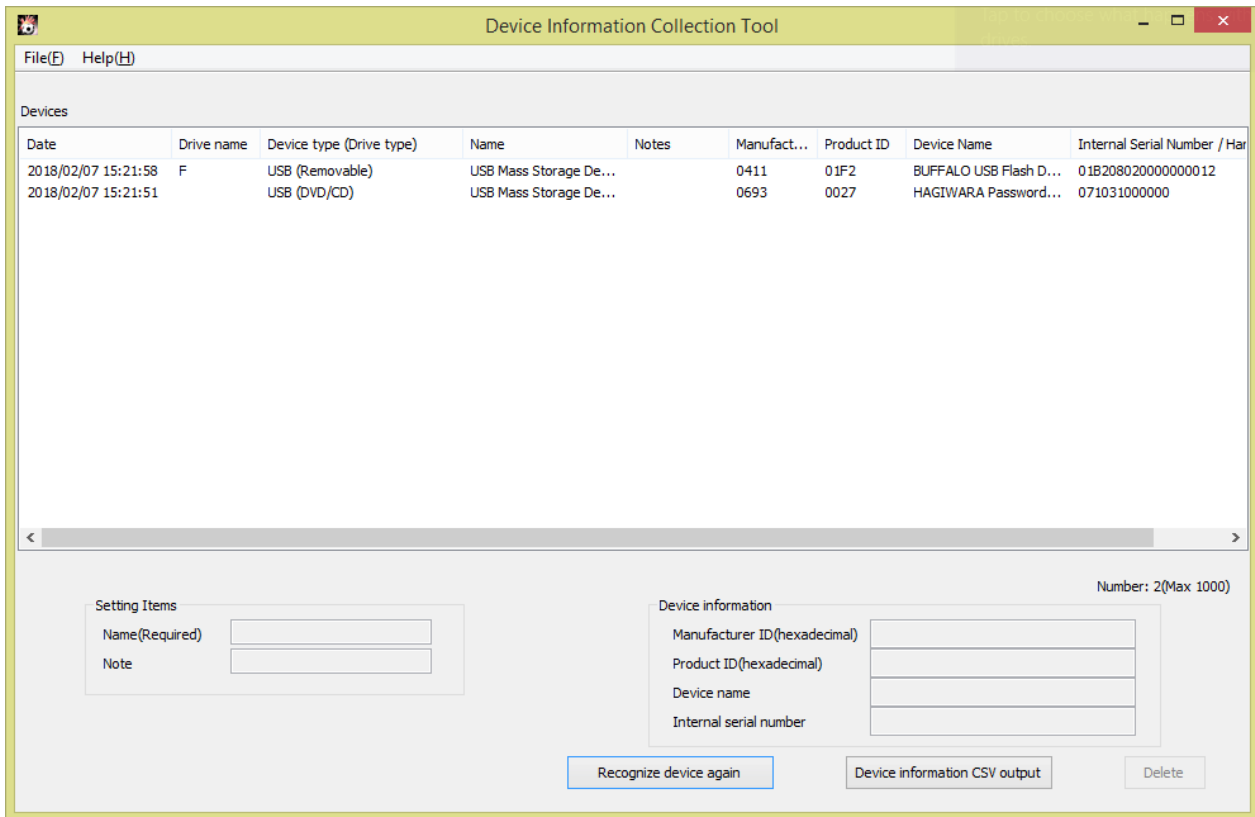
Window items

The items of the **Device Information Collection Tool** window are described below.

Item		Description
Devices		List of devices attached to the PC. Clicking a column heading sorts the list by the values in that column.
Display items	**Date**	Date and time of device reading. Display format: yyyy/mm/dd hh:mm:ss
	Drive name	Drive letter assigned to the USB device, from A: to Z:. For portable devices and imaging devices, a blank will be displayed.
	Device type (Drive type)	For devices to which a drive letter was assigned, "Removable" or "DVD/CD" will be displayed. For portable devices and imaging devices, "WPD" (Windows Portable Device) will be displayed. For PC cards, "PC card" will be displayed.

	Name	Value displayed in Device Manager immediately after device reading
		
		This item can be edited.
		
		Up to 80 halfwidth (40 fullwidth) characters can be entered. The characters below cannot be entered:
		
		  - Control code
		
		  - Halfwidth or fullwidth space only (if a halfwidth or fullwidth space is set at the beginning or end, the space will be deleted.)
		
		This field must be entered.

Item		Description
	Notes	Displayed as blank immediately after device reading. This item can be edited. Up to 128 halfwidth (64 fullwidth) characters can be entered. The characters below cannot be entered: - Control code
	Manufacturer ID	Manufacturer ID obtained from the device, in hexadecimal notation. If the device is a PC card, this will be blank.
	Product ID	Product ID obtained from the device, in hexadecimal notation. For PC cards, this will be blank.
	Device name	Name obtained from the device.
	Internal serial number/ hardware ID	Internal serial number/hardware ID obtained from the device. For devices without an internal serial number or hardware ID, this will be blank.
Recognize device again		Obtains device information and updates **Devices**. If device information is already displayed in **Devices**, the information of the device connected to the PC will be added.
Device Information CSV output		Outputs device information displayed in **Devices** to a CSV file.
Delete		Deletes device information of items selected in **Devices**.

The menu items of the **Device Information Collection Tool** window is described below.

Menu item		Description
File	Recognize device again	Obtains device information and updates **Devices**.
	Device Information CSV output	Outputs device information displayed in **Devices** to a CSV file.
	Delete	Deletes device information of items selected in **Devices**.
	Close	Closes the window.
Help	Version Information	Displays copyright and version information.

Note

....

Starting the device information collection tool

  - Administrator privileges are not required.

  - Multiple instances of the device information collection tool cannot be started within the same session.

....

5.2 Outputting the Device Information to a CSV File

This section describes how to use the device information collection tool to output a device/media list file.

Follow the procedure below:

1. Open the **Device Information Collection Tool** window.

2. Connect the device for registration to the PC.

3. Click **Recognize device again**.

4. If there are multiple devices to be registered, repeat steps 2 and 3.

5. Click **Device Information CSV Output**.

   The **Specify output file** window will be displayed.

6. Specify the output destination, and click **Save**.

Chapter 6 Message List

6.1 Message Output with Client (CT)

6.1.1 Message Output During Installation

[I401-ERR001] Systemwalker Desktop Keeper client cannot be installed. Please confirm the target OS and ServicePack. The installation is cancelled.

Cause

Prepare to install in "Unsupported OS or Service Pack".

Resolution

Installed in "Supported OS or ServicePack".

[I401-ERR003] InstConf.ini file is not found. Please specify the path of InstConf.ini file. The installation is cancelled.

Cause

The specified path of InstConf.ini file is incorrect when executing Setup.exe.

Resolution

Specify the path of InstConf.ini file correctly.

[I401-ERR004] The value of %s cannot be read from InstConf.ini. Please reinstall. The installation is cancelled.

Variable Information

%s : value failed to be read (one session name of following mentioned)

- SvIPAddress

- SvIPAddress2

- CommPort

- SendPort

- SendPort2

- Password

- LogDireCTory

RebootAfterInstall

- ClientDireCTory

- PrinterMode

- MailSendWatchPort

- MailAttachDeterrentMode

- MailAttachDeterrentPort

- MailAttachDeterrentPort2

Cause

Failed to read the value of %s recorded in InstConf.ini file.

Resolution

Confirm the path and content of InstConf.ini file.

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

Variable Information

%s : incorrect value (one session name of following mentioned)

- SvIPAddress

- SvIPAddress2

- CommPort

- SendPort

- SendPort2

- Password

- LogDireCTory

RebootAfterInstall

- ClientDireCTory

- PrinterMode

- MailSendWatchPort

- MailAttachDeterrentMode

- MailAttachDeterrentPort

- MailAttachDeterrentPort2

Cause

The value of %s recorded in InstConf.ini file is incorrect.

Resolution

Edit InstConf.ini file correctly.

[I401-ERR006] Failed to copy the file. It is caused because:
-the disk capacity is insufficient
-the corresponding disk denies being written
-the file with the same name already exists
, etc.
Please reinstall after confirmation.
The installation is cancelled.

Variable Information

%s : name of file failed to be copied

Cause

Probable causes are as follows:

- The disk capacity is insufficient.

- The corresponding disk denies being written.

- There already exists a file with the same name.

Resolution

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

[I401-ERR007] Failed to create the log saving directory. It is caused because:
   -the disk capacity is insufficient
   -the corresponding disk denies being written
   -the file with the same name already exists
, etc.
Please reinstall after confirmation.
The installation is cancelled.

Variable Information

%s : name of folder failed to be created

Cause

Probable causes are as follows:

- The disk capacity is insufficient.

- The corresponding disk denies being written.

- There already exists a folder with the same name.

Resolution

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

[I401-ERR008] Failed to read the value of registry. Please contact the system administrator. The installation is cancelled.

Cause

This could be caused because some key value of registry is deleted.

Resolution

Contact Fujitsu technical staff.

[I401-ERR009] Failed to create the registry. Please reinstall after logging on as Administrator. The installation is cancelled.

Cause

Failed to generate the value of the registry.

Resolution

Reinstall it after logging on as administrator.

[I401-ERR010] The user who performs installation does not have Administrator authority. Please reinstall after logging on as Administrator. The installation is cancelled.

Cause

The user who performs installation does not have administrator authority.

Resolution

Reinstall it after logging on as administrator.

[I401-ERR011] Failed to install Systemwalker Desktop Keeper Client. Please confirm the error contents in the installation log file. Installation log file:[%s].The installation is cancelled.

Variable Information

%s : name of installation log file

Cause

Error occurred during the installation in silent mode.

Resolution

Confirm the incorrect contents existed in the installation log file in the path which is displayed in the message.

[I401-ERR012] Failed to register the service. Please contact the system administrator. The installation is cancelled.

Cause

Fail to register CT service.

Resolution

Contact the system administrator.

[I401-ERR019] The installation of %s has been completed, but an error occurred.
Please confirm the error contents in the installation log file.
Installation log file:[%s].
The installation is cancelled.

Variable Information

%1 : installation function name
%2 : name of installation log file name

Cause

The installation is finished, but errors occurred.

In addition, when the following error is recorded in the installation log file, the shortcut creation destination for the My Document folder cannot be accessed. Check the access permission.
Even when My Document settings are configured as Keep this folder private, this error occurs.

```
Failed to create shortcut:[C:\Documents and Settings\All Users\SendTo\Desktop Keeper File Export
Utility]. Error:[File cannot be accessed (-2147022976)]
```

or

```
Failed to create shortcut:[%appdata%:\Roaming\Microsoft\Windows\SendTo\Desktop Keeper File Export
Utility]. Error:(-1)]
```

Resolution

Confirm the incorrect contents existed in the installation log file in the path which is displayed in the message.

[I401-ERR020] The Citrix XenApp has been installed. Systemwalker Desktop Keeper client cannot be installed in the environment with Citrix XenApp installed. The installation is cancelled.

Cause

The Citrix XenApp has been installed.

Resolution

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

[I401-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-ERR024] dtk.ini file is not found or the content of dtk.ini file is incorrect.
Store the dtk.ini file in the same folder as the installer.
If the installer is being run from the command prompt, change the current folder to the same folder as the installer, and run the installer again. If the issue is not resolved, check if the content of the dtk.ini file has been changed.
The installation is cancelled.

Cause

Possible causes are listed below:

- The dtk.ini file could not be found in the same folder as the installer.

- The content of the dtk.ini file is incorrect.

Resolution

Take the following action depending on the cause:

- Store the dtk.ini file in the same folder as the installer.

  If the installer is being run from the command prompt, change the current folder to the same folder as the installer, and run the installer again.

- Check if the content of the dtk.ini file has been changed.

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

Cause

The Systemwalker Desktop Keeper Server has already been installed.

Resolution

Reinstall it after uninstalling the Systemwalker Desktop Keeper server.

[I401-ERR102] The Secure Keeper Client has been installed. Please reinstall after uninstalling the Secure Keeper Client. The installation is cancelled.

Cause

The Secure Keeper client has already been installed.

Resolution

Reinstall it after uninstalling the Secure Keeper.

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

Cause

Failed to replace the command prompt by shortcut.

Resolution

Modify the link address of the command prompt shortcut as "fsw41ej1.exe" program in the Windows system folder.

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

Cause

Failed to copy the command prompt.

Resolution

Manually copy the command prompt.
cmd.exe > fsw00ej2.exe(Within system directory. Example: C:\winnt\system32\cmd.exe > C:\winnt\system32\fsw00ej2.exe)

[I401-ERR106] The previous installation/uninstallation is not completed. Please reinstall after restarting. The installation is cancelled.

Cause

The computer does not reboot after the previous installation/uninstallation.

Resolution

Reinstall it after rebooting.

[I401-ERR107] The installation parameter has been specified. Desktop Keeper client has been installed. The installation is cancelled.

Cause

Reinstall it when Systemwalker Desktop Keeper client has already been installed.

Resolution

-

[I401-ERR108] The client of Base Edition is prepared to install in the terminal with Systemwalker Desktop Keeper Standard Edition client installed. The client of Standard Edition cannot be updated through the client of Base Edition. The installation is cancelled.

Cause

You prepare to install Base Edition client in the client with Systemwalker Desktop Keeper Standard Edition installed..

Resolution

Systemwalker Desktop Keeper Standard Edition client cannot upgrade through Base Edition client. Upgrade through Standard Edition client.

[I401-ERR109] The selection folder cannot specify the root directory of drive or drive other than fixed disk. Please specify the correct folder.

Cause

The selected folder is specified as the root directory of drive or the folder of drive other than the fixed disk.

Resolution

Specify a folder other than the root directory of a fixed disk.

[I401-ERR110] The Systemwalker Desktop Keeper server of old VL has been installed, Or prepare to install the client of Standard Edition on server of Base Edition. Please upgrade the Version or Edition of server. The installation is cancelled.

Cause

In the installation environment, the Systemwalker Desktop Keeper server of older VL has been installed, or Standard Edition client has been installed on Base Edition server.

Resolution

Upgrade the version or Edition of server.

[I401-ERR113] Please enter the characters within 32 bytes in the password of InstConf.ini file. The installation is cancelled.

Cause

The length of the password in the InstConf.ini file has exceeded 33 characters.

Resolution

Enter the password within 32 characters.

[I401-ERR117] The monitoring function of Citrix XenApp has been installed. Please reinstall after uninstallation. The installation is cancelled.

Cause

The monitoring function of Citrix XenApp has been installed.

Resolution

Reinstall after uninstalling the monitoring function of Citrix XenApp.

[I401-ERR118] IT Policy N@vi is already installed. Uninstall IT Policy N@vi and then install this product. The current process will be canceled.

Cause

IT Policy N@vi is already installed.
IT Policy N@vi and Systemwalker Desktop Keeper Client (CT) cannot coexist.

Resolution

Uninstall and then reinstall the IT Policy N@vi.

[I401-ERR119] FUJITSU Cloud PaaS MobileSUITE Device Management is already installed. Uninstall FUJITSU Cloud PaaS MobileSUITE Device Management and then install this product. The current process will be canceled.

Cause

FUJITSU Cloud PaaS MobileSUITE Device Management is already installed.

FUJITSU Cloud PaaS MobileSUITE Device Management and Systemwalker Desktop Keeper cannot coexist.

Resolution

Uninstall and then reinstall the FUJITSU Cloud PaaS MobileSUITE Device Management.

[I401-WRN001] When the drive of log saving folder is specified as prohibited drive, the logs may not be collected normally.
It is recommended to specify the folder of OS installation drive.
Continue?

Cause

This information will be displayed when the log saving folder is set in the drive other than the drive in the path of OS installation target.

Resolution

It is recommended to place the log saving folder at the drive in the path of OS installation target.

[I401-WRN002] When the overwrite installation is performed for the current installed client, part of function cannot be operated before restarting.
Please restart immediately after the installation is completed.

Cause

It is the prompted information when reinstalling in the client of V12.0L20 BE~V13.0.0.

Resolution

Reboot immediately after the reinstallation is finished.

[I401-WRN003] You need to restart your PC to reflect the installed program. The installation is not reflected when the PC is powered on after shutdown.

Cause

The option **No, restart later** was selected on the restart confirmation screen that gets displayed after completing the installation of the following OS.

- Windows 8.1

- Windows 10

Resolution

In order to complete the installation for Windows 8.1 and Windows 10 restart is required.

As soon as the installation completes, restart manually.

[I411-ERR003] Port number error. Please enter a value between 5001 and 60,000.

Cause

Numbers out of range from 5001 to 60000, or nonnumeric characters are entered in the port number.

Resolution

Enter a value within the range from 5001 to 60000.

[I411-ERR004] The server name or IP address is incorrect.
- Specify the server name using up to 253 halfwidth characters
- Specify the IPv4 address using up to 15 halfwidth characters
- Specify the IPv6 address using up to 39 halfwidth characters
- The IPv4 address can contain halfwidth numbers (0 - 9) and halfwidth periods (.)
- The IPv6 address can contain halfwidth alphanumeric characters (A - F, a - f, 0 - 9) and halfwidth colons (:)
- The server name can contain halfwidth alphanumeric characters (A - Z, a - z, 0 - 9), halfwidth hyphens (-) and underscores (_)
- The server name and IP address cannot contain numbers only
- IPv6 addresses cannot be specified on this operating system

Cause

Probable causes are as follows:

The length of server name is more than 254 halfwidth characters.

- The length of IP address (IPv4) is more than 16 halfwidth characters.

- The length of IP address (IPv6) is more than 40 halfwidth characters.

- Characters other than halfwidth numbers (0-9) and halfwidth symbol period (.) are used in IP address (IPv4).

- Characters other than halfwidth alphanumeric (A - F, a - f, 0 - 9) and halfwidth symbol colon (:) are used in IP address (IPv6).

- Characters other than halfwidth alphanumeric (A - Z, a - z, 0 - 9), and halfwidth symbols hyphen (-) and underscore (_) are used in the server name.

- Only numbers are entered in the server name and IP address.

- IP address (IPv6) is entered on the Operating System that IPv6 address is not supported.

Resolution

Take the following actions according to the different causes.

- Specify the server name in 253 halfwidth characters or less.

- Specify the server name in halfwidth alphanumeric (A - Z, a - z, 0 - 9), and halfwidth symbols hyphen (-) and underscore (_).

- Specify IP address (IPv4) in 15 halfwidth characters or less.

- Specify IP address (IPv6) in 39 halfwidth characters or less.

- Specify IP address (IPv4) with halfwidth numbers (0 - 9) and halfwidth symbol period (.).

- Specify IP address (IPv6) with halfwidth alphanumeric (A - F, a - f, 0 - 9) and halfwidth symbol colon (:).

- Do not enter only numbers in the server name and IP address.

- Enter the IP address (IPv4) on the Operating System that IPv6 address is not supported.

[I411-ERR005] The password does not match. Please enter the correct password.

Cause

The re-entry password and confirm password do not match.

Resolution

Enter the correct password.

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

Cause

It is the prompted information when going to the next step before entering the saving target path of the log file.

Resolution

Enter a correct saving path of the log file.

[I411-ERR008] The password is not entered. Please enter the password.

Cause

The password is not entered.

Resolution

Enter the password.

[I411-ERR009] The characters not allowed in password are entered. The characters that can be entered are halfwidth letters and numerals, and symbols excluding the following symbols. In addition, the fullwidth and halfwidth space cannot be entered.
Characters that cannot be entered: "&" "<" ">" "|" "\" """ "^" "~" "'" "?" ":"

Cause

The invalid characters are entered in the password.

Resolution

Only enter the valid characters in the password.

[I411-ERR010] The symbols not allowed in directory name are entered. The symbols excluding the following symbols can be entered.
Symbols that cannot be entered: "#" "%" "/" ":" "*" "?" """ "<" ">" "|"

Cause

The invalid symbols are entered as directory name.

Resolution

Only enter the valid character as directory name.

[I411-ERR012] A loopback address (127.0.0.1 or ::1) cannot be specified if this product does not coexist with the Systemwalker Desktop Keeper Management Server. Specify a valid address.

Cause

When not coexisting with server, the IP address of server is specified as loop back address (127.0.0.1 or ::1).

Resolution

Enter a correct IP address of server.

[I411-ERR018] Please enter the password within 32 characters.

Cause

It is the cause why trying to enter the password exceeding 32 characters.

Resolution

Enter the password within 32 characters.

[I411-ERR019] The port number repeated. Please enter the different values.

Cause

Duplicated port number.

Resolution

Set the port number as different values.

[I411-ERR020] The port number is incorrect. Please enter a value between 0 and 65,535.

Cause

A number outside 0-65535 or a non-numeric character has been entered in the port number.

Resolution

Enter a value within 0-65535.

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

Cause

The path of specified folder is too long.

Resolution

Specify the path within 96 halfwidth characters.

[I411-ERR022] Port number error. Please enter a value between 0 and 65535.

Cause

A number outside 0-65535 or a non-numeric character has been entered in the port number.

Resolution

Enter a value within 0-65535.

[I411-ERR023] Port number error. Please enter a value between 1 and 65535.

Cause

A number outside 1-65535 or a non-numeric character has been entered in the port number.

Resolution

Enter a value within 1-65535.

[I421-ERR001] The parameter cannot be read through the command line. Please reinstall after confirming the parameter. The installation is cancelled.

Cause

Parameter in command line cannot be read.

Resolution

Reinstall it after the parameter is confirmed.

[I421-ERR002] Parameter format specified in the command line is incorrect. Please enter in the correct format.
ex. When specifying the CT silent installation file > Setup.exe /Silent "C:\InstConf.ini"
When not specifying the CT silent installation file > Setup.exe /Silent "Reboot:1"
The installation is cancelled.

Cause

Format of the parameter is incorrect.

Resolution

Enter in a correct format.

[I421-ERR003] The value of "Reboot" parameter is incorrect. Please enter the correct value. The installation is cancelled.

Cause

The value of parameter "Reboot" is incorrect.

Resolution

Enter a correct value.

[I431-ERR001] The Systemwalker Desktop Keeper client is not installed. Please update again after installing the client. The update is cancelled.

Cause

The Systemwalker Desktop Keeper client is not installed.

Resolution

Update again after installing the client.

[I999-ERR999] Please contact the system administrator.

Cause

The installer may be damaged.

Resolution

Contact Fujitsu technical staff.

6.1.2 Message Output During Uninstallation

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

Variable Information

%s : name of file failed to be deleted

Cause

Failed to delete the file.

Resolution

Delete the file manually.

[I402-ERR002] Failed to delete the log saving directory. Please contact the system administrator.

Cause

Failed to delete the folder.

Resolution

Delete the folder manually.

[I402-ERR003] Failed to read the value of registry. Please contact the system administrator. The uninstallation is cancelled

Cause

The value of the registry might have been deleted.

Resolution

Contact the system administrator.

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

Cause

Failed to generate the value of the registry.

Resolution

Uninstall again it after logging on as an administrator.

[I402-ERR005] Failed to delete the registry. Please uninstall again after logging on as Administrator. The uninstallation is cancelled.

Cause

Failed to delete the value of the registry.

Resolution

Uninstall again it after logging on as administrator.

[I402-ERR006] The user who performs uninstallation does not have Administrator authority. Please uninstall again after logging on as Administrator. The uninstallation is cancelled.

Cause

The user who performs uninstallation does not have administrator authority.

Resolution

Uninstall again it after logging on as administrator.

[I402-ERR007] Failed to uninstall the Systemwalker Desktop Keeper client. Please confirm the error contents in the installation log file. Installation log file:[%s]. The uninstallation is cancelled.

Variable Information

%s : installation log file name

Cause

This will be displayed when an error occurred during the uninstallation in silent mode.

Resolution

Confirm the incorrect contents in installation log file in the path displayed in message.

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

Cause

Fail to delete the CT service.

Resolution

Contact the system administrator.

[I402-ERR101] The password does not match. Please enter the correct password. The uninstallation is cancelled.

Cause

When starting the uninstallation, the password is not specified in the parameter.

Resolution

Specify the password in the parameter when starting the uninstallation.

[I402-ERR102] The system tries to uninstall, but the correct password is not entered. (If you want to reinstall, please uninstall first before installing.) The uninstallation is cancelled.

Cause

The password specified in the parameter is incorrect.

Resolution

Specify the correct password.

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

Cause

The Systemwalker Desktop Keeper client services cannot be stopped during uninstallation.

Resolution

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

[I402-ERR104] Please contact the system administrator.

Cause

Failed to replace the command prompt by shortcut.

Resolution

Modify the link address of the command prompt shortcut as "cmd.exe" program of system folder.

[I402-ERR105] The parameter format specified in the command line is incorrect. Please record in the correct format.
ex. > Setup.exe /Silent "Password:[password], Reboot:1"
The uninstallation is cancelled.

Cause

The parameter format is incorrect.

Resolution

Enter in the correct parameter format.

[I402-ERR106] The parameter cannot be read through the command line. Please uninstall again after confirming the parameter. The uninstallation is cancelled.

Cause

Failed to read the parameter from the command line.

Resolution

Uninstall again it after confirming the parameters.

[I402-ERR107] The uninstallation parameter has been specified. The Desktop Keeper client has not been connected. The uninstallation is cancelled.

Cause

It is required to uninstall when Systemwalker Desktop Keeper client is still not installed.

Resolution

-

[I402-ERR108] The previous installation and uninstallation are not completed. Please uninstall again after restarting. The uninstallation is cancelled.

Cause

The computer does not reboot after the previous installation/uninstallation.

Resolution

Uninstall again it after rebooting.

[I402-ERR109] The value of "Reboot" is incorrect. Please enter the correct value. The uninstallation is cancelled.

Cause

The value of parameter "Reboot" is incorrect.

Resolution

Enter a correct value.

[I412-ERR101] The password does not match. Please enter the correct password.

Cause

The password does not match.

Resolution

Enter the correct password.

6.1.3 Message Output During Operation

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

Cause

Prepare to start the prohibited application.

Resolution

-

[D101-INF003] Microsoft Outlook was stopped because Systemwalker Desktop Keeper AddIn is disabled (deleted) in Microsoft Outlook. To use Microsoft Outlook, it must be started.

Cause

Attempted to disable or remove Systemwalker Desktop Keeper AddIn in the Microsoft Outlook.

Resolution

If you want to use it in Microsoft Outlook, reinstall the Microsoft Outlook.

Do not disable and remove the Systemwalker Desktop Keeper AddIn.

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

Cause

The system administrator stopped the operation of services.

Resolution

-

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

Cause

Prepare to add the prohibited application file as E-mail file attachment and try to send or save.

Resolution

-

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

Cause

The virtual E-mail server is preparing to send E-mail to E-mail server, but errors occurred and E-mail sending failed.

The E-mail server cannot be connected due to some network problems, or because something goes wrong with the E-mail server.

Resolution

Check the environment.

[D1F2-ERR002] The E-mails sent after %s may not have been sent correctly. The E-mail server with exception cannot be found in the network.

Variable Information

%s : sending time

Cause

Probable causes are as follows:

- The E-mail server cannot be found.

- It is not SMTP communication protocol.

- The encrypted communication is executed.

- The unsupported character code is used.

- The sending is cancelled by mailer system.

- The unexpected errors occurred.

Resolution

Send this E-mail again after excluding the above mentioned causes.

[D1F2-ERR003] The E-mails sent after %s may not have been sent correctly. An error has been returned from the E-mail server.

Variable Information

%s : sending time

Cause

The errors return from the E-mail server.

This is caused because:

- The E-mail address of all recipients and the E-mail server has the account address in the same domain.

- Actually, the nonexistent address is specified for this E-mail server.

- The E-mail address of specified recipient fulfills all these above mentioned conditions.

Resolution

Deal with the errors occurred in the terminal of E-mail server.

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

Variable Information

%s : sending time

Cause

It might be caused by the following.

- When the E-mail is being sent, it may not be sent due to causes such as the computer is shutdown.

- The operation file used for analyzing the E-mail cannot be deleted.

Resolution

Send this E-mail again after excluding the causes.

[D1F4-WRN001] Please confirm the E-mail address of recipient.
Please click the send button to send this E-mail after confirming.

Cause

Prepare to send E-mail to E-mail address excluding the exclusion domain. Send this E-mail when the recipient address is entered correctly.

Resolution

Send this E-mail after confirming whether the recipient address is correct.

[D1F4-WRN003] As the prohibited file is added as E-mail file attachment, the sending is stopped. Please confirm whether the attachment file is correct.

Cause

Prepare to send the E-mail with prohibited file added as file attachment.

Resolution

Send this E-mail after deleting the prohibited attachment file.

[D1F4-WRN004] The E-mail sending is cancelled. The E-mail to be sent is saved to the "Sent" folder. When sending again, please edit the E-mail in the "Sent" folder and then send.

Cause

Sending E-mail to the E-mail address excluding the exclusion domain is cancelled.

Resolution

The E-mail whose sending is cancelled is saved to the "Already Sent" folder. When sending again, edit the E-mail in the "Already Sent" folder and then send.

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

Cause

Prepare to use the printing prohibition application to print.

Resolution

-

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

Cause

The prompted information appears when pressing the PrintScreen key.

Resolution

-

[E001-WRN001] The printing pages have already reached the printing pages limit in one day set by system administrator.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 : printed total pages

%2 : the maximum printing pages in one day set by administrator (the prohibited value of printing pages)

Cause

In the prohibited printing settings, the pages in one day printed by the terminal have exceeded the warning value of printing pages in one day set by administrator when it is set according to days.

Resolution

Control the printing volume.

[E001-WRN002] The printing pages have already reached the printing pages limit in one week set by system administrator.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the maximum printing pages in one week set by administrator (the prohibited value of printing pages)

Cause

In the prohibited printing settings, the pages in one week printed by the terminal have exceeded the warning value of printing pages in one week set by administrator when it is set according to weeks.

Resolution

Control the printing volume.

[E001-WRN003] The printing pages have already reached the printing pages limit in one month set by system administrator.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the maximum printing pages in one month set by administrator (the prohibited value of printing pages)

Cause

In the prohibited printing settings, the pages in one month printed by the terminal have exceeded the warning value of printing pages in one month set by administrator when it is set according to months.

Resolution

Control the printing volume.

[E001-WRN004] The printing pages have already reached the printing pages limit in one day set by system administrator.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the warning value of printing pages in one day set by administrator

Cause

In the prohibited printing settings, the pages in one day printed by the terminal have exceeded the warning value of printing pages in one day set by administrator when it is set according to days.

Resolution

Control the printing volume.

[E001-WRN005] The printing pages have already reached the printing pages limit in one week set by system administrator.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the warning value of printing pages in one week set by administrator

Cause

In the prohibited printing settings, the pages in one week printed by the terminal have exceeded the warning value of printing pages in one week set by administrator when it is set according to weeks.

Resolution

Control the printing volume.

[E001-WRN006] The printing pages have already reached the printing pages limit in one month set by system administrator.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the warning value of printing pages in one month set by administrator

Cause

In the prohibited printing settings, the pages in one month printed by the terminal have exceeded the warning value of printing pages in one month set by administrator when it is set according to months.

Resolution

Control the printing volume.

[E001-ERR001] The printing pages have exceeded the printing pages limit in one day set by system administrator, so printing is prohibited.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the maximum printing pages in one day set by administrator (the prohibited value of printing pages)

Cause

In the printing prohibition settings, the pages in one day printed by the terminal have exceeded the prohibited value of printing pages in one day set by administrator when it is set according to days.

Resolution

The printing cannot be performed.

[E001-ERR002] The printing pages have exceeded the printing pages limit in one week set by system administrator, so printing is prohibited.
Printed pages: %2 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the maximum printing pages in one week set by administrator (the prohibited value of printing pages)

Cause

In the printing prohibition settings, the pages in one week printed by the terminal have exceeded the prohibited value of printing pages in one week set by administrator when it is set according to weeks.

Resolution

The printing cannot be performed.

[E001-ERR003] The printing pages have exceeded the printing pages limit in one month set by system administrator, so printing is prohibited.
Printed pages: %1 / Limit of printing pages: %2

Variable Information

%1 printed total pages

%2 the maximum printing pages in one month set by administrator (the prohibited value of printing pages)

Cause

In the printing prohibition settings, the pages in one month printed by the terminal have exceeded the prohibited value of printing pages in one month set by administrator when it is set according to months.

Resolution

The printing cannot be performed.

[E002-INF001] Accessing to this Web site is prohibited by system administrator.
(Web site URL prohibited to be accessed: <%s>)

Variable Information

%s : Web site URL prohibited to be accessed

Cause

Access to the prohibited Web site.

Resolution

As this Web site cannot be accessed, give up the access, or ask help from administrator for modifying policy.

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

Variable Information

%s : FTP server address prohibited to be connected

Cause

Try to connect to the prohibited FTP server.

Resolution

As this FTP server cannot be connected, give up connection, or ask help from administrator for modifying policy.

[E002-INF003] Uploading files to this Web site is prohibited by system administrator.
(Web site URL prohibited to be uploaded: <%s>)

Variable Information

%s : Web site URL prohibited to be uploaded

Cause

Try to upload files to the prohibited Web site.

Resolution

As files cannot be uploaded to this Web site, give up uploading, or ask help from administrator for modifying policy.

[E002-INF004] Downloading files from this Web site is prohibited by system administrator.
(Web site URL prohibited to be downloaded: <%s>)

Variable Information

%s : Web site URL prohibited to be downloaded

Cause

Try to download files from the prohibited Web site.

Resolution

As files cannot be downloaded from this Web site, give up uploading, or ask help from administrator for modifying policy.

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

Cause

The user name not allowed is used to log on.

Resolution

-

[E602-INF002] The user name is prohibited by system to log on. It will be shutdown by force after 30 seconds.

Cause

The user name not allowed is used to log on.

Resolution

-

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

Variable Information

%1: detail error code (numeral from 1 to 4)

Cause

According to the code when errors occurred, the causes may be as follows:

1: When the policy application tool is executed excluding the allowed period.

2: It is executed in the computer that is not policy modifying target.

3: It is executed for unsupported OS.

4: The policy modification is performed for the client of V14.2 or earlier.

Resolution

According to the error code, take the following actions.

1: Execute the policy application tool within the allowed period.

2: The policy application tool shall be executed in the computer that is policy modifying target.

3: It can be executed in the OS that is supported by V14.2.

4: It can be used in the terminal with client of V14.2 later installed.

[POCH-ERR002] Failed read program information.

Cause

Probable causes are as follows:

- UNICODE (inherent) characters are used in the path of folder or name of file where the policy application tool is saved.

- If you do not correspond to the above condition, you might fail to generate.

Resolution

Do not use UNICODE (inherent) characters in the path of folder or name of file where the policy application tool is saved.

If the tool fails to create, generate again.

If it cannot be used with several generation operations, contact Fujitsu technical staff.

[POCH-ERR003] Please enter the startup password.

Cause

The password is not entered when starting.

Resolution

Enter the password when starting.

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

Cause

This is caused because:

- More than 260 characters are specified in the full path name of execution file.

- The execution file name exceeds the maximum length limit.

- Resolution

Take the following actions.

- Select the folder whose full path length is within 260 characters.

- Shorten the name of execution file. (Because here used is user's temporary space.)

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

Cause

The startup password is incorrect.

Resolution

Enter the correct password.

[POCH-ERR011] Failed to update policy.
Please contact the system administrator.
Error code: [%1][%2]

Variable Information

%1: error code of DTK

%2: error code of OS

Cause

According to the error code, this is caused because:

1: Failed to output the policy update file.

3: The policy output target path is too long, or the path does not exist.

4: The internal error of DTK occurred.

5: Errors in OS terminal occurred.

6: It may fail due to some temporary causes such as the CPU load is too large.

Resolution

According to error code, take the following actions.

1: C:\DTK_Extension folder is writeable.

Check the available capacity of C disk drive.

Check whether the C:\DTK_Extension folder exists.

3: Reinstall the Systemwalker Desktop Keeper.

4: Contact Fujitsu technical staff.

5: Contact Fujitsu technical staff.

6: Reinstall after a period of time.

[POCH-ERR012] Failed to start the program. The program may have been executed in the terminal without Systemwalker Desktop Keeper client installed.

Cause

It may be caused because you execute it in the terminal with Systemwalker Desktop Keeper client uninstalled.

Resolution

Execute in the terminal with Systemwalker Desktop Keeper client installed.

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

Cause

-

Resolution

-

[POCH-SEL001] Update policy.
Execute?

Cause

Prepare to perform the policy update.

Resolution

When modifying the policy, click the "OK" button. When stopping modifying the policy, click the "Cancel" button.

[S101-ASK001] The latest module has already been provided in the latest version. If you want to update it to the latest version, please click "Yes". If not, please click "No". When you click "Yes", it will restart automatically after update has completed, please close other applications first.
* When the CT version is "1.0.0.1".

Cause

The latest module has already been provided in the latest version.

Resolution

Determine whether to update to the latest version, and then click "Yes" button or "No" button.

[S101-ASK001] The latest module has already been provided in the latest version. If you want to update it to the latest version, please click "Yes". If not, please click "No". When you click "Yes", it will restart automatically after update has completed, please close other applications first.
*When the CT version is "1.0.0.7".

Cause

The latest module has already been provided in the latest version.

Resolution

Determine whether to update to the latest version, and then click "Yes" button or "No" button.

[S101-ASK002] The latest module has already been provided in the latest version. If you want to update it to the latest version, please click [Yes]. If not, please click [No]. When you click [Yes], it needs to be restarted after update has completed. Please close other applications first.

Cause

The latest module has already been provided in the latest version.

Resolution

Determine whether to update to the latest version, and then click "Yes" button or "No" button.

[S101-INF001] The system administrator has terminated the application (process) by force.

Cause

The system administrator forces to terminate the application (process).

Resolution

-

[S102-INF002] The system administrator starts the service.

Cause

The system administrator starts the service.

Resolution

-

[S105-ERR001] Accessing to this drive is prohibited by system administrator. (Drive: %1)

Variable Information

%1: drive name

Cause

Try to access to the prohibited drive.

Resolution

-

[S105-ERR002] Access to this device has been prohibited by the system administrator. (Device: %1)

Variable Information

%1: Device Name

Cause

Non-accessible device is installed

Resolution

-

[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.

[S106-INF001] Device connections are monitored by the system administrator.

Cause

A USB device was connected to a terminal configured to display a message upon connection.

Resolution

-

[S105-ERR004] Access to this media has been prohibited by the system administrator.

Cause

Prohibited media has been connected.

Resolution

-

[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 occurred when receiving the latest module.

Resolution

Check the network environment. Execute again after confirming the environment is normal.

[S301-ERR002] Error occurred when writing the received module. The free disk capacity is insufficient. Please confirm the free space of drive in the path of OS installation. The update processing is cancelled. Please execute again after the OS is rebooted.

Cause

The free disk capacity is insufficient.

Resolution

Confirm the free space of drive in the path of installation.

[S301-ERR003] As exceeding the maximum number of connections of servers. the update module cannot be downloaded. The update processing is cancelled. Please execute again after the OS is rebooted.

Cause

Exceed the maximum number of connections of servers.

Resolution

The system administrator needs either to confirm the [MaxDownloadNum] of SWCTVerSettings2.ini file in the Management Server/ Master Management Server, or execute again after rebooting the OS. For those who are only File Export Utility users, either report the contents of the message to the system administrator or execute again after rebooting the OS.

[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 occurred when receiving the latest module.

Resolution

Check the network environment. Execute again after confirming the environment is normal.

[S401-ERR002] Error occurred when writing the received module. The free disk capacity is insufficient. Please confirm the free space of drive in the path of OS installation. The update processing is cancelled. Please execute again after the OS is rebooted.

Cause

The free disk capacity is insufficient.

Resolution

Confirm the free space of drive in the path of installation.

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

Cause

This could be caused because:

- The free disk capacity is insufficient.

- The log file is saved in the drive that is prohibited for exporting file.

- The folder for saving the log file or the log file is read-only.

- The logon user has no access authority to the folder for saving the log file, or the disk is damaged.

Resolution

Resolve the problems correspondingly as the following:

- Ensure that the CT disk space is over 73MB.

- Save the log file on the drive that is not prohibited for exporting file.

- Remove the read-only property of the log file or that of the folder for saving the log file.

- Set the authority of the logon user to have the access to the folder for saving the log file.

- Confirm the disk is operating normally.

The system administrator prohibits writing to DVD and CD.

Cause

The system administrator prohibits file export in the form of DVD or CD.

Resolution

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

The system administrator ejected writeable DVD and CD forcibly.

Cause

The system administrator prohibits file export in the form of DVD or CD.

Resolution

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

The system administrator prohibits the sending of this file. (This message is sometimes displayed during operations other than E-mail sending, but it will not affect the processing, please click the OK button to close the message.)

Cause

Prepare to send the prohibited file as attachment via E-mail.

Resolution

-

[CN01-ERR001] Data required by display cannot be acquired. Please acquire the data again immediately after logon.

Cause

As the file for saving data required for display cannot be accessed, failed to display the paper using status window.

Resolution

Log on again after the OS is logged off.

[ERRL-ERR001] Failed to cancel the emergency procedure. Check the cancellation code.

Cause

Failed to cancel the emergency procedure. The cancellation code is incorrect.

Resolution

Specify the correct cancellation code.

[ERRL-ERR002] Failed to cancel the emergency procedure. The service of client (CT) might be stopped. Contact the system administrator and follow instructions.

Cause

Failed to cancel the emergency procedure. The client (CT) service may be stopped.

Resolution

Contact the administrator and follow instructions.

[ERRL-INF001] The emergency procedure was canceled.

Cause

Cancellation of the emergency procedure was successful.

Resolution

-

6.1.4 Message Output with File Export Utility

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

Variable Information

%s : export file name

Cause

The file name of the sender is the same as that of the receiver.

Resolution

Confirm the file name.

[FCCA-ERR002] Unable to add %s. The file with same name exists.

Variable Information

%s : file name

Cause

Here already exists a file with the same name.

Resolution

Confirm the file name again.

[FCCA-ERR003] The memory media that prohibits writing is used, or the drive that cannot be accessed is specified, or the available disk space of the memory media is not enough.

Cause

Probable causes are as follows:

- The storage media that denies being written is used.

- This media is specified as the drive prohibited to be accessed.

- There is insufficient disk space of the storage media available.

Resolution

Take the following actions according to the different causes:

- Confirm whether the storage media for saving export file are write-protected or not.

- If it is a network drive, confirm whether it can be accessed.

- If there is insufficient disk space of the storage media for saving export file available, execute again after increasing the free space.

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

Cause

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

Resolution

Specify the export source file name within 218 halfwidth characters (include length of the path) and retry.

[FCCA-ERR005] The folder or file (%s) set in the export source does not exist. Cancel the processing.

Variable Information

%s : file name

Cause

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

Resolution

Confirm whether the folder or file set in the export source is existed and retry.

[FCCA-ERR006] Unable to copy %s. The folder at export source and export destination are the same.

Variable Information

%s : file name

Cause

The folders at export source and export target location are the same.

Resolution

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

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

Variable Information

%s : export name

Cause

There is no access authority of the file or folder at export source.

Resolution

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

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

Cause

Try to start multiple File Export Utilities simultaneously.

Resolution

Operate the File Export Utility that has been started.

[FCCA-ERR009] Unable to copy %s. The export destination folder is the subfolder of export source folder.

Variable Information

%s : export folder name

Cause

The folder at export target location is specified under the subordinate directory of folder at export source.

Resolution

Specify the folder at export target location as folder (including the subordinate directory of folder at export source) that is different from folder at export source, and then execute again.

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

Cause

Connecting to the network in the folder at export target location failed.

Resolution

Execute again after confirming the network connection.

[FCCA-ERR011] The file name or folder name "%s" at export source contains characters not allowed in file name. Cancel the processing.

Variable Information

%s : export file name or export folder name

Cause

In the path of file at export source, the Unicode characters (characters that cannot be shifted to Shift JIS number) are contained.

Resolution

Remove the Unicode characters (characters that cannot be shifted to Shift JIS number) from path name of file at export source.

[FCCA-ERR012] Unable to export to external media. Please set an external media that can be exported.

Cause

Prepare to export file or folder to storage media of USB device not allowed by policy.

Resolution

Export to USB device not allowed cannot be performed. Execute again after selecting the allowed storage media.

[FCCA-ERR013] Unable to select because the specified file or folder exists on the memory media that is not allowed to be used. (%s)

Variable Information

%s: file/folder name at export source

Cause

Try to export the file or folder in the storage media of USB device not allowed by policy.

Resolution

Export from USB device not allowed cannot be performed.

[FCCA-ERR014] Since the memory media not allowed to be used is set in the selected drive, it cannot be displayed.

Cause

The drive of USB device not allowed by policy is selected.

Resolution

The file or folder in the USB device not allowed cannot be displayed.

[FCCA-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

Prepare to export the ordinary file.

Resolution

Determine whether to execute.

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

Variable Information

%s : export file name

Cause

%s file has already existed in the export target location.

Resolution

Determine whether to overwrite it or not.

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

Variable Information

%s : export file name

Cause

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

Resolution

Execute again after confirming whether a file with the same name exists in the export target location.

[FCCA-SEL005] Normal file export is being executed. Pleas wait.

Cause

-

Resolution

-

[FCCA-SEL006] Encryption file export is being executed. Pleas wait.

Cause

-

Resolution

-

[FCCA-SEL007] The cancel button is clicked. Cancel the processing?

Cause

Click the cancel button when exporting the ordinary files.

Resolution

Determine whether to cancel.

[FCCA-WRN001] Please select a file or folder.

Cause

Neither file nor folder is selected.

Resolution

Select a file or folder.

[FCCA-WRN002] Please select the target folder for saving.

Cause

The saving target folder is still not selected.

Resolution

Select a saving target folder.

[FCCA-WRN003] The password entered two times does not match.

Cause

The entered password and confirm password do not match.

Resolution

Enter the correct password.

[FCCA-WRN004] Please enter the password.

Cause

The password is not entered.

Resolution

Enter the correct password.

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

Cause

The name of encrypted file is not entered.

Resolution

Enter the name of encrypted file.

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

Cause

The name of encrypted file is not entered in the format containing drive name and path name.

Resolution

Enter the name of encrypted file in the format containing drive name and path name.

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

Cause

The name of encrypted file is not entered.

Resolution

Enter a name of encrypted file.

[FCCA-WRN008] The following characters are not allowed in a folder name or file name. /, :, *, ?, ", <, >, | are not allowed.

Cause

Invalid characters are used in the folder name or file name.

Resolution

Confirm the folder name and file name and then retry.

[FCCA-WRN009] The file name with more than %d characters (halfwidth characters) cannot be specified in the export destination file name (full path)

Cause

The number of characters of the export target file name has exceeded the limit.

While exporting an encrypted file, the total length of the file name and path to the export destination of the encrypted file exceeds the limit of 218 halfwidth characters (109 fullwidth characters).

While exporting in Plain text, the total length of the file name and path to the export destination of the file or folder exceeds the limit of 259 halfwidth characters (129 fullwidth characters).

Resolution

While exporting an encrypted file, specify the total length of the encrypted file name and path to the export destination of the encrypted file within 218 halfwidth characters run the process again. While exporting in Plain text, specify the total length of the file name and path to the export destination of the file or folder within 259 halfwidth characters (129 fullwidth characters) and run the process again.

[FCCA-WRN010] The number of characters allowed for the password is %1 to %2.

Variable Information

%1 : the minimum number of characters allowed

%2 : the maximum number of characters allowed

Cause

The number of characters entered in the password is not within the range allowed.

Resolution

Confirm the number of characters entered in the password.

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

Cause

When the policy is set to **Export target only displays removable disk**, drives other than removable disk are specified in export destination.

Resolution

Specify the type of drive as removable disk.

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

Cause

The export cause is not entered.

Resolution

Output the export cause.

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

Cause

The line break and Tab are entered in the export cause.

Resolution

Execute again after confirming the contents of export cause.

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

Cause

The characters not allowed are used in the export cause.

Resolution

Enter the characters that are allowed to be used in the reason for export and execute again.

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

Cause

Try to write file or delete media in the drive that cannot be recorded.

Resolution

Connect to a recordable drive and retry.

[FCCD-ERR002] No blank media is set in the drive. Cancel the processing.

Cause

A blank media has not been placed.

Resolution

Place a blank media and retry.

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

Cause

The media in drive is not a blank media.

Resolution

Place a blank media and retry.
To erase all of the data recorded in CD-RW or DVD-RW media and get a blank media, select **Erase CD/DVD-RW** from **File** menu of the File Export Utility. (In the File Export Utility, erasing DVD-RW media is only supported by Windows 7, Windows 8.1 or Windows 10.)

[FCCD-ERR005] The media set into the drive is not supported, or it is not a blank media. Please set a writable media and execute again.

Cause

The media placed in drive is not a blank media or supported media.

Resolution

Place a blank media and retry.
To erase all of the data recorded in CD-RW or DVD-RW media and have it to be a blank media, select **Erase CD/DVD-RW** from **File** menu of the File Export Utility. (In the File Export Utility, erasing DVD-RW media is only supported by Windows 7, Windows 8.1 or Windows 10.)

[FCCD-ERR006] The size of file to be written exceeds the available space of target media for writing. Cancel the processing.

Cause

The available space of target record media is insufficient.

Resolution

Set the file to be recorded to a smaller size than the available space of media, or place the file into the media that has enough available space, and then retry.

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

Cause

Possible causes are as follows.

- The disk in specified user temporary space is set to write-protected.

- It does not have enough available space.

- The export source or export destination file or folder name contains UNICODE characters.

Resolution

Take the following action depending on the cause.

- Confirm whether the specified user temporary space is set to write-protected.

- If the specified user temporary space does not have enough available space, expand the available space and retry.

  - When exporting an encrypted file, the size of available space is required to be 2.5 times of the file at export source.

  - When exporting an ordinary file, the size of available space is required to be 1.5 times of the file at export source

- Do not specify UNICODE characters in the export source and export destination file or folder.

[FCCD-ERR008] Writing failed.

Cause

Probable causes are the following:

- The media is damaged.

- The record is cancelled during writing to the media.

- The system resource is insufficient.

Resolution

Take following actions according to the different causes.

- Place a good recordable media.

- To execute re-write operation, place a recordable media.

- Exit all of the other applications, and record the media only.

[FCCD-ERR009] The processing has been cancelled.

Cause

The processing is cancelled.

Resolution

Do the writing process again.

If that does not solve the problem, restart the OS and do the writing again.

If the above mentioned process does not solve the problem, contact Fujitsu technical staff.

[FCCD-ERR010] IMAPI service has been disabled or login with Guest account. Cancel the processing.

Cause

IMAPI service is invalid or log on to the system as a Guest account.

Resolution

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

[FCCD-ERR011] No media has been set in the drive or the media information cannot be obtained. Please check the media and execute again.

Cause

The unsupported media is placed into the drive or the media may be damaged.

Resolution

Place a supported and normal media into the drive and retry.

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

Cause

Because another burning software is being used, it is failed to initialize the IMAPI service.

Resolution

If another burning software is operating, exit it and retry.

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

Cause

Probable causes are the following:

- IMAPI service is not started.

- Log on to the system with a Guest account.

- The media is damaged. The drive is not operating normally.

Resolution

Take the following actions according to the different causes.

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

- Log on the system as an account other than Guest and retry.

- Place a supported and normal media into the drive and confirm whether the drive is operating normally.

[FCCD-ERR014] The characters that cannot be used as volume name is entered. The characters that can be entered are numbers, halfwidth capital letters and '_'.

Cause

The characters not allowed are used in volume name.

Resolution

Enter characters allowed in the volume name.

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

Cause

Writing contents to media with Guest account is prohibited.

Resolution

Log on the system with an account other than Guest and retry.

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

Cause

Execute the record operation in the OS that does not support the CD record function in Export File Utility.

Resolution

-

[FCCD-ERR017] Unable to obtain drive information.
Please check if the drive is connected correctly.
Cancel the processing.

Cause

Probable causes are the following:

- The drive is not connected normally.

- The drive is not operating normally.

Resolution

Confirm whether the drive is connected normally and operating normally and then retry.

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

Cause

The devices such as CD do not exist.

Resolution

Retry in a client that has devices such as CD.

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

Cause

The media that can be erased has not been placed.

Resolution

Place the media that can be erased and retry.

[FCCD-ERR022] No media that can be erased by File Export Utility has been set into the selected media.

Cause

The media that can be erased has not been placed.

Resolution

Place the media that can be erased and retry.

[FCCD-ERR023] Failed to erase the media.

Cause

Probable causes are the following:

- The media is damaged.

- The processing is cancelled when erasing the media.

- The system resource is insufficient.

Resolution

Take following actions according to the causes:

- Place other media that can be erased.

- Exit all of the other applications and record the media only.

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

Cause

The volume name is too long.

Resolution

Set the volume name with 16 characters.

[FCCD-ERR025] When writing to a CD or DVD, it is not allowed to specify a file name that exceeds 64 characters (both fullwidth and halfwidth will be counted as 1 character, including extension) for the export destination file name.

Cause

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

Resolution

Specify the export source file name within 64 characters (both fullwidth and halfwidth are treated as one character) and retry.

[FCCD-ERR026] When writing to a CD or DVD, it is not allowed to specify a folder name that exceeds 64 characters (both fullwidth and halfwidth will be counted as 1 character, including extension) for the export destination folder name.

Cause

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

Resolution

Specify the target export file name within 64 characters (both fullwidth and halfwidth are treated as one character) and retry.

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

Cause

The number of characters specified in the target export file name has exceeded the limit.

Resolution

Specify target file name within 240 bytes (the separator of folder is 1 byte, file name/folder name is 1 character/2 bytes. The separators do not include drive letters) and retry.

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

Cause

The folder or file (%s) specified at export source does not exist.

Resolution

Confirm that the folder or file set to be exported exists, and then execute the operation again.

[FCCD-ERR029] The media set into the drive is not a blank media (DVD-RAM) that is initialized with FAT32 format. Cancel the processing.

Cause

Probable causes are as follows:

- The media placed into drive is not a blank media (DVD-RAM) that was initialized in FAT32 format.

- The media (DVD-RAM) that has already been written, so it is unable to write.

Resolution

Take following actions according to the causes:

- Initialize the DVD-RAM media in FAT32 format.

- If a file or folder of DVD-RAM media exists, delete it.

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

Cause

The available space in drive with OS installed is insufficient.

Resolution

Execute again after increasing the free space of drive with OS installed.

[FCCD-ERR031] Unable to eject the media.

Cause

Probable causes are the following:

- The drive is controlled by another record software.

- The drive is not connected normally.

- The drive cannot be opened normally due to some causes such as some articles exist in the drive.

Resolution

Take following actions according to the causes:

- Use the eject function of the record software to eject the media.

- Confirm whether the drive is connected normally, and then press the eject button of the drive to eject the media.

- Confirm that there are no other articles that will prevent the tray from ejecting, then press the eject button of drive to eject the media.

[FCCD-ERR032] When writing to media, the following characters are not allowed in folder name or file name of export destination.
/, :, *, ?, ", <, >, |, ; are not allowed.

Cause

Invalid characters are used in the folder name or file name.

Resolution

Confirm the folder name and file name, and then execute again.

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

Variable Information

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

Note) When it is unable to get media information (when the unsupported media (Blu-ray CD) is placed), the place of media name will be blank.

Cause

The media for saving export target file is a media that cannot record through the File Export Utility, or that is not supported by the drive.

Resolution

Confirm it is a recordable media, or the drive is a recordable drive.

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

Variable Information

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

Note) When it is unable to get media information (when the unsupported media (Blu-ray CD) is placed), the place of media name will be blank.

Cause

This media cannot be erased by File Export Utility, or the drive does not support the erase function.

Resolution

Confirm that the media can be erased, or this drive supports the erase function.

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

Cause

Other logon user is recording or erasing the data of media.

Resolution

Execute again after other logon user has finished recording/erasing the media.

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

Cause

Try to erase the media.

Resolution

Confirm whether to execute.

[FCCD-INF001] File export to media has completed

Cause

-

Resolution

-

[FCCD-INF002] Media erasing completed.

Cause

-

Resolution

-

[FCCD-INF003] Writing to the media.
Please do not exit File Export Utility.
In addition, please do not start other applications during the process.

Cause

-

Resolution

-

[FCCD-INF004] Erasing the media.
Please do not exit File Export Utility.
In addition, please do not start other applications during the process.

Cause

-

Resolution

-

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

Cause

Internal error occurred in the Windows.

Resolution

Contact Fujitsu technical staff.

[FCCM-ERR002] Unable to communicate with Management Server. Unable to start File Export Utility or perform export processing

Cause

As it is unable to communicate with Management Server, it is unable to confirm the time of server.

Resolution

Restore the communication status with Management Server and then execute again.

[FCCM-INF001] The processing has been cancelled.

Cause

The processing is cancelled.

Resolution

Contact Fujitsu technical staff.

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

Cause

That File Export Utility cannot be used is set in policy.

Resolution

Ask help from the administrator to modify the policy as File Export Utility allowed.

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

Cause

The time frame of File Export Utility not allowed is set in the policy.

Resolution

Ask help form the administrator to use the File Export Utility.

FCFM-ERR002] This drive cannot be formatted.

Cause

The drive that cannot be formatted is selected.

Resolution

Select a drive that can be formatted.

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

Cause

The drive that does not exist is selected.

Resolution

Select a drive that can be formatted.

[FCFM-ERR004] Because the memory media that is not allowed to be used is set in the selected drive, formatting cannot be performed.

Cause

Prepare to format the drive of USB device not allowed by the policy.

Resolution

Select a drive that can be formatted.

[FCFM-WRN001] Please select a drive.

Cause

Either the drive is not selected, or the drive is not selected correctly.

Resolution

Select a drive correctly.

[FCSB-ERR001] The specified parameter is incorrect.

Cause

The settings of parameter are incorrect.
The period allowed for decryption has exceeded 2037/12/31.

Resolution

Set the period allowed for decryption before 2037/12/31.

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

Cause

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 to be copied does not exist.

Resolution

Specify the file to be copied correctly.

[FCSB-ERR004] No encryption file exists.

Cause

The file to be encrypted does not exist.

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

Out of memory.

Resolution

Execute again after closing unnecessary applications.

[FCSB-ERR006] File access has been denied.

Cause

Access to the files at export source and export target location, or operation file for encryption is denied.

Probable causes are as follows:

- The file or folder is opened by another program.

- The file or folder is written-protected, or it is read-only.

- There is no access authority for the file or folder.

Resolution

Take the following actions according to the different causes.

- Close the file or folder and then run again.

- Specify the writeable files and folders and run again.

- Check the access permissions on the file or folder and run again.

[FCSB-ERR007] Unable to open the file.

Cause

Probable causes are as follows:

- Contains a character that cannot be used in the file name.

- File name is too long.

- Failed to open the file, or the drive specified by the user because that specified temporary location is written-protected

- The temporary location, of the folder specified by the user does not exist.

Resolution

Take the following actions according to the different causes.

- Confirm the file name and execute again.

- Specify a writable drive in the temporary space of the user, and execute again.

- Specify the folder that exists in the user's temporary space and execute again.

[FCSB-ERR008] Unable to read the file.

Cause

Probable causes are as follows:

- File is under processing

- This file is not opened by another program.

- Exception in the network environment processing.

Resolution

Take the following actions according to the different causes.

- Complete the file operation and execute again.

- After closing the file opened in another program, execute again.

- Check the network and other environment and execute again.

[FCSB-ERR009] Unable to create a directory.

Cause

Failed to create a new directory.

(There already exists a file in the same name with the created folder etc.)

Resolution

Confirm the name of created file, and execute again after specifying a correct file name.

[FCSB-ERR010] The memory media that prohibits writing is used, or the available disk space of memory media is not enough.

Cause

The used storage media denies being written, or there is insufficient disk space of the storage media available.

Confirm whether the storage media for saving export file is write-protected or not. When the free disk space of the storage media for saving export file is insufficient, execute again after confirming the free space.

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

Cause

The size of encrypted file has exceeded the limit.

Resolution

Control the size of encrypted file smaller than 2,140,000,000 bytes and then execute again. Compared with the size of file that is not encrypted, about 130,000 bytes are increased.

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

Cause

The free space of drive in the path of export target or drive in user temporary space is insufficient.

Resolution

Confirm the free capacity of drive in the path of export target or drive in user temporary space and execute again.

[FCSB-ERR014] The available space of the target drive for encryption file export is not enough, or the drive of export destination cannot be accessed. Cancel the processing.

Cause

The drive in the path of export target cannot be accessed, or the free space of drive in user temporary space is insufficient.

Resolution

Confirm whether the drive in the directory of export target can be accessed.
When the free space of drive in the path of export target and drive in user temporary space is insufficient, execute again after confirming the free space.

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

Cause

The access authority of folder specified for user temporary space has been modified.

Resolution

Execute again after confirming the access authority of folder specified for user temporary space.

[FCSB-ERR016] The file name or folder name at export source contains invalid characters. The following characters cannot be used as folder name./, :, *, ?, ", <, >, | are not allowed.

Cause

The file name or folder name at export source contains invalid characters.

Resolution

Confirm that the file name does not contain invalid characters, and execute again.

[FCSB-ERR017] When logon with the user ID containing Unicode specific characters (characters cannot be converted to Shift JIS), encryption export to CD or DVD media cannot be performed.

Cause

The user ID includes Unicode characters (characters that cannot be shifted to Shift JIS number).

Resolution

Modify the export path to be encrypted as the path excluding CD or DVD media and then export.

[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 %I64d bytes.

Cause

When the policy of file export log is set to [Get] and [Original File Backup], prepare to export the file whose size has exceeded the maximum value of one file export.

Resolution

Select the file at export source again, and control the total size of one file export smaller than the maximum size and execute again.

[FCSO-ERR002] The maximum value of the size of a single file can be exported is exceeded. The maximum size of a single file that can be exported is %I64 bytes.

Cause

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

Resolution

Exclude the files that exceed the file size (the maximum file size is the displayed value.) and execute again.

[FCSO-ERR003] The maximum value of the number of files can be exported at one time is exceeded. The number of files that can be exported at one time cannot exceed %d.

Cause

When the policy of file export log is set to [Get] and [Original File Backup], prepare to export the file whose number has exceeded the maximum value for the number of files that can be exported at one time.

Resolution

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

[FCSO-ERR004] The work space required for exporting files is not enough. Cancel the processing.

Cause

When the policy of file export log is set to [Get] and [Original File Backup], the disk space required for original file backup is insufficient.

Resolution

Confirm the free space of drive that is specified during CT installation, where the folder at log export target is located. The required space is shown as follows.

- When exporting normally, the maximum required free space is 2.5 times of the size of file at export source.

- When exporting encrypted file, the maximum required free space is 3.5 times of the size of file at export source.

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

Cause

The file or folder at export source has been deleted.

Resolution

Execute again after confirming the existence of the file or folder set in export source.

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

Cause

It may be caused by the following causes.

- The file or folder at export source has been deleted.

- The file or folder at export source has no access authority.

- The folder in the path of log output target specified during CT installation has been deleted.

- The folder in the path of log output target specified during CT installation has no modification authority.

Resolution

Take the following actions according to the different causes.

- The file at export source exists.

- The file or folder at export source has access authority.

- The folder in the path of log input target specified during CT installation still exists.

- The folder in the path of log output target specified during CT installation has modification authority.

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

Cause

It may be caused by the following causes.

- The file at export source has no read authority.

- The file or folder at export source has been deleted.

Resolution

Confirm the following contents, and execute again.

- The set file or folder at export source has read authority.

- The set file or folder at export source still exists.

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

Variable Information

%s : name of file at export source

Cause

When the policy of file export log is set to [Get] and [Original File Backup], prepare to export the file encrypted in EFS format.

Resolution

Take one of the following actions and then execute again.

- Delete the file encrypted in EFS format from the export targets.

- Remove the password of file encrypted in EFS format.

[FCSY-ERR001] The specified path for saving manuals is not found.

Cause

Failed to find the specified saving path of operation manual.

Resolution

Contact Fujitsu technical staff.

Failed to write the file.

Cause

The free space of disk is insufficient.

Resolution

Execute again after confirming the CT disk capacity.

6.1.5 Message Output with Maintenance Command

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

Cause

The settings of option are incorrect.
Or the present Windows user does not have Administrator authority, he/she cannot user this option.
According to different options, sometimes the Administrator authority is required.

Resolution

Confirm whether the specified option is correct
When the specified option is correct, confirm whether the user logged on to Windows has Administrator authority.

[E701-ERR002] As a physical PC, it cannot be registered as a provisioning master image.

Cause

This will be displayed when the logon operation of provisioning master image is executed in the physical PC. The physical PC cannot be logged on as master image of provisioning.

Resolution

Execute the logon for the provisioning master image.

[E701-ERR003] As it is provisioning clone PC, it cannot be logged on as master image of provisioning. The processing is cancelled.

Cause

This will be displayed when the logon operation of provisioning master image is executed in the clone PC. The clone PC cannot log on as master image of provisioning.

Resolution

Execute the logon for the provisioning master image.

[E701-ERR004] As a provisioning clone PC, CT cannot be registered again. Exit processing.

Cause

This will be displayed when logging on to CT again in the provisioning clone PC. Logging on to CT again cannot be executed in the clone PC.

Resolution

For logging to CT again, do not execute it in the provisioning clone CT.

[E701-INF001] The command has ended.

Cause

This will be displayed when the command is finished.

Resolution

-

6.1.6 Messages Output by the Emergency Procedure Tool

[ERAP-ERR001] Multiple instances of the emergency procedure tool cannot run at the same time.

Cause

An attempt was made to start multiple instances of the emergency procedure tool.

Resolution

Use the instance that is already running.

[ERAP-ERR002] The emergency procedure tool cannot be started because the emergency procedure has already been performed.

Cause

The emergency procedure has already been performed.

Resolution

-

[ERAP-INF001] Operation of the client (CT) is restricted. Execute?

Cause

An attempt was made to perform the emergency procedure for the client (CT).

Resolution

Click **OK** if instructed to do so by the administrator, or **Cancel** to cancel the process.

[ERAP-INF002] A security risk was detected. Operation has been restricted. Follow the instructions of the administrator.

Cause

The emergency procedure was performed for the client (CT).

Resolution

Contact the administrator and follow instructions.

[ERAP-INF003] The emergency procedure was successful.

Cause

The emergency procedure was successful.

Resolution

-

[ERAP-INF004] The emergency procedure failed. The service of client (CT) might be stopped. Contact the administrator and follow instructions.

Cause

The client (CT) service may be stopped.

Resolution

Contact the administrator and follow instructions.

6.1.7 Messages Output by the Device Information Collection Tool

[DIAP-ERR001] Multiple instances of the device information collection tool cannot run at the same time.

Cause

An attempt was made to start multiple instances of the device information collection tool.

Resolution

Use the instance that is already running.

[DIAP-ERR002] Failed to get the information of USB device. Please try again later.

Cause

Failed to collect the USB device information.

Resolution

Wait for a few moments and then try again.

[DIAP-ERR003] Failed to get the information of PC Card device. Please try again later.

Cause

Failed to collect the PC card device information.

Resolution

Wait for a few moments and then try again.

[DIAP-ERR004] Failed to output the device information. (OK)

Cause

Failed to output the device information to a CSV file.

Resolution

Check the execution environment. (disk availability, etc.)

[DIAP-SEL001] [%s] already exists. Overwrite?

Variable information

%s: File name

Cause

The specified output file already exists.

Resolution

Click **OK** to overwrite, or **Cancel** to cancel the process.

[DIAP-SEL002] Device information has been output.

Cause

Output of the device information to a CSV file was successful.

Resolution

-

[DIAP-SEL004] Delete the device information?

Cause

An attempt was made to delete the device information.

Resolution

Click **OK** to delete, or **Cancel** to cancel the process.

[DISY-ERR004] The device information collection tool cannot start because the CT feature has not been installed.

Cause

Systemwalker Desktop Keeper Client is not installed.

Resolution

Run the device information collection tool in an environment where Systemwalker Desktop Keeper Client is installed.

[DISY-ERR005] The device information collection tool cannot start because the CT version is not supported.

Cause

The device information collection tool was started in an environment where an unsupported version of the client (CT) is installed.

Resolution

Start the device information collection tool in an environment where a supported version of the client (CT) is installed.

[DISY-ERR006] Specify the name using up to 80 halfwidth characters (40 fullwidth characters).

Cause

The number of characters specified for the name has exceeded the limit.

Resolution

Ensure that the number of characters specified for the name does not exceed the limit.

[DISY-ERR007] Specify the notes using up to 128 halfwidth characters (64 fullwidth characters).

Cause

The number of characters specified for the notes has exceeded the limit.

Resolution

Ensure that the number of characters specified for the notes does not exceed the limit.

[DISY-ERR008] Characters not allowed are used in the name. Control characters are not allowed.

Cause

The name contains invalid characters.

Resolution

Specify the name using only valid characters.

[DISY-ERR009] Characters not allowed are used in notes. Control characters are not allowed.

Cause

The notes contain invalid characters.

Resolution

Specify the notes using only valid characters.

[DISY-ERR010] The number of device information items displayed exceeds %d. Up to %d device information items can be displayed.

Variable information

%d: Maximum number of device information items that can be displayed

Cause

An attempt was made to read device information exceeding the number of items that can be displayed.

Resolution

Read the device information after deleting unnecessary information.

[DISY-ERR011] Please enter the name.

Cause

The name has not been specified.

Resolution

Specify the name.

6.2 Message Output with Smart Device (Agent) (Android)

6.2.1 Message Output During Operation

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

Cause

A synchronous URL is not entered.

Resolution

Enter a synchronous URL.

[AA00-ERR002] URL for synchronization is incorrect.

Causes

The entered synchronous URL is incorrect.

Resolution

Enter the correct synchronous URL.

[AA00-ERR003] Failed to communicate with the management server.

Causes

Probable cause are as follows:

- The Relay server is stopped.

- The port to communicate with the Relay server is closed.

- Connection is not established with the network environment in which the communication with the Relay server is possible.

- Network is insecure and communication cannot be done due to the temporary causes such as temporary high load.

Resolution

Wait for some time and try to synchronize by tapping the **Sync now** button.

If the error still persists, check whether the Relay server can be connected to presently connected network.

When an environment is enabled to communicate with the Relay server, contact the administrator considering that the Relay sever may be faulty.

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

Cause

The User Id is not entered.

Resolution

Enter the User Id.

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

Causes

More than 20 halfwidth characters are entered in User Id.

Resolution

Enter 20 or less halfwidth characters in User ID.

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

Causes

The database cannot be accessed.

Resolution

Installation may have been done by overwriting the Systemwalker Log Agent (Desktop Keeper Client) (Old version).

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

Cause

The database could not be accessed.

Resolution

Installation may have been done by overwriting the Systemwalker Log Agent(Desktop Keeper Client) (Old version).

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

Cause

It may be a state immediately after installation.

Resolution

Enter synchronous URL and User Id, tap the **Sync now** button to synchronize with the Relay server.

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

Causes

An attempt has been made to close the input dialog for User Id without entering User Id.

Resolution

In such cases, tap the **OK** button to close the dialog. However, you cannot execute the communication with the Relay server. Tap the **Cancel** button to stop the process.

[AA10-WRN001] System administrator prohibits the connection to this access point.
[%1] Connection disabled.

Variable information

%1 : SSID of the access point

Causes

An attempt has been made to connect to the access points of the prohibited connection.

Resolution

Request the administrator to change the policy.

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

Causes

An attempt has been made to use a Bluetooth device to which pairing is prohibited. The pairing for the already paired equipment is forcefully cancelled.

Resolution

Request the administrator to change the policy.

[AA10-WRN003] System administrator prohibits the use of this application. Uninstall it.
%1
%2

Variable information

%1: Application name

%2: Application version

Cause

An attempt has been made to run a prohibited application.

Resolution

Request the administrator to change the policy.

[AA10-WRN004] System administrator prohibits the use of the application outside business hours so the data will be deleted.
Tap 'OK'. If the application screen appears, tap 'Clear data' to delete the data.
The data in the following folders are deleted automatically:
- Folders used by the application
- Any folders specified by system administrator

Cause

An attempt has been made to run the application beyond the specified operation time.

Resolution

The application cannot be used beyond the operation time. Close the application. The application data is deleted.

[AA10-WRN006] System administrator prohibits the installation of this application.
Tap 'OK'. If the application screen appears, tap 'Uninstall' to uninstall the application.
%1
%2

Variable information

%1 :Application name

%2 : Application version

Cause

An attempt has been made to use an application whose installation is prohibited.

Resolution

Uninstall the prohibited application.

Till the application is uninstalled, the **Application Management** screen is periodically displayed.

[AA10-WRN007] System administrator prohibits the use of the application outside business hours. Application will be closed.
%1
%2

Variable information

%1 : Application name

%2 : Application version

Cause

An attempt has been made to run the application for which the usage is prohibited beyond the operation time.

Resolution The application cannot be used beyond the operation time. Close the application.

[AA30-INF001] System administrator performed the lock.

Cause

A lock has been applied by the system administrator.

Resolution

Contact the system administrator to release the lock.

[AA30-INF002] System administrator removed the lock.

Cause

The lock is released by the system administrator.

Resolution

-

[AA30-INF003] System administrator will perform the wipe process.

Cause

Wipe has been performed by the system administrator

Resolution

-

[AA30-INF004] System administrator deleted the data.

Cause

The data is deleted by the system administrator.

Resolution

-

[AA30-WRN001] Failed to unlock.
Device will be locked after failing to
unlock %1 more times.

Variable information

%1: Lock failure count till the terminal lock is enabled.

Cause

Failed to release the terminal lock.

Resolution

-

[AA30-WRN002] Failed to unlock.
Device will be initialized after failing to
unlock %1 more times.

Variable information

%1: Lock failure count till the terminal is successfully initialized.

Cause

Failed to release the terminal lock.

Resolution

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

Cause

An attempt has been made to collect the material to investigate the failure.

Resolution

Tap the **OK** button to collect the material used to investigate the failure. Tap the **Cancel** button to stop the process.

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

Cause

An attempt has been made to collect the material used to investigate the failure; however, the already collected material exists.

Resolution

Tap the **OK** button to continue the collection of material used to investigate the failure .Tap the **Cancel** button if you do not want to collect the material.

[AA90-INF001] Error investigation data has been collected.
Saved file: %1

Variable information

%1: File path of the material to be used to investigate the failure.

Cause

The material to be used to investigate the failure is collected.

Resolution

-

[AA90-INF002] Collecting error investigation data...
Wait for a few moments.

Cause

The material to be used to investigate the failure is being collected.

Resolution

-

[AA90-ERR001] Failed to collect error investigation data. Contact a system administrator.

Cause

Failed to collect the material to be used to investigate the failure

Resolution

Contact Fujitsu technical staff.

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 Server from a client PC. That is, Citrix XenApp 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.

Client (CT) Terminal Registration Authentication

This authentication checks whether a password entered during client (CT) installation and management server registration by the client (CT), and a client management password set in the management console are the same. Also, this function registers the terminal only if both the passwords match.

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.

Device

Piece of hardware managed by Systemwalker Desktop Keeper.

Device information collection tool

Tool that retrieves information of devices attached to a PC and outputs it to a CSV file.

Name/media name

Name of the setting value on Systemwalker Desktop Keeper. This can be set by the user.

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.

Emergency procedure settings policy

Policy temporarily set for the client (CT) when a security risk arises.

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.

Group Policy

Policy set in the unit of a CT group.

Hook Method

Method that returns the flow of processing back to its original state after intercepting the required data for referring to or processing in some way, from amongst the data sent via a specific interface.

Imaging Device

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

iNetSec SF

Product of PFU Limited. This is a security product that addresses risks by blocking unsafe devices from the network.

Internal serial number

Unique identifier of a USB managed by Systemwalker Desktop Keeper.

Each USB device is assigned an individual serial number.

iOS Management Database

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

iOS device

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

Legal Size

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

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.

Local Proxy Method

Method of monitoring web communication on the Internet via a local proxy.

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.

Media

Media managed by Systemwalker Desktop Keeper.

The media that can be used with the individual media identification function are listed below (it does not include blank media).

- SD card

- SDHC card

- SDXC card

- miniSD card

- miniSDHC card

- microSD card

- microSDHC card

- microSDXC card

Open Application

This is an application installed on a Citrix XenApp Server or server firm and open to multiple users of the Citrix XenApp 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.

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.

Relay Server

While using the log acquisition function or prohibition function of smart devices, a Relay Server needs to be installed. Relay Servers convert information from smart devices and sends it to the Management Server.

If a client (CT) is connecting via the Internet, a Relay Server must be installed between the client (CT) and the (Master) Management Server.

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.

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.

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.

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.

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.

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.

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.

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.

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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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.

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.

UNC (Universal Naming Convention)

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

USB device

Collective name for peripheral devices compatible with connection standard USBs.

In Systemwalker Desktop Keeper, this indicates USB devices that can be individually identified.

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.

User Group

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

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.

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.

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 Outlook Express 6.0

- Microsoft Outlook 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.

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.

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.

Web Console (Log Viewer)

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

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.