

FUJITSU Software

ServerView Resource Orchestrator V3.3.0

Messages

Windows

J2X1-7618-08ENZ0(06)
March 2018

Preface

Purpose of This Document

This manual provides an explanation of messages used by FUJITSU Software ServerView Resource Orchestrator (hereinafter Resource Orchestrator) and corrective actions.

Intended Readers

This manual is written for people who will install and administer systems using Resource Orchestrator. It is strongly recommended that you read the "Design Guide VE" or the "Design Guide CE" before using this manual. When setting up systems, it is assumed that readers have the basic knowledge required to configure the servers, storage, and network devices to be installed.

Structure of This Document

This manual is composed as follows:

[Chapter 1 Overview](#)

Provides an overview of the various messages that are output by FUJITSU Software ServerView Resource Orchestrator.

Part 1 Messages Displayed in Virtual Edition and Cloud Edition

Explains the messages that are displayed in both the Virtual Edition and the Cloud Edition.

[Chapter 2 2XXXX Series Messages](#)

Explains the messages that provide information to users and the corrective actions.

[Chapter 3 4XXXX Series Messages](#)

Explains the messages that warn users when an error is detected and the corrective actions.

[Chapter 4 6XXXX Series Messages](#)

Explains the messages that inform users of the causes of detected errors and the relevant corrective actions.

Part 2 Messages Specific to Cloud Edition

Explains the messages that are specific to the Cloud Edition.

[Chapter 5 Messages Starting with AAPI](#)

Explains the messages that start with AAPI.

[Chapter 6 Messages Starting with BKRS](#)

Explains the messages that start with BKRS.

[Chapter 7 Messages Starting with BRPG](#)

[Chapter 8 Messages Starting with ctact](#)

Explains the messages that start with ctact.

[Chapter 9 Messages Starting with ctchg](#)

Explains the messages that start with ctchg.

[Chapter 10 Messages Starting with ctsec](#)

Explains the messages that start with ctsec.

[Chapter 11 Messages Starting with DELP](#)

Explains the messages that start with DELP.

[Chapter 12 Messages Starting with DRC](#)

Explains the messages that start with DRC.

[Chapter 13 Messages Starting with meter](#)

Explains the messages that start with meter.

[Chapter 14 Messages Starting with MGRV](#)

[Chapter 15 Messages Starting with PAPI](#)

Explains the messages that start with PAPI.

[Chapter 16 Messages Starting with PCS](#)

Explains the messages that start with PCS.

[Chapter 17 Messages Beginning with swsag or ssmgr](#)

Explains the messages that start with swsag and ssmgr.

[Chapter 18 Messages Starting with TPLC](#)

Explains the messages that start with TPLC.

[Chapter 19 Messages Starting with VSYS](#)

[Appendix A System Log Messages](#)

Explains the messages that are output in the system log.

[Appendix B Messages Output During Installation](#)

Explains the messages that are output during installation.

[Appendix C Messages Output when Using the Virtual L-Server Export and Import Functions](#)

Explains the messages output when using the VM Converter of the virtual L-Server export function.

Web Site URLs

URLs provided as reference sources within the main text are correct as of March 2018.

Document Conventions

The notation in this manual conforms to the following conventions.

- When there is different information for the different versions of Resource Orchestrator, it is indicated as follows:

[All Editions]	Sections relevant for all editions
[Cloud Edition]	Sections related to Cloud Edition
[Virtual Edition]	Sections related to Virtual Edition

- When using Resource Orchestrator and the functions necessary differ due to the necessary basic software (OS), it is indicated as follows:

[Windows Manager]

Sections related to Windows manager

[Linux Manager]

Sections related to Linux manager

[Windows]

Sections related to Windows

[Linux]

Sections related to Linux

[Red Hat Enterprise Linux]

Sections related to Red Hat Enterprise Linux

[Solaris]

Sections related to Solaris

[VMware]

Sections related to VMware

[Horizon View]

Sections related to VMware Horizon View

[Hyper-V]

Sections related to Hyper-V

[Xen]

Sections related to RHEL5-Xen

[KVM]

Sections related to RHEL-KVM

[Solaris Zones]

Sections related to Solaris Zones (Solaris 10) and Solaris Zones (Solaris 11)

[Solaris Zones (Solaris 10)]

Sections related to Solaris Zones with Solaris 10 VM hosts

[Solaris Zones (Solaris 11)]

Sections related to Solaris Zones with Solaris 11 VM hosts

[OVM for x86]

Sections related to Oracle VM Server for x86 2.2 and Oracle VM Server for x86 3.x

[OVM for x86 2.2]

Sections related to Oracle VM Server for x86 2.2

[OVM for x86 3.x]

Sections related to Oracle VM Server for x86 3.2 and Oracle VM Server for x86 3.3

[OVM for SPARC]

Sections related to Oracle VM Server for SPARC

[Citrix Xen]

Sections related to Citrix XenServer

[Physical Servers]

Sections related to physical servers

[Trend Micro OfficeScan]

Sections related to Trend Micro OfficeScan

[Symantec]

Sections related to Symantec Endpoint Protection

[McAfee]

Sections related to McAfee ePolicy Orchestrator

- Unless specified otherwise, the blade servers mentioned in this manual refer to PRIMERGY BX servers.
- Oracle Solaris may also be indicated as Solaris, Solaris Operating System, or Solaris OS.

- Oracle Solaris Zones may also be indicated as Solaris Containers or Solaris Container.
- Oracle VM Server for x86 may also be indicated as Oracle VM.
- In Resource Orchestrator, the following servers are referred to as SPARC Enterprise.
 - SPARC Enterprise M3000/M4000/M5000/M8000/M9000
 - SPARC Enterprise T5120/T5140/T5220/T5240/T5440
- In Resource Orchestrator, the following servers are referred to as SPARC M12.
 - SPARC M12-1/M12-2/M12-2S
- In Resource Orchestrator, the following servers are referred to as SPARC M10.
 - SPARC M10-1/M10-4/M10-4S
- Fujitsu SPARC M12 is the product name used for SPARC M12 when they are sold outside Japan.
- Fujitsu M10 is the product name used for SPARC M10 when they are sold outside Japan.
- In this manual, Fujitsu SPARC M12 is referred to as SPARC M12.
- In this manual, Fujitsu M10 is referred to as SPARC M10.
- In this manual, Fujitsu SPARC M12 and Fujitsu M10 are collectively referred to as SPARC M10/M12.
- In Resource Orchestrator, the following software is referred to as GLS.
 - PRIMECLUSTER GLS 4.4 or earlier
- In Resource Orchestrator, the following software is referred to as GDS.
 - PRIMECLUSTER GDS 4.4 or earlier
- References and character strings or values requiring emphasis are indicated using double quotes (").
- GUI items are shown enclosed by brackets ([]).
- The order of selecting menus is indicated using []-[] .
- Text to be entered by the user is indicated using bold text.
- Variables are indicated using italic text and underscores.
- The ellipses ("...") in menu names, indicating settings and operation window startup, are not shown.
- The ">" used in Windows is included in usage examples. When using Linux, read ">" as meaning "#".
- When using Resource Orchestrator on Windows 8 and Windows Server 2012, please note the following.
When OS operations are explained in this manual, the examples assume OSs up to Windows 7 and Windows Server 2008. When using Resource Orchestrator on Windows 8 or Windows Server 2012, take explanations regarding the [Start] menu as indicating the [Apps] screen.
The [Apps] screen can be displayed by right-clicking on the [Start] screen and then right-clicking [All apps].
- When using Resource Orchestrator on Windows 8.1 and Windows Server 2012 R2, please note the following.
When OS operations are explained in this manual, the examples assume OSs up to Windows 7 and Windows Server 2008. When using Resource Orchestrator on Windows 8.1 or Windows Server 2012 R2, take explanations regarding the [Start] menu as indicating the [Apps] screen.
The [Apps] screen can be displayed by swiping the [Start] screen from bottom to top, or clicking the downward facing arrow on the lower-left of the [Start] screen.

Menus in the ROR console

Operations on the ROR console can be performed using either the menu bar or pop-up menus.

By convention, procedures described in this manual only refer to pop-up menus.

Regarding Installation Folder Paths

The installation folder path may be given as C:\Fujitsu\ROR in this manual.

Replace it as shown below.

[Virtual Edition]

- When using Windows 64-bit (x64)
C:\Program Files (x86)\Resource Orchestrator
- When using Windows 32-bit (x86)
C:\Program Files\Resource Orchestrator

[Cloud Edition]

C:\Program Files (x86)\Resource Orchestrator

Command Examples

The paths used in command examples may be abbreviated. When using commands, execute them using the paths in the "Name" column in the "Reference Guide (Command) VE" and the "Reference Guide (Command/XML) CE".

Abbreviations

The following abbreviations are use in this manual.

Category

Abbreviation

- Products

Windows

Windows

- Microsoft(R) Windows Server(R) 2008 Standard
- Microsoft(R) Windows Server(R) 2008 Enterprise
- Microsoft(R) Windows Server(R) 2008 R2 Standard
- Microsoft(R) Windows Server(R) 2008 R2 Enterprise
- Microsoft(R) Windows Server(R) 2008 R2 Datacenter
- Microsoft(R) Windows Server(R) 2012 Standard
- Microsoft(R) Windows Server(R) 2012 Datacenter
- Microsoft(R) Windows Server(R) 2012 R2 Essentials
- Microsoft(R) Windows Server(R) 2012 R2 Standard
- Microsoft(R) Windows Server(R) 2012 R2 Datacenter
- Microsoft(R) Windows Server(R) 2016 Standard
- Microsoft(R) Windows Server(R) 2016 Datacenter
- Windows Vista(R) Business
- Windows Vista(R) Enterprise
- Windows Vista(R) Ultimate
- Windows(R) 7 Professional

- Windows(R) 7 Ultimate
- Windows(R) 8 Pro
- Windows(R) 8 Enterprise
- Windows(R) 8.1 Pro
- Windows(R) 8.1 Enterprise
- Windows(R) 10 Pro
- Windows(R) 10 Enterprise

Windows Server 2008

- Microsoft(R) Windows Server(R) 2008 Standard
- Microsoft(R) Windows Server(R) 2008 Enterprise
- Microsoft(R) Windows Server(R) 2008 R2 Standard
- Microsoft(R) Windows Server(R) 2008 R2 Enterprise
- Microsoft(R) Windows Server(R) 2008 R2 Datacenter

Windows 2008 x86 Edition

- Microsoft(R) Windows Server(R) 2008 Standard (x86)
- Microsoft(R) Windows Server(R) 2008 Enterprise (x86)

Windows 2008 x64 Edition

- Microsoft(R) Windows Server(R) 2008 Standard (x64)
- Microsoft(R) Windows Server(R) 2008 Enterprise (x64)

Windows Server 2012

- Microsoft(R) Windows Server(R) 2012 Standard
- Microsoft(R) Windows Server(R) 2012 Datacenter
- Microsoft(R) Windows Server(R) 2012 R2 Essentials
- Microsoft(R) Windows Server(R) 2012 R2 Standard
- Microsoft(R) Windows Server(R) 2012 R2 Datacenter

Windows Server 2016

- Microsoft(R) Windows Server(R) 2016 Standard
- Microsoft(R) Windows Server(R) 2016 Datacenter

Windows PE

- Microsoft(R) Windows(R) Preinstallation Environment

Windows Vista

- Windows Vista(R) Business
- Windows Vista(R) Enterprise
- Windows Vista(R) Ultimate

Windows 7

- Windows(R) 7 Professional
- Windows(R) 7 Ultimate

Windows 8

- Windows(R) 8 Pro
- Windows(R) 8 Enterprise
- Windows(R) 8.1 Pro
- Windows(R) 8.1 Enterprise

Windows 10

- Windows(R) 10 Pro
- Windows(R) 10 Enterprise

DOS

- Microsoft(R) MS-DOS(R) operating system, DR DOS(R)

MSFC

- Microsoft(R) Windows Server(R) 2008 Enterprise (x86, x64) Failover Cluster
- Microsoft(R) Windows Server(R) 2012 Standard Failover Cluster
- Microsoft(R) Windows Server(R) 2012 Datacenter Failover Cluster

SCVMM

- Microsoft(R) System Center Virtual Machine Manager 2008 R2
- Microsoft(R) System Center 2012 Virtual Machine Manager
- Microsoft(R) System Center 2012 R2 Virtual Machine Manager
- Microsoft(R) System Center 2016 Virtual Machine Manager

Linux

Linux

- Red Hat(R) Enterprise Linux(R) AS (v.4 for x86)
- Red Hat(R) Enterprise Linux(R) ES (v.4 for x86)
- Red Hat(R) Enterprise Linux(R) AS (v.4 for EM64T)
- Red Hat(R) Enterprise Linux(R) ES (v.4 for EM64T)
- Red Hat(R) Enterprise Linux(R) AS (4.5 for x86)
- Red Hat(R) Enterprise Linux(R) ES (4.5 for x86)
- Red Hat(R) Enterprise Linux(R) AS (4.5 for EM64T)
- Red Hat(R) Enterprise Linux(R) ES (4.5 for EM64T)
- Red Hat(R) Enterprise Linux(R) AS (4.6 for x86)
- Red Hat(R) Enterprise Linux(R) ES (4.6 for x86)
- Red Hat(R) Enterprise Linux(R) AS (4.6 for EM64T)
- Red Hat(R) Enterprise Linux(R) ES (4.6 for EM64T)
- Red Hat(R) Enterprise Linux(R) AS (4.7 for x86)
- Red Hat(R) Enterprise Linux(R) ES (4.7 for x86)
- Red Hat(R) Enterprise Linux(R) AS (4.7 for EM64T)
- Red Hat(R) Enterprise Linux(R) ES (4.7 for EM64T)
- Red Hat(R) Enterprise Linux(R) AS (4.8 for x86)

- Red Hat(R) Enterprise Linux(R) ES (4.8 for x86)
- Red Hat(R) Enterprise Linux(R) AS (4.8 for EM64T)
- Red Hat(R) Enterprise Linux(R) ES (4.8 for EM64T)
- Red Hat(R) Enterprise Linux(R) 5.0 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.0 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.1 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.2 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.3 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.4 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.5 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.6 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64)
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- Red Hat(R) Enterprise Linux(R) 5.8 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.8 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.9 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.9 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.10 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.10 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.11 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.11 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.0 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.0 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.1 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.1 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.2 (for x86)
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- Red Hat(R) Enterprise Linux(R) 6.3 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.3 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.4 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.4 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.5 (for x86)

- Red Hat(R) Enterprise Linux(R) 6.5 (for Intel64)
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- Red Hat(R) Enterprise Linux(R) 6.8 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.8 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 7.0 (for Intel64)
- SUSE(R) Linux Enterprise Server 10 Service Pack 2 for x86
- SUSE(R) Linux Enterprise Server 10 Service Pack 2 for EM64T
- SUSE(R) Linux Enterprise Server 10 Service Pack 3 for x86
- SUSE(R) Linux Enterprise Server 10 Service Pack 3 for EM64T
- SUSE(R) Linux Enterprise Server 11 for x86
- SUSE(R) Linux Enterprise Server 11 for EM64T
- SUSE(R) Linux Enterprise Server 11 Service Pack 1 for x86
- SUSE(R) Linux Enterprise Server 11 Service Pack 1 for EM64T
- Oracle Enterprise Linux Release 6.7 for x86 (32bit)
- Oracle Enterprise Linux Release 6.7 for 86_64 (64bit)
- Oracle Enterprise Linux Release 7.2 for x86 (32bit)
- Oracle Enterprise Linux Release 7.2 for x86_64 (64bit)

Red Hat Enterprise Linux

- Red Hat(R) Enterprise Linux(R) AS (v.4 for x86)
- Red Hat(R) Enterprise Linux(R) ES (v.4 for x86)
- Red Hat(R) Enterprise Linux(R) AS (v.4 for EM64T)
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- Red Hat(R) Enterprise Linux(R) ES (4.7 for EM64T)
- Red Hat(R) Enterprise Linux(R) AS (4.8 for x86)

- Red Hat(R) Enterprise Linux(R) ES (4.8 for x86)
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- Red Hat(R) Enterprise Linux(R) 5.4 (for x86)
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- Red Hat(R) Enterprise Linux(R) 6.4 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.4 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.5 (for x86)

- Red Hat(R) Enterprise Linux(R) 6.5 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.6 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.6 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.7 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.7 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.8 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.8 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 7.0 (for Intel64)

Red Hat Enterprise Linux 5

- Red Hat(R) Enterprise Linux(R) 5.0 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.0 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.1 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.2 (for x86)
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- Red Hat(R) Enterprise Linux(R) 5.4 (for x86)
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- Red Hat(R) Enterprise Linux(R) 5.10 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.10 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 5.11 (for x86)
- Red Hat(R) Enterprise Linux(R) 5.11 (for Intel64)

Red Hat Enterprise Linux 6

- Red Hat(R) Enterprise Linux(R) 6.0 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.0 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.1 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.1 (for Intel64)

- Red Hat(R) Enterprise Linux(R) 6.2 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.3 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.3 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.4 (for x86)
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- Red Hat(R) Enterprise Linux(R) 6.6 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.7 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.7 (for Intel64)
- Red Hat(R) Enterprise Linux(R) 6.8 (for x86)
- Red Hat(R) Enterprise Linux(R) 6.8 (for Intel64)

Red Hat Enterprise Linux 7

- Red Hat(R) Enterprise Linux(R) 7.0 (for Intel64)

SUSE Linux Enterprise Server

- SUSE(R) Linux Enterprise Server 10 Service Pack 2 for x86
- SUSE(R) Linux Enterprise Server 10 Service Pack 2 for EM64T
- SUSE(R) Linux Enterprise Server 10 Service Pack 3 for x86
- SUSE(R) Linux Enterprise Server 10 Service Pack 3 for EM64T
- SUSE(R) Linux Enterprise Server 11 for x86
- SUSE(R) Linux Enterprise Server 11 for EM64T
- SUSE(R) Linux Enterprise Server 11 Service Pack 1 for x86
- SUSE(R) Linux Enterprise Server 11 Service Pack 1 for EM64T

Oracle Enterprise Linux

- Oracle Enterprise Linux Release 6.7 for x86 (32bit)
- Oracle Enterprise Linux Release 6.7 for 86_64 (64bit)
- Oracle Enterprise Linux Release 7.2 for x86 (32bit)
- Oracle Enterprise Linux Release 7.2 for x86_64 (64bit)

KVM

RHEL-KVM

- Red Hat(R) Enterprise Linux(R) 6.1 (for x86) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.1 (for Intel64) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.3 (for x86) Virtual Machine Function

- Red Hat(R) Enterprise Linux(R) 6.3 (for Intel64) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.4 (for x86) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.4 (for Intel64) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.5 (for x86) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.5 (for Intel64) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.6 (for x86) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.6 (for Intel64) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.7 (for x86) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.7 (for Intel64) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.8 (for x86) Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 6.8 (for Intel64) Virtual Machine Function

Xen

RHEL5-Xen

- Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Linux Virtual Machine Function

Xen

- Citrix XenServer(R) 5.5
- Citrix Essentials(TM) for XenServer 5.5, Enterprise Edition
- Citrix XenServer(R) 6.0
- Citrix Essentials(TM) for XenServer 6.0, Enterprise Edition
- Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.8 (for x86) Linux Virtual Machine Function
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- Red Hat(R) Enterprise Linux(R) 5.10 (for Intel64) Linux Virtual Machine Function
- Red Hat(R) Enterprise Linux(R) 5.11 (for x86) Linux Virtual Machine Function

- Red Hat(R) Enterprise Linux(R) 5.11 (for Intel64) Linux Virtual Machine Function

Citrix

Citrix XenServer

- Citrix XenServer(R) 6.0
- Citrix XenServer(R) 6.0.2
- Citrix XenServer(R) 6.1.0
- Citrix XenServer(R) 6.2.0
- Citrix XenServer(R) 7.1 LTSR
- Citrix XenServer(R) 7.2

XenServer 6

- Citrix XenServer(R) 6.0
- Citrix Essentials(TM) for XenServer 6.0, Enterprise Edition

Citrix XenApp

- Citrix XenApp(R)

Citrix XenDesktop

- Citrix XenDesktop(R)

Oracle Solaris

Solaris

- Oracle Solaris 10 05/09 (Update7)
- Oracle Solaris 11 11/11
- Oracle Solaris 11.1
- Oracle Solaris 11.2
- Oracle Solaris 11.3

Oracle VM

OVM for x86 2.2

- Oracle(R) VM Server for x86 2.2

OVM for x86 3.x

OVM for x86 3.2

- Oracle VM Server for x86 v3.2.x

OVM for x86 3.3

- Oracle VM Server for x86 v3.3.x

OVM for SPARC

- Oracle(R) VM Server for SPARC

Oracle VM Manager

- Oracle(R) VM Manager

EMC

Navisphere

- EMC Navisphere Manager

Solutions Enabler

- EMC Solutions Enabler

VMware

VMware vSphere or vSphere

- VMware vSphere(R) 4
- VMware vSphere(R) 4.1
- VMware vSphere(R) 5
- VMware vSphere(R) 5.1
- VMware vSphere(R) 5.5
- VMware vSphere(R) 6
- VMware vSphere(R) 6.5

VMware ESX

- VMware(R) ESX(R)

VMware ESX 4

- VMware(R) ESX(R) 4

VMware ESXi

- VMware(R) ESXi(TM)

VMware ESXi 5.0

- VMware(R) ESXi(TM) 5.0

VMware ESXi 5.1

- VMware(R) ESXi(TM) 5.1

VMware ESXi 5.5

- VMware(R) ESXi(TM) 5.5

VMware ESXi 6.0

- VMware(R) ESXi(TM) 6.0

VMware ESXi 6.5

- VMware(R) ESXi(TM) 6.5

VMware Infrastructure Client

- VMware(R) Infrastructure Client

VMware Tools

- VMware(R) Tools

VMware vSphere 4.0 or vSphere 4.0

- VMware vSphere(R) 4.0

VMware vSphere 4.1 or vSphere 4.1

- VMware vSphere(R) 4.1

VMware vSphere 5 or vSphere 5

- VMware vSphere(R) 5

VMware vSphere 5.1 or vSphere 5.1

- VMware vSphere(R) 5.1

VMware vSphere 5.5 or vSphere 5.5

- VMware vSphere(R) 5.5

VMware vSphere 6.0 or vSphere 6.0

- VMware vSphere(R) 6.0

VMware vSphere 6.5 or vSphere 6.5

- VMware vSphere(R) 6.5

VMware vSphere Client or vSphere Client

- VMware vSphere(R) Client

VMware vCenter Server or vCenter Server

- VMware(R) vCenter(TM) Server

VMware vCenter Server Appliance or vCenter Server Appliance

- VMware(R) vCenter(TM) Server Appliance(TM)

VMware vClient

- VMware(R) vClient(TM)

VMware FT

- VMware(R) Fault Tolerance

VMware DRS

- VMware(R) Distributed Resource Scheduler

VMware DPM

- VMware(R) Distributed Power Management

VMware Storage VMotion

- VMware(R) Storage VMotion

VMware vDS

- VMware(R) vNetwork Distributed Switch

VMware Horizon View

- VMware Horizon View 5.2.x
- VMware Horizon View 5.3.x
- VMware Horizon 6.0 (with View)

VMware VSAN or VSAN

- VMware(R) Virtual SAN(TM)

VMware vSphere Web Client or vSphere Web Client

- VMware vSphere(R) Web Client

VMware NSX

- VMware NSX(R)
- VMware NSX(R) for vSphere(R)
- VMware NSX(R) for vSphere(R) 6.3

VMware NSX Controller or NSX Controller

- VMware NSX(R) Controller(TM)

VMware NSX Edge or NSX Edge

- VMware NSX(R) Edge(TM)

VMware NSX Manager or NSX Manager

- VMware NSX(R) Manager(TM)

Excel

Excel

- Microsoft(R) Office Excel(R) 2007
- Microsoft(R) Office Excel(R) 2010
- Microsoft(R) Office Excel(R) 2013

Excel 2007

- Microsoft(R) Office Excel(R) 2007

Excel 2010

- Microsoft(R) Office Excel(R) 2010

Excel 2013

- Microsoft(R) Office Excel(R) 2013

Browsers

Internet Explorer

- Windows(R) Internet Explorer(R) 9
- Windows(R) Internet Explorer(R) 10
- Internet Explorer(R) 11

Firefox

- Firefox(R)

Antivirus Software

OfficeScan

- Trend Micro OfficeScan

McAfee ePolicy Orchestrator

- McAfee(R) ePolicy Orchestrator(R)

McAfee ePO

- McAfee(R) ePolicy Orchestrator(R)

McAfee Agent

- McAfee(R) Agent

McAfee Endpoint Security

- McAfee(R) Endpoint Security

Symantec Endpoint Protection

- Symantec(TM) Endpoint Protection

Symantec Endpoint Protection Manager

- Symantec(TM) Endpoint Protection Manager

BMC

BladeLogic

- BMC BladeLogic Server Automation

ETERNUS

ESC

- ETERNUS SF Storage Cruiser

ServerView

ServerView Agent

- ServerView SNMP Agents for MS Windows (32bit-64bit)
- ServerView Agents Linux
- ServerView Agents VMware for VMware ESX Server

VIOM

- ServerView Virtual-IO Manager

ISM

- ServerView Infrastructure Manager

SVOM

- ServerView Operations Manager

SVFAB

- ServerView Fabric Manager

RCVE

- ServerView Resource Coordinator VE

ROR

- FUJITSU Software ServerView Resource Orchestrator

ROR VE

- FUJITSU Software ServerView Resource Orchestrator Virtual Edition

ROR CE

- FUJITSU Software ServerView Resource Orchestrator Cloud Edition

Resource Coordinator

- Systemwalker Resource Coordinator
- Systemwalker Resource Coordinator Virtual server Edition

Resource Coordinator VE

- ServerView Resource Coordinator VE
- Systemwalker Resource Coordinator Virtual server Edition

Resource Orchestrator

- FUJITSU Software ServerView Resource Orchestrator

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Chapter 1 Overview

This chapter explains an outline of the messages displayed by Resource Orchestrator.

1.1 Outline of Messages Displayed by Virtual Edition and Cloud Edition

This section explains an outline of the messages displayed by Virtual Edition and Cloud Edition.

The locations where messages are output or displayed vary depending on the component involved.

- Manager, Agent

Output in the system log, the event log of the ROR console, standard output, or standard error output.

- GUI

Displayed on the ROR console.

- CLI

Output in the standard output or standard error output.

Also output on the GUI when it is active.

During CLI operations, when an error occurs on a related product, the messages from the related product are output following the message originally displayed.

Refer to "[Appendix B Messages Output During Installation](#)" to check which kind of messages are output.

Interpret the content of any messages output regarding VIOM as follows.

Table 1.1 Interpretation of messages related to VIOM

Content Displayed in Message	Interpret as Meaning
VIOM	VIOM or ISM
(VIOM) server profile	VIOM server profile or ISM profile
ServerView Virtual-IO Manager	ServerView Virtual-IO Manager or ServerView Infrastructure Manager

When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243][Event Source: Win32k Event ID: 243] is displayed in the system event log [A desktop heap allocation failed.]

For the following OSs, allocation of the OS memory size, which is referred to as the desktop heap, failed.

- Windows Server 2008
- Windows Server 2012
- Windows Server 2016

For the corrective action, refer to "13.1 When the Desktop Heap is Exhausted" in "Troubleshooting".

1.1.1 Output Format

The output format of the manager, agent, and CLI messages is as follows:

Output Format

pkgname.severity.id.message
Messages from Related Products

pkgname

Displays the package name.

severity

Indicates the severity of the problem.

- INFO (Information)
The message provides information to users.
- WARNING (Warning)
The message warns users that the system has detected an error.
- ERROR (Error)
The message shows the cause of a detected problem.

id

Displays the ID of the message.

message

Displays the text of the message.



- At the beginning of messages, command names may be displayed using "*command1*:" or "*command1:command2*".
- For *command1* or *command2*, executed processes may be displayed.
- *pkgname*, *severity*, and *id* may not be included in *message*.
- When executing pre-configuration, "(in line *line_no* of the system configuration file)" may be displayed at the end of messages.
- *line_no* indicates the line in the system configuration file that was imported for pre-configuration that contains an error or was unable to be processed.

Messages from Related Products

Messages from related products are output in the following format:

```
Reported from the following
product="related product name (resource name of related product)"
request="I/F information requested to related products"
message="error messages of related products"
```

When even one of the following error information is saved, all items of related products are output. When error information is not saved, "-" is displayed.

- Name of Related Product
- Resource Name of Related Product
The resource name is displayed enclosed with parentheses after the related product name. Put a blank space before parentheses.
The resource name is displayed only when there is a related product name.
When there is a related product name, but no resource name, the parentheses and resource name are not displayed.
- I/F Information Requested to Related Product
- Error Messages of Related Product

When line breaks are included in the error message, the message is displayed in multiple lines.



Output Example

```
>rcxadm user modify -file user.xml
FJSVrcx:ERROR:65842:The password does not fit the policy of the directory service.
```

Reported from the following:

product="OpenDS"

request="change password"

message="User DN:cn=roradmin,OU=USERS,dc=fujitsu,dc=com The provided password value was rejected by a password validator: The provided password is shorter than the minimum required length of 6 characters: ldaps://xxx.fujitsu.com:1474"

For how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Virtual Edition)" or "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

Information

- Management blades, Management Boards, Remote Management Controllers, ServerView Agents, ServerView RAID

When a chassis name is displayed for the Device name in an event log, the event is related to a management blade or a Management Board.

When an event log has a blank Event ID and a physical server name is displayed for the Device name, the event is a Remote Management Controller, ServerView Agents, or ServerView RAID event, or indicates the status of a device registered as a server.

For management blade, Management Board, Remote Management Controller, ServerView Agents, and ServerView RAID events, refer to the manual of the relevant product.

- SPARC M10/M12 and SPARC Enterprise

When an event log has a blank Event ID and the physical server name of a SPARC M10/M12 or SPARC Enterprise server is displayed for the Device name, the event is an XSCF or ILOM event, or it indicates the status of a device registered as a server.

For XSCF and ILOM events refer to the manual of the relevant product.

- LAN switches

When a LAN switch name is displayed for the Device name in an event log, the event is related to a LAN switch.

For LAN switch events refer to the manual of the LAN switch being used.

- Messages from Related Products

When the character code of multibyte characters such as Japanese is stored in message, the characters may turn become garbled. In this case, change the language environment for CLI execution so that the multibyte characters can be displayed correctly.

When changing to the output format used for backward compatibility, modify the configurations referring to "2.1.1.1 Configuring Display of Errors that Occur on Related Products" in the "Release Notes".

1.2 Outline of Messages Specific to Cloud Edition

This section explains the outline of messages specific to Cloud Edition.

The messages specific to Cloud Edition are shown below.

- ["Table 1.2 Message List"](#)
- ["Appendix C Messages Output when Using the Virtual L-Server Export and Import Functions"](#)

Table 1.2 Message List

Prefix	Type
AAPI	Messages output by the accounting API
BKRS	Messages output by the commands for maintenance
BRPG	
ctact	Messages output by the process that sends usage charge files
ctchg	Messages output by the commands used to output metering logs Messages output by the commands used to modify the schedule settings for regular logs Messages output by the commands used for maintenance of the product master Messages output by the [Accounting] tab

Prefix	Type
ctsec	Messages output by the [Tenants] tab
DELP	Messages output by the commands for maintenance
DRC	Messages output when executing commands for Disaster Recovery
meter	Messages output by the operations used to create regular metering logs Messages output by the operations used to delete metering logs
MGRV	Messages output to myportal_trace.log
PAPI	Messages output by the L-Platform API
PCS	Messages for the application process
swsag or ssmgr	Messages that are output or displayed due to EMC
TPLC	Messages output by the L-Platform template management commands Messages output by the L-Platform management commands
VSYS	Messages are output in the following logs: <ul style="list-style-type: none"> - vsys_trace_log Trace log for the functions for the L-Platform template and for managing the L-Platform - vsys_batch_log Batch processing trace log for the functions for the L-Platform template and for managing the L-Platform - Event log Information about errors that occur when using the [L-Platforms] tab

1.2.1 Output Format

The output format of messages is as follows:

Output Format

Prefix	Output Format
AAPI	<i>message ID message body</i>
BKRS	<i>message ID message body</i>
BRPG	<i>message ID message body</i>
ctact	<i>date and time: error type: thread name: [output destination]: message ID: message body</i>
ctchg	Messages are output in one of the following formats: <p style="margin-left: 40px;"><i>date and time: label: error type: [output destination]: message ID: message body: parameter</i></p> <p style="margin-left: 40px;"><i>error type: message ID: message body: parameter</i></p>
ctsec	<i>date and time: error type: thread name: [output destination]: message ID: message body</i>
DELP	<i>message ID message body</i>
DRC	<i>Message ID Message body</i>
meter	<i>date and time: label: error type: [output destination]: message ID: message body</i>

Prefix	Output Format
MGRV	<i>date and time: error type: message ID: message body</i>
PAPI	<i>message ID message body</i>
PCS	<i>[date and time] Servlet: FJSVctmg: ERROR: message ID: message details</i>
swsag or ssmgr	<i>message ID message body</i>
TPLC	<i>Message ID Message body</i>
VSYS	<i>date and time: error type: message ID: message body</i>

Element Comprising Messages

This section explains each of the elements comprising messages.

Date and Time

The date and time (in local time) that problems occur is displayed in the following formats:

```
yyyy/mm/dd hh:mm:ss.SSS
```

When the messages begin with PCS, the messages are displayed in the following format:

```
dd/mm/yyyy/ hh:mm:ss:SSS Z
```

Label

Information to identify the program that output the message.

The label is a capitalized character string representing the prefix.

Error Type

One of the following character strings is displayed:

- INFO
Information level messages
- WARN
Warning level messages
- ERROR
Error level messages

Thread Name

A thread name representing the output source is displayed.

Output Source

A class and method name representing the output source are displayed.

Message ID

The prefix and message number are considered to be the "message ID".

The message number is a unique number used to identify each message.

For details on the prefix, refer to "[Table 1.2 Message List](#)".

Message Body

A message representing the problem is displayed.

Parameter

When a parameter is displayed, it explains information about that parameter.

Servlet

Servlet name "SelectionRequestServlet" or "ProcessControlServlet" is displayed.

Message Details

Detailed message information is displayed.

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Chapter 2 2XXX Series Messages

This chapter explains the messages that provide information to users.

2.1 21XXX Series

This section explains the following message series:

- [2.1.1 211XX Series](#)



Information

The 211XX series messages are also displayed in the event log of the ROR console.

2.1.1 211XX Series

This section explains the 211XX message series.

21105

FJSVrcx:INFO:21105:*server_name*:server status is changed to *status*

Description

The status of the server *server_name* has been changed to *status*.
status can be the following statuses: "normal", "stop", and "unknown".
The name of the server is displayed for *server_name*.

Corrective Action

Check the status of the server *server_name* has been changed to *status*. When the status is "normal", or "stop" (after operations to stop the server have been performed), no action is required.
In any other cases, locate the fault using the ROR console.

For operation from the ROR console, refer to the following manuals:

- For Virtual Edition

Refer to "Appendix A User Interface" in the "User's Guide VE".

- For Cloud Edition

Refer to "Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

21111

FJSVrcx:INFO:21111:*server_name*:server registration succeeded

Description

Registration of the managed server *server_name* has been completed successfully.

Corrective Action

No action is necessary.

21115

FJSVrcx:INFO:21115:site manager started

Description

A manager has been started.

Corrective Action

No action is necessary.

21121

FJSVrcx:INFO:21121:site manager stopped

Description

A manager has been stopped.

Corrective Action

No action is necessary.

21128

FJSVrcx:INFO:21128:*service_name* started

Description

A service has been started.

The service name started is displayed for *service_name*.

[Linux]

The *PxeMftp* message of the HBA address rename setup service is not output.

Corrective Action

No action is necessary.

21129

FJSVrcx:INFO:21129:*service_name* stopped

Description

A service has been stopped.

The service name stopped is displayed for *service_name*.

[Linux]

The *PxeMftp* message of the HBA address rename setup service is not output.

Corrective Action

No action is necessary.

21130

FJSVrcx:INFO:21130:agent started

Description

An agent has been started.

Corrective Action

No action is necessary.

21131

FJSVrcx:INFO:21131:agent stopped

Description

An agent has been stopped.

Corrective Action

No action is necessary.

21140

FJSVrcx:INFO:21140:a setting was not checked because of insufficient information. target=*target*, detail=*detail*

[Virtual Edition]

Description

Checking of *detail* failed because of insufficient information.

- When *detail* is "model check"

This occurs in the following cases:

- The admin resources have not been backed up as given in "Chapter 9 Backup and Restoration of Admin Servers" in the "Operation Guide VE".
- The restoration fails as a consequence of loss or corruption of the backup admin resources.

Corrective Action

No action is necessary.

[Cloud Edition]

Description

Checking of *detail* failed because of insufficient information.

- When *detail* is "model check"

This occurs in the following cases:

- The admin resources have not been backed up as given in "10.1 Backup and Restoration of Admin Servers" in the "Operation Guide CE".
- The restoration fails as a consequence of loss or corruption of the backup admin resources.

Corrective Action

No action is necessary.

21143

FJSVrcx:INFO:21143:*operation*:started

Description

The processing of *operation* has been started.
The operation name is displayed for *operation*.

Corrective Action

No action is necessary.

21144

FJSVrcx:INFO:21144:*operation*:completed

Description

The processing of *operation* has been completed.
The operation name is displayed for *operation*.

Corrective Action

No action is necessary.

21145

FJSVrcx:INFO:21145:*operation*:cancelled

Description

The processing of *operation* has been canceled.
The operation name is displayed for *operation*.

Corrective Action

No action is necessary.

21146

FJSVrcx:INFO:21146:*name*:*type* status is changed to *status*

[Virtual Edition]

Description

The status of the *type* resource *name* has been changed to *status*.
status can be the following statuses: "normal", "stop", and "unknown".

Corrective Action

Check the status of the *type* resource *name* that has changed to *status*. When the status is "normal", or "stop" (after operations to stop the resource have been performed), no action is required.
In any other cases, locate the fault using the ROR console.

For operation from the ROR console, refer to "Appendix A User Interface" in the "User's Guide VE".

[Cloud Edition]

Description

The status of the *type* resource *name* has been changed to *status*.
status can be the following statuses: "normal", "stop", and "unknown".

Corrective Action

Check the status of the *type* resource *name* that has changed to *status*. When the status is "normal", or "stop" (after operations to stop the resource have been performed), no action is required.

- When "Disk" is displayed for *type*, and "unknown" is displayed for status

The disk resource may be being used for other than the managed server.

Check that there are no problems.

- In other cases

- Locate the fault using the ROR console.

For operation from the ROR console, refer to "Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When using a Solaris Zone as an L-Server or an L-Platform, the poolstat command may not have been completed successfully.

Check the OS status and pool configurations, and identify the cause.

21147

FJSVrcx:INFO:21147:*server_name*:server deletion succeeded

Description

Deletion of the managed server *server_name* has been completed successfully.

Corrective Action

No action is necessary.

21148

FJSVrcx:INFO:21148:*server_name*:agent registration succeeded

Description

Registration of the agent has been completed successfully.

Corrective Action

No action is necessary.

21149

FJSVrcx:INFO:21149:*server_name*:agent deletion succeeded

Description

Deletion of the agent has been completed successfully.

Corrective Action

No action is necessary.

21150

FJSVrcx:INFO:21150:image *image* deployed on server *server_name*

Description

image has been deployed on the managed server *server_name*.

When deployment is performed simultaneously on multiple servers, multiple names will be displayed for *server_name*.

Corrective Action

No action is necessary.

21151

FJSVrcx:INFO:21151:*server_os_name*:*operation* from *server_name1* to *server_name2*

Description

The operation *operation* will be performed for the server OS *server_os_name*.

One of the following is displayed for *operation*:

- switchover

The name of the primary server is displayed for *server_name1*.

The name of the spare server is displayed for *server_name2*.

- failback

The name of the spare server is displayed for *server_name1*.

The name of the primary server is displayed for *server_name2*.

Corrective Action

No action is necessary.

21152

FJSVrcx:INFO:21152:The following operation has already been performed. *detail*

Description

The operation displayed for *detail* has already been performed.

"Encryption of activation.dat" is displayed for *detail*.

The password in the license information file has already been encrypted.

Corrective Action

No action is necessary.

21153

FJSVrcx:INFO:21153:*obj: function* was aborted. *detail=detail*

Description

The processing of the *function* for *obj* has been aborted.

The reason the processing of *function* was aborted is displayed for *detail*.

- When *detail* is "hardware maintenance mode"

The processing of the *function* was aborted because *obj* is in hardware maintenance mode.

- When *detail* is "Reserved SB"

Function was aborted because *obj's* Reserved SB has been set.

Corrective Action

No action is necessary.

21155

FJSVrcx:INFO:21155:*operation:cancel* started

Description

The cancellation process of *operation* has been started.

The operation name is displayed for *operation*.

Corrective Action

No action is necessary.

21156

FJSVrcx:INFO:21156:*server_name:registering server using filename*

[Cloud Edition]

Description

When registering the managed server *server_name*, settings in the definition file *filename* were used.

Corrective Action

No action is necessary.

21161

FJSVrcx:INFO:21161:*obj.type* is detected.

[Virtual Edition]

Description

A VM guest has been detected.
The server name of the VM guest is displayed for *obj*.
"VMguest" is displayed for *type*.

Corrective Action

No action is necessary.

[Cloud Edition]

Description

The resource displayed in *type* has been detected.

One of the following is displayed for *type*:

- "VMguest"
The server name of the VM guest is displayed for *obj*.
- "VM Guest"
[Hyper-V]
When a cloning image has been collected from a virtual L-Server with the VM type Hyper-V, a VM guest name starting with "temp_ror" is displayed in *obj*.
- "cloning image"
The name and version of the cloning image is displayed in *obj*.
- "snapshot image"
The name and version of the snapshot is displayed in *obj*.
- "vstorage"
The name of the virtual storage resource is displayed in *obj*.
- "storage"
The name of the physical storage unit resource is displayed in *obj*.

Corrective Action

No action is necessary.

21162

FJSVrcx:INFO:21162:*obj.type* is lost.

[Virtual Edition]

Description

A VM guest is no longer under the management of Resource Orchestrator.
The server name of the VM guest is displayed for *obj*.
"VMguest" is displayed for *type*.

Corrective Action

No action is necessary.

[Cloud Edition]

Description

The resource displayed in *type* is no longer being managed by Resource Orchestrator.

One of the following is displayed for *type*:

- "VMguest"

The server name of the VM guest is displayed for *obj*.

[VMware]

When the configuration of server virtualization software (VMware) has been modified, the name and version of the cloning image are displayed in *obj*.

- "VM Guest"

[Hyper-V]

When a cloning image has been collected from a virtual L-Server with the VM type Hyper-V, a VM guest name starting with "temp_ror" is displayed in *obj*.

- "cloning image"

The name and version of the cloning image is displayed in *obj*.

[VMware]

In environments where VMware vCenter Server is registered as VM management software, when a VM host is deleted from VMware vCenter Server, the name and version of the cloning image is displayed in *obj*.

- "snapshot image"

The name and version of the snapshot is displayed in *obj*.

[VMware]

When restarting services of vCenter Server registered as VM management software, L-Server snapshots using the vCenter Server may no longer be managed by Resource Orchestrator.

The version of the unmanaged snapshot is displayed in *obj*.

- "vstorage"

The name of the virtual storage resource is displayed in *obj*.

- "storage"

The name of the physical storage unit resource is displayed in *obj*.

- "Disk"

The disk resource name is displayed in *obj*.

Corrective Action

- When modifying configuration of server virtualization software (VMware)

In environments where VMware vCenter Server is registered as VM management software, when deleting a VM host from VMware vCenter Server, take the following corrective action:

- Refer to the server virtualization software manual for how to restore the L-Server template. Next, check whether the following message is output:

```
FJSVrcx:INFO:21161:image(version=version):cloning image is detected.
```

- If the cloning images were registered in a resource pool, refer to "3.10 rcxadm pool" in the "Reference Guide (Command/XML) CE" to re-register (register) each cloning image in a resource pool.

Example Command

```
>rcxadm pool register -name ImagePool -resource master_image -type vm_image <RETURN>
```


- If the cloning image was being used with an L-Server, refer to "3.6 rcxadm lserver" in the "Reference Guide (Command/XML) CE" to modify the L-Server. Use the following format when specifying the XML file:

```
<?xml version="1.0" encoding="utf-8"?>
<Resources>
  <LServer name="L-Server_name">
    <ServerImageLink name="Cloning_image_name" version="Version"/>
  </LServer>
</Resources>
```

Example

```
<?xml version="1.0" encoding="utf-8"?>
<Resources>
  <LServer name="L-Server1">
    <ServerImageLink name="master_image" version="3" />
  </LServer>
</Resources>
```

Example Command

```
>rcxadm lserver modify -name L-Server1 -file c:\temp\modify.xml <RETURN>
```

- When restarting the vCenter Server service registered as VM management software

The snapshot identification information notified by vCenter Server before and after restarting of the vCenter Server services may differ. Therefore, Resource Orchestrator determines that the snapshots are no longer managed by vCenter Server, and deletes the snapshot identification information. Snapshots which are not managed by Resource Orchestrator cannot be recognized. However, snapshots exist on vCenter Server.

Operate snapshots which cannot be recognized from vSphere Client or vSphere Web Client (the GUI for vCenter Server).

When operation is not possible, contact your vCenter Server administrator.

To determine the relevant snapshots, check VM guest snapshots managed by the vCenter Server which had its services restarted. Snapshots created by Resource Orchestrator are named as follows: Snapshots with names in this format that are not recognized by Resource Orchestrator are the relevant snapshots.

```
RCX__L-Server_host_name@version
```

L-Server_host_name: a host name for the L-Server which holds relevant snapshots is displayed.

The version of the snapshot displayed in the message is displayed in *version*.

Delete unnecessary snapshots from vSphere Client or vSphere Web Client.

- In other cases

No action is necessary.

21163

FJSVrcx:INFO:21163:obj: type is migrated.

[Virtual Edition]

Description

A VM guest has been migrated.

The server name of the VM guest is displayed for *obj*.

"VMguest" is displayed for *type*.

Corrective Action

No action is necessary.

[Cloud Edition]

Description

The resource displayed in *type* has been migrated.

"Disk" is displayed in *type*.

The name of the disk that has been migrated is displayed in *obj*.

Corrective Action

No action is necessary.

21164

FJSVrcx:INFO:21164:*script_name*:script execution started

Description

Execution of the script *script_name* has been started.

Corrective Action

No action is necessary.

21165

FJSVrcx:INFO:21165:*script_name*:script execution completed

Description

Execution of the script *script_name* has been completed successfully.

Corrective Action

No action is necessary.

21167

FJSVrcx:INFO:21167:*obj.type* configuration information updated

[Cloud Edition]

Description

The configuration information (CPU, memory, disk, etc.) of the L-Server on *obj* has been updated.

"L-Server" is displayed in *type*.

[OVM for SPARC]

When enabling and disabling disk sharing for the guest domain linked with the L-Server is performed simultaneously on the VM host, this message may be output repeatedly for the same L-Server.

Corrective Action

No action is necessary.

[OVM for SPARC]

Even this message is output repeatedly, corrective action is not necessary.

21168

FJSVrcx:INFO:21168:*vmhost*:saving of vm guest(s) configuration completed

Description

The saving of VM guest configuration information on the VM host displayed for *vmhost* is complete.

Corrective Action

No action is necessary.

21171

FJSVrcx:INFO:21171:security event occurred.*detail*

[Cloud Edition]

Description

A security event has been sent to Resource Orchestrator.

In *detail*, the following information is displayed.

- For `mgmt_soft_name=the_identifier_of_the_antivirus_software` `oid=the_identifier_of_the_SNMP_trap_agent`
`st=the_identifier_specific_to_the_SNMP_trap_device` `data=the_raw_data_received_from_the_SNMP_trap_agent`

A security risk has been sent to ROR through a SNMP trap from the antivirus software shown in *the identifier of the antivirus software*.

The identifier of the SNMP trap agent is displayed for `oid`.

The identifier specific to the SNMP trap device is displayed for `st`.

The raw data received from the SNMP trap agent is displayed for `data`.

When checking the content of decoded data, refer to system logs.

There is a few minutes difference in the time messages are output to the system log and to the event log of the ROR console.

Corrective Action

Take corrective action based on the content output for *detail*.

For `mgmt_soft_name=the_identifier_of_the_antivirus_software` `oid=the_identifier_of_the_SNMP_trap_agent`
`st=the_identifier_specific_to_the_SNMP_trap_device` `data=the_raw_data_received_from_the_SNMP_trap_agent`

Corrective action is only necessary in the following case.

- When tuning is necessary for the security risks that are the targets of quarantining, based on the content of "data" in this message (which is output to the system log), modify the definition files of keywords for exclusion from the targets of quarantining or the definition files of keywords for the targets of quarantining.

21180

FJSVrcx:INFO:21180:*obj:function* was performed

[Cloud Edition]

Description

The processing of the *function* for *obj* has been performed.

The name of the L-Server is displayed in *obj*.

- When "notifying of disconnect" is displayed for *function*

A message was sent to the user when the L-Server was connected to the quarantine network.

Corrective Action

No action is necessary.

2.2 22XXX Series

This section explains the following message series:

- [2.2.1 225XX Series](#)
- [2.2.2 227XX Series](#)

2.2.1 225XX Series

This section explains the 225XX message series.

22502

FJSVrcx:INFO:22502:*obj:type* initialization started

[Cloud Edition]

Description

The initialization of the content of the resource displayed in *type* started.

- When *type* is "disk"

The disk resource name is displayed in *obj*.

Corrective Action

No action is necessary.

22503

FJSVrcx:INFO:22503:*obj:type* initialization completed

[Cloud Edition]

Description

The initialization of the content of the resource displayed in *type* is complete.

- When *type* is "disk"

The disk resource name is displayed in *obj*.

Corrective Action

No action is necessary.

22504

FJSVrcx:INFO:22504:*L-Server name*:Automatic OS setting is not supported.

[Cloud Edition]

Description

Automatic OS setting of L-Server has not been performed.

Corrective Action

Log in to the created L-Server and perform any necessary configuration.

Automatic OS setting is not supported for OS versions other than those listed below.

"Combination of the VM host and the virtual L-Server supporting the OS auto-configuration functions" in "When using a Windows cloning image" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE".

2.2.2 227XX Series

This section explains the 227XX message series.

22700

FJSVrcx:INFO:22700:*name*:using already existing virtual switch on server *server*

[Cloud Edition]

Description

The virtual switch *name* on the server *server* is used.

Corrective Action

No action is necessary.

22701

FJSVrcx:INFO:22701:*name*:using already existing virtual network on server *server*

[Cloud Edition]

Description

The virtual network *name* on the server *server* is used.

- When the target server is a VMware server

The virtual network indicates a port group on the virtual switch.

Corrective Action

No action is necessary.

22702

FJSVrcx:INFO:22702:*name*:was manually created by a user, so do not delete the *resource* on the server *server*

[Cloud Edition]

Description

When deleting a network resource, the resource *name* corresponding to the network resource that exists on the server *server* was not deleted.

The resource *name* was manually created by a user, not automatically by Resource Orchestrator. Therefore, it cannot be deleted.

One of the following is displayed in *resource*:

- "virtual switch"

The resource indicates a virtual switch.

- "virtual network"

If the target is a VMware server, the resource indicates a port group on the virtual switch.

In cases other than the above, the resource indicates a virtual network.

Corrective Action

No action is necessary.

22704

FJSVrcx:INFO:22704:change to link aggregation specified for network resources detected(*switch=switch,name=lagname*)

[Cloud Edition]

Description

The configuration of the link aggregation *lagname* of the LAN switch blade *switch* specified in the network resource has been changed.

Corrective Action

No action is necessary.

22705

FJSVrcx:INFO:22705:obj:skip configuration of *vmhost*. detail=*detail*

[Cloud Edition]

Description

The settings of network resource *obj* for a VM host *vmhost* were omitted.

- When *detail* is "*vmhost* already configured"

Since the network resource *obj* has been already registered in the VM host *vmhost*, the settings were omitted.

Corrective Action

No action is necessary.

22750

FJSVrcx:INFO:22750:automatic network device configuration successful. ruleset=*ruleset_name* scriptlist=*scriptlist_name*

[Cloud Edition]

Description

The script list *scriptlist_name* has been successfully executed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

Corrective Action

No action is necessary.

22751

FJSVrcx:INFO:22751: execution of operation script successful. ruleset=*ruleset_name* scriptlist=*scriptlist_name*

[Cloud Edition]

Description

The script list *scriptlist_name* has been successfully executed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

Corrective Action

No action is necessary.

22780

FJSVrcx:INFO:22780: Status of *nodeid* has changed to *status*

Description

The status of the network device *nodeid* has changed to *status*.

Corrective Action

No action is necessary.

22781

FJSVrcx:INFO:22781:Import has not been performed because all specified network devices have already been registered.

Description

As all specified network devices have already been registered, no processing was necessary.

Corrective Action

No action is necessary.

22782

FJSVrcx:INFO:22782:*device_name*:network device configuration file backed up. version number=*current_number*

[Cloud Edition]

Description

The network device file has been backed up.

In *device_name*, the target network device name is displayed.

In *current_number*, the version number of the network device configuration file which is currently backed up is displayed.

Corrective Action

No action is necessary.

22783

FJSVrcx:INFO:22783:*device_name*:network device configuration file not backed up. (no difference detected) version number=*current_number*

[Cloud Edition]

Description

Since there was no difference from the previous backup, backup has not been performed.

In *device_name*, the target network device name is displayed.

In *current_number*, the version number of the network device configuration file which is currently backed up is displayed.

Corrective Action

No action is necessary.

22784

FJSVrcx:INFO:22784:*device*:Port *port_name* status change from *prev_status* to *cur_status* has been detected.(*cause*)

Description

The status of port *port_name* of network device *device* has been changed from *prev_status* to *cur_status*.

In *device*, the name of network device is displayed.

In *port_name*, the name of port is displayed.

As the port status before the change, one of the following is displayed for *prev_status*.

- up
- down
- unknown

As the port status after the change, one of the following is displayed for *cur_status*.

- up
- down
- unknown

When the port status is changed to unknown, the cause is displayed in *cause*.

- timed out

A timeout has occurred for monitoring of port status.

- received a packet with error

Error packet was received for communication for monitoring of port status.

- ifOperStatus is unknown

The port status is unknown (ifOperStatus:4).

- ifOperStatus is invalid value

The port status is invalid (other than ifOperStatus:1-7).

- monitoring method was changed to Ping only

The port status was modified to unknown, as the monitoring method has been changed to only Ping.

This message may be output while operating an L-Platform.

Corrective Action

When no change was expected in the status of the displayed port except when operating an L-Platform, the infrastructure administrator should confirm that there is no error in the network device.

2.3 23XXX Series

This section explains the following message series:

- [2.3.1 233XX Series](#)

2.3.1 233XX Series

This section explains the 233XX message series.

23301

FJSVrcx:INFO:23301:server:admin LAN information was successfully updated

Description

The admin LAN information held by the agent on the managed server *server* has been successfully updated.

The name of the managed server is displayed for *server*.

Corrective Action

No action is necessary.

2.4 24XXX Series

This section explains the following message series:

- [2.4.1 241XX Series](#)

Information

The 241XX series messages are also displayed in the event log of the ROR console.

2.4.1 241XX Series

This section explains the 241XX message series.

24101

FJSVrcx:INFO:24101:*switch_name*:registration of LAN switch succeeded

Description

Registration of the LAN switch *switch_name* has been completed successfully.

Corrective Action

No action is necessary.

24102

FJSVrcx:INFO:24102:*switch_name*:deletion of LAN switch succeeded

Description

Deletion of the LAN switch *switch_name* has been completed successfully.

Corrective Action

No action is necessary.

24103

FJSVrcx:INFO:24103:*switch_name*:restoration of LAN switch succeeded

Description

Restoration of the LAN switch *switch_name* has been completed successfully.

Corrective Action

No action is necessary.

24104

FJSVrcx:INFO:24104:*server_name*: VLAN configuration completed

Description

Configuration of VLAN settings for the managed server *server_name* has been completed successfully.

Corrective Action

No action is necessary.

24105

FJSVrcx:INFO:24105:*switch_name*:information of replaced LAN switch updated

Description

The information for the LAN switch *switch_name* has been updated.

Corrective Action

No action is necessary.

2.5 25XXX Series

This section explains the following message series:

- [2.5.1 259XX Series](#)

2.5.1 259XX Series

This section explains the 259XX message series.

25901

FJSVrcx:INFO:25901:Import has not been performed.

Description

Import was not performed, as there are no resource definitions for registration/change described in the specified configuration definition file or network configuration information file.

This message will be output in the following status:

- When no resource information is described in the configuration definition file or network configuration information file
- When the cells of resources described in the configuration definition file are all hyphens ("-")
- When all the resource information defined in the network configuration information file is already registered.

Corrective Action

No action is necessary.

When registering or changing resources, confirm the contents of configuration definition files or network configuration information files, correct the contents, and perform the operations again.

2.6 29XXX Series

This section explains the following message series:

- [2.6.1 291XX Series](#)
- [2.6.2 293XX Series](#)

2.6.1 291XX Series

This section explains the 291XX message series.

29112

FJSVrcx:INFO:29112:maintenance LED status changed to ON

Description

The status of a maintenance LED has been changed to ON.
The LED of the server blade will turn on or start blinking.

Corrective Action

No action is necessary.

29113

FJSVrcx:INFO:29113:maintenance LED status changed to OFF

Description

The status of a maintenance LED has been changed to OFF.
The LED of the server blade will turn off or stop blinking.

Corrective Action

No action is necessary.

2.6.2 293XX Series

This section explains the 293XX message series.

29303

FJSVrcx:INFO:29303:SNMPTrap daemon started.

Description

The SNMP trap daemon has been started.

Corrective Action

No action is necessary.

29304

FJSVrcx:INFO:29304:SNMPTrap daemon terminated.

Description

The SNMP trap daemon has been stopped.

Corrective Action

No action is necessary.

Chapter 3 4XXX Series Messages

This chapter explains the messages that warn users when an error is detected.

3.1 41XXX Series

This section explains the following messages:

- [3.1.1 411XX Series](#)
- [3.1.2 413XX Series](#)
- [3.1.3 415XX Series](#)

Information

The 411XX and 413XX series messages are also displayed in the event log of the ROR console.

3.1.1 411XX Series

This section explains the 411XX message series.

41105

FJSVrcx:WARNING:41105:failed to get the server information from *server_name*

Description

Server configuration information and status have not been obtained from the *server_name*.

One of the following may apply to the *server_name*.

- There is a problem with the network environment between the admin server and the *server_name*
- The *server_name* is not powered on
- The agent service for the *server_name* has stopped
- The *server_name*, or the server management unit has failed (Related errors are displayed)
- The load on the CPU of the *server_name* is high and information cannot be obtained from the server
- When the *server_name* is "VMwareESXi" and information cannot be obtained from the required software

The name of the server is displayed for *server_name*.

Corrective Action

For a.

Check the network environment.

For b.

Power on the server *server_name*.

For c.

When the *server_name* is a managed server, start the agent service.

For details, refer to the following:

- For Virtual Edition, refer to "5.2 rcxadm agtctl" in the "Reference Guide (Command) VE".
- For Cloud Edition, refer to "5.3 rcxadm agtctl" in the "Reference Guide (Command/XML) CE".

In case of d

Recover the failed server or server management unit.

In case of e

After the load on the CPU of the server has become lower, update and obtain new information.

To update the information, right-click the server on the ROR console server resource tree and select [Update] from the displayed menu. It takes several tens of seconds to be updated. Check in the resource details that information for the server has changed.

For f.

Manage the target server using required software and ServerView Operations Manager.

When the cause is not one of the above, collect troubleshooting information, and contact Fujitsu technical staff.

41106

FJSVrcx:WARNING:41106:*server.operation* failed during switchover, retrying using another Admin LAN interface.
detail=*detail*

Description

As the process *operation* failed on the server *server*, the admin LAN interface will be switched to the spare interface and the operation will be executed again.

Corrective Action

Check the status of the admin LAN and perform corrective action as necessary.

41110

FJSVrcx:WARNING:41110:invalid format for license file *filename*

Description

The format of the license file *filename* is incorrect.

Corrective Action

As there is a chance that installation was not completed successfully, perform uninstallation and then perform installation again. However, if there is no problem with the range of functions that can be used, corrective action is not necessary.

41111

FJSVrcx:WARNING:41111:invalid feature found in license file *filename*

Description

There is an invalid function described in the license file *filename*.

Corrective Action

The invalid function cannot be read. No action is necessary.

41115

FJSVrcx:WARNING:41115:*server_name*:shutdown of the server failed. forced poweroff started

Description

Power off was performed for the managed server *server_name*, but power off could not be confirmed. The server will be forcibly powered off.

This message may be displayed during server switchover (Auto-recovery or manual switching), failback or when reconfiguring hardware properties after hardware replacement.

The name of the managed server is displayed for *server_name*.

Corrective Action

The relevant server will undergo forced power off. No action is necessary.

41116

FJSVrcx:WARNING:41116:*server_name*:rebooting of the server failed. forced reboot started

Description

The managed server *server_name* was rebooted, but rebooting could not be confirmed. The managed server will undergo forced reboot. This message may be displayed during Auto-recovery, manual switching or failback.

The name of the managed server is displayed for *server_name*.

Corrective Action

The relevant server will undergo forced reboot. No action is necessary.

41120

FJSVrcx:WARNING:41120:different *type* detected. registered=*obj1* detected=*obj2*

Description

Either of the following was detected.

- There is a server or LAN switch with differing *type* information in the same slot of the same chassis as a registered server or LAN switch.
- For the *type* information, the specified *obj1* and *obj2* acquired from the network device are not the same.

One of the following is displayed for *type*:

- IP address
- MAC address
- Product
- LAN switch model
- blade type
- Operation mode in *vfabname*

The registered value is displayed for *obj1*.

The newly detected value is displayed for *obj2*.

The name of the virtual fabric is displayed for *vfabname*.

Corrective Action

Take corrective action for the content displayed for *type*.

- When *type* is "IP address"

The IP address of the NIC being used for the admin LAN may have been changed.

Check the IP address settings of the managed server and change the IP address if necessary.

For details, refer to the following:

- For Virtual Edition, refer to "8.1 Changing Admin IP Addresses" in the "User's Guide VE".
 - For Cloud Edition, refer to "6.1 Changing Admin IP Addresses" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
- When *type* is "MAC address" or "Product"

When a server has been replaced, or server registration or reconfiguration of hardware properties has been performed, a MAC address that differs from the actual MAC address may have been entered.

When using the PRIMEQUEST 2000 series, operations from MMBs or addition or deletion of SBs or IOUs using Dynamic Reconfiguration may have been performed.

Check the status of the server and reconfigure the hardware properties again if necessary.

However, when VIOM coordination or ISM coordination has been configured, reconfiguration of hardware properties is performed automatically and no action is necessary.

If this message is displayed when switching over a server using the profile switchover method, no action is necessary.

For details, refer to the following:

- For Virtual Edition, refer to "6.2.2 Reconfiguration of Hardware Properties" and "6.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide VE".
- For Cloud Edition, refer to "9.2.2 Reconfiguration of Hardware Properties" and "9.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide CE".

With PRIMERGY BX900 chassis, there are cases where this message is displayed directly after a server blade is inserted. This occurs because a short time is necessary for the management blade to recognize the admin LAN NIC, so no action is required.

- When *type* is "LAN switch model"

The LAN switch may have been replaced with a different model.

To continue using the new model, delete the registered LAN switch and then register the new one.

- When *type* is "blade type"

When multi-slot servers have been registered, a server blade or storage blade may have been mounted in the slave slot. Or, when a server has been registered in the slave slot, a multi-slot server may have been mounted.

To continue using the new server, delete the registered server blade.

- When *type* is "Operation mode in *vfabname*"

Review the operational mode of the virtual fabric described in *vfabname*. If necessary, modify the operational mode of the virtual fabric when modifying the network devices.

To suppress this message when performing maintenance work, place the device into maintenance mode.

Note that this message cannot be suppressed for "LAN switch model" or "blade type".

41121

FJSVrcx:WARNING:41121:no *type* detected

Description

type indicates either of the following:

- When *type* is "NIC for admin LAN"

type information was not detected for a server blade.

- When *type* is "VFAB(ID=*vfabid*)"

A VFAB could not be detected from the Ethernet Fabric switch.

In *vfabid*, "default" or VFAB ID (1-3000) is displayed.

Corrective Action

Take corrective action depending on the type displayed in *type*.

- When *type* is "NIC for admin LAN"

There is a chance that the server blade has no NIC to use for the admin LAN or the management blade cannot correctly recognize the server blade's NIC.

Check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.

If it is not being recognized correctly, remount the server blade and power it on.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

- When *type* is "VFAB(ID=*vfabid*)"

The virtual fabric registered with Resource Orchestrator is not defined in the Ethernet Fabric switch.
If necessary, define the virtual fabric for the Ethernet Fabric switch.

41122

FJSVrcx:WARNING:41122:data collection could not complete within the polling interval. (*detail*)

Description

Data collection could not be completed within the polling interval.
Detailed information is displayed for *detail*.

Corrective Action

Either change the polling interval to one longer than the current interval, or reduce the number of devices that are the target of data collection.

41123

FJSVrcx:WARNING:41123:*obj:function* was aborted. *detail=detail*

Description

The processing of the *function* for *obj* has not been performed.
One of the following is displayed for *obj*:

- The HBA WWPN value configured in the [WWN Settings]
- The L-Server name

The reason the processing of *function* was not performed is displayed for *detail*.

- When *detail* is "*obj* is busy"

function could not be performed as *obj* was performing another operation.

- When *detail* is "failed to get wwpn's hostrsp_no value, set default value 0"

As the host response value configured using ETERNUS for HBA of the switchover source or failback source server could not be acquired, the takeover operation of the host response value stops. Configure 0(Default) as the host response value.

- When "notifying of disconnect" is displayed for *detail*

A message was not sent to the user when the L-Server was connected to the quarantine network.

Corrective Action

- When *function* is "auto-recovery", Auto-Recovery has not been performed.
Perform server switchover manually as necessary.
- When *function* is "using own hostrsp_no", the host response value was not taken over during server switchback or failback operations.
As 0(Default) is configured as the host response value configured in ETERNUS that can be used for the HBA of the switchover destination or failback destination server, reconfigure it when necessary.
- When "notifying of disconnect" is displayed for *function*

Processing of a VDI management server remote command failed. There are the following possibilities:

- There is no connection information configured for the VDI management server, or there is a mistake in the connection information
- The VDI management server is not operating correctly
- The network settings of the VDI management server are incorrect

Check the connection information, operating status, and network settings of the VDI management server.

When the cause is not one of the above, collect troubleshooting information, and contact Fujitsu technical staff.

41126

FJSVrcx:WARNING:41126:obj:spare server contains *setting*

Description

The *setting* for the spare server has been configured.

The name of the spare server is displayed for *obj*.

One of the following is displayed for *setting*:

- HBA address rename
- VIOM server profile
- agent

Corrective Action

If an unexpected server has been configured for the spare server, release the settings of the spare server.

41127

FJSVrcx:WARNING:41127:vmhost saving of vm guest(s) configuration failed. code=*code*, message=*message*

Description

Saving of VM guest configurations failed in the VM Host displayed for *vmhost*.

Corrective Action

Check a displayed *message* and remove the cause of an error.

After removing the cause of an error, please save the vm guest(s) configuration.

[OVM for SPARC]

Check following items, and, execute the "[Recovery Procedure](#)".

- Check if the number of configurations saved on the service processor have reached the maximum.
If it has, remove any unnecessary configurations to secure availability.
- Check if a configuration named "config_tmp" exists in configurations saved on the service processor.
If it does, delete "config_tmp".
- Check if the state of "factory-default" saved on the service processor is [current] or [next poweron].
If it is, set the configuration state of other configuration information to [current] or [next poweron].
- Check if a single quotation exists in name of configuration information saved on the service processor.
If it does, delete the configuration information including the single quotation.
- Check if Vm Host is powered on.
- Check if service of ldmd is online.
- Check if communication with the VM Host is possible.

Recovery Procedure

On the host where saving of VM guest configurations failed, execute the following steps.

1. Set the value in the definition file (sparc_vm.rcxprop) to "false" to disable the function for saving VM guest configurations automatically.
2. Execute the following command to create new configuration.

```
# ldm add-spconfig config_name <RETURN>
```

Specify an arbitrary configuration information name for *config_name*.

3. Execute the following command to remove unnecessary configurations.

```
# ldm remove-sponfig config_name <RETURN>
```

3.1.2 413XX Series

This section explains the 413XX message series.

41303

FJSVrcx:WARNING:41303:*server_name*:server status is changed to *status*

[Virtual Edition]

Description

The status of the managed server *server_name* has been changed to *status*.
"warning" is displayed for *status*.

Corrective Action

Locate the fault using the ROR console.

For operation from the ROR console, refer to "Appendix A User Interface" in the "User's Guide VE".

This action is not necessary when switching over a Remote Management Controller.

[Cloud Edition]

Description

The status of the managed server *server_name* has been changed to *status*.

"warning" is displayed for *status*.

For Cloud Edition, "warning", "error", or "unknown" may be displayed for the status of the L-Server or the resources that comprise the L-Server.

Corrective Action

Locate the fault using the ROR console.

For operation from the ROR console, refer to "Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

This action is not necessary when switching over a Remote Management Controller.

When "warning", "error", or "unknown" are displayed for status of the L-Server or the resources that comprise the L-Server, perform the following corrective action:

- Identify the failure location from the ROR console.

For operation from the ROR console, refer to "Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When there is resource management software on the resource, identify the failed part using the resource management software.

41305

FJSVrcx:WARNING:41305:*name:type* status is changed to *status*

Description

The status of the *type* resource *name* has been changed to *status*.
"warning" or "unknown" is displayed for *status*.

- When *type* is "L-Server"
"warning" or "unknown", and power status (on/off/unknown) are displayed for *status*.

Corrective Action

Locate the fault using the ROR console.

- When *type* is "LAN switch"
The admin server cannot communicate correctly with the management blade or the device *name*. Check that the network cable is correctly connected and the network settings are correct.
- When *type* is "L-Server"
Check the message on VM management software, or the state of a virtual machine, and perform troubleshooting using the manual of the VM management software.

For operation from the ROR console, refer to the following manuals:

- For Virtual Edition, refer to "Appendix A User Interface" in the "User's Guide VE".
- For Cloud Edition, refer to "Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

41306

FJSVrcx:WARNING:41306:*server*:NIC takeover on Admin LAN was detected

Description

The admin server has detected that the NIC used for the admin LAN on the managed server *server* has been switched.
The name of the managed server is displayed for *server*.

Corrective Action

If necessary, investigate the cause of the switching of the NIC on the managed server and take corrective action.

3.1.3 415XX Series

This section explains the 415XX message series.

41502

FJSVrcx:WARNING:41502:*obj*:*function* was skipped (*cause*)

[Virtual Edition]

Description

During an operation on *obj*, processing of *function* could not be performed, so it was skipped.
The name of the resource is displayed for *obj*.
The name of the skipped process is displayed for *function*.
The reason the process could not be performed is displayed for *cause*.
The following strings are displayed for *function* and *cause*.

- When *function* is "VLAN settings"
Changes could not be made to the VLAN settings of the LAN switch.
Take corrective action based on the content displayed for *cause*.
 - When *cause* is "resource is in unsupported state. (IBP mode)"
 - When *cause* is "resource is in unsupported state. (Converged Fabric mode)"
 - When *cause* is "resource is in unsupported model. (VDX2730)"
 - When *cause* is "port is in unsupported state. (Automatic Migration of Port Profile)"

- [When cause is "resource is in unsupported model. \(N2K-B22FTS-P\)"](#)

Corrective Action

When *function* is "VLAN settings"

When *cause* is "resource is in unsupported state. (IBP mode)"

As the LAN switch blade has been changed to IBP mode, it cannot be controlled using Resource Orchestrator.

The name of the LAN switch is displayed for *resource*.

From the ROR console, check on the details window for the LAN switch displayed for *resource* that the end of "Device name(Product name)" of the basic information is "(Mode:IBP)". No action is necessary.

When *cause* is "resource is in unsupported state. (Converged Fabric mode)"

As the LAN switch blade has been changed to Converged Fabric mode, it cannot be controlled using Resource Orchestrator.

The name of the LAN switch is displayed for *resource*.

From the ROR console, check on the details window for the LAN switch displayed for *resource* that the end of "Device name(Product name)" of the basic information is "(Mode:Converged Fabric)". No action is necessary.

When *cause* is "resource is in unsupported model. (VDX2730)"

For a PY CB DCB SW 10Gb 18/6/6 LAN switch blade, VLANs cannot be configured for external ports.

The name of the LAN switch is displayed for *resource*.

From the ROR console, check on the details window for the LAN switch displayed for *resource* that the "Model" in the basic information is "VDX2730". No action is necessary.

When *cause* is "port is in unsupported state. (Automatic Migration of Port Profile)"

VLANs cannot be configured for ports which have an Automatic Migration of Port Profile (AMPP) configured.

Log in to the target LAN switch, and check if an Automatic Migration of Port Profile (AMPP) has been configured.

When configuring VLAN settings, release the Automatic Migration of Port Profile (AMPP) settings.

When *cause* is "resource is in unsupported model. (N2K-B22FTS-P)"

VLANs cannot be configured for a LAN switch blade PY CB 10Gb FEX Nexus B22.

The name of the LAN switch is displayed for *resource*.

From the ROR console, check on the details window for the LAN switch displayed for *resource* that the "Model" in the basic information is "N2K-B22FTS-P". No action is necessary.

[Cloud Edition]

Description

During an operation on *obj*, processing of *function* could not be performed, so it was skipped.

The name of the resource is displayed for *obj*.

The name of the skipped process is displayed for *function*.

The reason the process could not be performed is displayed for *cause*.

Take corrective action based on the content displayed for *cause*.

- When "StorageChassisFailover" is displayed for *function*:

The process *obj* was skipped by the switchover between operating and standby storage.

- [When cause is "not supported"](#)
- [When cause is "mirror_definition not found"](#)
- [When cause is "not pre_created"](#)

- When "DisasterRecovery(prepare)" is displayed for *function*

The process *obj* was skipped during the extraction of disk resource information from the configuration information of the manager of the operating storage.

- [When cause is "mirror_definition not found"](#)

- When *function* is "DisasterRecovery(specification of uplink port for network resources)"

In the Import process of network resources for Rcxrecovery, as the external connection port configured for the network resource could not be found connection to the external connection port was skipped.

- When cause is "switch(SWITCH NAME) not found"
- When "Automatic Network Configuration" is displayed for *function*
 - When cause is "vmhost is not active mode"
 - When cause is "use virtual network definition for vmhost"
 - When cause is "require physical lan segment to configure vmhost"
 - When cause is "resources belong to different tenants(detail)"
- When "port profile association" is displayed for *function*
 - If cause is "MAC address not found. L-Server(lserver) NIC(nic)"
 - When cause is "NIC(NIC_index,...) was allocated by older manager"
- When "port profile deletion" is displayed for *function*
 - If cause is "associated VSI exists"
 - If cause is "in maintenance mode"
- When "port profile disassociation" is displayed for *function*
 - If cause is "in maintenance mode"

Corrective Action

When "StorageChassisFailover" is displayed for *function*:

When *cause* is "not supported"

There are no storage unit name or volume identifiers in the disk information.
Check that the content of the replication definition file is correct.

When *cause* is "mirror_definition not found"

The replication definition file corresponding to a disk registered in Resource Orchestrator does not exist.
Check that the content of the replication definition file is correct.

When *cause* is "not pre_created"

The disk registered with Resource Orchestrator is not the one created in advance.
The target is the disk created in advance.

When "DisasterRecovery(prepare)" is displayed for *function*

When *cause* is "mirror_definition not found"

The replication definition file corresponding to a disk registered in Resource Orchestrator does not exist.
Check that the content of the replication definition file is correct.

When *function* is "DisasterRecovery(specification of uplink port for network resources)"

When *cause* is "switch(SWITCH NAME) not found"

The LAN switch *SWITCH NAME* used for the network resource displayed for *obj* was not found.
When the configuration is one that degrades chassis, no corrective action is necessary.
For configurations that do not degrade chassis, ensure that the LAN switches displayed on the server tree of each site are in the same configurations.

When "Automatic Network Configuration" is displayed for *function*

When *cause* is "vmhost is not active mode"

When configuring network settings automatically, change the VM host *vmhost* to active mode, and take corrective action again.

When *cause* is "use virtual network definition for *vmhost*"

Check the content of the virtual network definition file.
When configuring the network settings automatically with a VM type that supports auto-configuration of the network, delete the virtual network definition, and perform the corrective action again.

When using a VM type that does not support auto-configuration of the network, the network device auto-configuration settings cannot be configured.

When *cause* is "require physical lan segment to configure *vmhost*"

After creating the server NIC definition and specifying the physical LAN segment name for the network resource, perform the operation again.

When *cause* is "resources belong to different tenants(*detail*)"

Perform the operation again after moving the resources displayed in *detail* to the same tenant.

When "port profile association" is displayed for *function*

If *cause* is "MAC address not found. L-Server(*lserver*) NIC(*nic*)"

The port profile linking process was skipped because there is no MAC address information for the *nic*th NIC of *lserver*. Manually create a link on the Ethernet Fabric switch if necessary.

When *cause* is "NIC(*NIC_index*,...) was allocated by older manager"

The process to link the network with the port profile was skipped due to the following reasons:

- The MAC address is not managed because the virtual L-Server was created using an earlier version of Resource Orchestrator
- The MAC address cannot be retrieved from the NIC on the virtual machine

Manually perform the configuration on the Ethernet Fabric switch.

When "port profile deletion" is displayed for *function*

If *cause* is "associated VSI exists"

The port profile was not deleted because there is a VSI linked with the corresponding port profile on the Ethernet Fabric switch. When deleting port profiles, delete any associated VSIs such as links with the MAC addresses of L-Servers first, and then delete the port profiles.

If *cause* is "in maintenance mode"

The port profile deletion process was skipped because the Ethernet Fabric switch is in maintenance mode. Manually delete the port profile on the Ethernet Fabric switch if necessary.

When "port profile disassociation" is displayed for *function*

If *cause* is "in maintenance mode"

The port profile deletion process was skipped because the Ethernet Fabric switch is in maintenance mode. Manually delete the port profile on the Ethernet Fabric switch if necessary.

3.2 42XXX Series

This section explains the following messages:

- [3.2.1 425XX Series](#)
- [3.2.2 427XX Series](#)

3.2.1 425XX Series

This section explains the 425XX message series.

42501

FJSVrcx:WARNING:42501:invalid value in the configuration file (file=*file*, detail=*detail*)

Description

There is an invalid value in the definition file.

The file name is displayed for *file*.

The details of the error are displayed for *detail*. When multiple errors are detected, they are displayed separated by commas (",").

- When file is "product_report.rcxprop", and detail is "product_report" or "product_report_for_cli"
- When file is "power_timeout.rcxprop", and detail is "model", "boot_timeout" or "shutdown_timeout"

Corrective Action

When *file* is "product_report.rcxprop", and *detail* is "product_report" or "product_report_for_cli"

Values for output format have not been set correctly.

Check the value corresponding to the key value displayed for *detail*, and change the setting to the correct value, which is case sensitive.

For details, refer to "2.1.1.1 Configuring Display of Errors that Occur on Related Products" in the "Release Notes".

When *file* is "power_timeout.rcxprop", and *detail* is "model", "boot_timeout" or "shutdown_timeout"

There is a mistake in the format of the definition file.

Check the value corresponding to the key value displayed for *detail*, and change the setting to the correct value, which is case sensitive.

[Cloud Edition]

Description

There is an invalid value in the definition file.

The file name is displayed for *file*.

The details of the error are displayed for *detail*. When multiple errors are detected, they are displayed separated by commas (",").

- When file is "_l_server.rcxprop"
 - When detail is "allocate_after_create"
 - When detail is "auto_preserved"
- When "vnetwork_ibp.rcxprop" is displayed for file, and "support_ibp_mode" is displayed for detail

Corrective Action

When *file* is "_l_server.rcxprop"

The value in the [Create an L-Server] dialog or the [Modify an L-Server] dialog has not been correctly set. Therefore, an unintended value may be set.

Check the value corresponding to the key value displayed for *detail*, and change the setting to the correct value, which is case sensitive. After that, take corrective action based on the content of *detail*.

When *detail* is "allocate_after_create"

- When there is no problem with the L-Server even if resources are allocated

No action is necessary.

- When only an L-Server definition has been created

After deleting the L-Server, perform creation again.

When *detail* is "auto_preserved"

- When resources have been allocated to the L-Server

Change the "Resource release" in the [Modify an L-Server] dialog.

- When an L-Server has only been defined

Change the "Resource release" in the [Modify L-Server's definition] dialog.

When changing the L-Server using the command, set the Repurpose element, and then change the L-Server.

For details, refer to "17.8.1 Installation" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When "vnetwork_ibp.rcxprop" is displayed for *file*, and "support_ibp_mode" is displayed for *detail*

The IBP setting values have not been set correctly.

Check the value corresponding to the key value displayed for *detail*, and change the setting to the correct value, which is case sensitive.

For details, refer to "D.4 Network Preparations" in the "Design Guide CE".

42502

FJSVrcx:WARNING:42502: failed to read the configuration file (file=*file*)

[Cloud Edition]

Description

Failed to read the definition file.

The file name is displayed for *file*.

Corrective Action

Check the following, resolve the cause of the error, and then perform the operation again.

- The file does not exist
 - Access privileges of the file and directory
 - The file is locked by another program
-

42503

FJSVrcx:WARNING:42503:control of *obj* failed. perform recovery referring to the message *msg*.

[Cloud Edition]

Description

When separating disk resources from the virtual storage, an error occurred in the storage management software, but the separation of the disk resources was successful.

However, action regarding the storage machine identification number must be taken.

In *obj*, the resource name of the storage management software is displayed.

The message output by the storage management product is output to *msg*.

Corrective Action

Check the message displayed in *msg*, then refer to the manual for the storage management product and take the required action.

42504

FJSVrcx:WARNING:42504:*obj:type* initialization failed

[Cloud Edition]

Description

The initialization of the content of the resource displayed in *type* failed.

- When *type* is "disk"

The disk resource name is displayed in *obj*.

The initialization of the content of the disk resource failed. However, the process that was running is still being executed.

Corrective Action

- When *type* is "disk"

Please execute the following procedures when the VM host of RHEL-KVM that can be accessed *obj* has stopped.

- Release the registration of the disk resource of *obj*
- Start the VM host of RHEL-KVM
- Log in to the VM host of RHEL-KVM
- Execute the initialization command of content of the raw device or disk partition corresponding to *obj* in the VM host of RHEL-KVM
- Re-registration of the disk resource of *obj*

Please release the registration of the disk resource of *obj* when neither the raw device nor the disk partition corresponding to *obj* exist.

42505

FJSVrcx:WARNING:42505:*obj:ip:path*:not set as a mount point

Description

The mount point of the path *path* to the disk resource *obj* on the VM host *ip* has not been configured. Even if this message is output, creation of a VM guest is continued.

A VM guest is created on the disk which the directory of *path* is deployed on. Therefore, migration of the VM guest between servers is not available.

Corrective Action

Check that there are no errors in the mount settings for *path* on the VM host *ip*.

When there are errors in the mount settings, stop the L-Server, correct the mount settings, and then migrate the file under *path* to the mounted volume.

42540

FJSVrcx:WARNING:42540:failed to write records. detail=*detail*

[Cloud Edition]

Description

The recording process of the operation log failed.

Corrective Action

- When *detail* is "filesystem full"

Check the system log, resolve the cause of the error, and then perform the operation again.

- Check if there are any error messages regarding the disk or file system.
- Check if there is a quota limit or file system full message.

3.2.2 427XX Series

This section explains the 427XX message series.

42701

FJSVrcx:WARNING:42701:*NICnumber* is not connected to any of the external connection ports of the network resource *name* on the server *server*

[Cloud Edition]

Description

- When *server* is a physical server

The external connection port of the switch specified for the network resource *name* and *NICnumber* are not connected.

- When *server* is a VM host

The external connection port of the switch specified in the network resource *name* and *NICnumber* used by the virtual network created by the user in advance, are not connected.

The virtual network is not created again, after changing the external connection port specified in the network resource *name*.

The virtual network is not created again, after changing the physical LAN segment specified in the network resource *name*.

Corrective Action

- When *server* is a physical server

Check the details related to the causes of the description above, and specify a NIC which can be connected with the network resource.

- For a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2

Confirm the values for Fabric ID, Domain ID, Switch ID which are displayed in the resource details correspond to the values which are configured on the LAN switch blade.

If the values are different, configure LAN switch blade settings corresponding to the values which are displayed in the resource details.

Or, after deleting external ports settings for network resource, update the values which are displayed in resource detail by deleting and registering the LAN switch blades again.

After confirming the values are correct, configure external ports settings of the network resource if necessary.

- When *server* is a VM host

Check the details related to the causes of the description above, and create the virtual network again.

- For a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2

Use the same procedure as "when *server* is a physical server".

42702

FJSVrcx:WARNING:42702:NIC*number* of the server *server* is different from the physical LAN segment of network resource *name*

[Cloud Edition]

Description

The NIC *number* used by the virtual network is different from the physical LAN segment specified in the network resource *name*.

Corrective Action

In the following cases, create the virtual network again if necessary.

- If you have changed the server NIC definition or the physical LAN segment specified in the network resource *name*
- When the physical LAN segment specified in the network resource *name* differs from the NIC *number* used in the virtual network that was created by the user beforehand

42704

FJSVrcx:WARNING:42704:deleted link aggregation that is specified for network resources has been detected(*switch=switch,name=lagname*)

[Cloud Edition]

Description

The ports making up the link aggregation *lagname* of the LAN switch blade *switch* specified in the network resource have been deleted. Therefore, the L-server using the network resource where the ports making up the link aggregation *lagname* have been specified may not be able to communicate with other servers.

Corrective Action

Take one of the following actions:

- If the released port that makes up the link aggregation is no longer required as an external port for the network resource, change the specifications of the network resource to delete the port from the external ports of the network resource.
- If the port was released by mistake, reset the port as part of the link aggregation *lagname* from the management console of the LAN switch blade *switch*, then refresh the LAN switch blade *switch* from the ROR console with the <Update> button to have it recognized by this product.

42705

FJSVrcx:WARNING:42705:*device_name*: invalid port type detected.

[Cloud Edition]

Description

The port type of the port specified as the external connection port of the network resource was changed to something other than CIR.

In *device_name*, the name of the Ethernet Fabric switch is displayed.

Corrective Action

Confirm that the modified link is included on the [Network Resources]-[Resource Details]-[Uplink Port] window of the ROR console. If the modified link is included, confirm on the Resource Details window for the Ethernet Fabric switch in the network device tree that the port type of the corresponding port has been changed to a type other than CIR.

If the port type has been changed to a type other than CIR, modify the setting so that the external connection port of the network resource will be CIR.

- Change the port type of the port on the Ethernet fabric switch to CIR.
- Change the port type of the external connection port of the network resource to CIR.

42750

FJSVrcx:WARNING:42750:automatic network device configuration warning. ruleset=*ruleset_name*
scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

An error occurred while executing the script list *scriptlist_name*, however, the subsequent processes were executed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "status of device (*device_name*) is error. line=*n*"

The status of the network device *device_name* is error. As the status of another network device for redundancy configuration is valid, the process was continued without executing for the network device *device_name*.

In *device_name*, the network device name is displayed.

In *n*, the line number of the script list *scriptlist_name* which was not executed is displayed.

- "device (*device_name*) is in maintenance mode. line=*n*"

The network device *device_name* is undergoing maintenance. As the status of another network device for redundancy configuration is valid, the process was continued without executing for the network device *device_name*.

In *device_name*, the network device name is displayed.

In *n*, the line number of the script list *scriptlist_name* which was not executed is displayed.

- "deletion of file (*file_name*) failed"

Deletion of the history information storage area *file_name* has failed.

In *file_name*, the name of the file or directory is displayed.

- "scripts execution error. device=*device_name* result=*code* line=*n*"

An error occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *code*, the return value of the script in which the error occurred is displayed.

- When code is "4"

An error involving failure to connect to the network device *device_name* or unexpected disconnection from it has occurred.

- In other cases

An error other than those above has occurred.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred while executing the script is displayed.

- "internal error. device=*device_name* line=*n*"

An internal error occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an internal error occurred while executing the script is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "status of device (*device_name*) is error. line=*n*"

After restoring the status of the network device *device_name*, log into the network device *device_name* directly and manually configure the definition, referring to the scriptlist *scriptlist_name* which was to be executed.

For details on how to log into the network device *device_name* and delete definitions, refer to the manual for the network device.

- "device (*device_name*) is in maintenance mode. line=*n*"

Perform the following after maintenance of the network device *device_name* is complete.

- Refer to the script list *scriptlist_name* that was to be executed, login directly to the network device *device_name*, and then make the definitions changes manually.

For details on how to log into the network device *device_name* and delete definitions, refer to the manual for the network device.

- Use the `rcxadm netdevice set` command to cancel the maintenance mode for the *device_name* network device.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "deletion of file (*file_name*) failed"

If the history information storage area *file_name* exists, check the following:

- If access privileges for the history information storage area *file_name* have been granted.

If access privileges have not been granted, grant them, and manually delete the history information storage area *file_name*.

- If an error message regarding the disk or file system has been output

Check the system log, resolve the problem, and delete the history information storage area *file_name*.

This action is not necessary if *file_name* history information storage area does not exist.

- "scripts execution error. device=*device_name* result=*code* line=*n*"

Identify the cause based on the return value of the script and information in the execution log, then resolve the cause of the error.

If *code* is 8, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

- "internal error. device=*device_name* line=*n*"

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

42751

FJSVrcx:WARNING:42751:execution of the script list was interrupted. ruleset=*ruleset_name* scriptlist=*scriptlist_name* script=*script_name* detail=*detail*

[Cloud Edition]

Description

The execution of script list *scriptlist_name* was canceled, as an error occurred during the execution.

When this message is output during deletion of an L-Platform, a network resource, or a physical L-Server, operations to release the target resource continue to be executed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *script_name*, the name of the script that caused the process to abort or the script name executed after the variable parameter conversion is displayed.

In *detail*, the following detailed information is displayed:

- "unavailable status for auto-config. device=*device_name* line=*n*"

The target network device *device_name* that executes the script *script_name* specified in the script list *scriptlist_name* cannot be selected as the target of automatic configuration.

In *device_name*, the network device name is displayed.

In *n*, the line number of the script list *scriptlist_name* which resulted in the aborting of script execution is displayed.

- "scripts execution error. device=*device_name* result=*code* line=*n*"

An error occurred while executing the script *script_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *code*, the return value of the script in which the error occurred is displayed.

- When code is "04"

An error involving failure to connect to the network device *device_name* or unexpected disconnection from it has occurred.

- In other cases

An error other than those above has occurred.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred while executing the script is displayed.

- "execution timeout. device=*device_name* line=*n*"

Timeout of the script monitoring time has occurred during execution of the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *n*, the line number of the script list *scriptlist_name* at which timeout occurred while executing the script is displayed.

- "internal error. device=*device_name* line=*n*"

An internal error occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an internal error occurred while executing the script is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

The infrastructure administrator should take corrective action according to the information displayed in *detail*.

- "unavailable status for auto-config. device=*device_name* line=*n*"

Set "true" for the automatic configuration setting (the AutoConfiguration element) of the corresponding network device *device_name* in the network configuration information, then modify it using the `rcxadm netdevice modify` command.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "scripts execution error. device=*device_name* result=*code* line=*n*"

Identify the cause based on the return value of the script and information in the execution log, then resolve the cause of the error.

If *code* is 8, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

- "execution timeout. device=*device_name* line=*n*"

Identify the time-consuming process occurring during execution of the script and take corrective action accordingly.

When the processing time is appropriate, change the "EXECUTE_TIMEOUT" parameter value of script monitoring time in "unm_provisioning.rcxprop".

For details on how to define the script monitoring time, refer to "F.7 Network Device Automatic Configuration and Operation Definition Files" in the "Design Guide CE".

Check if maintenance mode has been configured on the network device *device_name*. When maintenance mode has been configured, release maintenance mode according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

- "internal error. device=*device_name* line=*n*"

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

If it is necessary to delete the definition of the network device *device_name* for which a definition has been configured by the execution of the script, log into the network device *device_name* directly and delete the definition manually.

For details on how to log into the network device *device_name* and delete definitions, refer to the manual for the network device.

42752

FJSVrcx:WARNING:42752:execution of the script is skipped. ruleset=*ruleset_name* scriptlist=*scriptlist_name* script=*script_name* device=*device_name* line=*n*

[Cloud Edition]

Description

As the execution of the script list *scriptlist_name* was stopped, subsequent scripts were not executed.

For the reason why the execution was stopped, refer to "Message number 42751".

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *script_name*, the name of the script that was not executed or the name of the script that was not executed after conversion of the variable parameter is displayed.

In *device_name*, the name of the network device for which the script was not executed is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *n*, the line number of the script list which was not executed is displayed.

This message is output for each of the scripts which were not executed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

The infrastructure administrator should take the corrective actions for "Message number 42751".

After taking the corrective actions for "Message number 42751", log in to the network device *device_name* directly and manually delete the definition, referring to the script *script_name* which was to be executed.

For details on how to log into the network device *device_name* and delete definitions, refer to the manual for the network device.

When maintenance mode has been configured for the network device, *device_name*, release it from maintenance mode according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE".

42753

FJSVrcx:WARNING:42753: execution of the operation script was stopped, but the following process was continued.
ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

An error occurred while executing the script list *scriptlist_name*, however, the subsequent processes were executed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "status of device (*device_name*) is error. line=*n*"

The status of the network device *device_name* is error.

As the status of another network device for redundancy configuration is valid, the process was continued without executing for the network device *device_name*.

In *device_name*, the network device name is displayed.

In *n*, the line number of the script list *scriptlist_name* which was not executed is displayed.

- "device (*device_name*) is in maintenance mode. line=*n*"

The network device *device_name* is undergoing maintenance.

As the status of another network device for redundancy configuration is valid, the process was continued without executing for the network device *device_name*.

In *device_name*, the network device name is displayed.

In *n*, the line number of the script list *scriptlist_name* which was not executed is displayed.

- "deletion of file (*file_name*) failed"

Deletion of the history information storage area *file_name* failed, but processing has continued, as the execution of scripts completed successfully.

In *file_name*, the name of the file or directory of the history information storage area is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "status of device (*device_name*) is error. line=*n*"

After restoring the status of the network device *device_name*, request the tenant administrator or the tenant user to perform the operation again.

- "device (*device_name*) is in maintenance mode. line=*n*"

After performing maintenance tasks on the network device *device_name*, use the `rcxadm netdevice set` command to cancel the maintenance mode for *device_name*, and request the tenant administrator or the tenant user to perform the operation again.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "deletion of file (*file_name*) failed"

If the history information storage area *file_name* exists, check the following:

- If access privileges for the history information storage area *file_name* have been granted.

If access privileges have not been granted, grant them, and manually delete the history information storage area *file_name*.

- If an error message regarding the disk or file system has been output

Check the system log, resolve the problem, and delete the history information storage area *file_name*.

This action is not necessary if *file_name* history information storage area does not exist.

42754

FJSVrcx:WARNING:42754:automatic network device configuration failed. operation=*operation* device=*device_name* serial-number=*serial_number_per_device* detail=*detail*

[Cloud Edition]

Description

As an error occurred while automatically configuring the network device *device_name* using the simple configuration mode, configuration was aborted.

When this message is output during deletion of an L-Platform, operations to release the target resource continue to be executed.

In *operation*, the names of the following operations are displayed:

- delete

When deleting L-Platforms

In *device_name*, the network device name is displayed.

In *serial_number_per_device*, the serial numbers for each network device are displayed.

In *detail*, the following detailed information is displayed:

- "command failed. cmd:*command*"

Execution of the command *command* for the network device *device_name* has failed.

In *command*, the commands used for the network devices for which execution has failed are displayed.

- "communication failed. cmd:*command*"

A communication error has occurred during communication with the network device *device_name*.

In *command*, the command that could not be executed for the network device is displayed.

- "device not responding. cmd:*command*"

There was no response to the command executed for the network device *device_name*.

In *command*, the command for the network device that gave no response is displayed.

- "login information invalid"

Login to the network device *device_name* failed. There is an error in the login information.

- "error page response file not found. file:unknown"

No error page response files necessary for auto-configuration have been registered in the network device *device_name*.

- "server certificate not found. number:unknown"

No server certificates necessary for auto-configuration have been registered on the network device *device_name*.

- "environment error occurred. error:*error_information*"

An OS error or an unexpected error has occurred.

- "execution timeout"

Auto-configuration for the network device *device_name* has not been completed within the prescribed time.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

The infrastructure administrator must perform maintenance of the network device *device_name*, based on the following procedure.

1. Take the following corrective action based on the content of *detail*.

- "error page response file not found. file:unknown"

Check whether all error page response files used for auto-configuration have been registered on the network device *device_name*.

If the error page response files have been deleted by mistake, register the files again.

For details on how to register error page response files, refer to "C.4.1 Registering Error Page Response Files" in the "NS Option Instruction".

- "server certificate not found. number:unknown"

Check whether all server certificates used for auto-configuration have been registered on the network device *device_name*.

If the server certificates have been deleted by mistake, register the files again.

For details on how to register server certificates, refer to "C.3.1 Registering Server Certificates and CA Certificates" in the "NS Option Instruction".

2. Collect troubleshooting data and the following information, and contact Fujitsu technical staff.

- Log information of auto-configuration scripts using the simple configuration mode
- Troubleshooting data (maintenance data) regarding the failed auto-configuration of the network device
- Troubleshooting data of Resource Orchestrator admin servers

For details on how to collect the log information above and troubleshooting data, refer to "Appendix I Auto-configuration and Operations of Network Devices Using Simple Configuration Mode" in the "Design Guide CE".

3. Modify the definition of the network device *device_name* based on the instructions of technical staff.

4. When *detail* is something other than "execution timeout", release maintenance mode according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE".

42780

FJSVrcx:WARNING:42780:Status of *nodeid* has changed to *status(cause)*

Description

The status of the network device *nodeid* has changed to *status*.

In *cause*, the following is displayed:

- "domain status changed = *domainid1, domainid2,...*"

In the domain ID *domainid1, domainid2,...* of the fabric configuration whose status has changed, the domain IDs whose statuses have changed are displayed, separated by commas.

This message is displayed when using Converged Fabric.

Corrective Action

Check the state of the network device.

42783

FJSVrcx:WARNING:42783:device maintenance mode change to ON

[Cloud Edition]

Description

The network device was placed into maintenance mode because automatic configuration for the network device *device* failed.

Corrective Action

Take corrective action for the failure messages of auto-configuration of the network device *device* displayed before and after this message.

After taking corrective action, release the network device *device* from maintenance mode, using the `rcxadm netdevice set` command.

For details on the `rcxadm netdevice` command, refer to "3.8 `rcxadm netdevice`" in the "Reference Guide (Command/XML) CE".

42784

FJSVrcx:WARNING:42784:device:invalid link definition. port=*port*

Description

- Link information has been defined for the port *port* which does not exist on the network device *device*.

The corresponding port may have been deleted as a result of modification of the physical configuration or definitions of the network device.

- Different link information from the link information obtained from the network device is defined for the port *port* of the network device *device*.

Corrective Action

- When link information has been defined for the non-existent port *port* on the network device *device*

Check the links of the network device and register the correct link information again.

- When different link information from the link information obtained from the network device is defined for the port *port* of the network device *device*

Confirm that SNMP communication can be performed with the network device, and update the link information using the `rcxadm netdevice refresh -recreate` command.

- For Virtual Edition, for details on the `rcxadm netdevice` command, refer to "3.3 `rcxadm netdevice`" in the "Reference Guide (Command) VE".
- For Cloud Edition, for details on the `rcxadm netdevice` command, refer to "3.8 `rcxadm netdevice`" in the "Reference Guide (Command/XML) CE".

3.3 43XXX Series

This section explains the following messages:

- [3.3.1 431XX Series](#)
- [3.3.2 433XX Series](#)

3.3.1 431XX Series

This section explains the 431XX message series.

43101

FJSVrcx:WARNING:43101:communication error.code=*code*

Description

SNMP trap transmission failed. Transmission will be attempted again.

Corrective Action

Check if an error occurred during server registration. If an error has occurred, check the status of the admin server and the communication route between the admin server and the managed server, and then perform server registration again.

3.3.2 433XX Series

This section explains the 433XX message series.

43301

FJSVrcx:WARNING:43301:server:failed to update admin LAN information

Description

Updating of the admin LAN information held by the agent on the managed server *server* has failed.
The name of the managed server is displayed for *server*.

From when this message is output, until "Message number [23301](#)" is output, there is a chance that the following operations will not complete successfully on *server*.

- Backup of a system image
- Restoration of a system image
- Collection of a cloning image
- Deployment of a cloning image

Corrective Action

No action is necessary.

If "Message number [23301](#)" is not output within an hour of this message being displayed, collect troubleshooting information and contact Fujitsu technical staff.

3.4 44XXX Series

This section explains the following messages:

- [3.4.1 444XX Series](#)

3.4.1 444XX Series

This section explains the 444XX message series.

44401

FJSVrcx:WARNING:44401:No LAN switches were detected between *start_ipaddress* and *end_ipaddress*

Description

No LAN switches were detected in the specified network range (The range of IP addresses between *start_ipaddress* and *end_ipaddress*).

Corrective Action

Check the following and perform the operation again.

- The admin IP address of the LAN switch for detection is inside the network range
- Pings from the manager to the LAN switch for detection are returned normally

- The manager can communicate successfully with the SNMP community name specified for the LAN switch for detection
- The LAN switch for detection supports either CDP or LLDP protocols, and it is operating

3.5 47XXX Series

This section explains the following messages:

- [3.5.1 471XX Series](#)
- [3.5.2 472XX Series](#)
- [3.5.3 473XX Series](#)

3.5.1 471XX Series

This section explains the 471XX message series.

47101

FJSVrcx:WARNING:47101:*filename*:permission denied

Description

Access authority has not been configured for the file *filename*.

Corrective Action

Change the owner, the owning group, and the access authority of the file.

47102

FJSVrcx:WARNING:47102:*filename*:insecure permission

Description

Access authority exists for someone other than the owner of the file *filename*. There is no problem with processing, but in some cases there may be security problems.

Corrective Action

Invalidate all access authorities for the file other than the owner's.

47103

FJSVrcx:WARNING:47103:*filename*:invalid file format

Description

The format of the file *filename* is invalid.

Corrective Action

Delete the file.

47104

FJSVrcx:WARNING:47104:*filename*:invalid file type

Description

The file type of the file *filename* is invalid.

Corrective Action

Delete the file.

3.5.2 472XX Series

This section explains the 472XX message series.

47232

FJSVrcx:WARNING:47232:power management error(rcxerrno=*rcxerrno*)

Description

An error has occurred during power control of a managed server.

Corrective Action

The SNMP settings of the server management unit may not have Write (reference and updating) authority.

Check the following and take corrective action.

- Check the SNMP community name set from the ROR console.
If it was omitted, "public" will be specified.
- Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

For details of checks and the setup method, refer to the management blade manual.

47233

FJSVrcx:WARNING:47233:Windows activation failed. target=*target*

Description

Activation of *target* failed.

When this message is displayed, deployment of Windows Server 2012 or Windows Server 2008 is complete, but activation has not been performed.

Corrective Action

1. Check the problem on the managed server for which activation failed and then perform activation.

- a. Open the following log file on the managed server.

%SystemRoot%\System32\LogFiles\SystemcastWizard\activation.log

- b. Check if activation.log contains the following character string:

Search string: slui.exe 0x2a

- When the character string is present
- The error code is given after the search string, so execute the following command. The [Windows Activation] dialog containing the error details is displayed.

```
>slui.exe 0x2a error_code <RETURN>
```



Example

```
C:\> slui.exe 0x2a 0x8007232B <RETURN>
```

- Refer to the following URL and resolve the problem:

```
URL: http://support.microsoft.com/?scid=kb%3Ben-us%3B938450&x=17&y=9
```

- When the character string is not present

Check the details of settings in the license information file.

For details, refer to the following:

- For Virtual Edition, refer to "17.2 Collecting" in the "User's Guide VE".

- For Cloud Edition, refer to "12.2 Collecting" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

c. Perform activation.

2. Check that a password has been set for Administrator on the managed server for which activation failed.
If a password has not been set, open [User Accounts] from the Windows Control Panel, and create an Administrator password from the [User Account] window.

3. Correct the content of the license information file on the managed server that the cloning image was collected from then collect a new cloning image.

For details, refer to the following:

- For Virtual Edition, refer to "17.2 Collecting" in the "User's Guide VE".

- For Cloud Edition, refer to "12.2 Collecting" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

After successfully collecting a cloning image, delete the cloning image for which deployment failed.

4. Copy the license information file from the managed server in step 3 to the managed server in step 2.

47234

FJSVrcx:WARNING:47234:an error was ignored by the "force" option(*detail*)

[Cloud Edition]

Description

An error was ignored by the option.

In *detail*, a detailed message is displayed.

Corrective Action

Check the content of *detail*, and take corrective action.

47242

FJSVrcx:WARNING:47242:*name*:failed to control switching HUB. (*detail*)

[Cloud Edition]

Description

VLAN configuration for the LAN switch displayed in *name* has failed.

In *detail*, an error message that explains the root cause of the problem is output.

Corrective Action

The VLAN information used by the source server for switchover may be set for the LAN switch displayed in *name*.

Delete the VLAN information by manually operating the LAN switch when necessary.

3.5.3 473XX Series

This section explains the 473XX message series.

47301

FJSVrcx:WARNING:47301:obj:entering VM host maintenance mode failed. detail=*detail*

Description

Setting the VM host *obj* into VM maintenance mode failed.

Corrective Action

- When this message is output between the start and completion of server switchover and failback

The VM host of the spare server is not configured in VM maintenance mode, even though server switchover and failback have been completed successfully.

When setting the VM host of a spare server into VM maintenance mode, set it into VM maintenance mode after resolving the cause of the failure, referring to "Message number [67368](#)".

- When this message is output when performing an operation other than server switchover or failback

No action is necessary.

47302

FJSVrcx:WARNING:47302:failed to delete VM guest disk (*disk_path*). *detail*

Description

Deletion of the disk *diskpath* of the VM guest failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "vmerrno=*error_number*;ip=*IP_address*"
 - When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

Resolve the problem with the VM host, and then manually delete the disk.

3.6 49XXX Series

This section explains the following messages:

- [3.6.1 491XX Series](#)
- [3.6.2 495XX Series](#)

3.6.1 491XX Series

This section explains the 491XX message series.

49113

FJSVrcx:WARNING:49113:different model server detected. registered=*registered_model* detected=*detected_model*

Description

The model name contained in hardware properties after replacement of a managed server is different from the model name before replacement.

Corrective Action

Check that the replacement server is of the same model as the original. When the model of the replacement server differs from the original, replace it with the same model as the original.

If a different model server is used for the replacement, the OS from prior to replacement may not operate, and restoration, cloning and server switchover may not operate correctly.

3.6.2 495XX Series

This section explains the 495XX message series.

49501

FJSVrcx:WARNING:49501:ServerView Agents has stopped

Description

The ServerView Agents of the managed server have not been started.

Corrective Action

Check if the ServerView Agents are running on the managed server. If they are not running, start them.

For details of checks and the startup method, refer to the ServerView Agents manual.

Chapter 4 6XXX Series Messages

This chapter explains the messages that inform users of the causes of detected errors and the relevant corrective actions.

4.1 61XXX Series

This section explains the following messages:

- [4.1.1 611XX Series](#)
- [4.1.2 613XX Series](#)
- [4.1.3 615XX Series](#)
- [4.1.4 617XX Series](#)



Information

The 611XX series messages are also displayed in the event log of the ROR console.

4.1.1 611XX Series

This section explains the 611XX message series.

61104

FJSVrcx:ERROR:61104:failed to start *mgr_name*. code=%1

Description

Startup of the manager failed.

The exit code of the command executed internally is displayed for code=%1.

Corrective Action

- When *mgr_name* is "Task Manager" and code is "environment error"

The configuration of the manager restart is incorrect.

Refer to the following:

- For details, refer to "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE" and restart the manager service.
- For details, refer to "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE" and restart the manager service.

When restarting the manager, stop it and then restart it.

- When *mgr_name* is "Task Manager" and *code* is "multiplicity setting error"

The multiplicity setting for the manager process is incorrect.

Refer to the following:

- Review the multiplicity setting for the manager process, referring to "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE", and restart the manager service.
- Review the multiplicity setting for the manager process, referring to "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE", and restart the manager service.

When restarting the manager, stop it and then restart it.

- For a code other than the above

Restart the manager.

When restarting the manager, stop it and then restart it.

For details on how to stop and start managers, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61105

FJSVrcx:ERROR:61105:*name*:*address type* no more addresses available

[Cloud Edition]

Description

When creating the L-Server, deploying the server load balancer, or changing the network configuration, there are not enough *address type* included in *name*.

- When the *address type* is IPv4
The name of the network resource is displayed in *name*.
- When the *address type* is mac address, wwn address, or gip address
The name of address set resource is displayed in *name*.

Corrective Action

- When the *address type* is IPv4
Take one of the following actions:
 - Delete IP addresses that are not to be managed.
 - Create a new network resource.
 - Extend the subnet address.
 - Delete L-Servers that are not needed.
 - Delete any unnecessary server load balancers.
- When the *address type* is mac address or wwn address
 - Create a new address set resource.
 - Delete L-Servers that are not needed.
- When the *address type* is gip address
 - Create a new address set resource.
 - Delete any unnecessary L-Platforms.

61106

FJSVrcx:ERROR:61106:stopping of *mgr_name* failed. code=%1

Description

Stopping of the manager failed.

The name of the service which has not been stopped is given for *mgr_name*.

The exit code of the command executed internally is displayed for code=%1.

Corrective Action

[Windows Manager]

Open "Services" from "Administrative Tools" on the Control Panel, and then stop the relevant service on the [Services] window.

[Linux Manager]

Use the service command and stop the relevant service.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61107

FJSVrcx:ERROR:61107:starting of *mgr_name* failed. code=%1

Description

Starting of the service *mgr_name* comprising the manager failed.

The exit code of the command executed internally is displayed for code=%1.

Corrective Action

- When *mgr_name* is "HBA address rename setup service"
Check the status of the HBA address rename setup service, and if it is "Stopping" then start the HBA address rename setup service.
For how to start the HBA address rename setup service, refer to the following:
 - For Virtual Edition, refer to "6.1 Settings for the HBA address rename Setup Service" in the "Setup Guide VE".
 - For Cloud Edition, refer to "6.1 Settings for the HBA address rename Setup Service" in the "Setup Guide CE".
- The detailed message may be output in the OS system log. Check the message number displayed in the system log and take corrective action.
- For cases other than the above

Restart the manager. When the service comprising the manager has been started, stop the service of the manager and restart it.

For details on how to stop and start managers, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61108

FJSVrcx:ERROR:61108:L-Server:must be connected to an admin LAN

[Cloud Edition]

Description

When creating a physical L-Server, the network resource of the admin LAN is not connected.

The physical L-Server must be connected to an admin LAN.

Corrective Action

Specify so a network resource of the admin LAN is connected to the NIC of the physical L-Server, then retry.

61111

FJSVrcx:ERROR:61111:failed to start site manager. code=%1

Description

The manager cannot be started because of the problem indicated in code=%1.

One of the following is indicated for %1:

- a. timeout

A timeout has occurred during starting of the manager.

b. environment error

An error has occurred in the boot environment of the manager.

c. internal error

An internal error has occurred.

Corrective Action

For a. or c.

Restart the manager.

When restarting the manager, stop it and then restart it.

For details on how to stop and start managers, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

For b.

Check the port number used by the manager, and change it as necessary.

For details, refer to the following:

- Refer to "Appendix A Port List" in the "Design Guide VE".
- Refer to "Appendix A Port List" in the "Design Guide CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61115

FJSVrcx:ERROR:61115:license file not found in *directory*

Description

No license file was found in *directory*.

Corrective Action

There is a chance that Resource Orchestrator has not been installed successfully.

After uninstalling it, perform installation again.

61121

FJSVrcx:ERROR:61121:*server_name*:server status is changed to *status*

Description

The status of the server *server_name* has been changed to *status*.

"error" or "fatal" is displayed for *status*.

Corrective Action

Locate the fault using the [Resource] tab of the ROR console.

The detailed information can be checked by starting the management software for each resource.

For details on how to operate using the [Resource] tab of the ROR console, refer to the following:

- Refer to "Appendix A User Interface" in the "User's Guide VE".
- Refer to "Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If the fault is a hardware error, perform hardware maintenance referring to the following:

- "Chapter 6 Hardware Maintenance" in the "Operation Guide VE"
- "Chapter 9 Hardware Maintenance" in the "Operation Guide CE"

61125

FJSVrcx:ERROR:61125:*original_server*:failed to shutdown. code=%1

Description

Server switchover or failback failed because the source managed server *original_server* was not powered off.
The name of the managed server to be replaced is displayed for *original_server*.
The exit code of the command executed internally is displayed for code=%1.

Corrective Action

When the exit code displayed for %1 is "7"

The error may have occurred because a part of the manager is not operating.

[Windows Manager]

Open [Services] from [Administrative Tools] on the Control Panel, and then confirm that the following services have been started on the [Services] window.

- Deployment Service
- PXE Services
- TFTP Service

[Linux Manager]

Use the service command and confirm that the following services have been started.

- scwdepsvd
- scwpxesvd
- scwtftpd

- a. When the services have been started

Check the following:

- Whether the managed server *original_server* is powered on
 - When the managed server *original_server* is powered on

When the managed server *original_server* is powered on, manually power it off, and then perform manual switching or failback to *original_server* from the ROR console.
 - When the managed server *original_server* is powered OFF

In that state, perform either manual switching or failback from the ROR console.
- Whether communication with the server management unit is possible

Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
If a cable is disconnected from the LAN connector, connect it.
- Whether Write (reference and updating) authority is possessed for the SNMP setting of the management blade
 - Check the SNMP community name set from the ROR console.
If it was omitted, [public] will be specified.
 - Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.
- That the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values

For details of checks and the setup method, refer to the manual of the server being used.

b. When the services have not been started

[Windows Manager]

Open [Services] from [Administrative Tools] on the Control Panel and execute the following operations on the [Services] window, and then perform manual switching or failback again.

- Stop the Deployment Service
- Stop the PXE Services
- Stop the TFTP Service
- Start the TFTP Service
- Start the PXE Services
- Start the Deployment Service

Stopping services

On the [Services] window, select the service to be stopped.

Right-click, select [Properties] from the displayed menu, and then click the [Stop] button.

Starting services

On the [Services] window, select the service to be started.

Right-click, select [Properties] from the displayed menu, and then click the [Start] button.

[Linux Manager]

Use the service command, and after performing the following operations perform manual switching or failback again.

- Stop scwdepsvd
- Stop scwpxesvd
- Stop scwtftpd
- Start scwtftpd
- Start scwpxesvd
- Start scwdepsvd

Stopping services

Use the following command to stop services.

```
# service service_name stop <RETURN>
```

Starting services

Use the following command to start services.

```
# service service_name start <RETURN>
```

Note

When manual switching or failback will be performed again due to this message, perform the operation regardless of the status of *original_server*.

See

- For server switchover, refer to "4.2 Switchover" in the "Operation Guide VE".
- For failback, refer to "4.3 Post-Switchover Operations" in the "Operation Guide VE".

When the exit code displayed for %1 is something other than "7"

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

61130

FJSVrcx:ERROR:61130:stopping of site manager failed

Description

Stopping of the manager failed.

Corrective Action

Perform stopping of the manager again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61131

FJSVrcx:ERROR:61131:site manager terminated abnormally

Description

A manager terminated abnormally.

Corrective Action

Restart the manager.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61135

FJSVrcx:ERROR:61135:GENERIC_ERROR:PxeMftp|PxeParser|PxeService:%1

Description

An error of the HBA address rename setup service *PxeMftp|PxeParser|PxeService* has occurred.

One of the following is indicated for %1:

- a. PxeParser: malloc returned NULL, there is insufficient memory available

There is not enough virtual memory available.

- b. PxeService: Unable to Start TFTP Server

The TFTP Server could not be started.

[Linux]

The *PxeMftp* message of the HBA address rename setup service is not output.

Corrective Action

For a.

[Windows]

Restart the HBA address rename setup service after exiting applications currently being used or increasing the amount of virtual memory.

To increase the amount of virtual memory, open [System] on the Windows Control Panel, and select the [Advanced] tab on the [System Properties] window.

[Linux]

Restart the HBA address rename setup service after exiting applications currently being used or increasing the amount of virtual memory.

Refer to the OS manual for the method for increasing the amount of virtual memory.

For b.

Execute the `netstat -na` command using the Windows command prompt and check if the UDP port 69 is already used by another program. When the port is not in use, start the HBA address rename setup service again.

When the detailed information displayed for %1 is something other than the above, or if this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61136

FJSVrcx:ERROR:61136:*service_name* stopped abnormally

Description

A service has stopped abnormally.
The service name stopped is displayed for *service_name*.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

61137

FJSVrcx:ERROR:61137:PXE server control failed

Description

Control of the PXE server failed.
Processing of the WWN settings for the HBA of the server may fail.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

61138

FJSVrcx:ERROR:61138:internal error

Description

An internal error has occurred.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

61139

FJSVrcx:ERROR:61139:failed to get information from the management server

Description

Obtaining the information of the admin server failed.
Processing of the WWN settings for the HBA of the server may fail.

Corrective Action

Check the following and resolve the problem:

- Check the status of the admin server.
If the status is off, power on the admin server.

- Check the startup status of the manager.

When the manager is stopped, start the manager.

The startup status of the manager can be checked using the following methods.

[Windows Manager]

Open [Services] from [Administrative Tools] on the Control Panel, and check that the status of the Resource Orchestrator Manager service on the [Services] window is [Started].

[Linux Manager]

Use the service command and confirm that the "rcvnr" service has been started.

For details on how to start, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".
- Check if there is a problem with the network environment between the server used for the HBA address rename setup service and the admin server.

If a cable is disconnected from the LAN connector, connect it.

For details, refer to the following:

- For Virtual Edition, refer to "6.1 Settings for the HBA address rename Setup Service" in the "Setup Guide VE".
- For Cloud Edition, refer to "6.1 Settings for the HBA address rename Setup Service" in the "Setup Guide CE".

Information

- Check if the cause of the problem has been removed by examining the update information of the synchronization time in the [HBA address rename setup service] dialog. If the synchronization time is not updated within 15 minutes, the cause of the problem has not been removed.
- By default, the manager services are restarted at 03:45 every day for stable system operation. At this timing the message 61139 may be output. In this case no action is necessary as long as the synchronization time in the [HBA address rename setup service] dialog is updated.

For details on restarting managers, refer to the following:

- For Virtual Edition, refer to "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".

If this does not resolve the problem, collect troubleshooting information of the HBA address rename setup service environment and contact Fujitsu technical staff.

61142

FJSVrcx:ERROR:61142:no *type* detected

Description

type information was not detected for a server blade.
"NIC for admin LAN" is displayed for *type*.

Corrective Action

There is a chance that the server blade has no NIC to use for the admin LAN or the management blade cannot correctly recognize the server blade's NIC.

Check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.

If it is not being recognized correctly, remount the server blade and power it on.

- For PRIMERGY BX900 series servers

Check that the setting for Automatic Inventory Retrieval on the management blade is "automatic". If the setting has already been made, there is a chance that the management blade has not yet recognized the admin LAN NIC. Wait a short while, and then check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.

- For PRIMERGY BX620 S5 or later servers

The NIC may not be recognized correctly if the power has not been turned on even once after mounting in the chassis.

Turn the power on, and then check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.

- For PRIMEQUEST 2000 series servers

There is a chance that no NIC has been allocated to the server. Check the admin window of the management blade to see if the NIC is being recognized correctly.

When using an Extended Partition, allocate the GbE of the IOU to which NICs are allocated from the MMB.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61143

FJSVrcx:ERROR:61143:*operation*:failed

Description

The processing of *operation* has failed.

The operation name is displayed for *operation*.

An error message indicating the reason processing of *operation* failed is displayed after this message (Multiple error messages may be displayed).

Corrective Action

[Virtual Edition]

Check the error number of the message related to *operation* which is displayed after this message, and take the corrective action indicated for that message.

[Cloud Edition]

- When *operation* is "creating cloning image"

Make sure that the manager is running, and use the following procedure for restoration:

1. Check the resource name related to the error message above with the event log on the ROR console.
The image name is displayed for the resource name.
2. Wait until a "Message number 21161" containing the image name confirmed in step 1 is output in the event log.
This message displays the image name and generation.
3. Display the VM management console and check if the image of Image_name@Version exists.
4. If there was an image in step 3, delete it from the VM management console.
For details on how to delete images, refer to the server virtualization software manual.
5. Wait until a "Message number 21162" containing the image name deleted in step 4 is output in the event log.
After that, perform the collection of the image again.

- When *operation* is something other than the above

Check the error number of the message related to operation which is displayed after this message, and take the corrective action indicated for that message.

61144

FJSVrcx:ERROR:61144:*operation*:rollback failed

Description

After processing of *operation* failed, processing of automatic recovery (rollback) failed.

The operation name is displayed for *operation*.

Before this message is output, an error message indicating that processing of *operation* failed in "Message number 61143" is output. In addition, an error message indicating the reason processing of automatic recovery (rollback) failed is displayed after this message (Multiple error messages may be displayed).

Corrective Action

Refer to the corrective action for "Message number 61143" output before this message, and take the corrective action for the cause of the failed *operation*.

Then check the error number of the error message indicating the cause of failure of automatic recovery (rollback) output after this message, and take the corrective action indicated for that message.

61145

FJSVrcx:ERROR:61145:*obj*:is in switchover state

Description

The requested process cannot be performed as *obj* is undergoing server switchover.

Corrective Action

Perform the operation again after performing failback or continuation on the server.

61146

FJSVrcx:ERROR:61146:*obj*:is not in switchover state

Description

Failback or continuation has been executed for *obj*, which is not undergoing server switchover.

Corrective Action

Check that server switchover has been performed and then perform the operation again.

61147

FJSVrcx:ERROR:61147:The system has reached the maximum *resource* registration limit(*limit*).

Description

As the maximum (*limit*) would be exceeded, no more *resource* can be registered.

Corrective Action

No action is necessary.

61148

FJSVrcx:ERROR:61148:The specified server OS type is mismatched with the detected OS, *os_name*.

Description

The server OS category specified during server registration or agent registration is incorrect.

If this message is output during server registration, the server has been registered successfully but agent registration has failed.

Corrective Action

When *os_name* is VMware, select "VM Host" for the server OS category and execute agent registration.

61149

FJSVrcx:ERROR:61149:*name:type* status is changed to *status*

Description

The status of the *type* resource *name* has been changed to *status*.

"LAN switch" or "L-Server" is displayed for *type*.

"error" or "fatal" is displayed for *status*.

- When *type* is "L-Server"

"error" or "fatal", and power status (on/off/unknown) are displayed for *status*.

Corrective Action

Locate the fault using the [Resource] tab of the ROR console.

The detailed information can be checked by starting the management software for each resource.

For details on how to operate using the [Resource] tab of the ROR console, refer to the following:

- Refer to "Appendix A User Interface" in the "User's Guide VE".
- Refer to "Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
- When *type* is "L-Server"

Check the message on VM management software, or the state of a virtual machine, and perform troubleshooting using the manual of the VM management software.

61151

FJSVrcx:ERROR:61151:*value*: conflicts with *address_type* of *obj*

Description

value conflicts with the *address_type* of *obj*.

The following causes are possible:

- The specified value conflicts with the *address_type* of *obj*
- The value of an already registered *obj* is wrong

One of the following is displayed for *address_type*:

- IP address
- MAC address
- network address

One of the following is displayed for *obj*:

- admin server
Indicates an admin server.
- Resource name
Indicates an already registered resource.
- subnet name
Indicates an already registered subnet.

Corrective Action

- When the specified value conflicts with the *address_type* of *obj*
Check and correct the value specified and then perform the operation again.
- When the value of an already registered *obj* is wrong
Change the value of *obj*, and then perform the operation again.

[Cloud Edition]

Description

value conflicts with the *address_type* of *obj*.

The following causes are possible:

- The specified value conflicts with the *address_type* of *obj*
- The value of an already registered *obj* is wrong

One of the following is displayed for *address_type*:

- IP address
- MAC address
- network address

One of the following is displayed in *obj*:

- Admin server
Indicates an admin server.
- Resource name
Indicates an already registered resource.
- subnet name
Indicates an already registered subnet.

Corrective Action

- When the specified value conflicts with the *address_type* of *obj*
Check and correct the value specified and then perform the operation again.
- When the value of an already registered *obj* is wrong
Change the value of *obj*, and then perform the operation again.
- When this message is displayed during creation of a network resource for which the Admin LAN type is set
Select [Create Resource]-[Using existing admin subnet] to create a resource.

61152

FJSVrcx:ERROR:61152:operation:cancel failed

Description

The cancellation process of *operation* has failed.

The operation name is displayed for *operation*.

An error message indicating the reason why the cancellation process of *operation* failed is displayed after this message (Multiple error messages may be displayed).

Corrective Action

Check the error number of the message related to *operation* which is displayed after this message, and take the corrective action indicated for that message.

61155

FJSVrcx:ERROR:61155:chassis(*chassis_name*) is not registered in *external_software*. server=*server_name*

Description

As the target chassis *chassis_name* has not been registered with the external software *external_software*, control of the server *server_name* failed.

The chassis name is displayed for *chassis_name*. For rack mount or tower servers, a blank space will be displayed.

The name of the external software is displayed for *external_software*.

The name of the server is displayed for *server_name*.

Corrective Action

Register the target chassis with the external software.

When using a rack mount or tower server, register the server with the external software.

After that, perform the operation again.

61156

FJSVrcx:ERROR:61156:chassis(*chassis_name*) is not registered as a managed resource in *external_software*.
server=*server_name*

Description

As that target chassis *chassis_name* has not been registered as the target of management for the external software *external_software*, control of the server *server_name* failed.

The chassis name is displayed for *chassis_name*. For rack mount or tower servers, a blank space will be displayed.

The name of the external software is displayed for *external_software*.

The name of the server is displayed for *server_name*.

Corrective Action

Register the target chassis as the target of management by the external software.

When using a rack mount or tower server, register the server with the external software.

After that, perform the operation again.

61157

FJSVrcx:ERROR:61157:failed to configure virtual I/O settings. detail=*detail*

Description

An error occurred during the configuration of virtual I/O settings.

A detailed message is displayed for *detail*.

Corrective Action

Check the content of *detail*, and take corrective action.

When *detail* includes the following error codes, wait for one or two minutes and then perform the operation again.

[35.30.4]

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

61162

FJSVrcx:ERROR:61162:resource state(s) differ from actual state(s) in *external_software*.

Description

There is an inconsistency in the state of resources registered with the external software *external_software* and the actual state.

The name of the external software is displayed for *external_software*.

Corrective Action

When performing operations with the external software at the same time, stop the operations temporarily.
After that, perform the operation again.

[Cloud Edition]

Description

As there is an inconsistency in resources with VIOM or ISM, creation or startup of the physical L-Server failed.

Corrective Action

There may be a profile remaining on VIOM or ISM.

To recover from the error, either manually delete or apply the VIOM or ISM profile.

The name of the server profile is given as "*L-Server_name_Admin_ID*".

- When creating an L-Server

Check the relevant VIOM or ISM profile, delete it, and then create the physical L-Server again.

- When modifying L-Server specifications while an L-Server is powered on

Check the relevant VIOM or ISM profile, apply it, and then restart the physical L-Server.

61163

FJSVrcx:ERROR:61163:unable to assign server profile. software=*external_software*, server=*server_name*, detail=*detail*

Description

As there is a problem with the state of the server, assignment of a server profile failed.

The name of the external software is displayed for *external_software*.

The name of the server is displayed for *server_name*.

A detailed message is displayed for *detail*.

Corrective Action

Check the state of the server, and perform hardware replacement if there is a problem with the server.

After confirming the state of the server is normal, perform the operation again.

61164

FJSVrcx:ERROR:61164:*external_software* license error.(*detail*)

Description

A license error has occurred with the external software *external_software*.

The name of the external software is displayed for *external_software*.

A detailed message is displayed for *detail*.

Corrective Action

Check that the license settings of the external software have been configured correctly.

After confirming the license settings have been configured correctly, perform the operation again.

61165

FJSVrcx:ERROR:61165:hardware does not support server profile assignment. target=*server_name*, profile=*profile_name*, software=*external_software*, detail=*detail*

Description

A function not supported by the server *server_name* has been included in the server profile *profile_name*.

The name of the server is displayed for *server_name*.

The name of the server profile is displayed for *profile_name*.

The name of the external software is displayed for *external_software*.
A detailed message is displayed for *detail*.

Corrective Action

Check that the BIOS or iRMC firmware versions of the servers to which the server profile is to be allocated to are compliant with the server profile function. If the version is not compliant, upgrade to a compliant version or refer to the manual of the external software, and correct the function settings in the server profile to one that is supported.

After performing the corrective action above, perform the operation again.

61166

FJSVrcx:ERROR:61166:server_name is not powered off.

[Virtual Edition]

Description

The power of the server *server_name* has not been stopped.
The name of the server is displayed for *server_name*.

Corrective Action

After stopping the power of the server, perform the operation again.

[Cloud Edition]

Description

The power of the L-Server *server_name* has not been stopped.
The name of the L-Server is displayed in *server_name*.

Corrective Action

Stop the power of the L-Server. Then perform the operation again.

61167

FJSVrcx:ERROR:61167:I/O device not found for server_name

[Virtual Edition]

Description

The I/O device used for the assignment of the server profile to the server *server_name* was not found.
The name of the server is displayed for *server_name*.

Corrective Action

Check the server profile, and mount the necessary I/O device.
Refer to the manual of ServerView Virtual-IO Manager, perform inventory boot on ServerView Virtual-IO Manager, and then perform the operation again.
When using a rack mount or tower server, refer to "7.1.2 When Managing Rack Mount and Tower Servers Using VIOM or ISM" in the "User's Guide VE".

[Cloud Edition]

Description

The I/O device used for the assignment of the server profile to the server *server_name* was not found.
When creating a physical L-Server, the server name selected when creating the L-Server will be displayed in *server_name*.

Corrective Action

Hardware requirements may not have been met.
For details, refer to "Table-Required Hardware Conditions for Agents" in "6.2.1 All Editions" in the "Overview".

Check the hardware conditions, and mount the necessary I/O device.

Also, refer to the manual of ServerView Virtual-IO Manager, perform inventory boot on ServerView Virtual-IO Manager, and then perform the operation again.

For details on rack mount or tower servers, refer to "7.1.6 Configuration when Creating a Physical L-Server without Specifying a Model Name in the L-Server Template" in the "Setup Guide CE".

61168

FJSVrcx:ERROR:61168:*resource_name*:incorrect *external_software* configuration. (*detail*)

Description

There is an inconsistency in the configuration of the external software *external_software*.

The name of the resource is displayed for *resource_name*.

The name of the external software is displayed for *external_software*.

A detailed message is displayed for *detail*.

Corrective Action

- When *detail* is "not registered"

Check if *resource_name* is correctly registered in *external_software*. If it has not been registered correctly, register it again.

In other cases, refer to the manual of the external software, take corrective action, and then perform the operation again.

- When *external_software* is "SVOM"

The account of the remote management controller may have not been registered in ServerView Operations Manager.

Register the account of the remote management controller, following the ServerView Operations Manager manual.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

61169

FJSVrcx:ERROR:61169:current *external_software* configuration is incompatible with *server_name*.

Description

A compatibility problem between the server *server_name* and the external software *external_software* has occurred.

The name of the external software is displayed for *external_software*.

The name of the server is displayed for *server_name*.

Corrective Action

Refer to the external software *external_software*, replace the server *server_name* with a compatible model, and then perform the operation again.

61170

FJSVrcx:ERROR:61170:*external_software* is not installed

Description

The external software *external_software* has not been installed.

The name of the external software is displayed for *external_software*.

Corrective Action

Install the external software and then perform the operation again.

61171

FJSVrcx:ERROR:61171:invalid server profile. profile=*profile_name*, detail=*detail*

Description

The server profile is invalid.
The name of the server profile is displayed for *profile_name*.
A detailed message is displayed for *detail*.

Corrective Action

Check the content of the server profile and then perform the operation again.

61172

FJSVrcx:ERROR:61172:authentication failure. software=*external_software*, user=*username*

Description

An authentication error occurred during communication with the external software *external_software*.
The name of the external software is displayed for *external_software*.
The user name for which authentication failed is displayed for *username*.

Corrective Action

Correct the account information of the external software and then perform the operation again.

61173

FJSVrcx:ERROR:61173:*external_software* doesn't support *server_name*. detail=*detail*

Description

The external software *external_software* does not support the server *server_name*.
The name of the external software is displayed for *external_software*.
The name of the server is displayed for *server_name*.
A detailed message is displayed for *detail*.

Corrective Action

Replace the target server with a model that is supported by the external software and then perform the operation again.

61174

FJSVrcx:ERROR:61174:*server_name*:addresses already used in *external_software*. detail=*detail*

[Cloud Edition]

Description

The address specified for the server *server_name* already exists.
An address that is the same as one already in use may have been specified.
The name of the server is displayed for *server_name*.
When the specified address is that of external software, the name of the external software is displayed in *external_software*.
In *detail*, a detailed message is displayed.

Corrective Action

Specify an unused address resource, and perform the operation again.
When the error occurs even when an unused address resource is specified, part of the external software information may be incorrect.
Refer to the external software information, and check whether the same address is included in the information.
If incorrect information remains, delete the information, and then perform the operation again.
When using the server as a current server, perform the following operations to set a unique address, and then perform the operation again:

- Set the address resource as being outside the range
- Use the current server as an L-Server

61175

FJSVrcx:ERROR:61175:server_name:addresses out of range in *external_software*. detail=*detail*

[Cloud Edition]

Description

- When *external_software* is VIOM

The address specified for the server *server_name* is outside the range that is available for use.

The name of the server is displayed for *server_name*.

A detailed message is displayed for *detail*.

Corrective Action

Please change the VIOM settings so that the address (MAC address or WWN) displayed in *detail* is included in the range that is available for use.

61176

FJSVrcx:ERROR:61176:profile_name:already assigned to another server.

[Cloud Edition]

Description

The server profile *profile_name* is assigned to another server.

In *profile_name*, the name of the server profile is displayed.

Corrective Action

Delete the server profile of *profile_name*, and perform the operation again.

61177

FJSVrcx:ERROR:61177:server_name:a server profile is already assigned.

[Cloud Edition]

Description

Another server profile has been assigned to the server *profile_name*.

The name of the server is displayed for *server_name*.

Corrective Action

Delete the server profile configured for the server *server_name*, and perform the operation again.

61178

FJSVrcx:ERROR:61178:server_name:server profile deletion failed (*detail*).

[Cloud Edition]

Description

Failed to delete the server profile.

The name of the server is displayed for *server_name*.

A detailed message is displayed for *detail*.

Corrective Action

Delete the server profile configured for the server *server_name*, and perform the operation again.

61180

FJSVrcx:ERROR:61180:inconsistent *config_type* configuration for server profile:*servers*

Description

There is an error in either the virtualization method configuration *config_type* for *servers*, or the configuration of the server profiles for *servers*.

The spare servers for which there is an error in the virtualization method configuration *config_type* are displayed for *servers*.

When there are multiple servers, they are displayed separated by commas (",").

Corrective Action

Based on the content of *servers*, check the virtualization method configuration.

- When *servers* is a spare server

Check and correct the virtualization method configuration of the spare server, and then perform the operation again.

- When *servers* is something other than a spare server

- Two virtualization methods, VIOM coordination and HBA address rename, have both been configured.

Ensure that only one virtualization method is used in a single chassis.

- The VIOM registration status configured for the servers is different.

Unify the VIOM registration status of the corresponding servers.

61181

FJSVrcx:ERROR:61181:*external_software* not registered

Description

The specified external software *external_software* has not been registered.

Corrective Action

Check that there are no mistakes in the configuration of *external_software* and that *external_software* has not been deleted.

61182

FJSVrcx:ERROR:61182:*server_name*:invalid switchover configuration detected, next switchovers will fail. *detail*

Description

The switchover configuration of the server *server_name* set as the spare server or the spare server that has been switched to is invalid. If switchover to or failback from *server_name* is attempted, it will fail.

The cause of the failure of switchover or failback is displayed for *detail*.

- When *detail* is "expected VIOM server profile not found"

The VIOM server profile configured for the primary server when setting it as a spare server cannot be found. The VIOM configuration may have been changed or deleted.

Corrective Action

Follow the content displayed for *detail* and check the switchover settings for *server_name*.

- When *detail* is "expected VIOM server profile not found"

Check the state of the server profile from the VIOM management console, perform I/O virtualization configuration for *server_name* and then repeat the operation.

61183

FJSVrcx:ERROR:61183:*server_name*:invalid spare server configuration detected, next switchovers will fail. *detail*

Description

The switchover configuration of the physical server *server_name* set as the spare server, or the server that was switched from, is invalid. When *server_name* is selected as a spare server for the switchover process, or when failback is performed, the operation will fail. The cause of the failure of switchover or failback is displayed for *detail*.

- When *detail* is "expected VIOM server profile not found"

An already registered agent with the VIOM server profile configured was specified for *server_name* when setting it as the spare server, but the server profile cannot be found.

- When *detail* is "unexpected VIOM server profile was found"

A VIOM server profile was configured for *server_name* when setting it as a spare server, but the VM host cannot be detected.

Corrective Action

Follow the content displayed for *detail* and check the switchover settings for *server_name*.

- When *detail* is "expected VIOM server profile not found"

Check the state of the server profile from the VIOM management console, perform I/O virtualization configuration for *server_name* and then repeat the operation.

- When *detail* is "unexpected VIOM server profile was found"

When dealing with a spare server or a server that has undergone switchover, check the state of the original server and use the VIOM management console to check the state of the server profile. Then change the I/O virtualization configuration of *server_name* and perform the operation again.

Or, change the spare server configuration information.

61184

FJSVrcx:ERROR:61184:inconsistent boot configuration between: *spare_servers* and *server_name*

[Virtual Edition]

Description

The boot configuration settings for *spare_servers* are inconsistent.

The name of the server for which spare server settings were performed is displayed for *server_name*.

The names of the physical servers which were specified as the spare servers for *server_name* are displayed for *spare_servers*, separated by commas.

Corrective Action

Check and correct the boot configurations of the physical servers specified as spare servers, and then perform the operation again.

[Cloud Edition]

Description

The settings for iSCSI boot differ between *spare_servers* and *server_name*.

One of the following is displayed in *spare_servers* and *server_name*:

- L-Server XML
- *iscsi_user_group_name.rcxprop*
- *iscsi.rcxprop*
- iSCSI disk resource

When *spare_servers* or *server_name* is something other than the above, the boot configuration settings for *spare_servers* are inconsistent.

The name of the server for which spare server settings were performed is displayed for *server_name*.

The names of the physical servers which were specified as the spare servers for *server_name* are displayed for *spare_servers*, separated by commas.

Corrective Action

Review the settings of *spare_servers* and *server_name*, and perform the operation again.

Take corrective action based on the content of *spare_servers* and *server_name*.

- "L-Server XML"

Review the content of the L-Server XML definition file.

For details on L-Server XML definition files, refer to "Chapter 15 XML Files" in the "Reference Guide (Command/XML) CE".

- "iscsi_user_group_name.rcxprop" or "iscsi.rcxprop"

Review the content of the iSCSI boot network definition file.

For details on iSCSI boot network definition files, refer to "9.4.3 When Using an iSCSI LAN for iSCSI Boot" in the "Design Guide CE".

- "iSCSI disk resource"

Review the content of the definition file of the disk used for iSCSI boot.

For details on definition files of disks used for iSCSI boot, refer to "Chapter 15 XML Files" in the "Reference Guide (Command/XML) CE".

- In other cases

Check and correct the boot configurations of the physical servers specified as spare servers, and then perform the operation again.

61185

FJSVrcx:ERROR:61185:SAN boot cannot be specified for *server_name* (Virtual I/O configuration required)

Description

As there is no virtual I/O configuration for *server_name*, SAN boot cannot be specified.

Corrective Action

Check and correct the virtual I/O configuration and then perform the same operation on the spare server again.

61186

FJSVrcx:ERROR:61186:another control command is still running

Description

Another control command is currently being executed.

Corrective Action

Wait a couple of minutes and then execute the command again.

61187

FJSVrcx:ERROR:61187:No license found for this feature

Description

No license was found for the feature being used.

Corrective Action

In order to perform the process, purchase a license for the product which is required for the process.

61188

FJSVrcx:ERROR:61188:*value*:invalid *type*

Description

The *value* specified as *type* is invalid.

One of the following is displayed for *type*:

- network address
- subnet mask
- gateway
- nic number

Corrective Action

Check and correct the *value* specified and then perform the operation again.

61189

FJSVrcx:ERROR:61189:*service* is not installed

Description

service has not been installed.

"DHCP Server" is displayed for *service*:

- If this message is displayed after configuring settings for ISM coordination with the IP address of the DHCP server specified

The following might apply:

- A Resource Orchestrator agent has not been installed on the DHCP server.
- The latest patch has not been installed on the Resource Orchestrator agent on the DHCP server.
- Communication with the Resource Orchestrator agent on the DHCP server is not possible.

Corrective Action

Install *service*, and then perform the operation again.

- When "DHCP Server" is displayed for *service* on a Windows manager

After installing the standard DHCP service of the OS, perform the operation again.

- If this message is displayed after configuring settings for ISM coordination with the IP address of the DHCP server specified
 - Check whether a Resource Orchestrator agent is installed on the DHCP server.
 - Check whether the latest patch has been installed on the Resource Orchestrator agent on the DHCP server.
 - Check whether the Resource Orchestrator agent on the DHCP server is running.
 - Check the corrective action for "Message number [67356](#)", resolve the problem, and then perform the operation again.
-

61190

FJSVrcx:ERROR:61190:*service* is not running

Description

service has not been started.

The following is displayed for *service*:

- DHCP Server

Corrective Action

Start *service*, and then perform the operation again.

61191

FJSVrcx:ERROR:61191:*obj:function* was aborted. *detail=detail*

[Virtual Edition]

Description

The processing of the *function* for *obj* has not been performed.

The reason the processing of *function* was not performed is displayed for *detail*.

- When *detail* is "VMguest is Manager"

As the server role of Manager is configured for the VM guest displayed in *VMguest*, *function* has not executed.

For the VM guest for which the server role of "Manager" is configured, the Resource Orchestrator manager cannot be stopped.

- When *function* is "migration"
 - A migration method that changes the power status cannot be specified for the VM guest for which the server role of "Manager" is configured.
- When *function* is "deploying cloning image"
 - Deployment of a cloning image failed.
 - When *detail* is "target servers are in different subnets"
 - Multiple managed servers belonging to differing subnets have been specified as the cloning image deployment destination.
 - When *detail* is "invalid mac address"
 - The Mac address values of rack mount servers or tower servers are not valid.
- When *function* is "replacing server"
 - Re-configuration of hardware information failed.
 - When *detail* is "blade types are different"
 - The blade types after replacement of servers differ from those before replacement.
- When *function* is "setting HBA address rename"
 - HBA address rename has not been executed.
 - When *detail* is "invalid mac address"
 - The Mac address values of rack mount servers or tower servers are not valid.

Corrective Action

Resolve the problem taking corrective action based on the content of *function* and *detail*.

- When *detail* is "VMguest is Manager"

After migrating the VM guest on which the server role of Manager is configured to another VM host, perform the operation again.

- When *function* is "migration"
 - After specifying a migration method which does not change the power status, perform the operation again.

- When *function* is "deploying cloning image"
 - When *detail* is "target servers are in different subnets"

Perform deployment of cloning images to each managed server belonging to the same subnet.
 - When *detail* is "invalid mac address"

Reconfigure the hardware properties, and configure the physical Mac address information. After that, deploy cloning images.
- When *function* is "replacing server"
 - When *detail* is "blade types are different"

If the blade type after server replacement differs that of before replacement, delete the registered server, replace the hardware and then perform server registration again.
- When *function* is "setting HBA address rename"
 - When *detail* is "invalid mac address"

Reconfigure the hardware properties, and configure the physical Mac address information. After that, configure the HBA address rename settings.

[Cloud Edition]

Description

The processing of the *function* for *obj* has not been performed.

The reason the processing of *function* was not performed is displayed for *detail*.

- When *detail* is "VMguest is Manager"

As the server role of Manager is configured for the VM guest displayed in *VMguest*, *function* has not executed.

For the VM guest for which the server role of "Manager" is configured, the Resource Orchestrator manager cannot be stopped.

 - When *function* is "migration"

A migration method that changes the power status cannot be specified for the VM guest for which the server role of "Manager" is configured.

The VM host registered in the server pool cannot be specified as the migration destination.
- When "failover", "failback", or "recovery" is displayed for *function*

Due to the reason in *detail*, the process of failover, failback, or recovery using the rcxstorage command was aborted.
- When *function* is "unregister"

The rcxadm pool unregister command was aborted due to the reason in *detail*.
- When *function* is "update"

VFAB update was aborted due to the reason in *detail*.
- When *function* is "activate"

Network auto-configuration or L-Server creation was aborted due to the reason in *detail*.
- When *function* is "setting Server Role"
 - When *detail* is "invalid resource"

Server role configuration has not been executed.

A VM guest linked with the virtual L-Server or a VM guest on a VM host linked with the physical L-Server is specified.

Corrective Action

- When *detail* is "VMguest is Manager"

After migrating the VM guest on which the server role of Manager is configured to another VM host, perform the operation again.

- When *function* is "migration"
 - After specifying a migration method which does not change the power status, perform the operation again.
 - Specify a VM host that is not registered in the server pool as the migration destination, and then perform the operation again.
- When "failover", "failback", or "recovery" is displayed for *function*
 - Collect this message and troubleshooting data, and contact Fujitsu technical staff.
- When *function* is "unregister"
 - After migrating the target resource to the global pool or a tenant which is not linked with a specific VFAB, perform the operation again.
- When *function* is "update"
 - When *detail* is "mixture of tenant VFAB and non-tenant VFAB as external port of tenant network resource"
 - Define the linkage between the tenant to which the network resources belong and the VFAB in the network configuration information (XML) for all Converged Fabrics containing external connection ports specified in the network resources.
 - When *detail* is "tenant VFAB has to be specified as an external port"
 - Specify the CIR of the linkage between the tenant to which the network resources belong and the VFAB for the external connection port of the network resources in the local pool, and perform the operation again.
- When *function* is "activate"
 - Specify the CIR of the linkage between the tenant to which the network resources belong and the VFAB for the external connection port of the network resources.
 - Define the linkage between the tenant to which the network resources belong and the VFAB for all Converged Fabrics containing external connection ports specified in the network resources.
- When *function* is "setting Server Role"
 - When *detail* is "invalid resource"
 - After releasing the linkage with the virtual L-Server or performing migration to a VM host that is not linked with the physical L-Server, reconfigure the settings.

61193

FJSVrcx:ERROR:61193:invalid license key

Description

The entered license key cannot be used.

Corrective Action

Check if there are any mistakes in the entered license key. If there are no mistakes in the entered license key, check the product name, version, and usage limit applied for when obtaining the license key. Inputting a valid license key will resolve the problem.

61194

FJSVrcx:ERROR:61194:*script_name*:failed to start script

Description

Startup of the script *script_name* has failed.

Corrective Action

Check the file attributes and environment of the script, and resolve any problems so the script can be executed.

61195

FJSVrcx:ERROR:61195:*script_name*:script error (return value = *value*)

Description

The script named *script_name* has terminated abnormally.

The exit code of the script is displayed for *value*.

Corrective Action

Take corrective action based on the error details.

61197

FJSVrcx:ERROR:61197:*obj*:cannot perform VIOM operation because a spare server is assigned to this server

Description

VIOM operations failed, because the spare server settings have been performed for *obj*.

Corrective Action

Release the settings of the spare server, and then perform the operation again.

61198

FJSVrcx:ERROR:61198:cannot perform operation using license. detail=*detail*

Description

The specified license does not meet the requirements for use.

In *detail*, the following detailed information is displayed:

- SPARC Enterprise
SPARC Enterprise servers have been registered as managed servers.
- Cloud Edition
No Cloud Edition license has been registered.

Corrective Action

Take corrective action based on the detailed information.

- SPARC Enterprise
Delete any registered SPARC Enterprise servers.
 - Cloud Edition
Register a Cloud Edition license.
-

61199

FJSVrcx:ERROR:61199: operation is restricted by the license.

[Cloud Edition]

Description

The operation is restricted by the license.

Corrective Action

SPARC Enterprise servers cannot be registered in environments where Cloud Edition licenses are registered.

4.1.2 613XX Series

This section explains the 613XX message series.

61305

FJSVrcx:ERROR:61305:internal error

Description

An internal error has occurred.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

61306

FJSVrcx:ERROR:61306:monitoring of server boot failed

Description

Boot monitoring of the managed server failed.
Processing of the WWN settings for the HBA of the server may fail.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

61307

FJSVrcx:ERROR:61307:PXE server control failed

Description

Control of the PXE server failed.
Processing of the WWN settings for the HBA of the server may fail.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

61308

FJSVrcx:ERROR:61308:WWN setting failed. code=%1,%2

Description

The process of setting the WWN for the HBA of the server failed.
An internal code is displayed for %1.
Either one of the following message is displayed in %2.

- a. HBA adapter not found
- b. command error
- c. TFTP error

Corrective Action

For a.

Make sure the total number of ports on HBA adapters mounted on the server is equal to or greater than the number specified on the GUI.

For b.

- For Virtual Edition, refer to "6.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide VE" and update the FC-HBA BIOS firmware if it is old.
- For Cloud Edition, refer to "8.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide CE" and update the FC-HBA BIOS firmware if it is old.

For c.

A problem related to file transfer has occurred. Check the status of the admin LAN.

Check that the IP address of the admin LAN for the managed server and other IP addresses (such as the admin LAN of iRMC or SAN storage) do not overlap.

When a message other than the above is output, or the corrective action above does not resolve this problem, collect troubleshooting information and contact Fujitsu technical staff.

61309

FJSVrcx:ERROR:61309:The port number for *service_name* is already in use.

Description

The port number used for *service_name* is already in use.

Corrective Action

Check the port number used by *service_name*, and change it if necessary.

For details, refer to the following:

- Refer to "Appendix A Port List" in the "Design Guide VE".
- Refer to "Appendix A Port List" in the "Design Guide CE".

61310

FJSVrcx:ERROR:61310:The process of %1 was aborted.

Description

The process of 1% was aborted.

One of the following is displayed for %1.

- a. Rebooting control domain
The reboot of control domain was aborted.
- b. Waiting for completion of OS shutdown
The shutdown confirmation of control domain was aborted.
- c. Waiting for completion of server boot
The power-on confirmation of server was aborted.
- d. Recovering pci
The recovery of physical IO was aborted.
- e. Recovering vconsole
The recovery of the port number used in domain console was aborted.
- f. Starting io domain
The power-on of IO domain was aborted.
- g. Starting guest domain
The power-on of guest domain was aborted.

h. Saving OVM spconfig

The saving of the domain configuration information to service processor was aborted.

Corrective Action

In case of a, b, c

No further operation is necessary.

In case of d

Reset the physical I / O device allocated to control domain and IO domain

For details on ldm command, refer to "Oracle VM Server for SPARC Administration Guide" of Oracle Company.

In case of e

Reset the port number of guest domain's virtual console.

For details on ldm command, refer to "Oracle VM Server for SPARC Administration Guide" of Oracle Company.

In case of f, g

Power on in the order of IO domain, guest domain.

For details on ldm command, refer to "Oracle VM Server for SPARC Administration Guide" of Oracle Company.

In case of h

Save the domain configuration information in service processor.

For details on ldm command, refer to "Oracle VM Server for SPARC Administration Guide" of Oracle Company.

4.1.3 615XX Series

This section explains the 615XX message series.

61501

FJSVrcx:ERROR:61501:the cloning process terminated abnormally. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

[Virtual Edition]

Description

An error has occurred during the process set in "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".

The target managed server is displayed for *obj*.

One of the following is displayed for *event*:

- PRE_TGTSVR_IMAGE_CREATE

The error occurred in the process performed before collecting cloning images.

- POST_TGTSVR_IMAGE_CREATE

The error occurred in the process performed after collecting cloning images.

- POST_TGTSVR_IMAGE_INSTALL

The error occurred in the process performed after deploying cloning images.

One of the following is displayed for *action*:

[Windows]

Installation_folder\Agent\bin\rcxadm

[Linux]

/opt/FJSVrcxat/bin/rcxadm

Corrective Action

The processing results of the network parameter auto-configuration function are output in the following files:
Check the error messages output in these files and take corrective action for those messages.

[Windows]

Installation_folder\Agent\var\log\error_lan.log

[Linux]

/var/opt/FJSVnrmpl/logs/error_lan.log

For details, refer to "17.6.2 Maintenance" in the "User's Guide VE".

After resolving the problem, perform the operation again using the following procedures.

Operations

- When the error occurred before collection of cloning images
Perform cloning image collection again.
- When the error occurred after collection of cloning images
Delete any collected cloning images, and then collect cloning images again.
- When the error occurred after deployment of cloning images

When the managed server used for collection of cloning images is the same as that for deployment

Perform cloning image deployment again.

When modifying the definition file of the network parameter auto-configuration function, restore any system images collected before the cloning image was deployed, and then modify the definition file.

When the definition file of the automatic network parameter settings of the collection target has been modified, delete any cloning images collected before the modification was made, and then collect and deploy cloning images again.

When the managed server used for collection of cloning images is different from that for deployment

After resolving the problem, deploy cloning images again.

When the definition file of the automatic network parameter settings of the collection target has been modified, delete any cloning images collected before the modification was made, and then collect and deploy cloning images again.

61502

FJSVrcx:ERROR:61502:timeout occurred while executing the cloning process. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

[Virtual Edition]

Description

A timeout error has occurred during processing of the network parameter auto-configuration settings registered in "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".

The target managed server is displayed for *obj*.

One of the following is displayed for *event*:

- PRE_TGTSVR_IMAGE_CREATE
The error occurred in the process performed before collecting cloning images.
- POST_TGTSVR_IMAGE_CREATE
The error occurred in the process performed after collecting cloning images.
- POST_TGTSVR_IMAGE_INSTALL
The error occurred in the process performed after deploying cloning images.

One of the following is displayed for *action*:

[Windows]

Installation_folder\Agent\bin\rcxadm

[Linux]
/opt/FJSVrcxat/bin/rcxadm

Corrective Action

Check the load on the managed server. If there are no problems, perform the operation again based on "[Operations](#)" in "Message number 61501".

61506

FJSVrcx:ERROR:61506:SOCKET_ERROR:PxeMftfp|PxeParser|PxeService:%1

Description

A socket error of the HBA address rename setup service *PxeMftfp|PxeParser|PxeService* has occurred.

Either one of the following message is displayed in %1.

- a. PxeMftfp: Unable to bind to socket on port 69, Error=0x%x
- b. PxeParser: Socket Error while binding DHCP Socket: 0x%x, Port 67, IP=%u-%u-%u-%u
- c. PxeService: Initreg-Unable to bind send socket : WSAGetLastError = 0x%x
- d. PxeService: Unable to bind send socket : WSAGetLastError = 0x%x
- e. PxeService: Error 0x%x while binding Socket on Port=4011, IP=%u-%u-%u-%u
- f. PxeService: Error 0x%x while binding DHCP Socket on Port=67, IP=%u-%u-%u-%u

[Linux]

The *PxeMftfp* message of the HBA address rename setup service is not output.

Corrective Action

Execute the netstat -na command and check if the following port is already used by another program. When the port is not in use, start the HBA address rename setup service again.

For a.

UDP port 69

For b.

Port 67 of IP Address %u-%u-%u-%u

For c.

Port 68 of IP Address 0.0.0.0

For d.

Port 68 of IP Address 0.0.0.0

For e.

Port 4011 of IP Address %u-%u-%u-%u

For f.

Port 67 of IP Address %u-%u-%u-%u

When the detailed information displayed for %1 is something other than the above, or if this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

61507

FJSVrcx:ERROR:61507:operation is already running.

Description

As another instance of the ROR console is performing LAN switch discovery (network device discovery), the requested LAN switch discovery (network device discovery) cannot be performed.

Multiple instances of LAN switch discovery (network device discovery) cannot be performed simultaneously on a single manager.

"LAN switch discovery" is displayed for *operation*.

Corrective Action

Wait until the LAN switch discovery (network device discovery) being performed from another instance of the ROR console finishes, and then perform the operation again.

The status of operations being performed can be checked on Recent Operations of the ROR console.

61508

FJSVrcx:ERROR:61508:The file version (*ExportVersion*) is incompatible with the system version (*ImportVersion*).

[Cloud Edition]

Description

The version used for the export of the configuration information and the one used for the import are different.

The version used for the export is output in *ExportVersion*. When the version information does not exist in the configuration information specified at import, "unknown" is output.

The version used for the import is output in *ImportVersion*.

Corrective Action

Use the same version for the export and import system.

61509

FJSVrcx:ERROR:61509:invalid format. detail=*detail*

[Cloud Edition]

Description

The format of the specified value, or the content of the XML specified when performing the following is not correct:

- Import of Configuration Information

Detailed information is output in the format "*message: error part*" for *detail*.

- When the message is "invalid MIME type":

The format of the configuration information specified at import is not in XML format.

The specified MIME type is output in the error part.

- When the message is "invalid XML tag":

The format of the XML tag information of the configuration information specified at import is not correct.

The XML tag name of the incorrect format is output in the error part.

- When the message is "invalid tag name":

An incorrect resource type exists in the configuration information specified at import.

The highest-level tag of the incorrect resource type is output in the error part. When multiple element names are output, they are displayed separated by commas (",").

- When the message is "lack of XML tag":

The configuration information specified at import does not contain all of the configuration information required for the resource type.

The highest-level tag of the resource type and the insufficient resource name are output in the error part. When multiple element names are output, they are displayed separated by commas (",").

- When the message is "lack of resource tag":

The resource type information of the configuration information specified at import does not contain all of the required resource information.

The highest-level tag of the resource type and the insufficient resource name are output in the error part, separated by commas (",").

- When the message is "duplicate XML tag":

There are multiple highest-level tags of the same resource type in the configuration information specified at import. When importing, multiple instances of the same resource type cannot be processed.

The top-level tag of the resource type is output to the error part. When multiple element names are output, they are displayed separated by commas (",").

- Import of Network Configuration Information

Detailed information is output in the format "*message: error part*" for *detail*.

- When the message is "invalid MIME type":

The format of the network configuration information specified at import is not in XML format.

The specified MIME type is output in the error part.

- When the message is "invalid XML tag":

The format of the XML tag information of the network configuration information specified at import is not correct.

The XML tag name of the incorrect format is output in the error part.

- When the message is "duplicate XML tag":

There are multiple highest-level tags of the same resource type in the network configuration information specified at import. When importing, multiple instances of the same resource type cannot be processed.

The top-level tag of the resource type is output to the error part. When multiple element names are output, they are displayed separated by commas (",").

Corrective Action

- When Importing Configuration Information

Contact Fujitsu technical staff.

- When Importing Network Configuration Information

Perform the operation again after checking the content displayed in *detail*, and resolving the cause of the error.

For the elements and values, refer to "15.6.1 Creation" in the "Reference Guide (Command/XML) CE".

4.1.4 617XX Series

This section explains the 617XX message series.

61701

FJSVrcx:ERROR:61701:model not supported. target=*target*, *details*

Description

A model that is not supported has been detected.

The detected device is displayed for *target*.

Detailed information is displayed for *details*.

Corrective Action

Check that the device is supported by Resource Orchestrator.

61702

FJSVrcx:ERROR:61702:invalid response received from device. target=*target*, *details*

Description

During one of the following operations, an invalid response was received from the device.

- Registration of power monitoring devices
- Changing of power monitoring device settings
- Reconfiguration of the hardware properties of power monitoring devices

The detected device is displayed for *target*.

Detailed information is displayed for *details*.

The device may not be operating correctly or there may have been a problem during communication.

Corrective Action

Check if the target device is operating correctly.

For details of device operation checks, refer to the manual of the relevant device.

Check that there are no problems with the network the device uses (wiring, switches, routers, etc.).

For network communication checks, refer to the manuals of the network devices being used.

After checking the device and the network, perform the operation again.

61703

FJSVrcx:ERROR:61703:failed to get information from device. target=*target*, *details*

Description

During collection of environmental data, collection of data from the device failed.

The detected device is displayed for *target*.

Detailed information is displayed for *details*.

The device may not be operating correctly or there may have been a problem during communication.

Corrective Action

Check if the target device is operating correctly.

For details of device operation checks, refer to the manual of the relevant device.

Check that there are no problems with the network the device uses (wiring, switches, routers, etc.).

For network communication checks, refer to the manuals of the network devices being used.

After checking the device and the network, update the information of the device and check that the update is completed successfully.

4.2 62XXX Series

This section explains the following messages:

- [4.2.1 625XX Series](#)
- [4.2.2 627XX Series](#)

4.2.1 625XX Series

This section explains the 625XX message series.

62501

FJSVrcx:ERROR:62501:key:is required

[Virtual Edition]

Description

key must be specified.

Corrective Action

- If this message is output during the following operations:

Check the content of the XML file specified when operating the server, and correct the elements and values specified in *key*.

- When importing network configuration information, or creating a network device

For the elements and values, refer to "8.1.1 Creation" in the "Reference Guide (Command) VE".

[Cloud Edition]

Description

key must be specified.

Corrective Action

- If this message is output during the following operations:

Check the content of the XML file specified when operating the server, and correct the elements and values specified in *key*.

- Creating an L-Platform

Check the content of the XML file specified when operating the server, and correct the elements and values specified in *key*.

Take corrective action based on the content of *key*.

- "NICs.NIC.NetworkLink"

Check if the number of NICs for the L-Server template is "1".

When the number of NICs is something other than "1", change the number to "1".

For details, refer to "Chapter 15 L-Server Template Operations" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- Creating an L-Server

For details on the elements and the values, refer to "15.3 L-Servers" in the "Reference Guide (Command/XML) CE".

When creating another L-Server using detailed L-Server information, which is output using the `rcxadm lserver show` command, refer to "Creating another L-Server using detailed L-Server information" of "15.3.1 Definition Information for Physical L-Servers (XML)" or "15.3.2 Definition Information for Virtual L-Servers (XML)" in the "Reference Guide (Command/XML) CE".

Take corrective action based on the content of *key*.

- "windomain_name", "windomain_user", or "windomain_password"

Active Directory domain participation is enabled in the L-Server template, but one or more of the domain name required for domain participation, the domain participation account name, and the password for the domain participation account are not described. Add the required definitions.

- Importing an L-Server template

For the elements and values, refer to "15.2 L-Server Template" in the "Reference Guide (Command/XML) CE".

- Registration of iSCSI boot information

For the elements and values, refer to "15.4.2 iSCSI Boot Information" in the "Reference Guide (Command/XML) CE".

- Registering or changing disk resources for a VM guest

Take corrective action based on the content of *key*.

- "Storage"

It is necessary to define the Storage element.

- "Pool"

It is necessary to define the Pool element.

- "Pool.name"

It is necessary to define the name attribute for the Pool element.

- "VmHosts"

It is necessary to define a VmHosts element.

- "VmHost"

It is necessary to define a VmHost element.

- "VmHost.ip"

It is necessary to define the ip attribute for the VmHost element.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks"

It is necessary to define a Disks element in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk"

It is necessary to define a Disk element in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk.name"

It is necessary to define the name attribute in the Disk element in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in the XML*).size"

It is necessary to define the size attribute for the Disk tag to which *disk resource name defined in XML* is specified for name, in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in XML*).path"

It is necessary to define the path attribute for the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "Disk(name=*disk resource name specified in -name of rcxadm disk modify*)"

It is necessary to define the Disk element to which the *disk resource name specified in -name of rcxadm disk modify* is specified for the name attribute in the XML.

For the elements and values, refer to "15.4.1 Disk Resources [KVM]" in the "Reference Guide (Command/XML) CE".

- When importing network configuration information, creating a network device, or executing the rcxnetworkservice command

For the elements and values, refer to "15.6.1 Creation" in the "Reference Guide (Command/XML) CE".

- If this message is output when creating or modifying a virtual L-Server

Review the settings in the dialog, and perform the operation again.

When "port group" is displayed in *key*, refer to the corrective action for "If this message is output when starting a virtual L-Server".

- If this message is output when starting a virtual L-Server

Check the values in the L-Server definition settings, and perform the operation again.

Take corrective action based on the content of *key*.

- "OSSetting.AdminPassword"

Specify the "Administrator password" on the [OS] tab.

- "OSSetting.DNSSearchPaths.DNSSearchPath"

Specify the "DNS Search Path" on the [OS] tab.

For the values, refer to "Chapter 16 Creating L-Servers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "port group"

Check that there are no incomplete descriptions for the port group or VLAN ID in the virtual network definition file.

Replace port group with the following, based on the server virtualization product used.

Server Virtualization Product	Substitute port group with
VMware	port group
Hyper-V	Virtual network/VM Network
RHEL5-Xen	Virtual bridge
OVM for x86 2.2	Virtual bridge
RHEL-KVM	Virtual bridge
Solaris Zones	Network interface/Link created by a virtual NIC
OVM for SPARC	Virtual switch service created in OVM for SPARC
Citrix XenServer	Network created in XenServer
OVM for x86 3.x	Virtual machine network

- If this message is output when importing DR

Check the content of the XML file specified when operating the server, and correct the elements and values specified in *key*.

Take corrective action based on the content of *key*.

- "NICs.NIC.NetworkLink"

When using an L-Platform, check if the number of NICs for the L-Server template is "1".

If the number other than "1" is configured, change the number to "1".

For details, refer to "Chapter 15 L-Server Template Operations" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If this message appears when linking a configured virtual machine with an L-Server and *key* is "CPU.NumOfCPU"

Confirm that the VM host is managed by the VM management software and then perform the operation again.

62502

FJSVrcx:ERROR:62502:*template*:L-Server created from the template remains. detail=*obj*,..

[Cloud Edition]

Description

template is being used by the L-Server output in *obj*.

If there are three or more L-Server names output in *obj*, only two are displayed, followed by "...".

Corrective Action

If you do not want to use the template *template* used when creating the L-Server again, perform the following operations:

- Add the -force option to the command, and perform the operation again
- Delete the L-Server template from the ROR console

62503

FJSVrcx:ERROR:62503:*obj*:storage management software registration failed. detail=*detail*

[Virtual Edition]

Description

Registration of the storage management software *obj* failed, because an error occurred during storage management software control.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "version unmatched. [version_of_the_storage_management_software]"

The version of the storage management software is incorrect. Use a supported version.

- When *detail* is "service is not run."

The storage management software has not been started. Start the storage management software.

- When *detail* is "invalid storage management software name"

The name specified for the `-soft_name` option is incorrect. Specify the correct name.

- When *detail* is "one or more option is short"

A necessary option has not been specified. Specify necessary options.

- When *detail* is "one or more option is unnecessary"

An unnecessary option has been specified. Do not specify unnecessary options.

- When *detail* is "storagemgr is already registered"

The specified storage management software is already registered. Storage management software that has already been registered cannot be registered again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

Description

An error occurred during the control of storage management software, so registration of the storage management software *obj* failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- "version unmatched. [version_of_the_storage_management_software]"

There is an error in the *version_of_the_storage_management_software*. Use a supported version.

- "service is not run."

The storage management software is not operating. Start the storage management software.

- "invalid storage management software name"

There is an error in the name specified for the `-soft_name` option. Specify the correct name.

- "one or more option is short"

A required option has not been specified. Specify the required option.

- "one or more option is unnecessary"

An unnecessary option has been specified. Do not specify unnecessary options.

- "storagemgr is already registered"

The specified storage management software has already been registered. Storage management software that is already registered cannot be registered.

- "ip address:invalid format"

There is an error in the specified IP address. Specify the correct IP address.

- "port:invalid format"

There is an error in the specified port number. Specify the port number using a decimal number.

- "port: out of range"

There is an error in the specified port number. Specify the port number in the range of 0 to 65535.

- "command failed."

Storage management software may not be able to be used. Check whether storage management software is available.

In the following cases, storage management software is unavailable. Check that the preparations have been completed, referring to "10.1.1 Allocating Storage" in the "Design Guide CE".

- When the IP address for access to the storage management software specified with the `-ip` option is incorrect
- When descriptions in the storage connection definition file are incorrect
- When a security file has not been created

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

62504

FJSVrcx:ERROR:62504:obj:changing storage management software information failed. detail=*detail*

[Cloud Edition]

Description

An error occurred during control of storage management software, so changes to the configuration of the storage management software *obj* failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- "storagemgr is registered as VM management software"

This command cannot be used to make configuration changes, as storage management software has been registered as VM management software. For how to modify the settings for VM management software, refer to "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "one or more option is unnecessary"

An unnecessary option has been specified. Do not specify unnecessary options.

- "ip address:invalid format"

There is an error in the specified IP address. Specify the correct IP address.

- "port:invalid format"

There is an error in the specified port number. Specify the port number using a decimal number.

- "port: out of range"

There is an error in the specified port number. Specify the port number in the range of 0 to 65535.

- "storagemgr is registered as iSCSI controller"

This command cannot change resources, as the disk used for iSCSI boot has been registered.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

62505

FJSVrcx:ERROR:62505:obj:storage management software unregistration failed. detail=*detail*

[Virtual Edition]

Description

Deletion of the storage management software *obj* failed, because an error occurred during storage management software control.

Corrective Action

Take corrective action for the content displayed for *detail*.

- "storagemgr is registered as VM management software"

This command cannot be used to delete storage management software, because it is registered as VM management software.

For details on how to delete VM management software, refer to "11.5 Deleting VM Management Software" in the "User's Guide VE".

- When *detail* is "one or more SPARC Enterprise servers are defined as spare servers."

When configuring a SPARC Enterprise server as a spare server, the ESC manager deletion command (rcxadm storagemgr unregister) cannot be used.

Release the spare server settings of all SPARC Enterprise servers, and then delete the ESC manager.

- When *detail* is "WWN information for one or more SPARC Enterprise servers are still remained."

When configuring WWN information in a SPARC Enterprise server, the ESC manager deletion command (rcxadm storagemgr unregister) cannot be used.

Delete all SPARC Enterprise servers in which WWN information is configured from Resource Orchestrator, and then delete the ESC manager.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

Description

An error occurred in the control of the storage management software, so deletion of the storage management software *obj* failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- "storagemgr is registered as VM management software"

This command cannot be used for deletion as the storage management software has been registered as VM management software.

For how to delete VM management software, refer to "9.6 Deleting VM Management Software" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "storagemgr is registered as iSCSI controller"

This command cannot delete resources, as the disk used for iSCSI boot has been registered.

- When *detail* is "one or more SPARC Enterprise servers are defined as spare servers."

When configuring a SPARC Enterprise server as a spare server, the ESC manager deletion command (rcxadm storagemgr unregister) cannot be used.

Release the spare server settings of all SPARC Enterprise servers, and then delete the ESC manager.

- When *detail* is "WWN information for one or more SPARC Enterprise servers are still remained."

When configuring WWN information in a SPARC Enterprise server, the ESC manager deletion command (rcxadm storagemgr unregister) cannot be used.

Delete all SPARC Enterprise servers in which WWN information is configured from Resource Orchestrator, and then delete the ESC manager.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

62506

FJSVrcx:ERROR:62506:*server_name:vm_host* on the L-Server is registered in *pool*.

[Cloud Edition]

Description

The L-Server cannot be deleted because the VM host *vm_host* on the L-Server *server_name* is registered with the VM pool *pool*.

Corrective Action

When deleting the L-Server, delete the registration of the VM host *vm_host* from the VM pool *pool*, and then perform the operation again.

62507

FJSVrcx:ERROR:62507:*resource*:the disk and its contents will be deleted (unless shared with another L-Server), to do so, specify the `-allow deldisk` option.

[Cloud Edition]

Description

It is necessary to specify the `"-allow deldisk"` option when executing the command, because this operation may delete the disk contents.

The name of the L-Server or the disk is displayed for *resource*.

Corrective Action

Specify the `"-allow deldisk"` option for the command, and perform the operation again.

When backing up the disk contents of L-Server, perform this corrective action and then perform the operation again.

62508

FJSVrcx:ERROR:62508:*resource_name* is not selectable. detail=*detail*

[Cloud Edition]

Description

The resource *resource_name* cannot be selected.

In *resource_name*, the resource name is displayed.

In *detail*, the following information is displayed.

Take corrective action for the content displayed for *detail*.

- "physical_server is user not privileged"
- "physical_server is not selectable status"
- "physical_server is specified spare server"
- "physical_server is not preserved by lserver lserver"
- "physical_server is already set up"
- "invalid model name"
- "physical_server is incompatible model model and model"
- "physical_server can not get spec cpu or memory"
- "physical_server spec is low"
- "physical_server is not blade. fc-connection pattern is valid only blade."
- "admin LAN pair is not the same between"
- "physical_server is search locked"

- "physical_server is preserved. but lserver is repurpose false"
- "server type is not the same between"
- "Virtual I/O type is not the same between"
- "admin LAN position is not the same between index and index"
- "model not supported"
- "is maintenance mode"
- "physical_server is used by lserver(force off spare server) but lserver is not force user"
- "does not have CNA"

Corrective Action

"physical_server is user not privileged"

Cannot be selected because the physical server does not have access privileges.
Grant the physical server access privileges and perform the operation again.

"physical_server is not selectable status"

Cannot be selected because the status of the physical server is error.
Check the status of the physical server, and then perform the operation again.

"physical_server is specified spare server"

Cannot be selected because the specified physical server has been configured as a spare server in the server resource tree.
Cancel the spare server settings, and then perform the operation again.

"physical_server is not preserved by lserver /lserver"

Cannot be selected because the physical server is being used as another L-Server.
Change the physical server status to unused, and then perform the operation again.

"physical_server is already set up"

Cannot be selected because a server profile has been allocated to the physical server.
Check the status of the physical server, and then perform the operation again.

"invalid model name"

Cannot be selected because there is an error in the model name of the physical server.
Review the model name that was specified during creation of the physical L-Server, then perform the operation again.

"physical_server is incompatible model *model* and *model*"

Cannot be selected because the model of the physical server is incompatible.
Check the model compatibility of the physical server, and then perform the operation again.
For details, refer to "Table-List of Items Specified in Definition Files for Checking Spare Server Models and Configurations" in "18.1.1 High Availability of L-Servers" in the "Operation Guide CE".

"physical_server can not get spec *cpu* or *memory*"

Cannot be selected because the information about the CPU or memory of the physical server cannot be obtained.
Confirm that the CPU and memory information of the physical server has been configured, and then perform the operation again.

"physical_server spec is low"

Cannot be selected because the information about the CPU, memory, NIC, and FC of the physical server does not meet the defined conditions.
Review the CPU, memory, NIC, and FC (*) information that was specified during creation of the physical L-Server, and then perform the operation again.

* Note: A physical server cannot be found that has the number of FCs specified in the FC connection pattern.

Refer to "10.1.2 Storage Configuration" in the "Design Guide CE" for information on how to obtain the FC information for the physical server.

"physical_server is not blade. fc-connection pattern is valid only blade."

[FC connection pattern] is valid with blades only.

"admin LAN pair is not the same between"

Cannot be selected because the combination of the admin LAN pair of the physical server is different from the definitions for physical L-Server creation.

Confirm that the admin LAN information of the physical L-Server and physical server has been configured, and then perform the operation again.

"physical_server is search locked"

- Failed because multiple operations of physical L-Server creation were performed at the same time. Perform the operation again.
- Cannot be selected because the physical server is used for multiple processes.
Check if the physical server is being used for multiple processes, and then perform the operation again.

"physical_server is preserved. but lserver is repurpose false"

Cannot be selected because the physical server has been released while resource release was not specified when creating the L-Server.

Specify resource release when creating the physical L-Server, then perform the operation again.

"server type is not the same between"

Cannot be selected because the server type (blade server or rack mount server) of the physical server is different from the definition. Confirm the server type (blade server or rack mount server) used when creating the physical L-Server and then perform the operation again.

"Virtual I/O type is not the same between"

Cannot be selected because the virtualization method of the physical server is different.

Check the virtualization method setting for the physical server, and then perform the operation again.

"admin LAN position is not the same between *index* and *index*"

Cannot be selected because the position of the admin LAN of the physical server is different from the definitions for the physical L-Server.

Check the physical L-Server definition and admin LAN position between physical servers, and then perform the operation again.

"model not supported"

The physical server cannot be selected, as it is not supported.

Review the model name that was specified during creation of the physical L-Server, then perform the operation again.

"is maintenance mode"

Cannot be selected because the physical server is in maintenance mode.

Release the physical server from maintenance mode or review the specified value, and then perform the operation again.

"physical_server is used by lserver(force off spare server) but lserver is not force user"

Cannot be used as a spare server because "Use active spare server with forced turning OFF" is not set.

Set "Use active spare server with forced turning OFF" or release the server resource in the spare server pool.

"does not have CNA"

The physical server mounting the on-board CNA connected to the 10GB switch was not found.

Disable [Converged Network Adaptor Settings] while creating a physical L-Server.

62509

FJSVrcx:ERROR:62509:address:out of range (*start to end*) in *resource name*

[Cloud Edition]

Description

An address outside of the specifiable address scope was specified when performing the following operations:

- Creating an L-Server

- Modifying an L-Server
- Changing Network Configuration
- Registering Managed Servers
- Changing Managed Servers

In *address*, the specified address is displayed.

In *start*, the start value of the subnet address or start value of the address set resource is displayed.

In *end*, the end value of the subnet address or end value of the address set resource is displayed.

In *resource name*, the name of either the network resource or address set resource is displayed.

Start value and end value are included in the specifiable scope.

Corrective Action

Specify an address within the specifiable scope, and perform the operation again.

62510

FJSVrcx:ERROR:62510: failed to control *obj(ipaddress)*. IF=%1, code=%2, message=%3

[Cloud Edition]

Description

An error occurred during control of storage management software.

In *obj*, the resource name of the storage management software is displayed.

For *ipaddress*, the IP address of the target resource is displayed.

In %1, the internal function name is displayed.

In %2, the internal code information is displayed.

In %3, the internal detail information is displayed.

Corrective Action

- When using NetApp as storage management software

Take corrective action based on the content of %2.

- If %2 is "13062"

Since the specified disk size is larger than the available space, creation of a volume on the storage unit failed.

Perform the operation again after modifying the disk size.

- If %2 is "13115"

Since the specified disk size is less than 20MB, creation of a volume on the storage unit failed.

Perform the operation again after modifying the disk size.

- When using GDS as storage management software

- When %1 is /usr/sbin/sdxvolume, and %3 contains "no enough space"

Since the specified disk size is larger than the available space, creation of a volume on the storage unit failed.

- When "Permission denied" or "not privileged" is included in %3

The user specified when registering the storage management software does not have sufficient privileges to execute the command.

Change the user name for the storage management software.

For details, "5.17 rcxadm storagemgr" in the "Reference Guide (Command/XML) CE".

- When %1 is /usr/sbin/sdxvolume, and %3 contains "class closed down", or when %1 is /bin/dd, and %3 contains "No such device or address"

A failure may occur on the disk used as virtual storage.

Refer to the GDS manual.

- When %1 is /usr/sbin/sdxvolume, and %3 contains "related to proxy volume"

In the settings of GDS, a proxy volume is related to a disk.

After deleting the relationship using GDS, perform the operation again.

- When a character string beginning with "/usr/sbin/sdx" is displayed in %1

An error occurred while executing a GDS command.

Refer to the GDS manual.

- When using libvirt as storage management software

Take corrective action based on the content of %3.

- When %3 starts with "error: failed to get pool"

The specified virtual storage resource does not exist on the VM host registered as storage management software.

- When %3 starts with "Failed to create vol from" and ends with "Input/output error"

Since the specified disk size is larger than the actual free space of the virtual storage, creation of a disk on the storage unit failed.

Delete disk resources and image resources to increase the actual free space of the virtual storage, and then perform the operation again.

- When %3 is something other than the above

The operation of storage management software on the VM host displayed for *obj* failed.

Check if there are problems with the service status of the storage management software or the storage configuration based on the content displayed for %3, take corrective action, and then perform the operation again.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in internal code information, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62511

FJSVrcx:ERROR:62511: failed to control *obj*. IF=%1, message=%2

[Cloud Edition]

Description

An error occurred during control of storage management software.

In *obj*, the resource name of the storage management software is displayed.

In %1, the internal function name is displayed.

In %2, the message of the storage management software is displayed.

- When using ETERNUS storage other than ETERNUS DX80 S2, ETERNUS DX90 S2, ETERNUS DX400 S2 series, ETERNUS DX8000 S2 series, ETERNUS DX100 S3, ETERNUS DX200 S3, ETERNUS DX500 S3, ETERNUS DX600 S3, ETERNUS DX8700 S3, ETERNUS DX8900 S3, ETERNUS DX200F, ETERNUS DX60 S3, ETERNUS DX60 S4, ETERNUS DX100 S4, ETERNUS DX200 S4, ETERNUS DX500 S4, or ETERNUS DX600 S4

- When %2 is "ERROR:ssmgr3419:The specified alias name has already been registered."

Creation or startup of the L-Server failed because the alias name of the affinity group has already been defined when ETERNUS storage was created.

- When %2 is "ERROR:ssmgr3422:As for specified volume *Volume_number*, the LUN mapping is done."

Connecting a disk resource to an L-Server has failed because the Volume corresponding to the disk resource had already been mapped.

The disk resource may be being used by another server.

- When using ETERNUS DX80 S2, ETERNUS DX90 S2, ETERNUS DX400 S2 series, ETERNUS DX8000 S2 series, ETERNUS DX100 S3, ETERNUS DX200 S3, ETERNUS DX500 S3, ETERNUS DX600 S3, ETERNUS DX8700 S3, ETERNUS DX8900 S3, ETERNUS DX200F, ETERNUS DX60 S3, ETERNUS DX60 S4, ETERNUS DX100 S4, ETERNUS DX200 S4, ETERNUS DX500 S4, or ETERNUS DX600 S4

- When %2 is "ERROR:ssmgr3514:The specified value has already been registered."

Creation or startup of the L-Server failed because the alias name of the affinity group has already been defined when ETERNUS storage was created.

- When %2 is "ERROR:ssmgr3422:As for specified volume *Volume_number*, the LUN mapping is done."

Connecting a disk resource to an L-Server has failed because the Volume corresponding to the disk resource has already been mapped.

The disk resource may be being used by another server.

- When %2 is "ERROR:ssmgr3307:Failed to delete the volume."

Deletion of L-Servers or disks may have failed, as replication was not performed when deleting Volume which was created using dynamic LUN mirroring, during deletion of L-Servers or disks.

- When using Storage Server on which FalconStor NSS operates

- When %2 is "too many target and dual ports"

Creation or startup of the L-Server failed because the total of the NSS Target ports and the NSS Dual ports was three or more.

Corrective Action

- When using ETERNUS storage other than ETERNUS DX80 S2, ETERNUS DX90 S2, ETERNUS DX400 S2 series, ETERNUS DX8000 S2 series, ETERNUS DX100 S3, ETERNUS DX200 S3, ETERNUS DX500 S3, ETERNUS DX600 S3, ETERNUS DX8700 S3, ETERNUS DX8900 S3, ETERNUS DX200F, ETERNUS DX60 S3, ETERNUS DX60 S4, ETERNUS DX100 S4, ETERNUS DX200 S4, ETERNUS DX500 S4, or ETERNUS DX600 S4

- When %2 is "ERROR:ssmgr3419:The specified alias name has already been registered."

Refer to "[Corrective Actions for ETERNUS Storage](#)".

- When %2 is "ERROR:ssmgr3422:As for specified volume *Volume_number*, the LUN mapping is done."

Refer to "[Corrective Actions when Disk Resource Connection Failed](#)".

- When any other message is displayed

Performing corrective actions referring to the ETERNUS SF Storage Cruiser manual, and then perform the operation again.

- When using ETERNUS DX80 S2, ETERNUS DX90 S2, ETERNUS DX400 S2 series, ETERNUS DX8000 S2 series, ETERNUS DX100 S3, ETERNUS DX200 S3, ETERNUS DX500 S3, ETERNUS DX600 S3, ETERNUS DX8700 S3, ETERNUS DX8900 S3, ETERNUS DX200F, ETERNUS DX60 S3, ETERNUS DX60 S4, ETERNUS DX100 S4, ETERNUS DX200 S4, ETERNUS DX500 S4, or ETERNUS DX600 S4

- When %2 is "ERROR:ssmgr3514:The specified value has already been registered."

Refer to "[Corrective Actions for ETERNUS Storage](#)".

- When %2 is "ERROR:ssmgr3422:As for specified volume *Volume_number*, the LUN mapping is done."

Refer to "[Corrective Actions when Disk Resource Connection Failed](#)".

- When %2 is "ERROR:ssmgr3307:Failed to delete the volume."

Perform LUN replication from the operating storage unit to the standby storage unit, when the L-Server disk is Volume created using dynamic LUN mirroring.

- When any other message is displayed
Performing corrective actions referring to the ETERNUS SF Storage Cruiser manual, and then perform the operation again.
- When the target storage is EMC CLARiiON, EMC VNX, EMC Symmetrix DMX, or EMC Symmetrix VMAX
 - When %2 is "lunmask doesn't set it."
A disk resource connected to an L-Server has been released from storage management software.
Detach the disk resource from the L-Server, and then perform the operation again.
 - When any other message is displayed
Perform the operation again after performing corrective actions referring to "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".
- When the target storage is Storage Server on which FalconStor NSS operates
Decrease the total of the NSS Target ports and the NSS Dual ports to two or less, and then perform the operation again.
- When using any other storage
Perform operations again after performing corrective actions, referring to the storage management software manual.

Corrective Actions for ETERNUS Storage

Using the following procedure, identify the overlapping affinity group, delete the unnecessary affinity group or the unnecessary affinity group and the Volume defined in the unnecessary affinity group, and then create the L-Server again.

1. Check the resource name of the unused address set resource (WWN) with the smallest number.
 - a. Execute the following command:

```
>Installation_folder\SVROR\Manager\bin\rxcadm addrset show -name
Resource_name_of_the_Address_Set_Resource(WWN) <RETURN>
```

- b. Identify the unused address set resource (WWN) with the smallest number.

The range of the "start" and "end" inside the AddressSet tag becomes the range of the Address set resource (WWN).

In the range of address set resources (WWN), all addresses other than those below are considered unused address set resources (WWN).

- Addresses which are not used for management by Resource Orchestrator, and are displayed in the Exclude tag
- Addresses which have been allocated, and are displayed in the Reserve tag

From the unused address set resources, identify the one with the smallest number.

Example

When the output result is the one below, the resource name of the unused address set resource (WWN) with the smallest number will be "20:01:00:17:42:50:00:02".

```
<?xml version="1.0" encoding="utf-8"?>
  <AddressSet name="wwndata1" id="540" label="wwn1" subnet="" mask=""
start="20:01:00:17:42:50:00:00" end="20:01:00:17:42:50:00:0f">
  <Comment>wwn-test-data-1</Comment>
  <Exclude>
    20:01:00:17:42:50:00:00
  </Exclude>
  <Reserve>
    20:01:00:17:42:50:12:01 AM
```



```
</Reserve>  
</AddressSet>
```

2. Identify the alias name of the affinity group created when creating ETERNUS storage during L-Server creation.

Extract the characters corresponding to "XX" below from the resource name of the unused address set resource (WWN) with the smallest number. These characters become the alias name of the affinity group created when creating ETERNUS storage.

```
"YY:XX:YY:YY:YY:XX:XX:XX"
```

Example

For "20:01:00:17:42:50:00:02" it would be "01500002".

3. Identify the affinity group to delete.

Execute the following command to display the affinity groups of each ETERNUS storage that is managed using ESC.

```
>ESC_manager_installation_folder\Manager\opt\FJSSvsmgr\sbin\storageadm affinity info -ipaddr  
ETERNUS_IP_address <RETURN>
```

Check if the alias name of the affinity group identified in step 2 is included in the affinity group alias names displayed in "NAME".

- If the alias name is included

The relevant affinity group will be the target of deletion.

- If the alias name is not included

Collect troubleshooting data, and then contact Fujitsu technical staff.

Check the affinity group number that is displayed for "NUMBER" of the relevant affinity group.

4. Check if the HBA to use the affinity group exists.

Executing the following command displays the affinity group number, which is used from the host and from the WWPN of the HBA that uses ETERNUS.

```
>ESC_manager_installation_folder\Manager\opt\FJSSvsmgr\sbin\storageadm zone info -hex <RETURN>
```

The lines after the output result of "<<< FC CA Zone Information >>>", the affinity group numbers that are used from the VM host and from the WWPN of the HBA that uses ETERNUS are collectively displayed for each storage unit.

For the target ETERNUS, check if the affinity group number identified in step 3 is included.

There may be multiple relevant lines.

- If an affinity group number is not contained

There is an HBA which uses the relevant affinity group number.

- When access to ETERNUS from the VM host using the relevant HBA is not necessary

Check the WWPN of the CA that is displayed for "CA_WWPN" and the WWPN of the HBA that is displayed for "HBA_WWPN", then execute the following procedure.

- When access to ETERNUS from the VM host using the relevant HBA is necessary

Collect troubleshooting data, and then contact Fujitsu technical staff.

- If an affinity group number is not contained

Execute step 6.

5. Delete the definition of the HBA that uses the affinity group number.

Executing the following command deletes all definitions of HBAs that were checked in step 4.

```
>ESC_manager_installation_folder\Manager\opt\FJSVssmgr\sbin\storageadm zone delete -storage  
CA_WWPN,Affinity_group_number-hba HHBA_WWPN-update all <RETURN>
```

6. Identify the volume to delete.

Execute the following command to display the volume numbers of each Volume defined in the affinity group identified in step 3.

```
>ESC_manager_installation_folder\Manager\opt\FJSVssmgr\sbin\storageadm affinity info -ipaddr  
ETERNUS_IP_address -affinitygroup Affinity_group_number <RETURN>
```

The Volume with the volume number matching that displayed in "VOLUME" becomes the target of deletion.

7. Delete the affinity group.

Execute the following command to delete the affinity group identified in step 3.

```
>ESC_manager_installation_folder\Manager\opt\FJSVssmgr\sbin\storageadm affinity delete -ipaddr  
ETERNUS_IP_address -affinitygroup Affinity_group_number <RETURN>
```

8. Decide whether the Volume should be deleted.

Do not delete the Volume when the volume number identified in step 6 corresponds to the LUN created in advance.

The LUN created in advance can be checked by the following method.

Execute the following command: Check that the IP address of ETERNUS is displayed for "UNIT_NAME", and examine the line where "VOLUME_ID" contains the volume number confirmed in step 6.

```
>Installation_folder\SVROR\Manager\bin\rcxadm disk list -verbose <RETURN>
```

- When "Yes" is displayed for "PRE_CREATED" in the relevant line

It is not necessary to delete the Volume, as the Volume is the LUN created in advance.

- When "No" is displayed for "PRE_CREATED" in the relevant line

It is necessary to delete the Volume, as the Volume is not the LUN created in advance. Proceed to the following procedure.

9. Delete the Volume.

Execute the following command to delete the Volume identified in step 6.

```
>ESC_manager_installation_folder\Manager\opt\FJSVssmgr\sbin\storageadm volume delete -ipaddr  
ETERNUS_IP_address -volume Volume_number[, Volume_number,...] <RETURN>
```

When any other message is displayed from the storage management software, refer to the manual of the storage management software, take the necessary corrective action for the message, and then perform the operation again.

Corrective Actions when Disk Resource Connection Failed

If a Volume corresponding to a disk resource that has wrongly been specified from another server was being used, delete the mapping definition of the Volume to cancel the relation to the server. After that, connect the disk resource to the L-Server again.

1. Check the affinity group number of each ETERNUS storage.

Execute the following command to display the affinity groups of each ETERNUS storage that is managed using ESC.

```
>ESC_manager_installation_folder\Manager\opt\FJSVssmgr\sbin\storageadm affinity info -ipaddr  
ETERNUS_IP_address <RETURN>
```

Check all affinity group numbers that are displayed for "NUMBER".

2. Check the details of each affinity group to identify the affinity group numbers that have been defined for the mapped Volume.

Using the affinity group numbers checked in step 1, view the Volume number defined for each affinity group. Find the affinity group with the volume number "VOLUME" displayed in the message.

```
>ESC_manager_installation_folder\Manager\opt\FJSSmgr\sbin\storageadm affinity info -ipaddr  
ETERNUS_IP_address -affinitygroup Affinity_group_number <RETURN>
```

3. Delete a Volume from the affinity group.

- When the affinity group has multiple mapping definitions

Execute the following command to delete the Volume from the affinity group that was checked in step 2, which corresponds to the volume number that is displayed in the message.

```
>ESC_manager_installation_folder\Manager\opt\FJSSmgr\sbin\storageadm affinity update -ipaddr  
ETERNUS_IP_address -affinitygroup Affinity_group_number -delete -volume Volume_number <RETURN>
```

- When the affinity group has only one mapping definition

Check HBAs that use the affinity group, then delete the definition of the HBA.

After that, delete the affinity group.

Executing the following command displays the affinity group number, which is used from the WWPN of the CA of ETERNUS, from the WWPN of the HBA that uses ETERNUS, and from the server.

```
>ESC_manager_installation_folder\Manager\opt\FJSSmgr\sbin\storageadm zone info -hex <RETURN>
```

In the lines after the output result of "<<< FC CA Zone Information >>>", the affinity group numbers that are used from the WWPN of the CA of ETERNUS, from the WWPN of the HBA that uses ETERNUS, and from the server are collectively displayed for each storage unit.

Check the WWPN of the CA and HBA which correspond to the affinity group.

Execute the following command to delete the definition of an HBA.

```
>ESC_manager_installation_folder\Manager\opt\FJSSmgr\sbin\storageadm zone delete -storage  
CA_WWPN,Affinity_group_number -hba HHBA_WWPN -update all <RETURN>
```

Execute the following command to delete an affinity group.

```
>ESC_manager_installation_folder\Manager\opt\FJSSmgr\sbin\storageadm affinity delete -ipaddr  
ETERNUS_IP_address -affinitygroup Affinity_group_number <RETURN>
```

62512

FJSSrcx:ERROR:62512:filename:invalid file format, detail=%1

[Cloud Edition]

Description

The file format specified for *filename* is incorrect.

The details of the error are displayed for *%1*.

Corrective Action

- When executing the rcxstorage command:

Take corrective action based on the content of *%1*.

- "specified target volume not found in ROR (line:n)"

The disk resource corresponding to the target volume for replication specified on line *n* of the replication definition file specified for *filename* has not been detected and displayed in the resource tree. Check that the target volume for replication is correctly specified, and then execute the command again.

- "number of column must be 4 (line:n)"

There is an error with the number of columns in line *n* of the replication definition file that is specified for *filename*. Check that the number of columns is 4, and then execute the command again.

- "empty file"

There is no content in the replication definition file specified for *filename*. Check that the content of the replication definition file is correct, and then execute the command again.

- "field missing a value (line:n)"

A column with no value set exists in line *n* of the replication definition file specified for *filename*. Set the value for the column, and then execute the command again.

- "definition conflict with line m (line:n)"

The definition in line *n* of the replication definition file specified for *filename* is found again in line *m*. Correct the volume, and execute the command again.

- "specified target volume not found in ROR (line:n)"

The disk resource corresponding to the target RAID group or TPP for replication specified on line *n* of the mirroring definition file specified for *filename* has not been detected and displayed in the resource tree. Check that the target RAID group or TPP for replication is correctly specified, and then execute the command again.

- When executing the rcxnetworkservice command:

Take corrective action based on the content of *%I*.

- "Netdevice.MgmtInfos.LoginInfos.LoginInfo.PrivilegedPassword is not same"

Make the NS Appliance administrator password the same for all of the login accounts.

- "no NSAppliance found"

NS Appliance information was not found in the specified network configuration information file. Specify a network configuration information file with NS Appliance information.

- "NSAppliance(*name*) not found"

There is no NS appliance information for *name* in the specified NS appliance pre-configuration file. Review the pre-configuration file of the specified NS appliance or the specified values of the -name option, and perform the operation again.

- "mismatched NSAppliance name"

The NS appliance information (device name) in the specified network configuration information file does not exist in the NS appliance pre-configuration file. Review the specified network configuration information file and the pre-configuration of the NS appliance, and perform the operation again.

- "NSAppliance name:invalid NsAppConfigurations.NsAppConfig.PublicInterfaces.Interface.type"

There is an error in the specification of the interface type in the specified NS Appliance pre-configuration file.

Or, there is an inconsistency between the specification in the pre-configuration information (<PresettingInfo>) in the network configuration information file and the specification of the interface type in the NS Appliance pre-configuration file.

When performing auto-configuration using user customization mode

Check that the interface type is not specified in the NS Appliance pre-configuration file that was specified.

- When the interface type is specified

After deleting the interface type in the NS Appliance pre-configuration file, execute the rcxnetworkservice preconfig command again.

- When the interface type is not specified

Check that the pre-configuration information (<PresettingInfo>) is not specified in the network configuration information file.

If the pre-configuration information (<PresettingInfo>) is specified, after deleting the pre-configuration information (<PresettingInfo>) in the network configuration information file, execute the rcxnetworkservice preconfig command again.

Note

If the NS Appliance was created with the pre-configuration information (<PresettingInfo>) specified, it is necessary to create a new NS Appliance using the modified network configuration information file after deleting the NS Appliance.

When performing auto-configuration using simple configuration mode

Check that the interface type is specified in the NS Appliance pre-configuration file that was specified.

- When the interface type is not specified

After specifying the interface type in the NS Appliance pre-configuration file, execute the rcxnetworkservice preconfig command again.

- When the interface type is specified

Check that "Simple" is specified in the pre-configuration information (<PresettingInfo>) in the network configuration information file.

If "Simple" is not specified in the pre-configuration information (<PresettingInfo>), specify "Simple" in the pre-configuration information (<PresettingInfo>) in the network configuration information file, and then execute the rcxnetworkservice preconfig command again.

Note

If the NS Appliance was created without the pre-configuration information (<PresettingInfo>) specified, it is necessary to create a new NS Appliance using the modified network configuration information file after deleting the NS Appliance.

For details on the NS Appliance pre-configuration file, refer to "2.2.3.4 NS Appliance Pre-configuration File" in the "NS Option Instruction".

For details on the network configuration information files, refer to "2.2.3.3 Network Configuration Information Files" in the "NS Option Instruction".

For details on how to delete NS Appliances, refer to "4.2.11 Deleting (Deleting NS Appliances)" in the "NS Option Instruction".

For details on how to create NS appliances, refer to "3.5 Creating NS Appliances" in the "NS Option Instruction".

- When executing the rcxdrcheck command:

Take corrective action based on the content of %I.

- "overlapped resource mapping type"physicalserver""

#PhysicalServer" is defined in multiple files in the MAP folder.

Modify the definition to make "#PhysicalServer" unique in the MAP folder, and execute the command again.

- "overlapped resource mapping type"vmmanagementsoftware""

#VMMManagementSoftware" is defined in multiple files in the MAP folder.

Modify the definition to make "#VMMManagementSoftware" unique in the MAP folder, and execute the command again.

- "overlapped resource mapping type"physicalserver,vmmanagementsoftware""

#PhysicalServer" and "#VMMManagementSoftware" are defined in multiple files in the MAP folder.

Modify the definition to make "#PhysicalServer" and "#VMMManagementSoftware" unique in the MAP folder.

- When filename is "vdi_management_info.rcxprop"

Take corrective action based on the content of %I.

- "vmmgr is duplicated"

There are duplicate VM management software names described in the definition file. Modify the definition file.

- "ipaddr is duplicated"

There are duplicate IP addresses of the VDI management server described in the definition file. Modify the definition file.

- When *filename* is "os_customize_ovmx86.rcxprop"

[OVM for x86 3.2]

Check the content of "os_customize_ovmx86.rcxprop", then perform the operation again.

[OVM for x86 3.3 or later]

Take corrective action based on the content of %I.

- When *filename* is "(invalid ServerPool(*UUID_of_the_server_pool*) or StorageRepository)"

This message is displayed in the following cases: Check the content of "os_customize_ovmx86.rcxprop", then perform the operation again.

- There is no line describing the UUID of the server pool in os_customize_ovmx86.rcxprop.
- The UUID of the storage repository is not described in the line for the server pool UUID.

In *UUID_of_the_server_pool*, the UUID of the server pool (the pool on the OVM manager) to which the VM host of the virtual L-Server that performs the following operations belongs to is displayed.

- Creating a virtual L-Server using OS customization
- Collection of a cloning image using OS customization

- When influence scope data is imported using NetworkViewer

Take corrective action based on the content of %I.

- "specified import file format is invalid."

A file other than influence scope data may have been specified.

Check that the file to be imported is influence scope data and then perform import again.

62513

FJSVrcx:ERROR:62513:*resource_name:resource_type* registration failed. detail=*detail*

[Cloud Edition]

Description

Registration of the resource *resource_name* has failed.

In *resource_name*, the name of the virtual storage resource or the disk resource is displayed. When multiple resources are operated using one operation, only the first resource name an inconsistency was detected for is displayed.

In *resource_type*, "vstorage" or "disk" is displayed.

- When *detail* is "attribute of thick/thin provisioning conflicts with *target*"

Failed due to inconsistencies in the attribute combination of thin provisioning or thick provisioning with the destination storage pool for registration or movement.

In *target*, the name of the storage pool is displayed.

- When *detail* is "Storage pool with thick property does not support virtual storage of VSAN file system type."

Registration or movement of the virtual storage resource corresponding to a VSAN datastore has failed because the destination storage pool is configured with the Thick Provisioning attribute.

Corrective Action

Check the content displayed in *detail*, and then perform the operation again.

- When *detail* is "attribute of thick/thin provisioning conflicts with *target*"

Make sure that there are no inconsistencies in thin or thick provisioning attributes between *resource_name* and *target*, and then perform the operation again.

If this message is output when detaching a disk from a virtual L-Server, either move the virtual storage in which that disk exists to an appropriate thin/thick pool, or create an appropriate thin/thick disk and copy the data to that disk, and then perform the operation again.

- When *detail* is "Storage pool with thick property does not support virtual storage of VSAN file system type."

Change the configuration of the destination storage pool for registration or movement of the virtual storage resource corresponding to a VSAN datastore so the Thin Provisioning attribute is configured, and perform the operation again.

62514

FJSVrcx:ERROR:62514:Selectable VM host not found. (*detail*)

[Cloud Edition]

Description

No available VM host was found.

The error may be the result of one of the following:

- There is no object that meets the conditions
- Creation of an L-Server from the ROR console, specifying values in the definition file. The values are larger than the actual number of CPUs and CPU clock speed of a server for which server management software is not used
- The VM host of Hyper-V or SCVMM performed the following operations in an unsuitable environment:
 - Creation of an L-Server for which dynamic memory is enabled
 - Enabling of dynamic memory using L-Server specification changes
 - Creation of an L-Server for which memory weight is specified
 - Specifying of memory weight using L-Server specification changes
- In environments where an SCVMM that has not been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later is being used, the following operation was performed:
 - Creation of an L-Server specifying a disk that was allocated from a virtual storage and saved

Take corrective action for the content displayed for *detail*.

- "one of power status, monitoring status, or maintenance mode is invalid"
- "no other available VM host found"
- "not enough CPU or memory available"
- "there is a VM host with sufficient reservation capacity, but not enough CPU or memory"
- "no sharable datastore or disk found"
- "no valid HA configuration of the server virtualization software found"
- "no accessible VM host or VM pool found"
- "no accessible VM pool for over commit found"
- "combination of image and VM host combination is incorrect"
- "product version of VM management software"

Corrective Action

"one of power status, monitoring status, or maintenance mode is invalid"

Check if there is a VM host or a physical server on which a VM host operates in the following state, and then perform the operation again.

- Power is ON
- Status is normal
- Maintenance mode is not set
- VM maintenance mode has not been set for the server virtualization software

"no other available VM host found"

When performing migration, if this message is output, take the following corrective action according to the values specified during migration:

- When specifying [Automatic Selection] for the destination VM host, or when executing the `rcxadm lserver migrate` command without specifying the `-to` option)

The resources used by the L-Server do not contain a VM host that satisfies the conditions described in "one of power status, monitoring status, or maintenance mode is invalid", except the one to migrate.

As the VM host that the L-Server is currently deployed on is set as a resource (VM host) for the L-Server to use, it is not possible to automatically select another VM host as the destination.

Specify the destination VM host, and then perform the operation again.

For how to confirm the resources to use, refer to "17.7 Migration between VM Hosts" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When specifying [VM host] for the destination VM host, or when executing the `rcxadm lserver migrate` command specifying the `-to` option)

The specified VM host does not satisfy the conditions described in "one of power status, monitoring status, or maintenance mode is invalid". Specify another VM host, and then perform the operation again.

"not enough CPU or memory available"

There is a chance that there are not enough available resources for the CPU or memory of a VM pool. Check the available resources for the CPU and memory of the VM pool.

Perform the operation again after performing the following corrective actions:

- If there is insufficient CPU performance or memory resources of the VM pool

Add a VM host to the VM pool.

- If there is no VM host in the VM pool that has sufficient CPU performance or the number of CPUs specified for an L-Server or an L-Server template

Change the CPU performance or the number of CPUs specified for an L-Server or an L-Server template, or add a VM host meeting the necessary performance to the VM pool.

For how to check the free space of the VM pool, refer to "20.6 Viewing" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

"there is a VM host with sufficient reservation capacity, but not enough CPU or memory"

There is a possibility that there is a VM host with sufficient reservation capacity for failover in the VM pool, and there are not enough available CPU or memory resources in the VM pool. Check the cluster configuration of the server virtualization software, correct the reservation capacity, and then perform the operation again.

If the problem is still not resolved after performing the corrective actions above, perform the following corrective actions:

- If there is insufficient CPU performance or memory resources of the VM pool

Add a VM host to the VM pool.

- If there is no VM host in the VM pool that has sufficient CPU performance or the number of CPUs specified for an L-Server or an L-Server template

Change the CPU performance or the number of CPUs specified for an L-Server or an L-Server template, or add a VM host meeting the necessary performance to the VM pool.

"no sharable datastore or disk found"

Perform the operation again after checking whether a VM host sharing a datastore exists.

If this message is displayed when performing migration, check whether the datastore is shared between the VM host where the L-Server is deployed and the "VM host" set for the L-Server using VM management software. If the datastore is not shared, specify a VM host that shares the datastore with the destination VM host, and then perform the operation again.

When migrating between VM hosts that do not share a datastore, perform the operation using VM management software.

For how to confirm the VM host to use, refer to "17.7 Migration between VM Hosts" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If this message is output when creating or starting a virtual L-Server that has disk resources that were created (and saved) from virtual storage, check all such disk resources connected to the L-Server and ensure that a VM host that can access the datastore which generated such disk resources exists, and then perform the operation again.

[KVM] [Solaris Zones] [OVM for SPARC]

If this message is output when creating a virtual L-Server that has disk resources, perform the following corrective actions, and then perform the operation again.

- Change the setting so that the VM host that there is a connection relationship in unused disk resources that fill the capacity of the disk and the disk may exist in the resource pool within the range of the access.
- On a system, when unused disk resources which fill disk storage capacity are insufficient, please add disk resources to the storage pool within the range of the access.

"no valid HA configuration of the server virtualization software found"

Modify the settings of the server virtualization software so that it satisfies all of the following conditions, and perform the operation again.

- That two or more VM hosts are registered in the same cluster on the server virtualization software.
- That the HA function is enabled in the cluster configuration of the VM hosts

[Solaris Zones] [OVM for SPARC]

After confirming that spare servers are configured on VM hosts, perform the operation again.

"no accessible VM host or VM pool found"

Check the following and perform the operation again.

- That there is an accessible VM pool
- That there is a VM host in the VM pool
- The specified VM host satisfies the conditions for the given operation
- When an L-Server has been created without configuring overcommit, depending on the VM host selection status, confirm the following:
 - When [Automatic Selection] is selected
 - If a VM pool for which overcommit is not configured exists in the accessible area, and if a VM host exists under the VM pool
 - When [VM Pool] is selected

If overcommit is not configured in the specified VM pool, and if a VM host exists under the VM pool

For details on overcommit, refer to the "Overcommit" section of the server virtualization software to use in "Chapter 8 Configuration when Creating Virtual L-Servers" in the "Setup Guide CE".

[Hyper-V]

When using dynamic memory or memory weight, the VM host must be either of the following.

- Microsoft(R) Windows Server(R) 2008 R2 SP1 or later

- Microsoft(R) Windows Server(R) 2012 or later

SCVMM should be one of the following, either of which can manage the VM hosts.

- System Center Virtual Machine Manager 2008 R2 SP1 or later
- System Center 2012 Virtual Machine Manager or later

If not, upgrade the environment and then perform the operation again. When not upgrading the environment, disable dynamic memory and memory weight, and perform the operation again.

[Solaris Zones (Solaris 11)]

When using Solaris Zones (Solaris 11) as VM hosts, the resources cannot be allocated to an L-Server on which only configuration definition is created. Delete any L-Servers for which only a configuration definition has been created.

"no accessible VM pool for over commit found"

Check the following and perform the operation again.

- That there is a VM pool for overcommit and that there is a VM host under that VM pool
- The specified VM host satisfies the conditions for the given operation
- That both VM pools (the one that is set for overcommit and the one that is not) are inside the access scope

For details on overcommit, refer to the "Overcommit" section of the server virtualization software to use in "Chapter 8 Configuration when Creating Virtual L-Servers" in the "Setup Guide CE".

[Hyper-V]

When using dynamic memory or memory weight, the VM host must be either of the following.

- Microsoft(R) Windows Server(R) 2008 R2 SP1 or later
- Microsoft(R) Windows Server(R) 2012 or later

SCVMM should be one of the following, either of which can manage the VM hosts.

- System Center Virtual Machine Manager 2008 R2 SP1 or later
- System Center 2012 Virtual Machine Manager or later

If not, upgrade the environment and then perform the operation again. When not upgrading the environment, disable dynamic memory and memory weight, and perform the operation again.

[Solaris Zones (Solaris 11)]

When using Solaris Zones (Solaris 11) as VM hosts, the resources cannot be allocated to an L-Server on which only configuration definition is created. Delete any L-Servers for which only a configuration definition has been created.

"combination of image and VM host combination is incorrect"

A template corresponding to the cloning image to deploy and the VM host to which the cloning image is deployed must belong to the OVM for x86 2.2 server pool.

On Oracle VM Manager, perform configuration so the VM host exists in the same OVM for x86 2.2 server pool as the template corresponding to the cloning image to deploy.

Also, register the VM host in a VM pool included in the access scope, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

For how to check the VM host status and free space, refer to "20.6 Viewing" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

"product version of VM management software"

Check if the SCVMM being used has been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later. If not, upgrade SCVMM and then perform the operation again.

62517

FJSVrcx:ERROR:62517:Specified VM host is not available. (*detail*)

[Cloud Edition]

Description

The specified VM host cannot be used.

The error may be the result of one of the following:

- The specified VM host does not satisfy the conditions for the given operation
- Migration between VM hosts has been performed with a specific VM host set as the VM host used for an L-Server
- Creation of an L-Server from the ROR console, specifying values in the definition file. The values are larger than the actual number of CPUs and CPU clock speed of a server for which server management software is not used
- The VM host of Hyper-V or SCVMM performed the following operations in an unsuitable environment:
 - Creation of an L-Server for which dynamic memory is enabled
 - Enabling of dynamic memory using L-Server specification changes
 - Creation of an L-Server for which memory weight is specified
 - Specifying of memory weight using L-Server specification changes

Corrective Action

Check the content displayed in *detail*, and take corrective actions described in "Message number [62514](#)".

[KVM]

- When *details* is "not accessible to image disk"

When creating an L-Server using cloning images, the disk resource in which the cloning image with the image location type "Virtual Disk" is stored cannot be accessed from the specified VM host.

Specify a VM host which can be access the disk resource in which the cloning images are stored.

For details, refer to "Conditions for Collection and Updating of Cloning Images" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE".

62520

FJSVrcx:ERROR:62520:port-set is not defined for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

Description

The port combination for the storage unit at *storage_unit_ipaddr* is not defined in the port combination definition file for SAN storage "storage_portset.rcxprop".

In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

The IP address of the admin LAN port of ETERNUS storage is displayed.
- For EMC CLARiiON Storage or EMC VNX Storage

The IP address of the SP of EMC CLARiiON Storage or EMC VNX Storage is displayed.
- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

In *pattern*, the following is displayed:

- SAN storage port combination definition file

"storage_portset.rcxprop" is displayed.
- FC connection pattern file

"FC connection pattern file name.rcxprop" is displayed.

Corrective Action

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should define the port combination for the storage unit at *storage_unit_ipaddr*, referring to "7.1.1 Creating Definition Files Combining Ports of SAN Storage" or "7.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".

62521

FJSVrcx:ERROR:62521:unavailable port (*port*) is defined for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

Description

In the port combination definition file for SAN storage, "storage_portset.rcxprop", an unavailable port is defined for the port combination for the storage unit at *storage_unit_ipaddr*.

In *port*, the unavailable port that is defined in the port combination definition file for SAN storage, "storage_portset.rcxprop", is displayed.

In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage or EMC VNX Storage

The IP address of the SP of EMC CLARiiON Storage or EMC VNX Storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

In *pattern*, the following is displayed:

- SAN storage port combination definition file

"storage_portset.rcxprop" is displayed.

- FC connection pattern file

"FC connection pattern file name.rcxprop" is displayed.

Corrective Action

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the port combination for the storage unit at *storage_unit_ipaddr*, referring to "7.1.1 Creating Definition Files Combining Ports of SAN Storage" or "7.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".

62522

FJSVrcx:ERROR:62522:duplicated port (*port*) definition found for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

Description

Duplicate port combinations are defined for the storage unit at *storage_unit_ipaddr* in the port combination definition file for SAN storage "storage_portset.rcxprop".

In *port*, the duplicate port that is defined in the port combination definition file for SAN storage, "storage_portset.rcxprop", is displayed.

In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage or EMC VNX Storage

The IP address of the SP of EMC CLARiiON Storage or EMC VNX Storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

In *pattern*, the following is displayed:

- SAN storage port combination definition file

"storage_portset.rcxprop" is displayed.

- FC connection pattern file

"FC connection pattern file name.rcxprop" is displayed.

Corrective Action

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the port combination for the storage unit at *storage_unit_ipaddr*, referring to "7.1.1 Creating Definition Files Combining Ports of SAN Storage" or "7.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".

62523

FJSVrcx:ERROR:62523:port-set defined for the storage unit (*storage_unit_ipaddr*) in storage_portset.rcxprop must include a pair of ports

[Cloud Edition]

Description

The port combination for the storage unit at *storage_unit_ipaddr* defined in the port combination definition file for SAN storage, "storage_portset.rcxprop", is not defined using a port pair.

In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage or EMC VNX Storage

The IP address of the SP of EMC CLARiiON Storage or EMC VNX Storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

Corrective Action

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the port combination for the storage unit at *storage_unit_ipaddr*, referring to "7.1.1 Creating Definition Files Combining Ports of SAN Storage" in the "Setup Guide CE".

62525

FJSVrcx:ERROR:62525:key:is specified in duplicate

[Cloud Edition]

Description

More than one *key* is specified.

Corrective Action

If this message is output during the following operation, after reviewing the content of the XML file specified during the operation, ensure that there is only one entry for the element specified in *key*, and perform the operation again.

Registering or changing disk resources for a VM guest

- When *key* is "Pool"
Ensure that only one Pool element is defined.
- When *key* is "VmHosts"
Ensure that only one VmHosts element is defined.
- When *key* is "VmHost(ip=*IP address of VM host defined in XML*)"
Ensure that only one VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip is defined.
- When *key* is "VmHost(ip=*IP address of VM host defined in XML*).Disks"
Ensure that only one Disks tag is defined in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.
- When *key* is "VmHost(ip=*IP address of the VM host defined in the XML*).Disks.Disk(name=*Disk resource name defined in XML*)"
Ensure that only one Disk element to which the *disk resource name defined in the XML* is specified for name is defined in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.
- When *key* is "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(path=*Device path to the disk resource defined in XML*)"
Ensure that only one Disk element to which the *device path to the disk resource defined in the XML* is specified for path is defined in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

62526

FJSVrcx: ERROR: 62526: The port-set for Servers and Storages must be the same number defined for (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

Description

The port combination of the storage unit of the *storage_unit_ipaddr* file defined by the SAN storage port combination is not defined in the 2 port combination.

- *storage_unit_ipaddr*
 - For ETERNUS Storage
The IP address of the admin LAN port of ETERNUS storage is displayed.
 - For EMC CLARiiON Storage or EMC VNX Storage
The IP address of the SP of EMC CLARiiON Storage or EMC VNX Storage is displayed.
 - For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage
The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.
- *pattern*
 - FC connection pattern file
"FC connection pattern file name.rcxprop" is displayed.

Corrective Action

Notify the infrastructure administrator of the information in this message.

Refer to "7.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE", and review the port combinations for *storage_unit_ipaddr* storage unit (as infrastructure administrator).

62527

FJSVrcx: ERROR: 62527:the number of ports is invalid for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

Description

The port combination of the storage unit of the *storage_unit_ipaddr* file defined by the SAN storage port combination is defined using an invalid number of ports.

- *storage_unit_ipaddr*

- For ETERNUS Storage

The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage or EMC VNX Storage

The IP address of the SP of EMC CLARiiON Storage or EMC VNX Storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

- *pattern*

- FC connection pattern file

"FC connection pattern file name.rcxprop" is displayed.

Corrective Action

Notify the infrastructure administrator of the information in this message.

Refer to "7.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE", and review the port combinations for *storage_unit_ipaddr* storage unit (as infrastructure administrator).

62528

FJSVrcx:ERROR:62528:number of columns must be *num* at line *line* in *filename*

[Cloud Edition]

Description

The number of columns is not *num* in the *line* item of the file displayed in *filename*.

Corrective Action

Check the *line* item in the file displayed in *filename* and confirm that the number of columns is *num*.

62529

FJSVrcx:ERROR:62529:field value missing in line *line* of *filename*

[Cloud Edition]

Description

Field value has not been specified in the *line* item of the file displayed in *filename*.

Corrective Action

Check the *line* item in the file displayed in *filename* and confirm that a field value has been specified.

62530

FJSVrcx:ERROR:62530:incorrect field value in line *line* of *filename*

[Cloud Edition]

Description

Invalid field value in the *line* item of the file displayed in *filename*.

Corrective Action

Check the *line* item in the file displayed in *filename* and confirm that field value is correct.

- "storage_mirroring.rcxprop" is displayed in *filename*

Check the following:

- The RAID group number or TPP number is a hexadecimal of 4 digits starting with 0x.
The virtual storage type is "RAID" or "TPP".

62531

FJSVrcx:ERROR:62531:duplicated *item(value)* definition found for the storage unit (*ip-address*) in *filename*

[Cloud Edition]

Description

In the file displayed in *filename*, the *item* definitions for the storage unit of *ip-address* are duplicated.

- *item*

BOX-ID Storage unit BOX-ID of ETERNUS

RAID Storage unit RAID group number of ETERNUS

TPP Storage unit TPP number of ETERNUS

- *value*

Value of the *item* where definitions are duplicated

Corrective Action

In the file displayed in *filename*, check that the definitions for the storage unit of *ip-address* are not duplicated.

- "storage_mirroring.rcxprop" is displayed in *filename*

Take corrective action based on the content of item.

- BOX-ID

There are multiple remote site storage units specified as remote site storage units. Review the definition.

- RAID

The RAID Group number on the local is duplicated. Review the definition.

- TPP

The TPP number on the local is duplicated. Review the definition.

62532

FJSVrcx:ERROR:62532:*resource* not found in *target. detail*

Description

resource does not exist in *target* or it was deleted from *target* while processing it.
detail is displayed when there is detailed information.

[Solaris Zones]

- When *resource* is "NIC(*Network_interface_Name*)"

The network interface corresponding to the specified network resource does not exist on a VM host.

The relationships of network resources and network interfaces are described in the virtual network definition file (*vnetwork_solariscontainer.rcxprop*).

When the network interface name described in the virtual network definition file is the physical point of attachment of a VLAN, the following is displayed for *detail*.

```
(interface-PPA=VLAN_physical_point_of_attachment)
```

Image operations with an image operation target disk specified

- When *resource* is "specified disk"

The disk specified as the image operation target is in a state where it cannot be recognized from the server.

Corrective Action

Confirm whether *resource* exists in *target*, then perform the operation again after reviewing the specified settings.

[Solaris Zones]

- When *resource* is "NIC(*Network_interface_Name*)"

After reviewing the following, perform the operation again.

- Whether the correct network interface name is described in the virtual network definition file (*vnetwork_solariscontainer.rcxprop*)
- Whether there are any mistakes in the network resource settings

Image operations with an image operation target disk specified

- When *resource* is "specified disk"

Check and correct the hardware configuration and BIOS settings of the target server so that the image operation target disk is recognized correctly. If the disk has been replaced, perform update of the disk information again and then perform setting of the image operation target disk.

For how to check, refer to the following:

- For Virtual Edition, refer to "3.4 rcxadm server" in the "Reference Guide (Command) VE".
- For Cloud Edition, refer to "3.11 rcxadm server" in the "Reference Guide (Command/XML) CE".

62533

FJSVrcx:ERROR:62533:*resource* matching conditions not found in *target*. *detail*

[Cloud Edition]

Description

resource matching conditions does not exist in *target*.

The condition that was not found is displayed in *detail*.

- When creating or starting an L-Server, the resource name that this product retrieved in processing is displayed in *target*.

When you set the resource (VM host, physical server, and disk, etc.) using Auto Select, the list of the resources retrieved is displayed as follows.

```
"/Tenant name (pool name[,pool name]...)"
```

Corrective Action

Confirm whether a *resource* matching the conditions exists in *target*, then perform the operation again after reviewing the specified settings.

- If this message is displayed when creating or starting an L-Server, review the specified settings for the L-Server and then perform the operation again.

62534

FJSVrcx:ERROR:62534:obj not found on resource. detail

[Cloud Edition]

Description

There is no *obj* which *resource* is dependent on, or it was deleted during the process.
detail is displayed when there is detailed information.

- When *obj* is "physical server" and *resource* is "VM host"

The operation cannot be performed, as there is no *physical server* which the VM host is dependent on, due to the usage change of a physical server.

- When *obj* is "storage repository" and *resource* is "VM host"

The operation cannot be performed, because the storage repository does not exist on the VM host.

Corrective Action

Check if *obj* exists.

- When *obj* is "physical server" and *resource* is "VM host"

Check if there is a physical server which the VM host is dependent on.

When there are no physical servers, allocate a physical server to the VM host, and perform the operation again.

Using the ROR console, the physical server on which the VM host is dependent can be confirmed on the [VM Host information] tab of the [Resource Details].

For how to check, refer to "A.7 [Resource Details] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *obj* is "storage repository" and *resource* is "VM host"

Check if the storage repository exists on the VM host.

[Citrix Xen]

Check if the SR (storage repository) defined in the guest OS customizing definition file exists in XenServer.

62537

FJSVrcx:ERROR:62537:obj cannot be specified because of condition. detail

[Cloud Edition]

Description

obj cannot be specified for *condition*.

detail is displayed when there is detailed information.

The resource name, the XML element, or the value is displayed for *obj*.

- When *condition* is "resource state is not registered"

As the resource has not been registered, it cannot be specified.

- When *condition* is "not network device", "not registered status", "not registerable type", or "already registered in pool"

As the resource is not a network device, the status is not registered, the type cannot be registered, and the resource (including redundant resource) has been registered in the pool, it cannot be registered.

- When *condition* is "S-TAG value is different from that of tenant"

As the S-TAG of the resource is different from the S-TAG of the virtual fabric used in a tenant, it cannot be specified.

- When *condition* is "*cloning image name* without disk configuration information"

As there is no disk information in the cloning image, the disk deployment configuration when specifying images (ServerImageLink.disk) cannot be specified.
- When *condition* is "Exist is true"

obj cannot be specified as "true" has been specified in the value of the Exist element.
- When *condition* is "-exist is specified"

obj cannot be specified as the -exist option has been specified.
- When *condition* is "an unconnected network resource"

The IP address for the NIC connected with the network resource can be modified.
- When *condition* is "a nic with a network resource with no subnet settings"

The IP address for the NIC connected to the network resource on which the subnet settings are configured can be modified.
- When *condition* is "no subnet setting"

No subnets have been specified for the network resource.

Corrective Action

Perform the operation again after reviewing the settings specified for *obj*.

- When *condition* is "resource state is not registered"

Wait until the resource is registered, and then perform the operation again.
- When *condition* is "not network device", "not registered status", "not registerable type", or "already registered in pool"
 - "not network device", "not registerable type"

Check that the specified resource is appropriate, and perform the operation specifying an appropriate resource.
 - "not registered status"

Wait until the resource is registered, and then perform the operation again.
 - "already registered in pool"

As the resource (including redundant resources) has been registered in the pool, no action is required.
- When *condition* is "S-TAG value is different from that of tenant"

Check the following points:

 - Check the S-TAG of the resource and the S-TAG of the tenant.

When registering an IPCOM VA in a pool, it is necessary to match the S-TAG configured in the IPCOM VA port and the S-TAG of the virtual fabric used in the tenant.

When using an IPCOM VA for a redundancy configuration, it is necessary to match the S-TAGs of both units.

When necessary, after performing configuration modification of network devices, correct the network configuration information, and perform operations again.

For details on how to modify the network configuration information, refer to "15.6.2 Modification" in the "Reference Guide (Command/XML) CE".
 - Check if link information is correctly registered in resources.

When registering an IPCOM VA in a pool, it is necessary to register the linkage between the IPCOM VA and IPCOM VX, and the linkage between the IPCOM VX and Converged Fabric.

For details on how to register link information, refer to "9.4.8.1 When Creating Network Configuration Information (XML Definition)" in the "Design Guide CE".
- When *condition* is "*cloning image name* without disk configuration information"

Wait for around six minutes and then repeat the operation.

- When condition is "Exist is true"

Perform either of the following corrective actions:

 - When specifying obj

Specify "false" for the value of the Exist element, and perform the operation again.
 - When specifying true for the value of the Exist element

Perform the operation again, without specifying obj.
- When condition is "-exist is specified"

Perform either of the following corrective actions:

 - When specifying obj

Perform the operation again, without specifying the -exist option.
 - When specifying the -exist option

Perform the operation again, without specifying obj.
- When *condition* is "an unconnected network resource"

Check that the specified resource is appropriate, and perform the operation specifying an appropriate resource.
- When *condition* is "a nic with a network resource with no subnet settings"

Check that the specified resource is appropriate, and perform the operation specifying an appropriate resource.
- When *condition* is "no subnet setting"

Specify a network resource for which a subnet is specified, for the segment information of the L-Platform template.

62538

FJSVrcx:ERROR:62538:*obj1* cannot be specified for *obj2*. *detail*

[Virtual Edition]

Description

obj1 cannot be specified for *obj2*.

detail is displayed when there is detailed information.

Corrective Action

Check and correct the content of *obj1* that you tried to configure for *obj2*, and then perform the operation again.

- When *obj1* is "target_disk=character string" and *obj2* is a physical server name

An incorrect number was used to specify the image operation target disk. Confirm the information of the disk for which image operations are possible, and specify it again using an integer value of 1 or larger. For the confirmation method, refer to "3.4 rcxadm server" in the "Reference Guide (Command) VE".

[Cloud Edition]

Description

obj1 cannot be specified for *obj2*.

detail is displayed when there is detailed information.

The command option or the XML tag is displayed in *obj1*.

The disk resource type or name is displayed in *obj2*.

- When *obj1* is "password" and *obj2* is "User"

There may be an error in the value specified for the Password element in the user XML file or the value may have been specified for the Password element when not possible.

- When *obj2* is "Folder" or "L-Platform"

The *obj1* tag cannot be specified for the XML of Folder or L-Platform.

- When *detail* is "pool type is not matched"

For the pool type to create, *obj1* cannot be specified.

- When *detail* is "only external port can be specified in this tag", "only cir port can be specified in this tag", or "only ports that are not lag member port can be specified in this tag"

The specified port *obj1* cannot be specified for the XML element in *obj2*.

- When *detail* is " in UMC mode" and *obj1* is the "network resource name"

As the NIC in *obj2* is connected to the same port on UMC, the same network resource cannot be specified.

- When *detail* is " in UMC mode", and *obj1* is "not connect"

As the NIC in *obj2* is connected to the function expanded by the UMC function, "not connect" cannot be specified.

Corrective Action

Perform the operation again after reviewing the combination of *obj2* and *obj1* and the settings.

- When *obj1* is "password" and *obj2* is "User"

Review the value of the Password element in the user XML file, correct the definition, and perform the operation again.

- When *obj2* is "Folder" or "L-Platform"

Review the XML specification, and perform the operation again.

- When *detail* is "pool type is not matched"

Review the pool type to create and the specified value, and perform the operation again.

- When *detail* is "only external port can be specified in this tag", "only cir port can be specified in this tag", or "only ports that are not lag member port can be specified in this tag"

Perform the operation again after reviewing the port *obj1* specified as the XML element in *obj2* based on *detail* and correct the definition.

- When *obj1* is "target_disk=character string" and *obj2* is a physical server name

An incorrect number was used to specify the image operation target disk. Confirm the information of the disk for which image operations are possible, and specify it again using an integer value of 1 or larger. For the confirmation method, refer to "3.11 rcxadm server" in the "Reference Guide (Command/XML) CE".

- When *detail* is " in UMC mode" and *obj1* is the "network resource name"

Configure a different network resource.

- When *detail* is " in UMC mode", and *obj1* is "not connect"

Allocate a network resource to the NIC expanded by the UMC function.

62539

FJSVrcx:ERROR:62539:*obj1* cannot be specified for *obj2* because of *condition*. *detail*

[Cloud Edition]

Description

obj1 cannot be specified for *obj2* because of *condition*.
detail is displayed when there is detailed information.

- When all of the following conditions are met:

- *obj1*: "MemorySize"
- *obj2*: The name of the target L-Server

- *condition*: "power-on"
- *detail*: "memory_hotplug is "false""

When the value of *memory_hotplug* specified in the VM specific information definition file is false, the memory size of an L-Server that is powered on cannot be changed.

- When *obj1* is "import" and *condition* is "not linked with virtual machine"
Creation of a link between the L-Server and the virtual machine has failed.
- When *obj1* is "*L-Server name*" and *condition* is "registered as VM host"
A virtual L-Server on which a VM host has been placed cannot be imported into L-Platform.

Corrective Action

Perform the operation again after reviewing the settings specifying combinations of *obj1*, *obj2*, *condition* and *detail*.

- When all of the following conditions are met:
obj1: "MemorySize"
obj2: The name of the target L-Server
condition: "power-on"
detail: "memory_hotplug is "false""
Power off the L-Server, and change the memory size.
- When *obj1* is "import" and *condition* is "not linked with virtual machine"
Wait for around six minutes and then confirm that the corresponding L-Server is in the "normal" state on the [Resource Details] tab of ROR console and perform the operation again.
- When *obj1* is "*L-Server name*" and *condition* is "registered as VM host"
No action is necessary.

62540

FJSVrcx:ERROR:62540:invalid date. (*option*)

[Cloud Edition]

Description

- When executing the `rcxadm logctl` command
An incorrect value or time range was specified in *option*.
One of the following is output in *option*:
 - -from
 - -to
 - -duration
 - -from >= -to
- In other cases
The *option* is not correctly specified.

Corrective Action

- When executing the `rcxadm logctl` command
Refer to the command reference and specify a correct value or time range in *option*, then perform the operation again.
For details, refer to "5.13 `rcxadm logctl`" in the "Reference Guide (Command/XML) CE".

- In other cases

Check the explanation of the function that you executed and specify the correct value.

62541

FJSVrcx:ERROR:62541:failed to *process* records. *detail*

[Cloud Edition]

Description

The process *process* for the log operation failed.

In *process*, "read", "delete", or "copy" is output.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- Check if there is a quota limit or file system full message.

62547

FJSVrcx:ERROR:62547:*obj* access rights not possessed. *detail*

[Cloud Edition]

Description

You do not have access rights for *obj*.

When the target is an L-Server, you do not have access rights for the resources composing the L-Server.

detail is displayed when there is detailed information.

Corrective Action

Confirm whether *obj* is accessible.

When *obj* is not accessible, you should contact the infrastructure admin and perform the operation again after performing either of the following.

- Move the resource registered in the resource pool to an accessible resource pool
- Change the access scope of the affected user

62548

FJSVrcx:ERROR:62548:*obj1* access rights not possessed for *obj2*. *detail*

[Cloud Edition]

Description

You do not have access rights for *obj1* in *obj2*.

When the target is an L-Server, you do not have access rights for the resources composing the L-Server.

detail is displayed when there is detailed information.

Corrective Action

Confirm whether *obj1* is accessible.

When *obj1* is not accessible, you should contact the infrastructure admin and perform the operation again after performing either of the following.

- Move the resource registered in the resource pool to an accessible resource pool
- Change the access scope of the affected user

62549

FJSVrcx:ERROR:62549:*obj1* not specified for *obj2*. *detail*

[Cloud Edition]

Description

obj1 for *obj2* is not specified.

detail is displayed when there is detailed information.

- When *obj1* is "SystemDisk(DiskIndex=0)", SystemDisk has not been specified for the operating L-Server which is displayed in *obj2*.
- When *detail* is " in UMC mode ", and *obj1* is "NIC"
When the UMC function is enabled, the same number of NICs as the number of functions are necessary for each port.
- When *detail* is "in UMC mode", and *obj1* is "Untagged VLAN "
When the UMC function is enabled, a network resource with untagged VLAN specified for the NIC expanded by the UMC function is necessary.

Corrective Action

Perform the operation again after reviewing the settings and values specified for *obj1*.

- When *obj1* is "SystemDisk(DiskIndex=0)", perform the operation again after adding DiskIndex=0 tag under the Disk element.
- When *detail* is " in UMC mode ", and *obj1* is "NIC"
Configure the same number of NICs as the number of functions in the L-Server.
- When *detail* is "in UMC mode", and *obj1* is "Untagged VLAN"
Configure a network resource specifying untagged VLAN for the NIC.

62550

FJSVrcx:ERROR: 62550:*configuration* has already been migrated.

[Cloud Edition]

Description

The *configuration* managed by Resource Orchestrator has already been migrated.

- When configuration is "overcommit configuration"

The pool information for overcommit has already been migrated.

Corrective Action

No action is necessary because the configuration information has been migrated.

If *configuration* is "overcommit configuration" and pool.rcxprop has been modified, remove the modified section from the file (pool.rcxprop) and perform the corresponding modification for the pool configurations using the ROR console.

62551

FJSVrcx:ERROR:62551:The specified *obj1* and *obj2* do not matched. *detail*

[Cloud Edition]

Description

obj1 and *obj2* do not match.

detail is displayed when there is detailed information.

The resource name, the XML tag, or the value is displayed for *obj1*.

The information which does not match the resource type or other information is displayed in *obj2*.

- When *obj1* is *VM type*

The combination of the specified VM type and *obj2* is not correct.

- When *obj1* is the resource name

The combination of the specified resource and *obj2* is not correct.

Corrective Action

Perform the operation again after reviewing the combination of *obj2* and *obj1*.

- When *obj1* is *VM type*

Change the combination of the specified VM type and *obj2*, and perform the operation again.

- When *obj1* is the resource name

Change the combination of the specified resource and *obj2*, and perform the operation again.

62552

FJSVrcx:ERROR:62552:*value* is outside range of *targets*

[Cloud Edition]

Description

The specified value is outside the allowed range.

The specified value is displayed for *value*.

The searched target resource name is displayed for *targets*.

When using automatic selection, the list of the specified resources is displayed as follows:

"all resources in searching /Tenant name (pool name[,pool name]...)"

Corrective Action

Review *value* or *targets*, and then perform the operation again.

62553

FJSVrcx:ERROR:62553:no *AddressType* found in *targets*

[Cloud Edition]

Description

The specified resource was not found.

The address type or resource name is displayed in *AddressType*.

- When *AddressType* is Address type

The searched target resource name is displayed for *targets*.

When using automatic selection, the list of the specified resources is displayed as follows:

"all resources in searching /Tenant name (pool name[,pool name]...)"

- When *AddressType* is resource name

The searched target resource pool type is displayed for *targets*.

Corrective Action

Review *AddressType* or *targets*, and then perform the operation again.

62554

FJSVxxxx:ERROR:62554:*AddressType* : no more addresses available in *targets*

[Cloud Edition]

Description

The address resources have been exhausted.

The resource type is displayed for *AddressType*.

The searched target resource name is displayed for *targets*.

When using automatic selection, the list of the specified resources is displayed as follows:

"all resources in searching /Tenant name (pool name[,pool name]...)"

Corrective Action

Add any available addresses into the address resource.

62555

FJSVxxxx:ERROR:62555:*obj*:The specified size (*size1*) is smaller than the current disk size (*size2*).

[Cloud Edition]

Description

For *obj*, a smaller disk size (*size1*) than the current disk size (*size2*) cannot be specified.

Corrective Action

Change the disk size to specify a size larger than the current disk, and perform the operation again.

However, for some VM types the disk size cannot be expanded.

For details, refer to "17.2.6 Increasing Disk Capacity" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

62557

FJSVrcx:ERROR:62557:*obj* is not empty

[Cloud Edition]

Description

The specified *obj* is not empty.

Corrective Action

Perform the operation again after emptying the specified *obj*.

62558

FJSVrcx:ERROR:62558:*resource* in *obj1* is already used by *obj2*

[Virtual Edition]

Description

The *resource* in *obj1* is already used by *obj2*. When multiple resources are operated using one operation, only the first resource name an inconsistency was detected for is displayed.

- When a network device is created, modified, or deleted

Corrective Action

When a network device is created, modified, or deleted

If necessary, change the *resource* so it is not used, and then perform the operation again.

[Cloud Edition]

Description

The *resource* in *obj1* is already used by *obj2*. When multiple resources are operated using one operation, only the first resource name an inconsistency was detected for is displayed.

- When releasing registered resources from resource pools or deleting resource pools forcibly
- When VM management software is deleted
- When storage management software is deleted
- When creating a physical L-Server
- When an IP address is displayed in resource
- When an address set resource is deleted
- When a managed server is modified or deleted
- When a network device is created, modified, or deleted
- When the managed server (VM host) has been deleted
- When a VM host on a VM host or VM guest has been deleted
- When deleting a LAN switch blade
- When releasing registered network resources from network pools or forcibly deleting network pools
- When deleting the subnet of the public LAN resource

Corrective Action

When releasing registered resources from resource pools or deleting resource pools forcibly

Perform the operation again, after changing the *resource* so it is not used.

When VM management software is deleted

Perform the operation again, after changing the *resource* so it is not used.

If an L-Server is being managed by the VM management software, the VM management software cannot be deleted.

If this message is displayed when deleting the VM management software, delete all L-Servers operating on VM hosts managed by the VM management software (*obj1*) for deletion.

The VM host under the management of the VM management software that is to be deleted is displayed in *resource*. When there are multiple VM hosts, an arbitrary VM host will be displayed.

The L-Server created in *resource* is displayed in *obj2*. When there are multiple L-Servers, an arbitrary L-Server will be displayed.

When storage management software is deleted

If an L-Server using virtual storage resource is being managed by the storage management software, the storage management software cannot be deleted.

If this message is displayed when deleting the storage management software, delete all L-Servers using virtual storage resource managed by the storage management software (*obj1*) for deletion.

The virtual storage resource under the management of the storage management software that is to be deleted is displayed in *resource*. When there are multiple virtual storage resources, an arbitrary virtual storage resource will be displayed.

The L-Server using *resource* is displayed in *obj2*. When there are multiple L-Servers, an arbitrary L-Server will be displayed.

If there is a storage pool managed by the storage management software that has virtual storage resources registered, the storage management software cannot be deleted.

If this message is displayed when deleting storage management software, release virtual storage resources managed by the storage management software (*obj1*) that will be deleted.

The virtual storage resource under the management of the storage management software that is to be deleted is displayed in *resource*. When there are multiple virtual storage resources, an arbitrary virtual storage resource will be displayed.

The storage pool in which *resource* is registered is displayed in *obj2*. When there are multiple storage pools, an arbitrary storage pool will be displayed.

When a disk resource corresponding to the LUN created in advance has been registered in a storage pool, storage management software corresponding to the disk resource cannot be deleted. Before deleting the storage management software, unregister the disk resource corresponding to the LUN created in advance from the storage pool.

When creating a physical L-Server

In this case, the following messages will be output in the event log:

- When "(create)" follows after *resource*

The specified physical server resource is already assigned as an L-Server, or registered as a spare server.

- When "(Spare)" follows after *resource*

The physical server resource specified as a spare server is already assigned as an L-Server, or registered as a spare server.

- When "(Primary)" follows after *resource*

The physical server resource specified in the physical server usage change is already assigned as an L-Server, or registered as a spare server.

Specify a physical server resource or resource pool that is already registered, and perform the operation again.

When an IP address is displayed in *resource*

The network resource of the specified IP address has already been allocated to another L-Server. Specify an unused IP address for the network resource, and perform the operation again.

The GIP address set resource of the specified IP address has already been allocated to another L-Platform. Specify an unused IP address from the GIP address set resource, and perform the operation again.

When an address set resource is deleted

Perform the operation again, after changing the *resource* so it is not used.

If an L-Server using a WWN and a MAC address selected from an address set resource or an L-Platform using a global IP address exists, the address set resource cannot be deleted.

If this message is displayed when deleting an address set resource, execute the `rcxadm addrset show` command to check the WWN, MAC address, and global IP address in use, then delete all L-Servers for which the WWN and the MAC address are set and all L-Platforms for which global IP addresses are set.

The WWN and MAC address used by the L-Server and the global IP address used by the L-Platform are displayed in *resource*. If there are multiple WWNs, MAC addresses, and global IP addresses in use, a WWN, a MAC address, or a global IP address is displayed at random.

- The address set resource name for deletion is displayed in *obj1*.

- In *obj2*, the following is displayed.

- When *obj1* is a WWN and a MAC address set resource

L-Server

- When *obj1* is a GIP address set resource

L-Platform (*L-Platform_name*)

When a managed server is modified or deleted

Perform the operation again, after changing the *resource* so it is not used.

If there is a physical L-Server for which the same admin IP address as that of the specified managed server has been set, the managed server cannot be modified or deleted.

- If this message is output when modifying a managed server

Change the admin IP address of the physical L-Server displayed in *obj2*, and then perform the operation again.

- If this message is output when deleting a managed server

Delete the physical L-Server displayed in *obj2*, or release the managed server from the physical L-Server, and then perform the operation again.

The admin IP address used by a physical L-Server is displayed in *resource*.

- The name of the network resource in use is displayed in *obj1*.
- The name of the physical L-Server for which the same IP address as that of the specified managed server has been set, is displayed in *obj2*.

When a network device is created, modified, or deleted

If necessary, change the *resource* so it is not used, and then perform the operation again.

When the managed server (VM host) has been deleted

Perform the operation again, after changing the *resource* so it is not used.

When the VM guest of the managed server (VM host) is registered as a VM host, the managed server cannot be deleted. Release the registration of the VM guest registered as a VM host on the managed server (*obj1*).

The VM guest registered as a VM host is displayed in *resource*. When two or more VM guests exist, an arbitrary one is displayed. "VM host" is displayed in *obj2*.

When a VM host on a VM host or VM guest has been deleted

Perform the operation again, after changing the *resource* so it is not used.

When an L-Server exists on the VM host, the VM host cannot be deleted. Delete all L-Servers on the VM host (*obj1*).

The VM guests on the VM host to be deleted are displayed in *resource*. When two or more VM guests exist, an arbitrary one is displayed.

The L-Server created in *resource* is displayed in *obj2*.

When deleting a LAN switch blade

A network resource(*obj2*) using the LAN switch blade which is displayed in *resource* exists.

Perform one of following actions, and then perform the operation again.

- Delete the network resource.
- Delete the ports of the displayed LAN switch blade from the external connection ports of network resources.

When releasing registered network resources from network pools or forcibly deleting network pools

Perform the operation again, after changing the *resource* so it is not used.

If an L-Server, firewall, or server load balancer is using a network resource, that network resource cannot be deleted.

- When *obj2* is "L-Server"

Execute the `rcxadm network show` command to check the L-Server in use, then delete all L-Servers for which the network resource is set.

- The network resource name is displayed in *resource*.
 - The network pool name in which resource is registered is displayed in *obj1*.
 - The L-Server using resource is displayed in *obj2*. When there are multiple L-Servers, an arbitrary L-Server will be displayed.
- When *obj2* is "Firewall" or "Server Load Balancer"

Execute the `rcxadm firewall list -extend network` or `rcxadm slb list -extend network` command to check the firewall or server load balancer in use.

After that, delete all L-Platforms where the firewall or the server load balancer using the network resource are deployed.

- The network resource name is displayed in *resource*.
- The network pool name in which resource is registered is displayed in *obj1*.

- The firewall or server load balancer using resource is displayed in *obj2*. When there are multiple firewalls and server load balancers, an arbitrary firewall or server load balancer will be displayed.

When deleting the subnet of the public LAN resource

Refer to "[When releasing registered network resources from network pools or forcibly deleting network pools](#)".

62559

FJSVrcx:ERROR:62559:external script *script_name* execution error *detail*

[Cloud Edition]

Description

An error occurred while executing a script registered for external integration.

Corrective Action

- When "applyvsanpolicy.ps1" is displayed in *script_name*

Take corrective action for the content displayed for *detail*.

- When "storage policy does not exist,vmerrno=21" is displayed in *detail*

Check the following and perform the operation again.

- The name of the virtual machine storage policy defined in the L-Server template does not match the name of the virtual machine storage policy defined in vSphere Web Client.
Correct the name of the virtual machine storage policy defined in the L-Server template.
- It is not possible to use FQDN to access VMware vCenter Server or VMware vSphere from the manager.
Register the IP addresses of VMware vCenter Server and VMware vSphere with the DNS server, and enable access from the manager using FQDN.

If this does not resolve the problem, check the details of "In other cases".

- In other cases

Check the following and perform the operation again.

- Windows PowerShell 3.0 or later and VMware vSphere PowerCLI 6.0 or later are installed on the admin server
- The network connections between the manager, vCenter Server, and the VM hosts are correct
- The virtual machine storage policy specified in the L-Server template meets the configuration conditions of VM hosts (cluster configuration)
The configuration conditions of VM hosts (cluster configuration) refer to the free space of datastores, the number of VM hosts comprising the cluster, the numbers of hard disks and SSDs of VM hosts, and so on.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

- When something other than "applyvsanpolicy.ps1" is displayed in *script_name*

If other software is integrated into Resource Orchestrator, refer to the manuals for that software and check whether *script_name* is registered.

If *script_name* is registered, refer to the manual of that software.

If the integrated software cannot be found, collect this message and troubleshooting data, and contact Fujitsu technical staff.

- When this message is displayed during registration of server or agent with Resource Orchestrator

Check that unusable characters have not been included in the password, and then perform the operation again.

For the characters that can be used in passwords, refer to "5.4.2 Registering Blade Servers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

62560

FJSVrcx:ERROR:62560:Disk (*diskname*) not found on the VM host (*vmhost*).

[Cloud Edition]

Description

The disk corresponding to the specified *diskname* is not recognized by *vmhost*.

In *diskname*, the name of the disk resource registered with the admin server is displayed.
The name may not be displayed depending on the registration status of the disk resource.

In *vmhost*, the name of the VM host registered with the admin server is displayed.

Corrective Action

Check and modify the storage settings so that the disk can be recognized by *vmhost*.

When the disk resource is not displayed, associate it with an L-Server, and perform the operation again.

62561

FJSVrcx: ERROR: 62561: The value of *item*, in *filename*, is invalid. Detail=*detail*

[Cloud Edition]

Description

The value of *item* of *filename* is invalid.

- *item* is NUM_OF_FC
the following is displayed in *detail*.
please specify the value as 1, 2, or 4
- *item* is BOOT_FC_PORT
the following is displayed in *detail*.
please specify the value within the range of NUM_OF_FC
- When *item* is STORAGE_0, one of the following is displayed for *detail*:
please specify the correct format

Corrective Action

Notify the infrastructure administrator of the information in this message.

Refer to "7.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE", and review the item value (as infrastructure administrator).

62565

FJSVrcx:ERROR:62565:specified resource *value* not found in the source *pool*.

[Cloud Edition]

Description

The specified resource *value* does not exist in the source *pool*. One of the following is displayed in *value*.

- Resource name
The resource may have been deregistered from the pool or it may have been moved to a different pool.
- "" (empty string)
The resource may have been deleted.

Corrective Action

Check the content displayed in *value*, eliminate the cause of the error and then re-execute.

- Resource Name

Deselect the *value* in the resource list, then retry. Alternatively, close the dialog box and try again.

- In the case of "" (empty string)

Close the dialog box and try again.

62566

FJSVrcx:ERROR:62566:the destination *pool* not found.

[Cloud Edition]

Description

A *pool* that does not exist has been specified as the destination. The destination may have been deleted.

Corrective Action

Close the dialog box and check that the destination exists.

62567

FJSVrcx:ERROR:62567:*dest*.destination is *type*, not a resource pool.

[Cloud Edition]

Description

A *type* other than a resource pool has been specified in *dest*, so the transfer is not possible. The resource pool specified at the destination must be the same as the resource type at the source.

Corrective Action

Change the destination and then try again.

62568

FJSVrcx:ERROR:62568:*dest*.pool type is *dest_type*, not *source_type*

[Cloud Edition]

Description

A pool type *dest_type* has been specified as the destination *dest* that differs from the pool type *source_type* for the source, so the transfer is not possible. The resource pool specified at the destination must be the same as the resource type at the source.

Corrective Action

Change the destination and then try again.

62569

FJSVrcx:ERROR:62569:*name*:*type* import was interrupted.message=*message*

[Cloud Edition]

Description

An error occurred while performing the import process. The following information is stored in an error message:

- type=*type*

Resource type where the error occurred (template, folder, pool, network, addrset, image, lserver, user, usergroup, firewall) is displayed.

- `message=message`

Details of the error that occurred are displayed.

If the resource type is pool, addrset, lserver, network, or firewall, the following is also displayed.

- `name=name`

The name specifying the resource where the error occurred is displayed. If the name cannot be determined, id = resource ID is displayed.



Example

(L-Server) : /tenant1/l-platform1/l_server1

The `name` part is not display for any other type.

Corrective Action

Take the following action for each of the error messages:

If this does not resolve the problem, collect this message and troubleshooting data, and contact Fujitsu technical staff.

- `type` is template, folder, pool, network, addrset, user, usergroup

Refer to the `message` error message, take the appropriate action, then re-import.

- `type` is lserver and the `message` is ":67154:VM Guest not found"

Use `rcxadm config show` to view the VM name, host name, and external identifier, then reregister the VM on the import destination.

If the VM is not included in the disk where storage replication was performed, remove the L-Server from the import configuration definition information, and then perform import again.

For physical L-Servers (VM hosts) that have been recovered using the import process, if there is no Resource Orchestrator agent registered, manually register one. After registering the agent, perform import again.

- `type` is lserver and the `message` is "67154:value:not found"

Use `rcxadm config show` to determine the resources relevant to the ServerType and value of the L-Server.

- ServerType is Virtual, and the resource corresponding to value is "VirtualStorage name="value""

The virtual storage is not registered in a storage pool that can be viewed from the location where the L-Server is deployed. Check that the following resources (relevant to value in the VM management software registered with Resource Orchestrator) have been correctly registered, then perform import again.

- vCenter: Data store name
- SCVMM: Cluster Shared Volume name

- If the resources are not registered with the VM management software, for example if virtual storage is not included in the disk where storage replication was performed

After removing the relevant L-Server from the configuration definition information for import, perform import again.

- `type` is firewall and the `message` is "67154:ProvisioningNode(name=`fw_device_name`):not found"

Check if the network device for `fw_device_name` is registered in the network pool of the tenant for `name`.

If it has not been registered, check if `fw_device_name` has been registered using another name in the server tree. Ensure that it is correctly registered, and then perform import again.

If the network device cannot be registered because it does not exist in the destination environment, delete the `name` L-Platform following the procedure described in "4.2 Switchover between Sites Using the Disaster Recovery Function" in the "DR Option Instruction". During the deletion procedure, make a note of the L-Platform name, and delete the L-Platform after the import process is complete.

- *type* is network and the *message* is "67154:obj not found"

If this message is displayed during DR switchover, check whether the admin LAN subnet of the network resource *obj* is registered with the ROR manager of the switchover destination site.

If it is not registered, register the admin LAN subnet with the ROR manager of the switchover destination site, and then perform DR switchover again.

- *type* is image, and the *message* is "67154:obj not found"

Check that there is VM management software with an image registered, or a VM host's server registered, if there is not one registered, register one and then perform import again.

- In other cases

Refer to the *message* error message, take the appropriate action, then re-import.

62570

FJSVrcx:ERROR:62570:conflicting resource identifier found.

[Cloud Edition]

Description

A resource identifier for import conflicts with another resource identifier.

The rcxadm config reserve command is not executed in the DR procedure.

Corrective Action

Install the manager again. After installation, following the DR procedure, execute the rcxadm config reserve command and the rcxadm config import command.

62571

FJSVrcx:ERROR:62571:failed to allocate IP address for *function* (detail=*network_resource*)

[Cloud Edition]

Description

Failed to allocate an IP address for *function* from *network_resource*.

When server virtualization software is OVM for SPARC, the following is displayed in *function*:

- OS installation

The IP address for communication with the installation server is temporarily allocated from *network_resource* to install the OS when creating the L-Server of OVM for SPARC.

Temporary allocation of the IP address failed.

The number of unused IP addresses in *network_resource* may be insufficient.

Corrective Action

The tenant administrator or the tenant user must take the following corrective actions:

- Execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check the following and resolve the cause of the error.

- Check that there are more admin LAN IP addresses than the maximum number of the L-Server that can be deployed simultaneously.

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

62578

FJSVrcx:ERROR:62578:NIC No.*index* is not detachable.(L-Server=*server-name*)

[Cloud Edition]

Description

Since the NICs specified in the index *index* for the L-Server *server-name* were created before the functions of addition or deletion of NICs were supported, the specified NIC cannot be deleted.

Corrective Action

Check the specified values for the NIC index of an L-Server, resolve the cause, and perform the operation again.

62579

FJSVrcx:ERROR:62579:*mac-address*:NIC(*mac-address*) not found on *server-name*

[Cloud Edition]

Description

There are no NICs with the specified MAC addresses *mac-address* that are allocated to VM guests related to the L-Server *server-name*.

Corrective Action

Check the MAC addresses of NICs from VM management software, and perform the operation again.

62580

FJSVrcx:ERROR:62580: *soft*:storage(*detail*) not found.

[Cloud Edition]

Description

The IP address of the storage unit has not been registered in the storage management product **soft**.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- The specified storage unit has been registered in the storage management product *soft*.
- The IP address of the storage unit has been registered in the storage management product *soft*.

62581

FJSVrcx:ERROR: 62581: *soft*:no replication definitions found.

[Cloud Edition]

Description

Cannot find replication definition.

Corrective Action

After checking that the replication definitions have been correctly registered with the storage management product *soft*, retry.

62582

FJSVrcx:ERROR:62582: *soft*:can not get ip address for storage.(*detail*)

[Cloud Edition]

Description

The IP address of the storage apparatus has not been registered in the storage management product soft.

Corrective Action

Perform one of the following corrective actions:

- After setting the IP address of the storage apparatus in the storage management product soft, execute the command again.
- Once the -local option is specified, specify the IP address and Box ID with the -remote option, then retry.

62583

FJSVrcx:ERROR:62583:mistake in content of *Nth tag_name* tag. name=*name* (*detail_message*)

[Cloud Edition]

Description

The settings of the *nth tag_name* tag (*name*) in the definition file are incorrect. In *detail_message*, a message indicating the cause is displayed. Not all operations described in the definition file have been completed.

Corrective Action

Refer to the corrective action of the message displayed in *detail_message*. Remove the cause of error, and execute the operation again.

62584

FJSVrcx:ERROR:62584:operation failed at *Nth User* tag. name=*user* (*detail_message*)

[Cloud Edition]

Description

Operations of the *nth User* tag (*user*) in the definition file failed. In *detail_message*, a message indicating the cause is displayed. The user operations described before the *user_id* that caused an error in the definition file have been completed.

Corrective Action

Refer to the corrective action of the message displayed in *detail_message*. Remove the cause of error, create the definition files for after the *user* that failed, and execute the operation again.

62585

FJSVrcx:ERROR:62585:operation failed at *Nth Tenant* tag. name=*tenant* (*detail_message*)

[Cloud Edition]

Description

Operations of the *nth Tenant* tag (*tenant*) in the definition file failed. The message that is the cause is displayed in *detail_message*. Not all operations described in the definition file have been completed.

Corrective Action

Refer to the corrective action of the message displayed in *detail_message*. Remove the cause of error, and execute the operation again.

62586

FJSVrcx:ERROR:62586:*user_group*:tenant user group names cannot be specified for users with infrastructure roles

[Cloud Edition]

Description

It is not possible to specify a user group that is used to manage tenants for the user group *user_group* of users with an infrastructure administrative role or multiple role.

Corrective Action

Specify a user group other than a user group used to manage tenants.

62587

FJSVrcx:ERROR:62587:*option* can only be specified once for users with tenant roles

[Cloud Edition]

Description

The option *option*, which can only be specified once for a user with a tenant administrator role or tenant user role, has been specified multiple times.

Corrective Action

Specify only one *option*.

62588

FJSVrcx:ERROR:62588:*role*:invalid role name

[Cloud Edition]

Description

One of following, which cannot be configured, was specified for the role *role*.

- lplatform_user was specified for the role when creating a user.
- Only lplatform_user was specified for the role when modifying a user.

Corrective Action

Configure the correct role.

- When creating a user, specify a role other than lplatform_user.
 - When specifying lplatform_user, if modifying a user, also specify the tenant user role.
-

62589

FJSVrcx:ERROR:62589:users with *old_role* cannot be changed to *new_role*

[Cloud Edition]

Description

One of following roles, which cannot be changed, was specified.

- An attempt was made to change from a tenant management role or tenant user role to an infrastructure administrative role or a multiple role.
- An attempt was made to change from an infrastructure administrative role or a multiple role to a tenant management role or tenant user role.

Corrective Action

When changing a role, specify a role in the following scopes:

- When changing a tenant management role or a tenant user role, specify one of these two roles.
- When changing an infrastructure administrative role or a multiple role, specify one of these two roles.

62590

FJSVrcx:ERROR:62590:*tenant*:not root folder

[Cloud Edition]

Description

An attempt was made to create a tenant *tenant* other than a root folder

Corrective Action

Create a tenant in the root folder.

62591

FJSVrcx:ERROR:62591:*tenant*:same user group name already exists

[Cloud Edition]

Description

The tenant *tenant* with the same name as that of the user group cannot be created.

Corrective Action

For a tenant, specify a name other than the name of the current user group.

62592

FJSVrcx:ERROR:62592:*tenant* is not empty

[Cloud Edition]

Description

An L-Platform exists under the tenant *tenant*.

Corrective Action

Check if the specified tenant name is correct. When the tenant name is correct, delete the L-Platform under the tenant.

62593

FJSVrcx:ERROR:62593:*user_group* of tenant is not empty

[Cloud Edition]

Description

A user exists in the user group *user_group* used for managing tenants.

Corrective Action

Check if the specified tenant name is correct. When the tenant name is correct, delete the users belonging to the user group used for managing tenants.

62594

FJSVrcx:ERROR:62594:*operation* of *user_group* is not possible

[Cloud Edition]

Description

The user group *user_group* used for managing tenants cannot be changed or deleted.

Corrective Action

Check if the specified user group is correct. The user group managing a tenant is deleted, at the same time as the tenant is deleted.

62595

FJSVrcx:ERROR:62595:*param_names*:mandatory parameter not defined in *file*

[Cloud Edition]

Description

Necessary settings have not been configured in the tuning parameter file "*file*".

In *param_names*, all parameters that have not been configured are displayed.

- If *file* is the definition file for alive monitoring
"alive_monitoring/*definition file name*.rcxprop" is displayed.
- When *file* is the definition file for MAC address pools of System Center 2012 Virtual Machine Manager or later
"scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_*tenant_name*.rcxprop" is displayed.

Corrective Action

- If *file* is the definition file for alive monitoring
Notify the infrastructure administrator of the information in this message.
The infrastructure administrator should review the settings, referring to "7.1.8 Definition File for Alive Monitoring" in the "Setup Guide CE".
- When *file* is the definition file for MAC address pools of System Center 2012 Virtual Machine Manager or later
Notify the infrastructure administrator of the information in this message.
The infrastructure administrator should review the settings, referring to "Definition File Format for MAC Address Pools" in "8.3.5 Manual Network Configuration" in the "Setup Guide CE".

62596

FJSVrcx:ERROR:62596:*number* more *license_name* license(s) are needed for this operation.

[Cloud Edition]

Description

number license_name licenses are insufficient for the operation.

The name of license is displayed in *license_name*.

The number of licenses is displayed in *number*.

Corrective Action

Confirm that there is no mistake in the number of licenses required for the resource specified in the parameter. If there is no mistake, add *number* more *license_name* licenses to the ROR manager.

62597

FJSVrcx:ERROR:62597:*ip:path1*:overlaps with another disk path *path2*

Description

In the VM host *ip*, a disk with the path *path2* that overlaps with the path *path1* already exists.

When registering multiple disk resources, this message is also displayed when the specified paths overlap.



Example

/work/zones/ror-zone

An example of paths which overlap the path above is given below.

- /work/zones/ror-zone/zone1
- /work/zones

An example of paths which do not overlap the path above is given below.

- /zones/ror-zone
- /work/zones1/ror-zone



Corrective Action

- If this message is output when registering disk resources
After changing the specified path or deleting the disk resource with the path that overlaps with the specified path, perform the operation again.
- If this message is output when creating a virtual L-Server
After changing the specified disk resource or changing the path of the disk resource, perform the operation again.
- When not coordinating with BMC BladeLogic Server Automation, modify the specified virtual storage.
- If this message is output when migrating a virtual L-Server
After changing the path of the disk resource used for the VM host which is the migration destination of the specified L-Server, perform the operation again.
- When one of the following problems occurs during creation of an L-Server, creation fails and VM guests being created on server virtualization software may remain.

Occurred Problems

- System failure, or reboot of the admin server or manager
- Job cancel or time out on server management software
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

Corrective Action

Make sure that the manager is running, and use the following procedure for restoration:

When not coordinating with BMC BladeLogic Server Automation

1. Check the VM guest name in the event log of the ROR console.
The VM guest name is displayed for the resource name in the event log.
2. Log in to the VM host and check if the VM guest checked in step 1 exists.
Check also if the virtual disk allocated to the VM guest exists.
The virtual disk (ZFS file system) is created using the following path format:
Virtual_storage_resource_name/rcx/VM_guest_name/diskXXX
3. If the VM guest existed in step 2, delete it from the VM host.
For details on how to delete VM guests, refer to the server virtualization software manual.
4. If the VM virtual disk existed in step 2, delete it from the VM host.
For details on how to delete virtual disks, refer to the server virtualization software manual.

When coordinating with BMC BladeLogic Server Automation

1. Check the VM guest name in the event log of the ROR console.
The VM guest name is displayed for the resource name in the event log.

2. When coordinating with BMC BladeLogic Server Automation, perform the following procedure:
 - a. Check that no jobs of the BMC BladeLogic Server Automation Console are being executed.
Job names are displayed in the following format.
Start time of L-Server creation()_ VM host name_ VM guest name*
*) YYYY-MM-DD_HH-MM-SS format
 - b. When a job is being executed, cancel that job.
 - c. Check from the BMC BladeLogic Server Automation Console whether there is a server with the requested VM guest name in the server folder.
If there is such a server, delete it.
After that, log in to the VM host for deployment, and delete the VM guest.
For details on how to delete VM guests, refer to the server virtualization software manual.
3. After confirming from the server tree or orchestration tree on the ROR console that the VM guest that was checked in step 1 does not exist, create the L-Server again.

For details on the operation of BMC BladeLogic Server Automation, refer to the BMC BladeLogic Server Automation documentation.

The BMC BladeLogic Server Automation documentation is located in the following location on the BMC BladeLogic Server Automation admin server.

- When the BMC BladeLogic Server Automation admin server is Windows
Installation_folder\onlinedoc
- When the BMC BladeLogic Server Automation admin server is Linux
/opt/bmc/bladelogic/onlinedoc

62598

FJSVrcx:ERROR:62598:resource:the resource cannot be identified from the user's access scope settings.

[Cloud Edition]

Description

In the settings of access scope of a user, the location cannot be identified from the specified resource name *resource*.

When using a user with multiple access scopes specified, it is necessary to specify the hierarchized folder name as a resource name.

Corrective Action

When using a user with multiple access scopes specified, access the access scope folder, and specify the resource name putting a slash "/" after the access scope folder name.

62599

FJSVrcx:ERROR:62599:obj.ip:path:not set as a mount point

Description

The path *path* to the disk resource *obj* on the VM host *ip* has not been configured as a mount point.

Corrective Action

Check the storage environment and the mount settings.

For details, refer to "E.6.3 Storage Preparations" in the "Design Guide CE".

4.2.2 627XX Series

This section explains the 627XX message series.

62700

FJSVrcx:ERROR:62700:*name*:virtual switch creation failed on server *server* (*code*)

[Cloud Edition]

Description

Failed to create the virtual switch *name* on server *server*.

When the target server is Hyper-V, replace virtual switch with virtual network.

Corrective Action

Take corrective action based on the content of *code*.

- When *code* is "15" or "1511"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When using Intel PROSet in Hyper-V, refer to "8.3.10 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "16", "1524", or "1525"

The VM host could not be found.

Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- If *code* is "100", "115", "1512", "1526", "1527", "1528", "1529", or "1531"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When using Intel PROSet in Hyper-V, refer to "8.3.10 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "101", "110", "111", "112", "114", "116", or "1509"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113" or "1510"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *code* is "511", "1530", "1532", "1533", "1534", or "1600"

Failed to create the virtual switch, as the configuration of the physical network adapter and virtual switch of the VM host/VM management software is not capable of creating the virtual switch. Check the configuration of the physical network adapter and virtual switch of the VM host/VM management software, referring to "14.3 Network Resources" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When using Intel PROSet in Hyper-V, refer to "8.3.10 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "513"

Failed to create the virtual switch, as the physical network adapter is in use by another virtual switch. Check the network settings of the VM host from VM management software.

- When *code* is "514" or "515"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "1599"

Failed to create the virtual switch as the response from the VM host or VM management software to the admin server is not correct. Check the operation status and network settings of the VM host or VM management software.

When using Intel PROSet in Hyper-V, refer to "8.3.10 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "1602"

Creation of the virtual switch failed because the virtual switch name already exists. Change the virtual switch name of the VM host/VM management software.

When creating network resources using unsupported network configurations for the automatic network configuration, create the network resources manually.

Note that if network resources are to be created using this configuration, specify `auto="false"` in the Network tag of the XML file that defines the network resource and then retry.

For details on creation of the XML file defining network resources and Network elements, refer to "15.6.1 Creation" in the "Reference Guide (Command/XML) CE".

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62701

FJSVrcx:ERROR:62701:*name*:virtual switch deletion failed on server *server* (*code*)

[Cloud Edition]

Description

Failed to delete the virtual switch *name* on server *server*.

- If the target server is a Hyper-V server

Virtual switch indicates the virtual network of Hyper-V.

Corrective Action

Take corrective action based on the content of *code*.

As the virtual switch *name* remains on the server *server*, check its usage status and if it is no longer necessary, delete the virtual switch from the VM management software.

- When *code* is "15" or "1511"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "16", "1524", or "1525"

The VM host could not be found.

Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *code* is "100", "115", or "1512"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "101", "110", "111", "112", "114", "116", or "1509"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113" or "1510"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "520"

Failed to delete the virtual switch. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host/VM management software.

- When *code* is "522"

Failed to delete the virtual switch as the switch is in use. If the virtual switch is not necessary, delete the virtual switch from the VM management software.

- When *code* is "523" or "524"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62702

FJSVrcx:ERROR:62702:name:virtual network creation failed on server *server* (*code*)

[Cloud Edition]

Description

Failed to create the virtual network *name* on server *server*.

When the target server is VMware, replace virtual network with the port group on the virtual switch.

Corrective Action

Take corrective action based on the content of *code*.

- When *code* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "16"

The VM host could not be found.

Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *code* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *code* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "610"

Failed to create the virtual network because the virtual network name already exists. Change the virtual network name for the VM host/VM management software.

- When *code* is "611"

Failed to create the virtual network. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *code* is "613"

Failed to create the virtual network, as the virtual switch to connect to the virtual network cannot be found. Check the virtual switch of the VM host/VM management software.

- When *code* is "614" or "615"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62703

FJSVrcx:ERROR:62703:name:virtual network deletion failed on server *server* (*code*)

[Cloud Edition]

Description

Failed to delete the virtual network *name* on server *server*.

- When the target server is a VMware server

The virtual network indicates a port group on the virtual switch.

Corrective Action

Take corrective action based on the content of *code*.

As the virtual network *name* remains on the server *server*, check its usage status and if it is no longer necessary, delete the virtual network from the VM management software.

- When *code* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "16"

The VM host could not be found.

Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *code* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *code* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "620"

Failed to delete the virtual network. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host/VM management software.

- When *code* is "622"

Failed to delete the virtual network as the virtual network being used by the VM guest. If the virtual network is not necessary, delete the virtual network from the VM management software.

- When *code* is "623" or "624"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62704

FJSVrcx:ERROR:62704:*name*:virtual switch not found on server *server*

[Cloud Edition]

Description

The virtual switch *name* was not found on the server *server*.

Corrective Action

Perform the operation again after restoring the target virtual switch using the VM management software.

Due to the specification of an external port for the network resource corresponding to the virtual switch, it is necessary to connect to an appropriate physical network adapter. For details, refer to "14.3 Network Resources" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If this message is output during the addition of a NIC or the modification of a connection destination network targeting an L-Server, check that the VM host is not in maintenance mode. When the VM host is in maintenance mode, release it from maintenance mode and then perform the operation again.

62705

FJSVrcx:ERROR:62705:*name*:virtual network not found on server *server*

[Cloud Edition]

Description

The virtual network *name* was not found on the server *server*.

Corrective Action

Perform the operation again after restoring the target virtual network using the VM management software.

- When the virtual network *name* has the same name as a network resource
Check the VLAN ID of the network resource using the GUI, and set the same VLAN ID for the virtual network.
- When the virtual network *name* does not have the same name as a network resource
Create a virtual network with the same name as the virtual network created in advance on the server *server*.
- When the target server is a VMware server
The virtual network indicates a port group on the virtual switch.

62706

FJSVrcx:ERROR:62706:virtual network *name*(*vlanid1*) already set *vlanid2* and exist

[Cloud Edition]

Description

An attempt was made to create a virtual network *name* assigned with *vlanid1*; however, a virtual network *name* assigned with *vlanid2* already exists.

Corrective Action

Perform the operation again after deleting the previously created virtual network *name* assigned with *vlanid2*, or changing the name of the virtual network on registered VM host server.

- When the target server is a VMware server
The virtual network indicates a port group on the virtual switch.

62707

FJSVrcx:ERROR:62707:some virtual network that sets *vlanid* exists. detail=*detail*

[Cloud Edition]

Description

There are multiple virtual networks assigned with the same *vlanid*.
When the target server is VMware, replace virtual network with port group.

The following operations may have been executed.

- Using the same *vlanid*, create a virtual network which has a different virtual network name on VM management software
- Create a virtual network which has a different name, but the same *vlanid* as that of the virtual network which has been automatically configured in Resource Orchestrator
- On VM management software, change the virtual network name which has been automatically configured in Resource Orchestrator
- On VM management software, change the virtual *vlanid* which has been automatically configured in Resource Orchestrator

The virtual network name with the same *vlanid* configured is displayed in *detail*.

When there are multiple numbers for *detail*, they are displayed separated by commas (,).

Corrective Action

Configure the virtual network and *vlanid* combinations so that they are unique in *detail*.

Use a unique, case-sensitive virtual network name.

When the target server is VMware, if the VLAN set in the service console or VMkernel network port group and the VLAN set in the port group used for the virtual machine are the same, then the "VMware Exclusion Port Group Definition File" needs to be configured.

Refer to "When Using the Definition for Port Groups Excluded from the Selections for Automatic Network Configuration" in "E.1.4 Network Preparations" in the "Design Guide CE" for details.

Also, if multiple pieces of server virtualization software are being used by one manager, then it may be influenced by the settings for the virtual switches, virtual networks, and virtual bridges on another piece of server virtualization software.

62709

FJSVrcx:ERROR:62709:NIC(*number*) on server *server* not redundancy detail=(*mac*)

[Cloud Edition]

Description

NIC redundancy has not been configured for the combination of NIC (*number*) on the server *server*.

In *number*, the server NIC index numbers to connect with the virtual switches are displayed, separated by commas.

In *mac*, the MAC address information of the server NIC to connect with the virtual switches is displayed, separated by commas.

- If the target server is a Hyper-V server

Virtual switch indicates the virtual network of Hyper-V.

When creating a virtual switch, it is connected to NIC (*number*) on the server *server*.

Redundancy may not have been configured for the NIC(*number*) in advance.

Corrective Action

- If the target server is a Hyper-V server

Configure NIC redundancy using the combination of NIC (*number*) on the server *server*.

If NIC redundancy has been already configured, the communication between admin server and server *server* have failed and NIC redundancy information may have not been obtained.

Refer to the explanation in "Message number [67192](#)".

When creating network resources using unsupported network configurations for the automatic network configuration, create the network resources manually.

Note that if network resources are to be created using this configuration, specify `auto="false"` in the Network tag of the XML file that defines the network resource and then retry.

For details on creation of the XML file defining network resources and Network elements, refer to "15.6.1 Creation" in the "Reference Guide (Command/XML) CE".

62710

FJSVrcx:ERROR:62710:*name1*:inconsistent virtual switch name *name2* on NIC(*number*) in server *server*

[Cloud Edition]

Description

The virtual switch *name1* cannot be created, as there is a virtual switch, *name2*, for NIC(*number*) on the server *server*.

In *number*, the server NIC index numbers to connect with the virtual switches are displayed, separated by commas.

- If the target server is a Hyper-V server

Virtual switch indicates the virtual network of Hyper-V.

Corrective Action

Delete the virtual switch *name2* or change the name *name2* to the virtual switch *name1*.

62711

FJSVrcx:ERROR:62711:virtual switch *name* already exists on NIC expect NIC(*number*)

[Cloud Edition]

Description

The virtual switch *name* already exists on a NIC other than NIC(*number*).

In *number*, the server NIC index numbers to connect with the virtual switches are displayed, separated by commas.

- If the target server is a Hyper-V server

Virtual switch indicates the virtual network of Hyper-V.

Corrective Action

Either delete the virtual switch *name* created on the interface, excluding NIC(*number*), or change the name of the virtual switch.

62712

FJSVrcx:ERROR:62712:NIC*number* is not connected to any of the external connection ports of the network resource *name* on the server *server*

[Cloud Edition]

Description

- When *server* is a physical server

The external connection port of the switch specified for the network resource *name* and NIC*number* are not connected.

- When *server* is a VM host

The external connection port of the switch specified in the network resource *name* is not connected to the NIC*number* used for the virtual network manually created by the user in advance.

Corrective Action

- When *server* is a physical server

Check the details related to the causes of the description above, and specify a NIC which can be connected with the network resource.

- For a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2

Confirm the values for Fabric ID, Domain ID, Switch ID which are displayed in the resource details correspond to the values which are configured on the LAN switch blade.

If the values are different, configure LAN switch blade settings corresponding to the values which are displayed in the resource details.

Or, after deleting external ports settings for network resource, update the values which are displayed in resource detail by deleting and registering the LAN switch blades again.

After confirming the values are correct, configure external ports settings of the network resource if necessary.

- When *server* is a VM host

Check the details related to the causes of the description above, and create the virtual network again. Create a network resource again after correcting the external connection port.

- For a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2

Use the same procedure as "when *server* is a physical server".

62717

FJSVrcx:ERROR:62717:Automatic Network Configuration does not support this configuration. detail=*detail*

[Cloud Edition]

Description

The specified configuration is unavailable for automatic network configuration.

Take corrective action based on the content of *detail*.

- "different types of LAN switch blades model"
- "Physical NIC team of virtual switch name on the server server is not supported"
- "Outside external port range:exdetail"
- "Combination of external ports:exdetail"
- "Specified external port is not suitable for an existing composition:exdetail1,exdetail2"
- "Not supported chassis:exdetail"
- "External port cannot connect to server:exdetail"
- "NIC is not recognized on the host:exdetail"
- "vmhost is not supported vm type"
- "vmhost is not supported vm type with rack mount server"
- "auto is false"
- "location of slots LAN switch blade mounted are not supported:exdetail"
- "External ports have to be specified"

Corrective Action

Check the configurations supported for automatic network configuration, and resolve the error.

"different types of LAN switch blades *model*"

In the specified LAN switch blades on the external connection ports for the network resource, different models of LAN switch blades are selected in the combination *model* for the same chassis.

The model names of the LAN switch blades are output in *model*, separated by commas (",").

For each chassis, check that the same model of the LAN switch blade is specified on the external connection ports for the network resource.

For LAN switch blades, the same model must be used in the same chassis, according to the following model combinations:

- When the chassis is a BX900 series
 - CB1 and CB2
 - CB3 and CB4
 - CB5 and CB6

- CB7 and CB8
- When the chassis is a BX600 series
 - NET1 and NET2
 - NET3 and NET4
- When the chassis is a BX400 series
 - CB1 and CB2
 - CB3 and CB4

"Physical NIC team of virtual switch *name* on the server *server* is not supported"

The physical NIC teaming configuration of the already created virtual switch *name* is not supported.

Physical NICs have not been connected with the virtual switch *name*. Otherwise teaming of three or more physical NICs has been performed for the virtual switch *name*.

Create the virtual network on the server *server* again.

"Outside external port range:*exdetail*"

The external connection ports specified for the network resources are outside the range for automatic network configuration.

In *exdetail*, the following information is output:

The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

Output Format

```
(port=(External_connection_port,LAN_switch_blade_name)/
(...,...)],vmhost=Destination_VM_host_name,chassis=chassis_name)
```

- port

A pair of the external connection port number and the LAN switch blade name specified for the network resource is output. When multiple port information is output, each piece of information is output separated by a slash ("/").

- vmhost

The name of the destination VM host is output.

- chassis

The name of the chassis is output.

Confirm that each of the external connection ports specified for the network resource is selected according to the following model combination in the same chassis:

If no external connection port is displayed, check all network resources connected to the L-Server.

- When the chassis is a BX900 series
 - CB1 and CB2
 - CB3 and CB4
 - CB5 and CB6
 - CB7 and CB8
- When the chassis is a BX600 series
 - NET1 and NET2
 - NET3 and NET4
- When the chassis is a BX400 series
 - CB1 and CB2
 - CB3 and CB4

For details, refer to "5.6 Registering Network Resources" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

"Combination of external ports:*exdetail*"

The combination of the external connection ports specified for the network resource is out of the configuration for automatic network configuration.

In *exdetail*, the following information is output:

The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

Output Format

```
(port=(External_connection_port,LAN_switch_blade_name)/  
(.....)),vmhost=Destination_VM_host_name,chassis=chassis_name)
```

- port

A pair of the external connection port number and the LAN switch blade name specified for the network resource is output. When multiple port information is output, each piece of information is output separated by a slash ("/").

- vmhost

The name of the destination VM host is output.

- chassis

The name of the chassis is output.

Confirm that each of the external connection ports specified for the network resource is selected according to the following model combination in the same chassis:

If no external connection port is displayed, check all network resources connected to the L-Server.

- When the chassis is a BX900 series
 - CB1 and CB2
 - CB3 and CB4
 - CB5 and CB6
 - CB7 and CB8
- When the chassis is a BX600 series
 - NET1 and NET2
 - NET3 and NET4
- When the chassis is a BX400 series
 - CB1 and CB2
 - CB3 and CB4

For details, refer to "5.6 Registering Network Resources" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

"Specified external port is not suitable for an existing composition:*exdetail1*,*exdetail2*"

The external connection port specified for the network resource does not match the configuration of the external connection port specified for the existing network resource.

In *exdetail1*, the following information is output as the network resource that was specified for creation:

The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

Output Format

```
(port=(External_connection_port,LAN_switch_blade_name)/(...)),chassis=chassis_name)
```

- port

A pair of the external connection port number and the LAN switch blade name specified for the network resource is output. When multiple port information is output, each piece of information is output separated by a slash ("/").

- chassis

The name of the chassis is output.

In *exdetail2*, the following information is output as the existing network resource which was the cause of the relevant problem: The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

Output Format

```
(port=(External_connection_port,LAN_switch_blade_name)/[(.....)],vlanid=vlanid,chassis=chassis_name)
```

- port

A pair of the external connection port number and the LAN switch blade name specified for the network resource is output. When multiple port information is output, each piece of information is output separated by a slash ("/").

- vlanid

The vlanid specified for the network resource is output.

- chassis

The name of the chassis is output.

Check if the configuration of the specified external connection port specified for the network resource matches that of the external connection port specified for the network resource that has been already created.

If no external connection port is displayed, check both network resources to be connected to the L-Server and existing network resources.

"Not supported chassis:*exdetail*"

The chassis to be used is not supported.

In *exdetail*, the following information is output:

Output Format

```
(model=Model_name_of_chassis)
```

- model

The model name of the chassis is output.

Check if the chassis to be used is supported.

"External port cannot connect to server:*exdetail*"

An external connection port connectible to the deployment destination VM host has not been specified for the network resource.

In *exdetail*, the following information is output:

The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

Output Format

```
(vmhost=Destination_VM_host_name)
```

- vmhost

The name of the destination VM host is output.

Check if the external connection port connectible to the deployment destination VM host has been specified for the network resource. If multiple network resources are connected to the deployment target L-Server, check the external connection ports of all network resources.

If no destination VM host name is displayed, check the external connection ports of all network resources to be connected to the L-Server.

- For a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2

Confirm the values for Fabric ID, Domain ID, Switch ID which are displayed in the resource details correspond to the values which are configured on the LAN switch blade.

If the values are different, configure LAN switch blade settings corresponding to the values which are displayed in the resource details.

Or, after deleting external ports settings for network resource, update the values which are displayed in resource detail by deleting and registering the LAN switch blades again.

After confirming the values are correct, configure external ports settings of the network resource if necessary.

"NIC is not recognized on the host:*exdetail*"

The NIC on the server for which the external connection port specified in the network resource name is not recognized. In *exdetail*, the following information is output:

Output Format

```
(server=(Server_name,index_number_of_physical_link_information))
```

- server

The NIC number on the deployment destination server which is not recognized as the destination server name is output.

Confirm that the port information of individual servers and LAN switch blades is correctly recognized from the server tree in the ROR console.

"*vmhost* is not supported vm type"

The VM host *vmhost* is a VM type which does not support auto-configuration.

Exclude the VM host *vmhost* from being the target of network auto-configuration, and perform the operation again.

"*vmhost* is not supported vm type with rack mount server"

The VM host *vmhost* is a VM type which supports auto-configuration only when the server type is blade server.

Exclude the VM host *vmhost* from being the target of network auto-configuration, and perform the operation again.

"auto is false"

The auto attribute for the specified network resource is "false".

When performing auto-configuration, specify "true" for the auto attribute during network resource creation.

"location of slots LAN switch blade mounted are not supported:*exdetail*"

A combination other than CB1 and CB2, CB3 and CB4, CB5 and CB6, or CB7 and CB8 has been mounted as the configuration element of the external connection ports on the LAN switch blade specified for the network resource.

In *exdetail*, the following is displayed:

```
port=(External_connection_port,LAN_switch_blade_name or Ethernet_Fabric_switch_name)/  
(.....),vmhost=Destination_VM_host_name,chassis=Chassis_name
```

When an external connection port of an Ethernet Fabric switch or LAN switch blade is specified, the LAN switch blade combinations which support VLAN auto-configuration for internal connection ports, as configuration elements of LAN switch blades in the Ethernet Fabric, are CB1 and CB2, CB3 and CB4, CB5 and CB6, and CB7 and CB8. To use a combination other than those, define the physical NIC configuration in the server NIC definition file.

Or, review the specified locations of the external connection ports.

For details on server NIC definitions, refer to "15.13 Server NIC Definition" in the "Reference Guide (Command/XML) CE".

"External ports have to be specified"

An external connection port has not been specified for the network resource.

When using an Ethernet Fabric switch, specify the external connection port.

When creating network resources using unsupported network configurations for the automatic network configuration, create the network resources manually.

Note that if network resources are to be created using this configuration, specify auto="false" in the Network tag of the XML file that defines the network resource and then retry.

For details on creation of the XML file defining network resources and Network elements, refer to "15.6.1 Creation" in the "Reference Guide (Command/XML) CE".

62718

FJSVrcx:ERROR:62718:The value of *item, value*, is invalid. file=*filename*

[Virtual Edition]

Description

Processing was stopped, as errors were detected in the values specified in the definition file displayed in *filename*.

- When *filename* is "sparc_vm.rcxprop"

There is an error in a value specified in the definition file for enabling Solaris Zones.

Corrective Action

- When *filename* is "sparc_vm.rcxprop"

There is an error in the specified value displayed in *item*. Review the specified values, correct the definition, and then perform the operation again.

[Cloud Edition]

Description

Processing was stopped, as errors were detected in the values specified in the definition file displayed in *filename*.

- If *filename* is an XML definition for server NIC definition file

One of the following is displayed in *item*:

- "NIC index"

There is an error in the value specified for the NIC index.

- "NIC redundant"

There is an error in the value specified in the active or standby NIC type.

- "PhysicalLANSegment name"

There is an error in the value specified for physical LAN segment name.

- If *filename* contains "alive_monitoring"

There is an error in the value specified in the definition file for alive monitoring.

- When *filename* is "sparc_vm.rcxprop"

There is an error in a value specified in the definition file for enabling Solaris Zones.

- When *filename* is the XML definition of the NS appliance pre-configuration file

There is an error in the specified value in the NS appliance pre-configuration file.

Corrective Action

- If *filename* is an XML definition for server NIC definition file

Perform the operation again after reviewing the specified values of the XML definition of the server NIC definition files, and correcting the definition.

Take corrective action based on the content of *item*.

- "NIC index"

Review the value specified for the NIC index.

- "NIC redundant"

Review the values specified in the active or standby NIC values.

- "PhysicalLANSegment name"

Review the value specified for the physical LAN segment name.

- If *filename* contains "alive_monitoring"

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the settings, referring to "8.1.6 Definition File for Alive Monitoring" in the "Setup Guide CE".

- When *filename* is "sparc_vm.rcxprop"

There is an error in the specified value displayed in *item*. Review the specified values, correct the definition, and then perform the operation again.

- When *filename* is the XML definition of the NS appliance pre-configuration file

There is an error in the specified value displayed in *item*. Review the specified values, correct the definition, and then perform the operation again.

62719

FJSVrcx:ERROR:62719:*item* is inconsistent with the XML attributes.(*element=element*). *file=file_path*

[Cloud Edition]

Description

There is an inconsistency in the attribute values between *item* and *element* in the XML definition indicated in *file_path*.

Corrective Action

Take corrective action based on the content of *item*.

- "file name"

Review the relationship between the XML definition file name indicated in *file_path* and the attribute value of the *element* element. For details, refer to "15.13 Server NIC Definition" in the "Reference Guide (Command/XML) CE".

62720

FJSVrcx:ERROR:62720:link aggregation member port cannot be specified for network switch port (*port=port*, *switch=switch*)

[Cloud Edition]

Description

The process was aborted for the following reasons:

- If automatic VLAN setting is enabled for the external port, specify the member port *port* that makes up the link aggregation of the LAN switch blade *switch* in the external port of the physical port.

Corrective Action

- When specifying the ports that make up the link aggregation in the external port

Specify the link aggregation group name in the *lag* attribute of the NetworkSwitchPort tag in the network resource XML definitions

- If a member port that makes up a link aggregation has been incorrectly specified as the physical port in the external port

Review the physical port number specified in the *number* attribute of the NetworkSwitchPort tag in the network resource XML definitions.

62721

FJSVrcx:ERROR:62721:*name*:failed to create virtual switch with NIC (*number*) on server *server*. *detail=detail*

[Cloud Edition]

Description

The creation of a virtual switch connecting to NIC(*number*) using the network resource *name* on the server *server* failed. When the target server is Hyper-V, replace virtual switch with virtual network.

The NIC index number configured for the virtual switches for which creation failed is displayed in *number*. When there are multiple numbers for *number*, they are displayed separated by commas (,).

The NIC index number indicates the following:

- When using blade servers

The physical link information Index displayed by selecting the [Resource Details] tab of the server attributes on the server tree.

- When using rack mount servers or tower servers

The index corresponding to the NIC name which can be recognized by the server virtualization software.

When using VMware, the index number is an integer starting from 1, corresponding to the NIC name of the managed server (vmmnic0,vmmnic1,vmmnic2...), which can be recognized by VMware.

The following detailed information is given in *detail*.

- "specified NIC is connected to another virtual switch"

The target NICs are connected to different virtual switches.

- "some specified NICs are unable to connect to the virtual switch"

Some of the target NICs cannot be connected with virtual switches.

- "extra NIC is connected to virtual switch"

NICs other than the target NICs are connected to the target virtual switches.

- "failed to connect NIC to virtual switch"

The connection of the target NICs to virtual switches failed.

The target NICs indicate the following:

- When specifying physical LAN segments for network resources

NICs specified in the server NIC definitions

- When not specifying physical LAN segments for network resources

NIC combinations that are supported by automatic network configuration in Resource Orchestrator

Corrective Action

From the VM management software, check the connection status between the physical network adapter and the virtual switch of the VM host.

For details on the settings, refer to "8.2.4 Automatic Network Configuration" and "8.2.5 Manual Network Configuration" in the "Setup Guide CE", or "8.3.4 Automatic Network Configuration" and "8.3.5 Manual Network Configuration" in the "Setup Guide CE".

When using a physical LAN segment, check the NIC index of the server NIC definition corresponding to the physical LAN segment specified for the network settings and network resources of the VM host.

62722

FJSVrcx:ERROR:62722:device_name:port profile(port_profile_name) operation failed.(cause)

[Cloud Edition]

Description

Operation of the port profile of the Ethernet fabric switch failed.

In *device_name*, the name of the Ethernet Fabric switch is displayed.

In *port_profile_name*, the name of the port profile is displayed.

In *operation*, one of the following is displayed:

- creation
- deletion
- association

- disassociation from *vsiid*

In *vsiid*, the *vsiid* of the L-Server is displayed.

- replacing

In *cause*, one of the following causes is displayed:

- "login failed"

The Ethernet fabric cannot be logged in to.

- "the number of port profiles exceeds the limit"

The number of port profiles on the Ethernet Fabric switch has reached the upper limit.

- "the number of associations exceeds the limit"

The number of port profiles on the Ethernet Fabric switch has reached the upper limit.

- "port profile not found"

The port profile was not found on the Ethernet Fabric switch.

- "vfab(*vfab name*) not found in *Ethernet Fabric switch name*"

vfab name does not exist on Converged Fabric (*Ethernet Fabric switch name*).

- "failed to control the fabric"

Control of the Ethernet Fabric switch failed.

Corrective Action

Take corrective action based on the content displayed for *cause*.

- When *cause* is "login failed"

Check the following and perform the last operation again.

- Confirm that a communication route from the ROR manager to the Ethernet fabric switch has been secured.
- Execute the `rxadm netdevice show -name name` command for the Ethernet Fabric switch and confirm that the information (login name, password) for connecting with the Ethernet Fabric is correct.

If *operation* is "deletion", the process will be continued after the message is output.

Manually delete the port profile of the Ethernet Fabric switch if necessary.

If *operation* is "disassociation from *vsiid*", the process will be continued after the message is output.

If necessary, manually delete the link between the VSIID indicated by *vsiid* and the port profile of the Ethernet Fabric switch.

- When *cause* is "the number of port profiles exceeds the limit"

Confirm the configuration of the Ethernet Fabric and delete any network resources that are not being used or perform other modifications necessary to make it possible to create a new port profile on the port profile of the Ethernet fabric switch.

- When *cause* is "the number of associations exceeds the limit"

Confirm the configuration of the Ethernet Fabric and delete any links between port profiles and MAC addresses that are not being used or perform other modifications necessary to make it possible to create a new link between a port profile and a MAC address on the Ethernet Fabric switch.

- When *cause* is "port profile not found"

Confirm that the port profile already created using Resource Orchestrator or the port profile defined in the definition file for linking network resources with port profiles exists on the Ethernet Fabric switch, and then perform the last operation again.

- When *cause* is "vfab(*vfab name*) not found in *Ethernet Fabric switch name*"

Check that *vfab name* exists on the Converged Fabric (*Ethernet fabric switch name*), and then perform the last operation again.

- When *cause* is "failed to control the fabric"

Manual configuration and operation from Resource Orchestrator may have been performed on the Ethernet Fabric switch at the same time.

Perform the last operation again from Resource Orchestrator.

62723

FJSVrcx:ERROR:62723:resources belong to different tenants(*detail*)

[Cloud Edition]

Description

As the tenants to which operation target resources belong are different, the operations have not been executed.

The name of the resource which the operation was not performed is displayed in *detail*.

When there are multiple resources, they are displayed separated by commas (,).

Corrective Action

Perform the operation again after moving the resources displayed in *detail* to the same tenant.

62724

FJSVrcx:ERROR:62724:device_name:VFAB(*vfab_ids*) operation failed.(*detail*)

[Cloud Edition]

Description

VFAB auto-configuration of Converged Fabric failed.

In *device_name*, the network device name of Converged Fabric is displayed.

In *vfab_ids*, the VFAB ID is displayed. When multiple items are displayed, they are displayed separated by commas (,).

In *operation*, one of the following is displayed:

- Addition
- Deletion
- Modification
- Configuration

In *detail*, the following detailed information is displayed:

- "specified VFAB has already set"

The target VFAB has already been pre-configured.

- "login failed"

Unable to log in to Converged Fabric.

- "number of ifgroups exceeds the limit"

The number of the interface group has reached the upper limit in Converged Fabric.

- "port profile not found"

The port profile cannot be found in Converged Fabric.

- "VFAB(*vfab name*) not found in *Network device name*"

vfab name does not exist on Converged Fabric (*Network device name*).

- "VFAB(*vfab name*) is *mode* mode in *Network device name*"

Operations failed, since the VFAB (*vfab name*) on Converged Fabric (*Network device name*) is in *mode* mode.

- "port(*port*) not found"

The port specified for "Dot1adPort" or "CirPort" in the network configuration information (XML definition) was not found. In *port*, the port name of Converged Fabric is displayed.

- "lag(*lagname*) not found"

The link aggregation group of the CIR specified for "CirPort" in the network configuration information (XML definition) was not found.

In *lagname*, the link aggregation group name of Converged Fabric is displayed.

- "failed to control the fabric"

Control of Converged Fabric failed.

- "failed to activate dot1ad mode.port=*port*"

Failed to activate dot1ad mode for *port*.

In *port*, the port name of Converged Fabric is displayed.

- "port(*port*) is a member of link aggregation"

In *port*, the member port name of the link aggregation is displayed.

Corrective Action

Take corrective action based on the content of *detail*

- "specified VFAB has already set"

Check the following items for the target VFAB, and perform the operation again.

- vfab use has not been executed, and
- vfab cir-ports has not been executed, and
- vfab mode has not been executed, and
- The vfab dot1ad ifgroup command has not been executed, and
- The status of the port in dot1ad mode used for the relevant VFAB is either of the following:
 - The port does not belong to the interface group of Converged Fabric
 - The port only belongs to the interface group of Converged Fabric, which consists only of ports in dot1ad mode. There are no VLANs configured in the interface group.

- "login failed"

Check the following and perform the last operation again.

- Confirm that a communication route from the ROR manager to Converged Fabric has been secured.
- Execute the `rcxadm netdevice show -name name` command for Converged Fabric and confirm that the information (login name, password) for connection is correct.

- "number of ifgroups exceeds the limit"

Check the Converged Fabric settings, and delete the unused ifgroup or perform other operation to enable creation of the interface group on Converged Fabric.

- "VFAB(*vfab name*) not found in *Network device name*"

Check that the VFAB *vfab name* exists on the Converged Fabric (*Network device name*), and then perform the last operation again.

- "VFAB(*vfab name*) is *mode* mode in *Network device name*"

Check the mode of the target VFAB in Converged Fabric and perform the last operation again.

- "port(*port*) not found"

Review the port name specified in the network configuration information (XML definition), and then perform the last operation again.

- "lag(*lagname*) not found"

Review the link aggregation group name specified in the network configuration information (XML definition), and then perform the last operation again.

- "failed to control the fabric"

Manual configuration and operation from Resource Orchestrator may have been performed on Converged Fabric at the same time. Perform the last operation again from Resource Orchestrator.

- "failed to activate dot1ad mode.port=*port*"

The VLAN for the interface group to which *port* belongs has been configured. Check the VLAN settings of the interface group.

- "port(*port*) is a member of link aggregation"

When the port specified in *port* is the member port of the link aggregation group, specify the link aggregation group name for CirPort in the network configuration information (XML definition).

62750

FJSVrcx:ERROR:62750:invalid ruleset name. ruleset=*ruleset_name* detail=*detail*

[Cloud Edition]

Description

There is an error in the ruleset *ruleset_name*.

In *ruleset_name*, the name of the ruleset is displayed.

In *detail*, the following detailed information is displayed:

- "duplicate"

A duplicate ruleset name has been used.

- "not found"

The corresponding ruleset does not exist.

- "name too long"

The ruleset name exceeds the maximum length.

- "name error"

The ruleset name contains invalid characters.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "duplicate"

Change the folder name corresponding to the duplicate ruleset name to a name that is unique on the system.

For details on the folders for rulesets, refer to "F.3 Creating a Folder for Registering Rulesets" in the "Design Guide CE".

- "not found"

- When this error is output while operating an L-Platform

Specify the same ruleset names as specified when operating an L-Platform and specified for the corresponding ruleset parameter file (default_param.prm).

- When this error is output while creating a network resource

Change the ruleset name specified in the relevant XML file to a valid ruleset name.

- When this error is output during execution of the `rcxadm slb` command

Change the ruleset name specified for "-ruleset" to the correct ruleset name. Specify the same ruleset names as specified for "-ruleset" and specified for the corresponding ruleset parameter file (default_param.prm).

- "name too long"

Change the ruleset name to one with 32 characters or less.

- "name error"

Specify a ruleset name that begins with an alphanumeric character and consists of alphanumeric characters, hyphens ("-"), or underscores ("_").

62751

FJSVrcx:ERROR:62751:parameter file error. ruleset=*ruleset_name* detail=*detail*

[Cloud Edition]

Description

One of the following files contains an error:

- Parameter file
- The file storing the information from when an L-Platform including a firewall or a server load balancer was created
- Interface configuration file for the network device

In *ruleset_name*, the name of the ruleset is displayed.

In *detail*, the following detailed information is displayed:

- "creation of file (*filename*) failed"

Creation of the file *filename* has failed.

The name of the file storing the information from when an L-Platform including a firewall or a server load balancer was created is displayed in *filename*.

- "deletion of file (*filename*) failed"

Deletion of the file *filename* has failed.

The name of the file storing the information from when an L-Platform including a firewall or a server load balancer was created is displayed in *filename*.

- "copying of file (*filename*) failed"

Copying of the file *filename* has failed.

One of the names of the files is displayed in *filename*.

- Parameter file
 - The file storing the information from when an L-Platform including a firewall or a server load balancer was created
- "error in format of file (*filename*)"

Parsing of the file *filename* has failed.

One of the names of the files is displayed in *filename*.

- Parameter file
- The file storing the information from when an L-Platform including a firewall or a server load balancer was created
- Interface configuration file for the network device

- "accessing file (*filename*) failed"

Access to the file *filename* has failed.

One of the names of the files is displayed in *filename*.

- Parameter file
- Interface configuration file for the network device

Corrective Action

The tenant administrator or tenant user should take corrective action according to the information displayed in *detail*.

- "accessing file (*filename*) failed"

Execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check the following and resolve the cause of the error.

- Create the file *filename*, if there is no file *filename*.
- When access privileges for the directory to register the ruleset *ruleset_name*, for the directory to deploy the interface configuration file to, and for the files under their respective directories have not been granted, grant the privileges.
- If the hard disk is full, secure more disk space.

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

If *detail* is something other than the above, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "error in format of file (*filename*)"

Correct the parameter file or the network device interface configuration file.

- *detail* in all other cases

Check the following and resolve the cause.

- When access privileges for the files in the directory (including its child directories) to register the ruleset *ruleset_name* have not been granted, grant the privileges.
- If the hard disk is full, secure more disk space.

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

62752

FJSVrcx:ERROR:62752:script list file error. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

There is an error in the script list *scriptlist_name*.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "not found"

The script list *scriptlist_name* was not found.

- "file mode error"

The script list *scriptlist_name* is not a text file.

- "access error"

Accessing of the script list *scriptlist_name* has failed.

Corrective Action

The tenant administrator or tenant user should take corrective action according to the information displayed in *detail*.

- "access error"

Execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check the following and resolve the cause of the error.

- Access privileges for the files in the directory (including its child directories) where the ruleset *ruleset_name* is registered
- That there is sufficient disk space available

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

If *detail* is something other than the above, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "not found"

In the directory where the ruleset *ruleset_name* is registered, create the script list *scriptlist_name*, and the script specified in the script list *scriptlist_name*.

- "file mode error"

Make sure to create the script list *scriptlist_name* in text format.

62753

FJSVrcx:ERROR:62753:script list format error. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

There is an error in the descriptions in the script list *scriptlist_name*.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "line over"

The number of script lines specified in the script list *scriptlist_name* exceeds the limit of 100.

- "operand (*operand_name*) incorrect. line=*n*"

The operand *operand_name* in the relevant line *n* of the script list *scriptlist_name* is not correctly specified.

In *operand_name*, the name of the operand which is not correctly specified is displayed.

- When *operand_name* is "group"
 - More than one "group" is specified.
 - There is an error in the value specified for the operand "group".
 - The operand group has been specified in the rulesets used for network resources.
 - If there are more than one script groups that have been grouped with the same number in the script list *scriptlist_name*, the number of scripts in each group does not match.

- For the scripts that have been grouped with the same number in the script list *scriptlist_name*, the network device name specified in the node operand has been duplicated.
- If there are more than one script group that has been grouped with the same number in the script list *scriptlist_name*, the specification of node operand does not match.
- When *operand_name* is "node"
 - A node operand has not been specified.
- When *operand_name* is "-"
 - The operand has not been specified using the "operand name = value" format.
- When the *operand_name* is not the above
 - The *operand_name* operand has been specified more than once.
 - The value specified in *operand_name* is invalid.
 - The *operand_name* is not a valid operand name.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "script path error. line=*n*"

The script path specified in the script list *scriptlist_name* is incorrect.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "no valid lines found"

There is no script specified in the script list *scriptlist_name*.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "line over"

Correct the number of script lines specified in the script list file *scriptlist_name* so it is within 100 lines.

- "operand (*operand_name*) incorrect. line=*n*"

Take corrective action based on the content of *operand_name*.

- When *operand_name* is "group"
 - If multiple operand groups have been specified, make adjustments so that only one operand group is left.
 - If the value specified in group is invalid, specify a valid value.
 - If operand groups have been specified in the rulesets for network resources, delete the operand group.
 - If there are more than one script groups that have been grouped with the same number in the script list *scriptlist_name*, and the numbers of scripts in each of the script groups are different, adjust so the number of scripts is the same.
 - If the network device name specified in the node operand has been duplicated in the scripts that have been grouped with the same number in the script list *scriptlist_name*, remove the duplicate specification of the network device name in the node operand.
 - If there are more than one script that has been grouped with the same number in the script list *scriptlist_name*, when the node operand specification status is not the same, configure the same status regarding the presence or lack of the node operand.
- When *operand_name* is "node"
 - When a node operand has not been specified, specify a node operand.
- When *operand_name* is "-"
 - Specify the operand using the format "operand name = value" in the line *n* of the script list *scriptlist_name*.

- When the *operand_name* is not the above
 - If multiple operand *operand_name* have been specified, make adjustments so that only one operand *operand_name* is left.
 - If the value specified in *operand_name* is invalid, specify a valid value.
 - If the operand name of the *operand_name* operand is incorrect, specify a correct operand name or delete the *operand_name* operand.
- "script path error. line=*n*"

Correct the script path specified in the script list *scriptlist_name*.
- "no valid lines found"

Specify scripts to be executed in the script list *scriptlist_name*.

62754

FJSVrcx:ERROR:62754:inconsistent definition with create scriptlist. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

The descriptions in the script list *scriptlist_name* do not match the descriptions specified in the ruleset for a firewall or server load balancer used when creating an L-Platform.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "device name.line=*n*"

The names of the following network devices are not the same:

- The network device name specified in the create script list
- The network device name specified in the script list *scriptlist_name*.

In *n*, the line number of the script list at which an error occurred is displayed.

When *n* is "0", the specification of the node option, and the specification details for the same scripts are different in the script list *scriptlist_name* and the create script list

- "group device. line=*n*"

The number of the following network devices are not the same:

- The number of network devices to execute the grouped scripts with the same group number in create.lst
- The number of the network devices to execute scripts that have been grouped with the same group number in the script list *scriptlist_name*

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "group number. line=*n*"

The group numbers of the following scripts do not match:

- The group number of the grouped scripts specified in create.lst
- The group number of the grouped scripts specified in the script list *scriptlist_name*

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

When *n* is "0", the group number of the grouped script specified in create.lst is not specified in the script list *scriptlist_name*.

- "script path. line=*n*"

The paths of the following scripts do not match:

- The path of the script specified in the create.lst script list

- The path of the script specified in the script list *scriptlist_name*

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

When *n* is "0", the path of the script specified in create.lst is not specified in the script list *scriptlist_name*.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "device name.line=*n*"

- When *scriptlist_name* is modify.lst

Correct the network device name specified in the script list *scriptlist_name*, so that it is the same as the one specified in the create script list, or specify "none".

- When *scriptlist_name* is delete.lst

Correct the network device name specified in the script list *scriptlist_name*, so that it is the same as the one specified in the create script list.

- "group device. line=*n*"

Correct the number of the network devices to execute the grouped scripts with the same group number specified in the script list *scriptlist_name* so that it is the same as the one specified in create.lst.

- "group number. line=*n*"

Correct the group number of the grouped scripts specified in the script list *scriptlist_name* so that it is the same as the one specified in create.lst.

- "script path. line=*n*"

Correct the script path specified in the script list *scriptlist_name* so that it matches the script path specified in create.lst.

62755

FJSVrcx:ERROR:62755:file error in script list. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

There is an error in the file used by execution of the script list *scriptlist_name*.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "file (*file_name*) not found. line=*n*"

The file *file_name* specified in the script list *scriptlist_name* was not found.

In *file_name*, one of the following names is displayed.

- Script
- Command file
- Parameter file

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "file (*file_name*) access error. line=*n*"

Access to the file *file_name* specified in the script list *scriptlist_name* has failed.

In *file_name*, one of the following names is displayed.

- Script

- Command file (The file name with a serial number may be displayed)
- Parameter file

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "file type of file (*file_name*) incorrect. line=*n*"

A directory is specified in the file *file_name* that is specified in the script list *scriptlist_name*.

In *file_name*, one of the following names is displayed.

- Script
- Command file (The file name with a serial number may be displayed)
- Parameter file

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Corrective Action

The tenant administrator or tenant user should take corrective action according to the information displayed in *detail*.

- "file (*file_name*) access error. line=*n*"

- When the deletion of network resources has been performed

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should log directly into the network device specified in the line *n* in the script list *scriptlist_name* and delete the definition manually.

For details on how to log into a network device and how to delete definitions, refer to the manual for the network device.

- When operations other than the above operation have been performed

Execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check the following and resolve the cause of the error.

- When access privileges for the files in the directory to register the ruleset *ruleset_name* have not been granted, grant the privileges.
- If the hard disk is full, secure more disk space.

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

If *detail* is something other than the above, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "file (*file_name*) not found. line=*n*"

Create the file *filename* specified in the script list *scriptlist_name*.

- "file type of file (*file_name*) incorrect. line=*n*"

Create the file *filename* specified in the script list *scriptlist_name* in text format.

62756

FJSVrcx:ERROR:62756:device_name:failed to access device. ruleset=ruleset_name scriptlist=scriptlist_name
detail=detail

[Cloud Edition]

Description

The network device *device_name* for executing the script list *scriptlist_name* cannot be used.

In *device_name*, the name of the network device is displayed (sometimes it may not be displayed).

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "not found. line=*n*"

The network device *device_name* specified in the script list *scriptlist_name* has not been registered.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "cannot be selected. line=*n*"

There are no network devices for executing the scripts specified in the script list *scriptlist_name*.

The following causes are possible:

- A network device that can be selected for automatic setting does not exist in the network pool.
- When performing automatic configuration and operation of a network device in user customization mode, a network device which satisfies all of the following conditions in the network pool is not registered.
 - The vendor name of the script storage folder specified in the script list *scriptlist_name* matches the vendor name of the network device.
 - The model name or the device name of the script storage folder specified in the script list *scriptlist_name* matches the model name or the vendor name of the network device.
 - The type of the network device of the ruleset *ruleset_name* can be automatically configured, and matches the type of the network device which can also be automatically configured.
 - A network device configuration (redundant/non-redundant) specified in the script list *scriptlist_name* matches the network device configuration (redundant/non-redundant).
- When performing automatic configuration and operation of a network device in simple configuration mode, a network device which satisfies all of the following conditions in the network pool is not registered.
 - The detail of pre-configuration of the network device information is not "Simple".
 - The type of the L-Platform configuration to deploy and the network device are the same.
 - The number of L-Platforms already deployed is less than the number of L-Platforms on which the network devices can be deployed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "not registered in network pool. line=*n*"

The network device *device_name* that executes the scripts specified in the script list *scriptlist_name* has not been registered in the network pool.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take corrective action according to the information displayed in *detail*.

- "not found. line=*n*"

Register the network device *device_name* specified in the script list *scriptlist_name*.

When performing auto-configuration and operations for the network device *device_name* using the simple configuration mode, collect this message and contact Fujitsu technical staff.

- "cannot be selected. line=*n*"

Follow the instructions below:

- Use the `rcxadm netdevice show` command to check the status of the network device registered in the network pool, then make it so that it can be selected for automatic setting.
 - If the maintenance mode (maintenance) of the network device is "ON" and the operational status (Status) is "error"

Take corrective action according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and perform the operation again.
 - If the maintenance mode (maintenance) of the network device is "ON" and the operational status (Status) is something other than "error"

Retry after the maintenance tasks on the network device are complete.
 - If the operational status (Status) of the network device is something other than "normal" or "error"

Remove the cause of the error in the network device, make sure that the operational status (Status) of the network device is "normal", and retry.
 - If the automatic setting selectability status (AutoConfiguration) of the network device is "false"

Set "true" for the automatic configuration setting (the AutoConfiguration element) of the corresponding network device *device_name* in the network configuration information, then modify it using the `rcxadm netdevice modify` command.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".
- When performing automatic configuration and operation of a network device in user customization mode, register a network device which satisfies all of the following conditions in the network pool.
 - The vendor name of the script storage folder specified in the script list *scriptlist_name* matches the vendor name of the network device.
 - The model name or the device name of the script storage folder specified in the script list *scriptlist_name* matches the model name or the vendor name of the network device.
 - The type of the network device of the ruleset *ruleset_name* can be automatically configured, and matches the type of the network device which can also be automatically configured.
 - A network device configuration (redundant/non-redundant) specified in the script list *scriptlist_name* matches the network device configuration (redundant/non-redundant).

If one is already registered, check the redundancy configuration (group ID of network configuration information).
For details of network configuration information, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE".
- When performing auto-configuration and operations for the network device using simple configuration mode, check the following:
 - If "Message number 42754" was output before this message

Perform corrective action according to the output message.
 - If the pre-configuration of the network device information is not "Simple", when checking the status of the network device to use using the `rcxadm netdevice show` command

Register network devices of the pre-configuration for auto-configuration or operations on the simple configuration mode.
 - When exceeding the maximum number of L-Platforms that can be deployed for the network device to use

Cancel the L-Platform on which the relevant network devices are deployed.
After creating new tenants, register the network devices in network pool of the newly created tenants and deploy them.
 - When there are no network devices corresponding to configuration of the L-Platform to deploy

Register network devices of the pre-configuration corresponding to the L-Platform configuration to deploy.
- When the network device name is specified for the node operand in the script list *scriptlist_name*, perform the following:
 - If the configurations (redundant/non-redundant) of the specified network devices *device_name* are not the same, register a network device with the same configuration.

- When the specified network device *device_name* is "IPCOM VA", and the S-TAG of the network device and the S-TAG of the virtual fabric corresponding to the tenant to which the network pool belong are different, register the network device using the same S-TAG.
 - When the vendor name of the specified network device *device_name* does not match the vendor name of the script storage folder specified in the script list *scriptlist_name*, register the network devices with matching vendor names.
 - When the model name or device name specified in the network device *device_name* does not match the model name or device name of the script storage folder specified in the script list *scriptlist_name*, register a network device which has a matching model name or device name.
- "not registered in network pool. line=*n*"
- Register the network device *device_name*, which can execute the script specified in the script list *scriptlist_name*, in the network pool.

62757

FJSVrcx:ERROR:62757:*device_name*:invalid device status (*status*). ruleset=*ruleset_name* scriptlist=*scriptlist_name*
line=*n*

[Cloud Edition]

Description

There is an error in the status of the network device *device_name* used when executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *n*, the line number of the script list at which an error occurred is displayed.

One of the following network device statuses is displayed in *status*:

- "error"

The network device *device_name* which executes the scripts specified in the script list *scriptlist_name* is not in the normal state.

- "maintenance mode"

The network device *device_name* which executes the scripts specified in the script list *scriptlist_name* is undergoing maintenance.

- "unavailable for auto-config"

The network device *device_name* is unavailable for automatic configuration because execution of the scripts on the device used for executing the scripts specified in the script list *scriptlist_name* has failed and corrective action is being taken.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take corrective action according to the information displayed in *status*.

- "error"

Check the status of the network device *device_name* which executes the scripts specified in the script list *scriptlist_name*, and remove the cause of errors.

- "maintenance mode"

- If "Message number 42754" was output before this message

Perform corrective action according to the output message.

- If "Message number 42783" was output before this message

Take corrective action according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE".

- In other cases

After performing the maintenance tasks on the *device_name* network device, use the `rcxadm netdevice set` command to cancel the maintenance mode for the *device_name* network device.

For details on the `rcxadm netdevice` command, refer to "3.8 `rcxadm netdevice`" in the "Reference Guide (Command/XML) CE".

- "unavailable for auto-config"

- If "Message number 42783" was output before this message

Take corrective action according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE".

- In other cases

Set "true" for the automatic configuration setting (the `AutoConfiguration` element) of the corresponding network device *device_name* in the network configuration information, then modify it using the `rcxadm netdevice modify` command.

For details on the `rcxadm netdevice` command, refer to "3.8 `rcxadm netdevice`" in the "Reference Guide (Command/XML) CE".

If deleting of the definition of a network device for which a definition has been configured by execution of the script is necessary, log into the network device directly and delete the definition manually.

For details on how to log into a network device and how to delete definitions, refer to the manual for the network device.

62758

FJSVrcx:ERROR:62758:*device_name*:device type mismatched. ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

Description

The resource type of the network device *device_name* which executes the scripts specified in the script list *scriptlist_name* (the configuration target device, if performing auto-configuration and operations for the network device using the simple configuration mode) is incorrect.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *device_name*, the network device name is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should confirm that the network device *device_name* has been registered with the correct resource type specified.

62759

FJSVrcx:ERROR:62759:*server_name*:no switch found connected with NIC(*physical_nic_number*). ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

Description

The switch connected using the NIC number *physical_nic_number* of the target server *server_name* could not be found.

In *server_name*, the name of the server is displayed.

In *num*, the NIC number is displayed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check if the switch connected using the NIC number *physical_nic_number* of the target server *server_name* has been registered.

If it has been registered, export the network configuration information using the `rcxadm netconfig export` command, and then check the link information of the switch and the NIC number *physical_nic_number* of the target server *server_name*.

For details on the `rcxadm netconfig` command, refer to "3.7 `rcxadm netconfig`" in the "Reference Guide (Command/XML) CE".

For details of network configuration information, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE".

62760

FJSVrcx:ERROR:62760:automatic network device configuration failed. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

The execution of the script list *scriptlist_name* was canceled, as an error occurred during execution.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "scripts execution error. device=*device_name* result=*code* line=*n*"

An error occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *code*, the return value of the script is displayed.

- 04

An error involving failure to connect to the network device *device_name* or unexpected disconnection from it has occurred.

- In Other Cases

An error other than those above has occurred.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Detailed information may be displayed when there is incorrect network configuration information.

- "execution timeout. device=*device_name* line=*n*"

Timeout of the script monitoring time has occurred during execution of the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *n*, the line number of the script list *scriptlist_name* at which timeout occurred while executing the script is displayed.

Corrective Action

When the following two conditions are met, the tenant administrator or tenant user should execute the operation again:

- When *scriptlist_name* is "create.lst", "connect.lst", or "modify.lst"
- When *detail* is "scripts execution error. device=*device_name* result=*code* line=*n*" and *code* is something other than 08

In other cases, or when the problem persists even after re-execution, notify the infrastructure administrator of the operation performed when the error occurred, and the information in this message.

The infrastructure administrator should check for the following mistakes.

- In the network configuration information for the network device in question, check for the following mistakes:
 - "L2-Switch" has been specified for the Type element
 - The Tenant element has been specified

If either of the above mistakes is found, delete the Tenant element in the network configuration information of the network device in question, and change the network device settings using the `rcxadm netdevice modify` command.

The network device in question can be identified from the network device name which is indicated in *detail* or described in the script list *scriptlist_name*.

For details on the `rcxadm netdevice modify` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

For details of network configuration information, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE".

- If this message is output when operating an L-Platform, check if there is an error in the following files:

[Windows]

Installation_folder\SVROR\Manager\etc\scripts\network_resource\Unm_network_setting.xml

[Linux]

/etc/opt/FJSVrcvmr/scripts/network_resource/Unm_network_setting.xml

For details on the interface configuration file of network devices, refer to "15.17 Network Device Interface Configuration File" in the "Reference Guide (Command/XML) CE".

In other cases, the infrastructure administrator should take corrective action according to the information displayed in *detail*.

- "scripts execution error. device=*device_name* result=*code* line=*n*"
 - The scripts specified in the script list *scriptlist_name* use SSH for connection to the network device *device_name*. Also, when *code* is "01"

Check if the library decided in the script specifications is stored in the location specified in the specifications.

In the following cases, for details on the SSH libraries to use and the library storage location, refer to "F.2.1 When Connecting to Network Devices with SSH" in the "Design Guide CE".

- When using a sample script to perform SSH connections
- When the specifications of the SSH library to use and its storage location are the same as the specifications of the sample scripts
- In other cases

Perform the following corrective actions:

- Check the network device and the communication path to the network device.
When a problem is found, remove the cause of the problem.
- Check that pre-configuration necessary for the network device has been performed.
If necessary, login to the network device and manually perform configuration.
- Check the definition of the network device which was configured by execution of the script.
If deletion of the definition is necessary, login to the network device and manually perform configuration.

For details on the procedure to log in to a network device and perform configuration, refer to the manual for the network device.

- "execution timeout. device=*device_name* line=*n*"

Identify the time-consuming process occurring during execution of the script and take corrective action accordingly.

When the processing time is appropriate, change the "EXECUTE_TIMEOUT" parameter value of script monitoring time in "unm_provisioning.rcxprop".

For details on how to define the script monitoring time, refer to "F.7 Network Device Automatic Configuration and Operation Definition Files" in the "Design Guide CE".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

Check if maintenance mode has been configured on the network device *device_name*. If maintenance mode is configured, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

When redoing the operation after taking corrective action, first make sure that changes have been made using the `rcxadm netdevice show` command so that the network device can be selected automatically.

If it cannot be selected as a target of auto-configuration, perform modification using the `rcxadm netdevice set` command so that the corresponding network device can be selected as a target of auto-configuration.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

62761

FJSVrcx:ERROR:62761:*filename*:invalid file format.ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

Parsing of the file *filename* has failed.

Parameter *filename*, interface configuration file, or `unm_provisioning.rcxprop` is displayed for *filename*.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed. When there is no information, a hyphen ("-") is displayed.

In *detail*, the following detailed information is displayed:

- "impossible analyze as XML format"

filename has not been specified in the correct XML format.

- "not found item (*item_name*)"

item_name is not defined in file *filename*.

When there are two or more items, they are displayed separated by commas (,).

- "invalid value item=*item_name* value=*value*"

The *value* specified for the *item_name* in file *filename* is invalid.

When there are two or more items, they are displayed separated by commas (,).

- "duplicate item (*item_name*)"

Duplicate *item_name* items are specified in file *filename*.

When there are two or more items, they are displayed separated by commas (,).

- "not found value item=*item_name*"

The value is not set for *item_name* in file *filename*.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message. The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "impossible analyze as XML format"

Correct *filename* so that it can be read as an XML file.

- "not found item (*item_name*)"

Correctly set the *item_name* in the file *filename*.

- "invalid value item=*item_name* value=*value*"

Correct the value *value* of *item_name* in the file *filename*.

- "duplicate item (*item_name*)"

Delete any duplicate definitions of *item_name* in the file *filename*.

- "not found value item=*item_name*"

Set the value of *item_name* in the file *filename*.

62762

FJSVrcx:ERROR:62762:*obj*:failed to create file or directory.ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

Description

Creation of the file or directory *obj* failed during the execution of script defined in the script list *scriptlist_name*.

The name of the file or directory for information storage created when executing the scripts is displayed in *obj*.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

The infrastructure administrator should check the following and resolve the cause of the error.

- When the length of the file path specified in the *n*th line of the script list *scriptlist_name* is near the OS limit, make the file name shorter.
 - When access privileges for the files or the directories *obj* have not been granted, grant the privileges.
 - If the hard disk is full, secure more disk space.
-

62763

FJSVrcx:ERROR:62763:*obj*:failed to access file.ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

Description

Access to the file *obj* failed during the execution of the script defined in the script list *scriptlist_name*.

In *obj*, the name of the file of information storage created when executing the scripts is displayed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

Then the infrastructure administrator should check the following and perform any necessary corrective action.

- When access privileges for the file *obj* and the directory where the file *obj* exists have not been granted, grant the privileges.
 - If the hard disk is full, secure more disk space.
-

62764

FJSVrcx:ERROR:62764: output of the operation script not found. ruleset=*ruleset_name*

[Cloud Edition]

Description

Operation logs output by the execution of the ruleset *ruleset_name* for operations cannot be obtained.

In *ruleset_name*, the name of the ruleset is displayed.

Corrective Action

Execute the operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

An infrastructure administrator should collect this message and troubleshooting data, and contact Fujitsu technical staff.

62765

FJSVrcx:ERROR:62765: too much output from the operation script. ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

Description

The results of operations output by the execution of the script list *scriptlist_name* exceeded the upper limit of the result of the operational rulesets (500 KB by default).

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

The infrastructure administrator must perform the following corrective action:

- When using auto-configuration and operations for the network device using user customization mode
 - Review the amount of operations (number of commands, command parameters) performed at one time, and change the value of the results of operations output by the execution of script list to a value below the upper limit of the result of the operational rulesets.
 - Change the "SCRIPT_OUTPUT_SIZE_LIMIT" parameter value, which is the upper limit output value in "unm_provisioning.rcxprop" for the execution results of operation rulesets.
For details on how to define the upper limit of the execution results of rulesets for operations, refer to "F.7 Network Device Automatic Configuration and Operation Definition Files" in the "Design Guide CE".
- When using auto-configuration and operation for a network device using simple configuration mode
Change the "SCRIPT_OUTPUT_SIZE_LIMIT" parameter value, which is the upper limit output value in "unm_provisioning.rcxprop" for the execution results.
For details on how to define the upper limit of the execution results of rulesets for operations, refer to "F.7 Network Device Automatic Configuration and Operation Definition Files" in the "Design Guide CE".

62766

FJSVrcx:ERROR:62766: execution of operation script failed. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

Description

The execution of the script list *scriptlist_name* was canceled, as an error occurred during execution.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "script returned error code. device=*device_name* result=*code* line=*n*"

An error occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *code*, the return value of the script is displayed.

- 04

An error involving failure to connect to the network device *device_name* or unexpected disconnection from it has occurred.

- In Other Cases

An error other than those above has occurred.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "timeout. device=*device_name* line=*n*"

Timeout of the script monitoring time has occurred during execution of the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *n*, the line number of the script list *scriptlist_name* at which timeout occurred while executing the script is displayed.

Corrective Action

When the following conditions are met, the tenant administrator or tenant user should execute the following corrective actions:

- When *detail* is "script returned error code. device=*device_name* result=*code* line=*n*", and *code* is something other than 08
 - When the message is output during execution of operations, check the usage conditions (prerequisite L-Platform settings or operations) for rulesets described in the explanation of the ruleset *ruleset_name*.
When the usage conditions of the ruleset are not described in the ruleset *ruleset_name* explanation, check with the infrastructure administrator.
After clearing the usage conditions necessary for rulesets during operations, perform the operation again.
 - For anything other than the above, perform the operation again.

In other cases, or when the problem persists even after re-execution, notify the infrastructure administrator of the operation performed when the error occurred, and the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "script returned error code. device=*device_name* result=*code* line=*n*"

- When *device_name* is a hyphen ("-"), and *code* is "08"

If the scripts specified in the *n*th line in the script list *scriptlist_name* are the following, check the status of the network device, and take corrective action.

- When using sample scripts

- Same as sample scripts, when the specifications have been customized so the operation result is displayed in the last line.

When the network device is in a redundancy configuration, or only one device is configured in maintenance mode, check if the standby network device has not been configured in maintenance mode.

When maintenance mode is configured, set maintenance mode for the standby network device.

For details on how to configure maintenance mode, refer to "22.1 Switchover of Maintenance Mode" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When the case is something other than the above or the detailed status confirmation results do not match the conditions

Check the network device and the communication path to the network device, and then remove the cause of the error.

- "timeout. device=*device_name* line=*n*"

Identify the time-consuming process occurring during execution of the script and take corrective action accordingly.

When the processing time is appropriate, change the "EXECUTE_TIMEOUT" parameter value of script monitoring time in "unm_provisioning.rcxprop".

For details on how to define the script monitoring time, refer to "F.7 Network Device Automatic Configuration and Operation Definition Files" in the "Design Guide CE".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

Check if maintenance mode has been configured on the network device *device_name*. If maintenance mode is configured, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

62767

FJSVrcx:ERROR:62767:automatic network device configuration failed. operation=*operation* device=*device_name* serial-number=*serial_number_per_device* detail=*detail*

[Cloud Edition]

Description

Auto-configuration of the network device *device_name* using the simple configuration mode has failed.

In *operation*, the names of the following operations are displayed:

- create
When creating an L-Platform
- modify
When configuring the network device
- operate(FirewallLog)
When referring to Firewall logs
- operate(SLBMaintenance)
Including and excluding servers in and from being load balancing targets
- operate(SLBClear)
When clearing load balancing status or access status
- operate(SLBAccessLog)
When referencing access status
- recovery(create)
When performing recovery when L-Platform creation fails
- recovery(modify)
When performing recovery of failed configuration of network devices

In *device_name*, the network device name is displayed.

In *serial_number_per_device*, the serial numbers for each network device are displayed.

The following detailed information is given in *detail*.

- "command failed. cmd:*command*"
Execution of the command *command* for the network device *device_name* has failed.
In *command*, the commands used for the network devices for which execution has failed are displayed.
- "communication failed. cmd:*command*"
A communication error has occurred during communication with the network device *device_name*.
In *command*, the command that could not be executed for the network device is displayed.
- "device not responding. cmd:*command*"
There was no response to the command executed for the network device *device_name*.
In *command*, the command for the network device that gave no response is displayed.

- "login information invalid"

Login to the network device *device_name* failed. There is an error in the login information.

- "login information not found. parameter:*parameter*"

The information necessary for logging into the network device *device_name* was not found. In *parameter*, the following detailed information is displayed:

- "destination ip address"

There are no IP addresses for connection with the network device.

- "port number of the protocol"

There are no port numbers for connection with the network device.

- "user account"

There is no account information for login to the network device.

- "password"

There is no password information for login to the network device.

- "administrator password"

There is no password information for performing auto-configuration for the network device.

- "parameter not found. parameter:*parameter*, file:*filename*"

The information necessary for auto-configuration for the network device *device_name* was not found. In *parameter*, the following detailed information is displayed:

- "ip address of interface (DMZ_VLANID=*DMZ_network_resource_VLAN ID*)"

The interface IP addresses on the DMZ network comprising the network devices were not found.

- "ip address of interface (SECURE1_VLANID=*SECURE1_network_resource_VLAN ID*)"

The interface IP addresses on the SECURE1 network comprising the network devices were not found.

- "ip address of interface (SECURE1_VLANID=*SECURE2_network_resource_VLAN ID*)"

The interface IP addresses on the SECURE2 network comprising the network devices were not found.

In *filename*, the following detailed information is displayed:

- Unm_network_setting.xml

The definition in the interface configuration file for the network device is not sufficient.

- "device pre-configuration not found. configuration:*configuration_name*"

The pre-configuration information necessary for auto-configuration for the network device *device_name* cannot be found.

In *configuration_name*, the following detailed information is displayed:

- "class-map (*classmap_name*)"

The class-map definition of the *classmap_name* name is not defined in the network device.

- "access-list (UNM_PRE-ADD_ACCLIST_INTRANET)"

The access-list definition of the UNM_PRE-ADD_ACCLIST_INTRANET name is not defined in the network device.

- "interface (description=UNM_PRE_INTERNET_IF)"

The interface definition of UNM_PRE_INTERNET_IF in the description is not defined in the network device.

- "interface (description=UNM_PRE_INTRANET_IF)"

The interface definition of UNM_PRE_INTRANET_IF in the description is not defined in the network device.

- "error page response file not found. file:*filename*"

The error page response file *filename* has not been registered in the network device *device_name*.

- "error page response file exceed the max size. max: *size* file: *filename*"

The file size of the error page response file *filename* which is registered on the network device *device_name* exceeds the maximum size.

- "server certificate not found. number: *number*"

No server certificate has been registered with the registration number *number* on the network device *device_name*.

- "environment error occurred. error: *error_information*"

An OS error or an unexpected error has occurred.

- "execution timeout"

Auto-configuration or operations for the network device *device_name* has not been completed within the prescribed time.

Corrective Action

The tenant administrator or tenant user should take corrective action according to the information displayed in *detail*.

- "command failed. cmd: *command*", "communication failed. cmd: *command*", "device not responding. cmd: *command*", "execution timeout"

Perform the operation again.

When the problem persists even after re-execution, notify the infrastructure administrator of the operation performed when the error occurred, and the information in this message.

- In other cases

Notify the infrastructure administrator of the operations to be performed and the information of this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "command failed. cmd: *command*"

Take corrective action for the following definition necessary when performing auto-configuration and operations for the network device *device_name* using the simple configuration mode.

- Check if pre-configuration of the network device is correctly configured on the network device *device_name*
- Check if the information related to the interface is correctly defined in the interface configuration file of the network device.
- Check if the administrator password in the login information to perform auto-configuration of network devices in the network configuration information, is correct.

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, collect this message and troubleshooting data (*1) and notify them to Fujitsu technical staff, as it is necessary to recover the definition for the network device itself.

For details on pre-configuration of network devices, refer to "9.2.3.3 Settings for Automatically Configured Devices" in the "Design Guide CE".

For details on the interface configuration file of network devices, refer to "15.17 Network Device Interface Configuration File" in the "Reference Guide (Command/XML) CE".

For details on network configuration information, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE", and the "NS Option Instruction".

- "communication failed. cmd: *command*", "device not responding. cmd: *command*"

Check the network device *device_name* and the communication path to the network device, and then remove the cause of the error. After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again. If the problem persists even after performing the operation again, collect troubleshooting information (*1) and contact Fujitsu technical staff.

- "login information invalid"

Perform the following corrective action for the network configuration information of the network device *device_name*.

- Check that the login name and the password in the login information in the network configuration information are the same as those defined for the network device.

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

For details on network configuration information, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE", and the "NS Option Instruction".

- "login information not found. parameter:*parameter*"

Take corrective action, based on the details displayed in *parameter* for the network configuration information of the network device *device_name*.

- "destination ip address"

For administrator authority, specify or omit user in the login information to perform auto-configuration of network devices in the network configuration information.

When the tenant name is described in the login information for performing auto-configuration of the network device in the network configuration information, check that the tenant name and the tenant name in the network pool in which the network device is registered are the same.

- "port number of the protocol"

When the tenant name is described in the login information for performing auto-configuration of the network device in the network configuration information, check that the tenant name and the tenant name in the network pool in which the network device is registered are the same.

- "user account"

When the tenant name is described in the login information for performing auto-configuration of the network device in the network configuration information, check that the tenant name and the tenant name in the network pool in which the network device is registered are the same.

- "password"

When the tenant name is described in the login information for performing auto-configuration of the network device in the network configuration information, check that the tenant name and the tenant name in the network pool in which the network device is registered are the same.

- "administrator password"

Check that the password is configured as the administrator password in the login information to perform auto-configuration of the network device in the network configuration information.

When the tenant name is described in the login information for performing auto-configuration of the network device in the network configuration information, check that the tenant name and the tenant name in the network pool in which the network device is registered are the same.

For details on network configuration information, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE", and the "NS Option Instruction".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

- "parameter not found. parameter:*parameter*, file:*filename*"

Take corrective action based on the details displayed in *parameter* in the file displayed in *filename*.

- "ip address of interface (DMZ_VLANID= *VLAN ID*)", "ip address of interface (SECURE1_VLANID= *VLAN ID*)", and "ip address of interface (SECURE2_VLANID= *VLAN ID*)"

Correctly define the network resource definition in which VLAN ID is *VLAN ID* in the interface configuration file of the network device.

When the network resource has been defined using the network resource definition, take the following corrective action.

- Check if the node name of the network device is the same as *device_name*.
- Correctly define IPv4 addresses.

For details on the interface configuration file of network devices, refer to "15.17 Network Device Interface Configuration File" in the "Reference Guide (Command/XML) CE".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

- "device pre-configuration not found. configuration:*configuration_name*"

Take corrective action based on the content of *configuration_name*.

- "class-map (*classmap_name*)"

Check that the class-map definition of the *classmap_name* name is correctly defined on the network device *device_name*.

In the setup procedure of the NS appliance, when the environment settings have not been configured, configure the NS appliance environment.

- "access-list (UNM_PRE-ADD_ACCLIST_INTRANET)"

Check that the access-list definition of the UNM_PRE-ADD_ACCLIST_INTRANET name is correctly defined on the network device *device_name*.

When pre-configuration of network devices has not been performed, perform pre-configuration of network devices.

- "description (UNM_PRE_INTERNET_IF)"

Check if the interface definition defined as UNM_PRE_INTERNET_IF in description is correctly defined in the network device *device_name*.

When pre-configuration of network devices has not been performed, perform pre-configuration of network devices.

- "description (UNM_PRE_INTRANET_IF)"

Check if the interface definition defined as UNM_PRE_INTRANET_IF in description is correctly defined in the network device *device_name*.

When pre-configuration of network devices has not been performed, perform pre-configuration of network devices.

For details on pre-configuration of network devices, refer to "9.2.3.3 Settings for Automatically Configured Devices" in the "Design Guide CE".

For details on the setup procedure of the NS appliance, refer to the "NS Option Instruction".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

- "error page not found. file:*filename*"

Take corrective action based on the content of *filename*.

- "unknown"

Check whether all error page response files used for auto-configuration have been registered on the network device *device_name*.

If the error page response files have been deleted by mistake, register the files again.

For details on how to register error page response files, refer to "C.4.1 Registering Error Page Response Files" in the "NS Option Instruction".

As the network device *device_name* is configured in maintenance mode, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

- In other cases

Check whether the error page response file *filename* has been registered on the network device *device_name*.

When pre-configuration of network devices has not been performed, perform pre-configuration of network devices.

For details on how to register error page response files, refer to "C.4.1 Registering Error Page Response Files" in the "NS Option Instruction".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

- "error page exceed the max size. max:*size*, file:*filename*"

Check the file size of the error page response file *filename* which is registered on the network device *device_name*.

If the file size exceeds *size*, recreate the error page response file with a size equal to or less than *size*, and then register the file again. For details on how to register error page response files, refer to "C.4.1 Registering Error Page Response Files" in the "NS Option Instruction".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

- "server certificate not found. number:*number*"

Take corrective action for the content displayed for *number*.

- "unknown"

Check if the server certificate has been registered on the network device *device_name*.

If the server certificates have been deleted by mistake, register the files again.

For details on how to register server certificates, refer to "C.3.1 Registering Server Certificates and CA Certificates" in the "NS Option Instruction".

As the network device *device_name* is configured in maintenance mode, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

- In other cases

Check if the server certificate has been registered with the server certificate number *number* on the network device *device_name*.

When pre-configuration of network devices has not been performed, perform pre-configuration of network devices.

For details on how to register server certificates, refer to "C.3.1 Registering Server Certificates and CA Certificates" in the "NS Option Instruction".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

- "environment error occurred. error:*error_information*"

Check that the log file of the auto-configuration script is not currently open in an editor, and that there is free space on the hard disk on which the manager is installed.

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again. If the problem persists even after performing the operation again, collect troubleshooting information (*1) and contact Fujitsu technical staff.

As the network device *device_name* is configured in maintenance mode, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

- "execution timeout"

Take corrective action for the content displayed for operation.

- "modify or recovery(modify)"

Change the "SIMPLE_SCRIPT_EXECUTE_TIME" parameter value of script monitoring time in "unm_provisioning.rcxprop".

For details on how to define the script monitoring time, refer to "I.5 Definition File" in the "Design Guide CE".

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

If the problem persists even after performing the operation again, the infrastructure administrator must collect troubleshooting information (*1) and contact Fujitsu technical staff.

- In other cases

Collect this message and troubleshooting data (*1), and contact Fujitsu technical staff.

*1: Troubleshooting data is as follows:

- Log information of auto-configuration scripts using the simple configuration mode
- Troubleshooting data (maintenance data) regarding the failed auto-configuration of the network device
- Troubleshooting data of Resource Orchestrator admin servers

For details on how to collect the log information above and troubleshooting data, refer to "Appendix I Auto-configuration and Operations of Network Devices Using Simple Configuration Mode" in the "Design Guide CE".

62768

FJSVrcx:ERROR:62768:Selectable network device not found. detail=*detail*

[Cloud Edition]

Description

A selectable network device cannot be found.

In *detail*, the following detailed information is displayed:

- "cannot connect network resources. network_resources=*network_resources* ruleset=*ruleset_name* scriptlist=*script_list* line=*n*"

From the selectable network device, communication with the network resource *network_resources* is not possible.

In *network_resources*, the network resource to be used when creating an L-Platform is displayed.

When there are multiple network resources, they are displayed separated by commas (,).

In *ruleset_name*, the name of the ruleset is displayed.

In *script_list*, the script list name is displayed.

In *n*, the line number of the script list at which an error occurred is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should resolve the cause of the error based on the content displayed in *detail*.

- "cannot connect network resources. network_resources=*network_resources* ruleset=*ruleset_name* scriptlist=*script_list* line=*n*"
 - Check the usage status of the network resource *network_resources* for each network device, and review the network design and the ruleset so that a single network resource is not used by multiple network devices.
Use the rcxadm firewall list -extend network command to check the usage status.
For details on the rcxadm firewall command, refer to "3.4 rcxadm firewall" in the "Reference Guide (Command/XML) CE".
 - Use the rcxadm netdevice show command to check the status of the network device registered in the network pool, then make it so that it can be selected for automatic setting.
 - If the maintenance mode (maintenance) of the network device is "ON" and the operational status (Status) is "error"
Take corrective action according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and perform the operation again.
 - If the maintenance mode (maintenance) of the network device is "ON" and the operational status (Status) is something other than "error"
Retry after the maintenance tasks on the network device are complete.
 - If the operational status (Status) of the network device is something other than "normal" or "error"
Remove the cause of the error in the network device, make sure that the operational status (Status) of the network device is "normal", and retry.
 - If the automatic setting selectability status (AutoConfiguration) of the network device is "false"
Set "true" for the automatic configuration setting (the AutoConfiguration element) of the corresponding network device in the network configuration information, then modify it using the rcxadm netdevice modify command.
For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

62769

FJSVrcx:ERROR:62769:*network_resource*:is already used by network device.

[Cloud Edition]

Description

The network resource *network_resource* of the operation targets are used in the firewall or a server load balancer that is deployed in the L-Platform.

Corrective Action

Remove the cause of the error using the following procedure:

1. Check the usage status of the network resource *network_resource* of the operation target.
Use the `rcxadm firewall list -extend network` command to check the usage status in the firewall.
Use the `rcxadm slb list -extend network` command to check the usage status in the server load balancer.
2. After canceling all L-Platforms in which firewalls or server load balancers using the network resources *network_resource* of the operation targets are deployed, perform the operation again.

62770

FJSVrcx:ERROR:62770:an error occurred during execution of the script, but subsequent processes were executed.
`ruleset=ruleset_name scriptlist=scriptlist_name detail=detail`

[Cloud Edition]

Description

An error occurred while executing the script list *scriptlist_name*, however, the subsequent processes were executed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *detail*, the following detailed information is displayed:

- "scripts execution error. device=*device_name* result=*code* line=*n*"

An error occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed. When "none" is specified for the node operand in the script list *scriptlist_name*, a hyphen ("-") is displayed.

In *code*, the return value of the script is displayed.

- When code is "04"

An error involving failure to connect to the network device *device_name* or unexpected disconnection from it has occurred.

- In other cases

An error other than those above has occurred.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

Detailed information may be displayed when there is incorrect network configuration information.

Corrective Action

When the following condition is met, the tenant administrator or tenant user should execute the operation again:

- When *detail* is "scripts execution error. device=*device_name* result=*code* line=*n*" and *code* is something other than 8

In other cases, or when the problem persists even after re-execution, notify the infrastructure administrator of the operation performed when the error occurred, and the information in this message.

The infrastructure administrator should check for the following mistakes.

- In the network configuration information for the network device in question, check for the following mistakes:
 - "L2-Switch" has been specified for the Type element and
 - The Tenant element has been specified

If either of the above mistakes is found, delete the Tenant element in the network configuration information of the network device in question, and change the network device settings using the `rcxadm netdevice modify` command.

The network device in question can be identified from the device name which is indicated in *detail* or described in the script list *scriptlist_name*.

For details on the `rcxadm netdevice modify` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

For details of network configuration information, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE".

- If this message is output when operating an L-Platform, check if there is an error in the following files:

[Windows]

Installation_folder\Manager\etc\scripts\network_resource\Unm_network_setting.xml

[Linux]

/etc/opt/FJSVrcvmr/scripts/network_resource/Unm_network_setting.xml

For details on the interface configuration file of network devices, refer to "15.17 Network Device Interface Configuration File" in the "Reference Guide (Command/XML) CE".

In other cases, the infrastructure administrator should take corrective action according to the information displayed in *detail*.

- "scripts execution error. device=*device_name* result=*code* line=*n*"
 - The scripts specified in the script list *scriptlist_name* use SSH for connection to the network device *device_name*. Also, when *code* is "1"

Check if the library decided in the script specifications is stored in the location specified in the specifications.

In the following cases, for details on the SSH libraries to use and the library storage location, refer to "F.2.1 When Connecting to Network Devices with SSH" in the "Design Guide CE".

- When using a sample script to perform SSH connections
- When the specifications of the SSH library to use and its storage location are the same as the specifications of the sample scripts
- In other cases

Check the network device and the communication path to the network device, and then remove the cause of the error.

If deleting of the definition of a network device for which a definition has been configured by execution of the script is necessary, log into the network device directly and delete the definition manually.

For details on how to log into a network device and how to delete definitions, refer to the manual for the network device.

If *detail* is "scripts execution error. device=*device_name* result=*code* line=*n*", and *code* is 8, take corrective action for the corresponding network device according to "9.5.1.5 Maintenance Procedure of Network Devices Placed into Maintenance Mode due to Failure of Automatic Configuration" in the "Operation Guide CE" and release maintenance mode.

62771

FJSVrcx:ERROR:62771:*device_name*:invalid device status (*status*). serial-number=*serial_number_per_device*

[Cloud Edition]

Description

Auto-configuration or an operation for the network device using simple configuration mode was performed, but there is an error in the status of the target network device *device_name*.

In *device_name*, the network device name is displayed.

In *serial_number_per_device*, the serial numbers for each network device are displayed.

One of the following network device statuses is displayed in *status*:

- "error"

The status of the target network device *device_name* is not normal.

- "maintenance mode"

The target network device *device_name* is undergoing maintenance.

- "unavailable for auto-config"

The target network device *device_name* is unavailable for automatic configuration because execution of the script has failed and corrective action is being taken.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take corrective action according to the information displayed in *status*.

- "error"

Check the status of the target network device *device_name*, and resolve the cause of the error.

- "maintenance mode"

- If "Message number 42754" was output before this message

Perform corrective action according to the output message.

- For cases other than above

After performing the maintenance tasks on the *device_name* network device, use the `rcxadm netdevice set` command to cancel the maintenance mode for the *device_name* network device.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "unavailable for auto-config"

- If "Message number 42783" was output before this message

Notify Fujitsu technical staff of the operations to be performed and the content of this message.

- In other cases

Set "true" for the automatic configuration setting (the `AutoConfiguration` element) of the corresponding network device *device_name* in the network configuration information, then modify it using the `rcxadm netdevice modify` command.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

62780

FJSVrcx:ERROR:62780:Status of *nodeid* has changed to *status* (*cause*)

Description

The status of the network device *nodeid* has changed to *status*.

One of the following is displayed in *cause*:

- "Ping unreachable"

The network device is not responding to the PING for monitoring active/inactive status.

- "SNMP unreachable"

The network device does not respond to SNMP monitoring of status.

- "NETCONF unreachable"

The network device does not respond to NETCONF monitoring of status.

- "auto configuration failed"

Auto-configuration for the network device failed.

Corrective Action

Check the state of the network device *nodeid*.

Identify the cause based on the content displayed in *cause* and resolve the cause.

- "Ping unreachable"

Identify the cause that prevents the network device from responding to PING and take corrective action accordingly.

If there is no problem in the network device, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

- "SNMP unreachable"

Identify the cause that prevents the network device from responding to SNMP and take corrective action accordingly.

If there is no problem in the network device, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

- "NETCONF unreachable"

Identify the cause that prevents the network device from responding to NETCONF and take corrective action accordingly.

If there is no problem in the network device, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

- "auto configuration failed"

Before or after this message was output, script execution on the network device *nodeid* or script execution on the network device which configures a redundant configuration with the corresponding network device *nodeid* failed, as notified by the following messages:

- "Message number 42750"
- "Message number 42751"
- "Message number 42754"
- "Message number 62760"
- "Message number 62766"
- "Message number 62767"
- "Message number 62770"
- "Message number 67999"

Based on the message that was output, identify the cause of the script execution error on the network device and resolve the cause of the error.

62781

FJSVrcx:ERROR:62781:*device*:vendor or product name of redundant device is unmatched. detail=*device*

Description

Setting of the redundancy configuration of the network device has failed.

The same group ID cannot be set for network devices whose vendor name and device name are different.

In *device*, the network device names registered using the same group ID are displayed. When multiple network devices have been registered, they are displayed separated by commas (",").

Corrective Action

Check the vendor names and device names of the network devices, specify a correct group ID for each of them, and perform the operation again.

- For Virtual Edition, for details on the vendor names and device names of network devices, refer to "7.7 When Managing Network Devices as Resources" in the "Design Guide VE".
- For Cloud Edition, for details on the vendor names and device names of network devices, refer to "9.4.8 When Managing Network Devices as Resources" in the "Design Guide CE".

62782

FJSVrcx:ERROR:62782:*device*:duplicate login authority and tenant name found in login information.
detail=*authority,tenant_name*

Description

Setting of login information for the network device *device* has failed.

Multiple sets of login information with the same privileges and tenant name cannot be defined for a network device.

In *authority*, privileges of the login information are displayed.

In *authority*, the tenant name of the login information is displayed.

Corrective Action

Specify the correct privileges and tenant name, then perform the operation again.

62783

FJSVrcx:ERROR:62783:Network device file management function is disabled.

[Cloud Edition]

Description

The network device file management function is disabled.

CONFIG_BACKUP of unm_mon.rcxprop is "false".

Corrective Action

Check the detailed configurations of unm_mon.rcxprop.

For details on how to define the detailed configurations, refer to "9.4.8.2 When Using the Network Device File Management Function" in the "Design Guide CE".

62784

FJSVrcx:ERROR:62784:*device_name*:abnormal device status. status=*status*

[Cloud Edition]

Description

An error occurred in a network device, so network device file operations failed.

In *device_name*, the target network device name is displayed.

In *status*, the status of target network device is displayed.

Corrective Action

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator must check the status of network device *device_name*, and resolve the cause of errors.

62785

FJSVrcx:ERROR:62785:device_name:file_type not found.

[Cloud Edition]

Description

As the backed up network device files no longer exist, restoration of the network device configuration files failed.

In *device_name*, the target network device name is displayed.

In *file_type*, when the network device configuration file has been specified, "network device configuration file" is displayed, and the network device environment file has been specified, "network device environment file" is displayed.

Corrective Action

Check if the values specified for *-name* or *-type* of the `rcxadm netdevice cbackup` command are correct.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

62786

FJSVrcx:ERROR:62786:device_name:failed to operate network device file. result=code

[Cloud Edition]

Description

Operation (backup or restoration) of a network device file has failed.

In *device_name*, the target network device name is displayed.

In *operate*, "backup" or "restore" is displayed according to the executed operation.

In *code*, the following cause codes are displayed.

- When code is "04"

A mistake in registration information or a problem for which the operation can be performed again, such as a connection error or timeout detection, has occurred.

- In Other Cases

An error (other than that above) for which the operation cannot be performed again has occurred.

Corrective Action

- When *code* is "04"

- When executing the `rcxadm netdevice` command

Confirm the login information and the external server information registered using the network configuration information.

When there are mistakes, execute the same command after correcting the login information or external server information for the corresponding network device.

When there are no errors, wait a while, and execute the same command again.

- In other cases (operations such as backup when creating an L-Platform)

Confirm the login information and the external server information registered using the network configuration information.

When there are mistakes, execute the `rcxadm netdevice cbackup` command after correcting the login information and the external server information of the corresponding network device.

When there are no mistakes, wait a while, and execute the `rcxadm netdevice cbackup` command.

- In cases other than the above, or when the problem persists even after re-execution

Notify the infrastructure administrator of the operations to be performed and the information of this message.

The infrastructure administrator should check for the following mistakes.

- Check the network device and the communication path to the network device, and then remove the cause of the error.

- Check if there are mistakes in preparations to use the network device file management function, and the correct any mistakes. If a file which is not allowed to be created in the devices as described in the Advisory Notes in Preparations has been created, delete it.

For details on preparations to use the network device file management function, refer to "9.4.8.2 When Using the Network Device File Management Function" in the "Design Guide CE".

- When performing restoration operations, check that the definitions of the network device file for the restoration target and the network device settings are not contradictory.

Use the `rcxadm netdevice cfexport` command to obtain the network device file for the restoration target.

For details on the `rcxadm netdevice` command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

Directly log in to the network device for which the definition settings have been configured to check the details.

For details on how to log into a network device and how to check the settings, refer to the manual for the network device.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62788

FJSVrcx:ERROR:62788:*obj1:key* is already in use by *obj2*

[Cloud Edition]

Description

key for *obj1* is used for *obj2*.

[KVM]

- When *obj1* and *obj2* are the cloning image name (image location type), and when *key* is "*name*"

When collecting cloning images, the specified image name (*obj1*) is used for *obj2*.

Corrective Action

[KVM]

- When *obj1* and *obj2* is the cloning image name (image location type), and when *key* is "*name*"

A cloning image with the same name cannot be collected in the same image pool.

Perform the operation again after specifying a different image name.

For details, refer to "Collecting Cloning Images from L-Servers with an OS Installed" in "17.5.1 Collecting and Registering" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

62789

FJSVrcx:ERROR:62789:*device:communication error detail=detail*

Description

Release from maintenance mode cannot be performed because an error occurred during communication with the network device *device*.

One of the following is displayed in *detail*:

- "Ping unreachable"

The network device *device* is not responding to the PING for alive monitoring.

- "SNMP unreachable"

The network device *device* does not respond to SNMP monitoring of status.

- "NETCONF unreachable"

The network device *device* does not respond to NETCONF monitoring of status.

- "Timeout"

A timeout has occurred during communication with the network device *device*.

Corrective Action

Identify and resolve the problem based on the content displayed in *detail*.

- "Ping unreachable"

Identify and resolve the problem that prevents the network device *device* from responding to PING.

If there is no problem in the network device *device*, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

- "SNMP unreachable"

Identify and resolve the problem that prevents the network device *device* from responding to SNMP.

If there is no problem in the network device *device*, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

- "NETCONF unreachable"

Identify and resolve the problem that prevents the network device *device* from responding to NETCONF.

If there is no problem in the network device *device*, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

- "Timeout"

Perform the operation again.

If the problem persists even after performing the operation again, collect troubleshooting information and contact Fujitsu technical staff.

62790

FJSVrcx:ERROR:62790:device:configuration setting failed. detail=*detail*

Description

Setting of the network configuration information for the network device *device* has failed due to the cause displayed in *detail*.

In *configuration*, the element name of the network configuration information is displayed.

One of the following is displayed in *detail*:

- "status is error"

configuration cannot be changed because the status of the network device *device* is "error".

- "monitoring method error"

configuration cannot be specified because the monitoring method specified for the network device *device*, is not supported.

Corrective Action

Identify and resolve the problem based on the content displayed in *detail*.

- "status is error"

Referring to the message in "Message number [62780](#)" output for the network device *device*, take corrective action for the cause of the "error" status of the network device.

- "monitoring method error"

Specify a monitoring method which supports the network device *device*, and then try again.

- Monitoring method specifiable for VCS
 - ping
 - NETCONF

- Monitoring method specifiable for non-VCS
 - ping
 - SNMP

62791

FJSVrcx:ERROR:62791:*device* cannot be manage as *type*.

Description

The network device *device* cannot be managed as the resource type *type*.

In *device*, the name of the managed network device or its admin IP address is displayed.

This error may occur during the following conditions:

- An incorrect resource type was specified when registering the network device
- The managed network device was replaced with a different model of device during operation

Corrective Action

- When this message was output during registration of the network device

Check the following: If there is an error in the XML, correct it and execute the same command again.

- Check whether the admin IP address specified as the ip attribute of the Netdevice element is correct.
- Check if the value specified for the Type element is correct.

The values which can be specified for elements differ depending on the type of network device.

- For Virtual Edition, for details, refer to "7.5 Registering Network Devices" in the "User's Guide VE".
- For Cloud Edition, for details, refer to "5.7 Registering Network Devices" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When this message was output during operation

Check that the managed network device has not been replaced with a different model.

62792

FJSVrcx:ERROR:62792:*device*:failed to obtain network device information.(*detail*)

Description

Obtaining of the configuration information from the network device *device* has failed.

In *device*, the name of the managed network device or its admin IP address is displayed.

This message is output in the following cases:

- There is an error in the account information of the network device registered in Resource Orchestrator
- The account information of the network device registered in Resource Orchestrator is different from that configured on the network device
- The network device is not operating correctly

Corrective Action

Identify and resolve the problem based on the content displayed in *detail*.

After resolving the cause, perform the operation again.

- "login failed"

Check the following:

- Check that the account information of the network device has been registered correctly.

The account information registered in Resource Orchestrator can be retrieved using the `rcxadm netconfig export` command.

- For Virtual Edition, for details on the `rcxadm netconfig` command, refer to "3.2 `rcxadm netconfig`" in the "Reference Guide (Command) VE".
 - For Cloud Edition, for details on the `rcxadm netconfig` command, refer to "3.7 `rcxadm netconfig`" in the "Reference Guide (Command/XML) CE".
 - For Virtual Edition, for details on the account information of network devices, refer to "8.1 Network Configuration Information" in the "Reference Guide (Command) VE".
 - For Cloud Edition, for details on the account information of network devices, refer to "15.7 Network Configuration Information" in the "Reference Guide (Command/XML) CE".
- Confirm that the following information configured for the network device matches the information registered in Resource Orchestrator:
 - Admin IP Address
 - User Name for Remote Login
 - The password for remote login

For details on how to confirm the information configured for a network device, refer to the manual for that network device.

The information registered in Resource Orchestrator can be retrieved using the `rcxadm netconfig export` command.

- For Virtual Edition, for details on the `rcxadm netconfig` command, refer to "3.2 `rcxadm netconfig`" in the "Reference Guide (Command) VE".
 - For Cloud Edition, for details on the `rcxadm netconfig` command, refer to "3.7 `rcxadm netconfig`" in the "Reference Guide (Command/XML) CE".
- In other cases

Check the following:

- Confirm that the network device *device* is powered on.
 - Confirm that there is no problem in the communication path from the ROR manager to the network device.
If there are any problems, resolve the cause of the problem.
 - Check if the network device can be connected to using the protocol (Telnet or SSH) for the login information specified in the network configuration information.
If not, resolve the cause according to the maintenance procedure of the network device displayed in *device*.
- "agent command error"

Check the following:

- Confirm that the following information configured for the network device matches the information registered in Resource Orchestrator:
 - Admin Password

For details on how to confirm the information configured for a network device, refer to the manual for that network device.

The information registered in Resource Orchestrator can be retrieved using the `rcxadm netconfig export` command.

- For Virtual Edition, for details on the `rcxadm netconfig` command, refer to "3.2 `rcxadm netconfig`" in the "Reference Guide (Command) VE".
 - For Cloud Edition, for details on the `rcxadm netconfig` command, refer to "3.7 `rcxadm netconfig`" in the "Reference Guide (Command/XML) CE".
- Confirm that the network device is using the correct version of firmware.

For details on how to confirm the firmware version of the network device, refer to the manual for that network device.

62793

FJSVrcx:ERROR:62793:"*vfab*" cannot be associated with "*tenant*" using the global network pool.

[Cloud Edition]

Description

The process was canceled because the VFAB "*vfab*" cannot link with the tenant "*tenant*" that can use the global pool which has the type network pool.

When there are multiple items for "*vfab*" and "*tenant*", they are displayed separated by commas.

This message is displayed in the following cases:

- When registering or modifying network devices
When linking VFAB with tenants using the network pool of the global pool.
- When modifying the configuration of the global pool of tenants
When adding the network pool of the global pool to the tenant linked with VFAB.

Corrective Action

- When registering or modifying network devices
When linking the VFAB "*vfab*" with the tenant "*tenant*", cancel the selection of the network pool as the available global pool, and perform the operation again.
- When modifying the configuration of the global pool of tenants
When the network pool of the global pool is available to the tenant "*tenant*", cancel linkage between the tenant "*tenant*" and the VFAB "*vfab*", and perform the operation again.

62794

FJSVrcx:ERROR:62794:number of *obj* that execute processing for the *netdevice* exceeds *specified value*.

Description

- When *obj* is "VFAB"
 - When a network device was created or modified
The process was canceled as the number of VFABs that execute the process on the network device *netdevice* exceeds the *specified value*.
 - When a network device was deleted
The process was canceled as the number of VFABs to be deleted as a result of deletion of the network device *netdevice* exceeds the *specified value*.

Corrective Action

- When *obj* is "VFAB"
Review the following settings and modify them so the number of target VFABs is less than *specified value*, and then perform the operation again.
 - Number of Vfab elements defined in the XML file of network configuration information
 - Number of VFABs to be deleted

4.3 63XXX Series

This section explains the following message series:

- [4.3.1 631XX Series](#)

4.3.1 631XX Series

This section explains the 631XX message series.

63102

FJSVrcx:ERROR:63102:already running.

Description

Agent startup failed because an agent has already been started.

Corrective Action

- When restarting the agent
 - Stop the agent and then perform the operation again.
- When not restarting the agent
 - Continue operation.

For how to stop and start agents, refer to the following:

- For Virtual Edition, refer to "5.2 rcxadm agtctl" in the "Reference Guide (Command) VE".
- For Cloud Edition, refer to "5.3 rcxadm agtctl" in the "Reference Guide (Command/XML) CE".

63104

FJSVrcx:ERROR:63104:failed to start

Description

Startup of the agent failed.

Corrective Action

Take corrective action for the message that was output just before this one.

63105

FJSVrcx:ERROR:63105:failed to stop

Description

Stopping of the agent failed.

Corrective Action

Take corrective action for the message that was output just before this one.

4.4 64XXX Series

This section explains the following messages:

- [4.4.1 646XX Series](#)
- [4.4.2 647XX Series](#)

4.4.1 646XX Series

This section explains the 646XX message series.

64681

FJSVnrmr:ERROR:64681:GLS not installed

Description

GLS has not been set up.

Corrective Action

Perform setup of GLS.

64682

FJSVnrmpr:ERROR:64682:file not found(filename=*file_name*)

[Virtual Edition]

Description

A file was not found.

The file name is displayed for *file_name*.

Corrective Action

Take corrective action depending on the file name *file_name*.

- "ipaddr.conf"

Create a file referring to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".

64685

FJSVnrmpr:ERROR:64685:editing of the hosts file failed

Description

Editing the hosts file failed.

Corrective Action

When definition in the hosts file is necessary, check if there is a problem with the file and then execute the command again.

64691

FJSVnrmpr:ERROR:64691:internal error.

Description

An internal error has occurred.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

64692

FJSVnrmpr:ERROR:64692:user not privileged

Description

Users without sufficient authority cannot execute the command.

Corrective Action

Execute the command with OS administrator authority.

64693

FJSVnrmpr:ERROR:64693:IP address not defined in the ipaddr.conf file(code=*code*)

[Virtual Edition]

Description

An IP address has not been defined.
Internal code information is displayed for *code*.

Corrective Action

An IP address has not been defined in the `ipaddr.conf` file, or the definition strings are incorrect.
For details, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".
After defining them correctly, execute the command again.

64694

FJSVnrmpr:ERROR:64694:invalid settings found in the configuration file of `ipaddr.conf` (`code=code`)

Description

The definition file of `ipaddr.conf` is incorrect.
Internal code information is displayed for *code*.

Corrective Action

For the settings of the `ipaddr.conf` file, check the following:

- Different numbers are used for the end of each definition keyword
- Each interface name and IP address has been set correctly

If there are no problems based on the results of the above checks, the settings for the user command execution function of GLS may be incorrect.

Check the settings, and then execute the command again.

64695

FJSVnrmpr:ERROR:64695:LAN interface has already been configured.

Description

The settings of LAN interface have already been performed.

Corrective Action

Check the contents set. If there are no problems, no action is required.

When changing the settings, after releasing the settings of the LAN interface by executing the `rcxadm lanctl unset` command, change the content of the configuration file, and perform settings using the `rcxadm lanctl set` command.

64696

FJSVrcx:ERROR:64696:already enabled.

Description

The network parameter auto-configuration function is already enabled.

Corrective Action

No action is necessary.

64697

FJSVrcx:ERROR:64697:already disabled.

Description

The network parameter auto-configuration function is already disabled.

Corrective Action

No action is necessary.

64698

FJSVnrmpr:ERROR:64698:command terminated abnormally(command=*command*, target=*target*, detail=*detail*)

Description

A system command terminated abnormally.

The command name is displayed for *command*.

The target of the command is displayed for *target*.

The details of the abnormal termination are displayed for *detail*.

Corrective Action

Take corrective action depending on the command name *command*.

- When "command=ifconfig", "command=ip", or "netsh" is displayed

The settings for the interface in the definition (represented using keywords) displayed in *target* of the ipaddr.conf file have not been completed successfully.

Check the status of the interface described in the definitions using the execution device, resolve the problem, and then perform the operation again.

"none" is displayed for *detail*.

- When "command=hanetconfig", "hanetmask" or "hanetpoll" is displayed

The settings for the virtual interface of the setup target (represented using keywords) displayed in *target* of the ipaddr.conf file have not been completed successfully.

For error messages of each command displayed in *detail*, refer to the GLS manual to resolve the problem, and then perform the operation again.

- When "command=mv" is displayed

There is not enough disk space available. Check the disk and secure sufficient disk space, then execute the command again.

Or, on a Linux managed server, a blank space has been set for IF_NAME, PRI_NAME, or SCD_NAME in the ipaddr.conf file, which causes the process to terminate abnormally. Check the definition, and then execute the command again.

"none" is displayed for *target* and *detail*.

- When "command=vconfig" is displayed

On a Linux managed server, a period (".") has been set for IF_NAME, PRI_NAME, or SCD_NAME in the ipaddr.conf file, which causes the process to terminate abnormally. Check the definition, and then execute the command again.

"none" is displayed for *target* and *detail*.

4.4.2 647XX Series

This section explains the 647XX message series.

64780

FJSVnrmpr:ERROR:64780:invalid file format(file=*file*, detail=*detail*)

[Virtual Edition]

Description

There is a mistake in the file format.

The file name is displayed for *file*.

The details of the error are displayed for *detail*.

Corrective Action

When the *file* is "ipaddr.conf", check the following:

- The definition is described using the format "*keyword(number)=setting value*"
The line that was unable to be read is displayed for "line *line_number*" in *detail*.
- NODE_NAME has been described
The definition without NODE_NAME identified is displayed for "none,*keyword*" in *detail*.
- IF_NAME or VIF_NAME has been described at the head of the interface entry
The definition without a lead description is displayed for *detail* using "*server_name,keyword*".
- The keyword of the interface entry is not duplicated or insufficient
The definition that is duplicated or insufficient is displayed for *detail* using "*server_name,keyword*".
- The keyword numbers in each interface entry match within the entry
The unmatched definition is displayed for *detail* using "*server_name,keyword*".
- The keyword numbers of interface entries for each server are arranged in ascending order
The definition not arranged in ascending order is displayed for *detail* using "*server_name,keyword*".

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE". After defining them correctly, execute the command again.

64781

FJSVnrmp:ERROR:64781:invalid value in the configuration file(file=*file*, detail=*detail*)

[Virtual Edition]

Description

The definition file contains an invalid setting value.
The file name is displayed for *file*.
The details of the error are displayed for *detail*.

Corrective Action

When the *file* is "ipaddr.conf", check the following about the definition setting value indicated as "*server_name,keyword*" that is displayed for *detail*.

- The setting value is not a blank space, and no unnecessary blank spaces are included
- The server name starts with an alphabetic character and is not longer than 15 alphanumeric characters (including hyphens, "-") long
- The format of the IP address and subnet mask (decimal numbers separated by periods (".")) is correct
- A network address, multicast address, or broadcast address is not being used for the IP address
- The name of a virtual interface is sha*X* (*X* indicates an integer between 0 and 255)
- Two different IP addresses are set for monitoring targets
- ON or OFF has been set for HUB-HUB monitoring

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE". After defining them correctly, execute the command again.

64782

FJSVnrmp:ERROR:64782:overlapped value in the configuration file(file=*file*, detail=*detail*)

[Virtual Edition]

Description

There are duplicate setting values in the definition file.
The file name is displayed for *file*.
The details of the error are displayed for *detail*.

Corrective Action

When the *file* is "ipaddr.conf", the definition setting value indicated by "*server_name,keyword*" displayed for *detail* is a duplicate of another definition in the same file, check the following:

- Names of any servers are not duplicated
- IP addresses of interfaces and virtual interfaces of servers are not duplicated
- Names of interfaces and virtual interfaces are not duplicated on any single server
- The monitoring target IP address is not used as the IP address of interfaces or virtual interfaces of any servers

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".
After defining them correctly, execute the command again.

64783

FJSVnrmp:ERROR:64783:invalid subnetwork address in the configuration file(file=*file*, detail=*detail*)

[Virtual Edition]

Description

The definition file contains an invalid network address.
The file name is displayed for *file*.
The details of the error are displayed for *detail*.

Corrective Action

When the *file* is "ipaddr.conf", check the following about the subnet to which the IP address indicated in "*server_name,keyword*" displayed for *detail* belongs:

- When *keyword* is IF_IPAD or VIF_IPAD

Check that the subnet the IP address belongs to is different from that of other interfaces and virtual interfaces in the same server, and that the IP address is not included in either subnet.

- When *keyword* is POL_ADDR

Check that the subnet the IP address belongs to is the same as that of the IP address of the virtual interface in the same interface entry.

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".
After defining them correctly, execute the command again.

4.5 65XXX Series

This section explains the following messages:

- [4.5.1 653XX Series](#)
- [4.5.2 655XX Series](#)
- [4.5.3 656XX Series](#)
- [4.5.4 657XX Series](#)
- [4.5.5 658XX Series](#)
- [4.5.6 659XX Series](#)

4.5.1 653XX Series

This section explains the 653XX message series.

65300

65300: *obj* creation failed

[Cloud Edition]

Description

An error occurred while creating *obj*. *obj* has not been created.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65301

65301: *obj* deletion failed

[Cloud Edition]

Description

An error occurred while deleting *obj*. *obj* has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65302

65302: Changing of *obj* information failed

[Cloud Edition]

Description

An error occurred while modifying the information of *obj*. The information of *obj* has not been modified.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65303

65303: Moving of *obj* failed

[Cloud Edition]

Description

An error occurred while moving *obj*. *obj* has not been moved.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65304

65304: *obj* registration failed

[Cloud Edition]

Description

An error occurred while registering *obj*. *obj* has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65305

65305: Changing of *obj* settings failed

[Cloud Edition]

Description

An error occurred while modifying the configuration of *obj*. The configuration of *obj* has not been modified.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65306

65306: *obj* migration failed

[Cloud Edition]

Description

An error occurred while moving *obj* between servers. *obj* has not been moved.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65307

65307: Creation of snapshot image failed

[Cloud Edition]

Description

An error occurred while collecting the snapshot image. The snapshot image has not been collected.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65308

65308: Restoration of snapshot image failed

[Cloud Edition]

Description

An error occurred while restoring the snapshot image. The snapshot image has not been restored.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65309

65309: *obj* importation failed

[Cloud Edition]

Description

An error occurred while importing *obj*. *obj* has not been imported.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65310

65310: *obj* release failed

[Cloud Edition]

Description

An error occurred while unregistering *obj*. *obj* has not been unregistered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65311

65311:Opening of the L-Server console failed

[Cloud Edition]

Description

An error occurred while starting the L-Server console.

Corrective Action

Check the message number or the message displayed in the details of the dialog and take corrective action.

When "ERROR" is displayed in the detailed information, check the following, resolve the cause of the error, and then perform the operation again.

- Check if the network connections between VMware vCenter Server and VMware vSphere Client are correct.
- Check that there are no problems in the browser settings.

Check if the URL of the ROR console has been added to the "Trusted sites" of the browser.

For details, refer to "Chapter 2 Login and Logout" in the "User's Guide for Infrastructure Administrators CE".

- If you are attempting to connect to the console of a virtual L-Server on VMware vSphere 6.5 or later, refer to the following manuals to resolve the cause of the error, and then perform the operation again.
 - "17.3 Using the L-Server Console" in the "User's Guide for Infrastructure Administrators (Resource Management) CE"
 - "9.18 Settings for the Console Connection Function (VMware vSphere 6.5 or later)" in the "Setup Guide CE"

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

65312

65312:Powering on of L-Server in *obj* failed.

[Cloud Edition]

Description

An error occurred while powering on the L-Server. The power is not ON.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65313

65313:Powering off of L-Server in *obj* failed.

[Cloud Edition]

Description

An error occurred while powering off the L-Server. The power is not OFF.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65314

65314:Reboot of L-Server in *obj* failed.

[Cloud Edition]

Description

An error occurred while rebooting the L-Server. Rebooting has not been performed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65315

65315:Automatic network configuration failed

[Cloud Edition]

Description

Automatic virtual network configuration has not been completed successfully. The virtual network has not been configured automatically.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65316

65316:Modification of public LAN (MAC address) information failed.

Description

Modification of public LAN (MAC address) information failed. The public LAN (MAC address) information has not been modified.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

4.5.2 655XX Series

This section explains the 655XX message series.

65509

65509: An unrecoverable error occurred.

Description

An I/O error has occurred, or command execution failed.

Corrective Action

Check that there is enough free disk space on the server used for the HBA address rename setup service, and the network is correctly connected.

After checking the amount of free disk space and the network connection, perform the operation again.

If the same error occurs again, collect troubleshooting information and contact Fujitsu technical staff.

65510

65510: Failed in registration due to internal contradiction.

Description

An I/O error has occurred, or command execution failed.

Corrective Action

Check that there is enough free disk space on the server used for the HBA address rename setup service, and the network is correctly connected.

After checking the amount of free disk space and the network connection, perform the operation again.

If the same error occurs again, collect troubleshooting information and contact Fujitsu technical staff.

65516

65516: Failed to show help due to failure of starting web browser.

Description

The web browser for displaying HELP has not been started.

Corrective Action

Perform setting of the web browser.

Start Internet Explorer, select [Tools]-[Internet Options] then select the [Programs] tab and click [Make default].

After checking the amount of free disk space and the network connection, perform the operation again.

If the same error occurs again, collect troubleshooting information and contact Fujitsu technical staff.

65529

65529:establishing connection with admin server failed

FJSVrcx:ERROR:65529:establishing connection with admin server failed

Description

This message is displayed in the following situations:

a. When connection to the admin server fails

There are the following possibilities:

- The admin server has stopped
- The manager on the admin server has stopped
- Another user has deleted the logged in user
- Cluster switching has occurred on an admin server

If this message is displayed after settings are made or operations performed there is a chance that the settings were not reflected or the operations failed.

b. When a user logged in using another window or tab (the same process) of the same web browser on the same admin server logs out

- c. When operations are performed on influence scope data or modified failure state data from the [Analysis Mode] window of NetworkViewer

The influence scope data or modified failure state data to operate may have already been deleted.

Corrective Action

For a.

Check the following, resolve the problem, and log in again.

When cluster switching has occurred, wait until the manager starts on the standby side, and log in again.

If this message is displayed after settings are made or operations performed, log in again and then perform the settings or operation again.

When logging in to the same process again, login is performed automatically and the login window will not be displayed.

- When the manager is stopped, start the manager.

Startup status of the manager can be checked using the following methods.

[Windows Manager]

Open "Services" from "Administrative Tools" on the Control Panel, and check that the status of the "Manager Services" explained in "2.1 Starting and Stopping Managers" in the "Operation Guide VE" is "Started" on the [Services] window.

[Linux Manager]

Use the service command, and check the startup status of the services listed under "Manager Services" in "2.1 Starting and Stopping Managers" in the "Operation Guide VE".

- Check if there is a problem with the network environment between the server used for the HBA address rename setup service and the admin server.

If a cable is disconnected from the LAN connector, connect it.

- Check with an administrator of Resource Orchestrator if the user who was logged in was a registered user.

If a user was not registered, request the administrator to take corrective action.

For b.

Log in again. Login will be performed automatically and the login window will not be displayed.

For c.

Restart the [Analysis Mode] window.

65530

65530:Failed to start services.

Description

Starting of services failed because ServerView Deployment Manager, other DHCP services, or PXE services are installed, or a memory shortage occurred.

The service has not been started.

Corrective Action

[Windows Manager]

Open "Event Viewer" from "Administrative Tools" on the Control Panel to check if "Message number 61506" is displayed on the event log of displayed window, and then take the following corrective actions:

- When "Message number 61506" is displayed

Uninstall ServerView Deployment Manager, other DHCP services, and PXE services, and then perform the operation again.

- When "Message number 61506" is not displayed

Exit open applications that are not being used or increase the amount of memory, and then perform the operation again.

[Linux Manager]

Check whether "Message number 61506" is displayed in the system log and then take the following corrective actions:

- When "Message number 61506" is displayed

Uninstall ServerView Deployment Manager, other DHCP services, and PXE services, and then perform the operation again.

- When "Message number 61506" is not displayed

Exit open applications that are not being used or increase the amount of memory, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

65531

FJSVrcx:ERROR:65531:obj: Two or more partition servers were detected on the partition chassis.

Description

There are two or more partition servers on the chassis.

Corrective Action

After reducing the number of servers on the chassis, take the corrective action again.

65532

FJSVrcx:ERROR:65532:spare_server_name: The spare server should have the same WWPN for the target CA as the primary server, but a different AffinityGroup.

Description

The WWPN value of the target CA configured in spare server should be the same value as that of the primary server, and the value of AffinityGroup should be different from that of the primary server.

Corrective Action

After modifying the value of the target CA configured on the spare server and the AffinityGroup, take the corrective action again.

4.5.3 656XX Series

This section explains the 656XX message series.

65605

65605:Managed server registration failed.

Description

Registration of a managed server has not been completed successfully. The managed server has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65606

65606:Managed server deletion failed.

Description

Deletion of a managed server has not been completed successfully. The managed server has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65609

65609: Failed to set maintenance mode.

Description

Settings of maintenance mode have not been completed successfully. The selected resource (managed server or network device) has not been placed into maintenance mode.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65610

65610: Failed to release maintenance mode.

Description

Release from maintenance mode has not been completed successfully. The selected resource (managed server or network device) has not been released from maintenance mode.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65611

65611:Failed to apply VM Home Position settings.

Description

Application of VM Home Position settings failed. VM Home Position settings have not been applied.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65612

65612:Failed to migrate VM Guests to their VM Home Positions.

Description

Migration of VM guests to VM Home Positions failed. VM guests have not been migrated to VM Home Positions.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65613

65613:Failed to clear VM Home Position settings.

Description

Clearing of VM Home Position settings failed. VM Home Position settings have not been cleared.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65615

FJSVrcx:ERROR:65615:Failed to add user group.

[Cloud Edition]

Description

An error occurred while registering a user group. The user group has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65616

FJSVrcx:ERROR:65616:Failed to change user group.

[Cloud Edition]

Description

An error occurred while changing a user group. The user group has not been changed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65617

FJSVrcx:ERROR:65617:Failed to delete user group.

[Cloud Edition]

Description

An error occurred while deleting a user group. The user group has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65618

65618:Failed to register the license key.

Description

Registration of the license key has not been completed successfully. The license key has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65620

FJSVrcx:ERROR:65620:*managed server*.WWN Settings not found.

Description

There is no WWN information configured on *managed server*.

Corrective Action

Configure WWN information on *managed server*.

65621

FJSVrcx:ERROR:65621:*managed server1 managed server2*:WWN settings are inconsistent.

Description

The WWN information configuration on *managed server1* and *managed server2* is not consistent.

Corrective Action

Check if the port number of the WWN information configured for *managed server1* corresponds with that of *managed server2*.

65622

FJSVrcx:ERROR:65622:*managed server*:cannot delete and add zone information at the same time. Please delete zone information first.

Description

Addition and deletion of zoning cannot be performed at the same time.

Corrective Action

Check that the content of the entered WWN information is correct.

- When the information is correct
Perform addition after deleting the zoning information for *managed server*.
 - When the information is incorrect
Correct the WWN information, and then perform the operation again.
-

65623

FJSVrcx:ERROR:65623:Changing or deleting of zone information failed.detail=*managed server*:power status is not *power status*.

Description

Configuration or deletion of zoning information failed, as the power status of *managed server* is not *power status*.

Corrective Action

- When the *power status* value is OFF
Perform the operation again after stopping the *managed server*.
 - When the *power status* value is ON
Perform the operation again after starting the *managed server*.
-

65624

FJSVrcx:ERROR:65624:*managed server*:zone information is already set.

Description

The zoning information of *managed server* has already been configured.

Corrective Action

Check if primary servers, fibre channel switches, and storage units on ESC are registered in the correct status.
When *managed server* is a spare server, delete the zoning information.

65625

FJSVrcx:ERROR:65625:*managed server*:zone information is not set yet.

Description

The zoning information of *managed server* has not been configured.

Corrective Action

Check if primary servers, fibre channel switches, and storage units on ESC are registered in the correct status.

When *managed server* is a primary server, configure the zoning information, fibre channel switch zoning, and storage unit host affinity.

65634

65634:Backup of system image failed.

Description

Backup of a system image has not been completed successfully. The system image has not been backed up.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65635

65635:Restoration of system image failed.

Description

Restoration of a system image has not been completed successfully. The system image has not been restored.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65638

65638:Changing of spare server settings failed.

Description

Configuration of spare server information has not been completed successfully. The spare server information has not been configured.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65640

65640:Setting the spare server to continue operation in the server group failed.

Description

Continuation of a spare server has not been completed successfully. Continued use of the spare server is not possible.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65641

65641:Failback of the original server to the server group failed.

Description

Failback to the recovered managed server from the spare server has not been completed successfully. Failback to the recovered managed server from the spare server has not been performed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65642

65642:Switching of the managed server with the spare server failed.

Description

Switching of the managed server with the spare server has not been completed successfully. Switching of the managed server and the spare server has not been performed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65643

65643:Unable to perform the cancellation process.

Description

The cancellation process of the selected operation was not executed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65644

FJSVrcx:ERROR:65644:*obj:operation* is not running

Description

operation for *obj* is not being processed.

Corrective Action

No action is necessary.

65645

FJSVrcx:ERROR:65645:*obj:cancellation of the operation* is in progress

Description

The cancellation process of *operation* for *obj* is already being executed.

Corrective Action

No action is necessary.

65649

65649:Chassis registration failed.

Description

Registration of a chassis has not been completed successfully. The chassis has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65650

65650:Chassis deletion failed.

Description

Deletion of a chassis has not been completed successfully. The chassis has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65651

65651:Registration of LAN switch failed.

Description

Registration of a LAN switch has not been completed successfully. The LAN switch has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65652

65652:Registration of agent failed.

Description

Registration of the agent has not been completed successfully. The agent has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65653

65653:Deletion of LAN switch failed.

Description

Deletion of a LAN switch has not been completed successfully. The LAN switch has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65654

65654:Changing of managed server settings failed.

Description

Setting changes of a managed server have not been completed successfully. The settings of the server have not been changed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65655

65655:Changing of LAN switch settings failed.

Description

Setting changes of a LAN switch have not been completed successfully. The settings of the LAN switch have not been changed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65656

65656:Changing of HBA address rename settings failed.

Description

Configuration and setting changes of the HBA address rename information for the server have not been completed successfully. The HBA address rename information has not been configured or changed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65657

65657:Changing of network settings failed.

Description

The settings and setting changes of the network information for the server have not been completed successfully. The network information has not been set or changed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65658

65658:Powering on of managed server failed.

Description

Powering on of a managed server has not been completed successfully. The managed server has not been powered on.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65659

65659:Powering off of managed server failed.

Description

Powering off of a managed server has not been completed successfully. The managed server has not been powered off.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65660

65660:Forced powering off of managed server failed.

Description

Forced power off of a managed server has not been completed successfully. The managed server has not been powered off.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65661

65661:Reboot of managed server failed.

Description

Reboot of a managed server has not been completed successfully. The server has not been rebooted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65662

65662:Forced reboot of managed server failed.

Description

Forced reboot of a managed server has not been completed successfully. The server has not been rebooted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65663

65663:Turning on of maintenance LED failed.

Description

Turning on or flashing of a maintenance LED has not been completed successfully. The maintenance LED has not been turned on or is not flashing.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65664

65664:Turning off of maintenance LED failed.

Description

Stopping the flashing of a maintenance LED has not been completed successfully. Flashing of the maintenance LED has not been stopped.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65666

65666:Restoration of LAN switch failed.

Description

Restoration of a LAN switch has not been completed successfully. The LAN switch has not been restored.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65667

65667:Creation of cloning image failed.

Description

Collection of a cloning image has not been completed successfully. The cloning image has not been obtained.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65668

65668:Deployment of cloning image failed.

Description

Deployment of a cloning image has not been completed successfully. The cloning image has not been deployed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65669

65669:Deletion of system image failed.

Description

Deletion of a system image has not been completed successfully. The system image has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65670

65670:Deletion of cloning image failed.

Description

Deletion of a cloning image has not been completed successfully. The cloning image has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65671

65671:Failed to create user account.

Description

Registration of a user account has not been completed successfully. The user account has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65672

65672:Failed to change user account.

Description

Changing of a user account has not been completed successfully. The user account has not been changed.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65673

65673:Failed to delete user account.

Description

Deletion of a user account has not been completed successfully. The user account has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65674

65674:Failed to modify chassis settings.

Description

Modification of chassis settings has not been completed successfully. The settings of the chassis have not been modified.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65675

65675:Failed to re-configure hardware properties.

Description

The reconfiguration of hardware properties failed. The hardware properties have not been reconfigured.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65676

65676:Failed to register power monitoring device.

Description

Registration of a power monitoring device has not been completed successfully. The power monitoring device has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65677

65677:Failed to delete power monitoring device.

Description

Deletion of a power monitoring device has not been completed successfully. The power monitoring device has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65678

65678:Failed to modify power monitoring device settings.

Description

Modification of power monitoring device settings has not been completed successfully. The settings of the power monitoring device have not been modified.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65679

65679:Failed to export environmental data.

Description

Export of environmental data has not been completed successfully. The environmental data has not been exported.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

When no detailed message is displayed, reduce the number of resources specified to 80 or less, and then perform the operation again.

65680

65680:Failed to authenticate the VM Host username and password.

Description

Authentication of the target resource was not completed successfully. The entered login account information is not correct.

Corrective Action

Enter the correct user ID and password for the target resource. Also, check that the admin network settings of the target resource have been configured correctly.

When either "Message number 67359" or "Message number 69115" are displayed in a dialog, check the number of the message and contact Fujitsu technical staff.

When no detailed message is displayed, check the operating status and settings of the manager and the target resource.

[Hyper-V]

If this error is displayed when SCVMM registration failed, check the following:

- The settings of SCVMM remote management are configured correctly
- The user registering SCVMM is an administrative user of the domain to which SCVMM belongs.
- The VMM server and the administrator console are installed on the SCVMM server
- The default port numbers were not changed during SCVMM installation

For details on the configuration procedure for SCVMM remote management, refer to the following:

- For Virtual Edition, refer to "Configuration Requirements for System Center Virtual Machine Manager" in "9.2.1 Configuration Requirements" in the "Design Guide VE".
- For Cloud Edition, refer to "E.2.5 Pre-setup Preparations in Hyper-V Environments" in the "Design Guide CE".

Specify the user to register using the following format:

<i>Domain_name\User_name</i>

For details on the authority necessary for users to register, refer to "5.2 Registering VM Management Software" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When the port numbers were changed during SCVMM installation, communications may have failed, since the ports for WinRM communications will have been changed. Use the following procedure to check on the SCVMM server. If the ports have been changed, create a new listener to use the TCP port, 5985.

1. Check the listening port for WinRM. Execute the command prompt using the administrator authority, and perform the following command:

```
>winrm e winrm/config/listener <RETURN>
```

The following entries are displayed.

```
Listener
  Address = *
  Transport = HTTP
  Port = 5985
  Hostname
  Enabled = true
  URLPrefix = wsman
  CertificateThumbprint
  ListeningOn = 192.168.1.101, 127.0.0.1, ::1, fe80::5efe:192.168.1.101%14
```

When multiple listeners are created, multiple entries are recorded.

2. When there is no entry of 5985 for the listening port (Port), create a new listener that uses port 5985. Execute the following command: Specify the IP address to use for communication with the manager of Resource Orchestrator.

```
>winrm c winrm/config/Listener?Address=IP:XXX.XXX.XXX.XXX+Transport=HTTP @ {Port="5985"} <RETURN>
```

The following messages are displayed.

```
ResourceCreated
  Address = http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous
  ReferenceParameters
    ResourceURI = http://schemas.microsoft.com/wbem/wsman/1/config/listener
    SelectorSet
      Selector: Address = IP:XXX.XXX.XXX.XXX, Transport = HTTP
```

3. Check if the listener is created correctly. Execute the following command:

```
>winrm e winrm/config/listener <RETURN>
```

If the listener is created correctly, the following entries are displayed.

```
Listener
  Address = IP:XXX.XXX.XXX.XXX
  Transport = HTTP
  Port = 5985
  Hostname
  Enabled = true
  URLPrefix = wsman
  CertificateThumbprint
  ListeningOn = XXX.XXX.XXX.XXX
```

[Solaris]

There is a possibility that the Remote management controller (XSCF) has been powered off.

There is a possibility that platadm privileges have not been granted for the user ID of the Remote management controller (XSCF).

An agent may have not been installed on a managed server.

Check that communication with the VM host is possible using an SSH connection from a root account.

If communication is not possible, change the configuration. For details, refer to the manual for the basic software.

[PRIMEQUEST]

Entered information may not be the [User ID] and [Password] of [Remote Server Management].

The [User ID] and [Password] of [Remote Server Management] are different from the user name and password for logging in to the Web-UI for the management board.

65681

65681:Failed to register VM Host login account information.

Description

Setting of VM host login account information has not been completed successfully. The login account information of the VM host has not been modified.

Corrective Action

Check the operating status and settings of the VM host. Also, check that the admin network settings of the target resource have been configured correctly.

65682

65682:The execution of the VM management software is not supported for the selected resource.

Description

Execution of the VM management software is not supported for the selected resource. The VM management software has not been started.

Corrective Action

No action is necessary.

65683

65683:The applet is not supported in this browser.

Description

A web browser that is not supported by Resource Orchestrator is being used.

The following functions cannot be started

- VM management software
- NetworkViewer

Corrective Action

Start the VM management software using a web browser supported by Resource Orchestrator.

When starting NetworkViewer, please use a web browser except for Internet Explorer 8.

65684

65684:The applet is not supported for this operating system.

Description

A client OS that is not supported by Resource Orchestrator is being used. The VM management software has not been started.

Corrective Action

Start the VM management software using a client OS supported by Resource Orchestrator.

65685

65685:Failed to download the java policy configuration file.

Description

Downloading of the java policy configuration file has not been completed successfully. The java policy configuration file has not been downloaded.

Corrective Action

Check the operating status and settings of the VM host.

65686

65686:Changing of external software (%1) settings failed.

Description

Configuration of external software has not been completed successfully. The settings of the external software will not be changed.

Information regarding external software such as VIOM or ISM is displayed for %1.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65687

65687:Changing of VM management software settings failed.

Description

Settings of VM management software have not been completed successfully. The settings of the VM management software will not be changed.

Corrective Action

Check the settings of the VM management software.

65688

65688:Failed to discover LAN switches.

Description

Discovery of LAN switches has not been completed successfully. LAN switches have not been discovered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65689

65689:Failed to get physical link information.

Description

Collection of physical link information of LAN switches ended abnormally.

Physical link information of LAN switches has not been obtained.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65690

65690:Failed to migrate the selected VM guest.

Description

Migration of the VM guest failed.
The VM guest has not been migrated.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65694

65694:Registration of subnet failed.

Description

Registration of subnet information has not been completed successfully. The subnet information has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65695

65695:Changing of subnet settings failed.

Description

Registration of subnet information has not been completed successfully. The subnet information has not been registered.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65696

65696:Deletion of subnet failed.

Description

Deletion of the subnet information has not been completed successfully. The subnet information has not been deleted.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65698

65698:Changing of monitoring settings failed.

Description

Configuration of monitoring information has not been completed successfully. The monitoring information has not been configured.

Corrective Action

Check the message number displayed in the details of the dialog and take corrective action.

65699

65699:Changing of WWN settings failed.

Description

Configuration of WWN information failed.

Corrective Action

Check if primary servers, fibre channel switches, and storage units on ESC are registered in the correct status, and if different operations are being performed on the primary server.

4.5.4 657XX Series

This section explains the 657XX message series.

65701

65701: The template is already being used. Specify a different template name.

[Cloud Edition]

Description

When creating or copying an L-Server template, an L-Server template with the same name already exists.

Corrective Action

Check if an L-Server template with the same name exists.
If the same L-Server template name already exists, specify another name.

65702

65702: The template cannot be updated. After refreshing the display, update the template again.

[Cloud Edition]

Description

When modifying an L-Server template, no appropriate L-Server template exists.

Corrective Action

Check if the appropriate L-Server template exists.

65703

65703:<Template name>:Copying failed.

[Cloud Edition]

Description

When copying an L-Server template, no appropriate L-Server template exists.

Corrective Action

Check if the appropriate L-Server template exists.

65704

65704:<Template name>:Deletion failed.

[Cloud Edition]

Description

An error occurred when deleting the L-Server template.

Corrective Action

Click the [Update] button in the [L-Server Template Editor] window.

65706

65706:<Template name>:Export failed.

[Cloud Edition]

Description

When exporting an L-Server template, no appropriate L-Server template exists.

Corrective Action

Check if the appropriate L-Server template exists.

65707

65707:<L-Server name>:not found.

[Cloud Edition]

Description

When exporting an L-Server template from the L-Server, no appropriate L-Server exists.

Corrective Action

Check if the appropriate L-Server exists.

65709

65709:<Import file name>:Import failed.

[Cloud Edition]

Description

When importing an L-Server template, the XML definitions are not appropriate.

Corrective Action

Check the XML definitions of the L-Server template.

65710

65710:Unknown exception occurred, please refresh the window and try again.

[Cloud Edition]

Description

An unexpected error has occurred.

Corrective Action

Refresh the window and perform the operation again. If the problem is still not resolved, contact Fujitsu technical staff.

4.5.5 658XX Series

This section explains the 658XX message series.

65809

65809: User (*user_account_name*) has not been registered.

Description

- When using internal authentication
 - The user account name *user_account_name* specified for User has not been registered.
- When using Single Sign-On
 - *user_account_name* is not registered in the directory service.

- When using the directory service provided with ServerView Operations Manager, there are multiple occurrences of the user ID *user_account_name* between registered users.

The user account name specified is displayed for *user_account_name*.

Corrective Action

Take corrective action based on the authentication method being used.

- When using internal authentication

Check with the administrator if the specified *user_account_name* has been registered.

- When using coordination with Single Sign-On

Check with the administrator if the *user_account_name* has been registered in the directory service.

When using the directory service provided with ServerView Operations Manager, check with the administrator whether there are multiple occurrences of the user ID (uid attribute value).

Check that the user account name *user_account_name* is correct. If the name is wrong, specify the name again and then perform the operation.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

65810

65810: User (*user_account_name*) has already been registered.

Description

The user account name *user_account_name* specified for User has already been registered.

The user account name specified is displayed for *user_account_name*.

Corrective Action

Check with the administrator if the specified user account name *user_account_name* has been registered.

Check that the user account name *user_account_name* is correct. If the name is wrong, specify the name again and then perform the operation.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

65812

65812: The user account (*user_account_name*) does not have a system administrator access privilege.

Description

The user account *user_account_name* does not have the privileges required for this operation.

Corrective Action

The privilege level might have been changed on other clients. Log in again using a privileged account.

65817

65817: An unexpected error has been detected: *error*

Description

An unexpected error has occurred.

The error message detected by the manager is displayed in the details of the error dialog.

Corrective Action

- When an error message is displayed in the details of the error dialog

Check the number of the error message and take corrective action.

- When no error message is displayed in the details of the error dialog
Collect troubleshooting information and contact Fujitsu technical staff.

65825

65825: The number of characters of *parameter* (*parameter_name* : length == *length*) ranges from (*lower_limit*) at a minimum to (*upper_limit*) at a maximum.

Description

For the maximum number of characters "*parameter_name* : character length == *length*" permitted in *parameter* (user account, password, or server), the upper limit is *upper_limit* and the lower limit is *lower_limit*.
If *parameter* is a password, it is represented using asterisks ("*").

Corrective Action

Specify the parameter using a value between *lower_limit* and *upper_limit*.

65826

65826: *parameter* (*parameter_name*) includes an invalid character.

Description

An invalid character is included in the parameter name *parameter_name* of *parameter* (user account, password, authority level, or server).
If *parameter* is a password, *parameter_name* is represented using asterisks ("*").

Corrective Action

Specify the parameter again using valid characters.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.



See

For details of valid characters, refer to the following:

- For Virtual Edition

User account

The user ID given in "Chapter 5 Managing User Accounts" in the "User's Guide VE"

Password

The password (and the password confirmation) given in "Chapter 5 Managing User Accounts" in the "User's Guide VE"

Authority level

The authority level set in "Chapter 5 Managing User Accounts" in the "User's Guide VE"

Server

The physical server name given in "7.3.2 Registering Blade Servers" or "7.4.1 Registering Rack Mount or Tower Servers" in the "User's Guide VE"

- For Cloud Edition

User account

The user ID given in "3.1 Registering User Accounts" in the "User's Guide for Infrastructure Administrators (Resource Management) CE"

Password

The password (and the password confirmation) given in "3.1 Registering User Accounts" in the "User's Guide for Infrastructure Administrators (Resource Management) CE"

Server

The physical server name given in "5.4.2 Registering Blade Servers" or "5.5.1 Registering Rack Mount or Tower Servers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

.....

65836

65836:User ("*username*") has already been registered.

Description

Registration failed because a user with the same name as *userid* has already been registered.

Corrective Action

Enter a user ID that has not been registered.

65837

65837:The input password is not correct. Please input the current password again.

Description

Changing the user failed because the password entered is incorrect.

Corrective Action

Enter the current password of the user to be changed.

65838

65838:The input passwords do not match. Please input the same password for registration in both input columns.

Description

Registration or changing of the user failed because the password to be registered or changed and the password for confirmation did not match.

Corrective Action

Use the same password for registration or changing of the user as the password used for confirmation.

65839

FJSVrcx:ERROR:65839:Only one user account remains, which cannot be deleted.

Description

The specified user account cannot be deleted as there is only one user account with administrator authority registered.

Corrective Action

To delete the specified user account it is necessary to register another user account with administrator authority.

65840

65840:Failed to connect to the directory server

[Virtual Edition]

Description

Communication with the directory server used for ServerView Operations Manager to perform Single Sign-On failed.

Corrective Action

Check the following and take corrective action:

- Confirm whether the configuration for communication with the directory server used for ServerView Operations Manager is correct, or the directory server has been started.

After checking the amount of free disk space and the network connection, perform the operation again.

For the configuration, refer to "13.1.1.3 Checking Directory Service Connection Information" in the "Operation Guide VE".

- When ServerView Operations Manager or the directory server used for ServerView Operations Manager has been re-installed, or certificates have been updated, re-registration of certificates with Resource Orchestrator is necessary.

For details on the method for registering certificates, refer to "Chapter 10 Configuring Single Sign-On" in the "Design Guide VE".

- When the following operations have been performed, re-registration of certificates with Resource Orchestrator is necessary.

- Re-installation of ServerView Operations Manager
- Re-installation of the directory server used for ServerView Operations Manager
- Updating of the certificate of ServerView Operations Manager
- Updating of the certificate of the directory server used by ServerView Operations Manager

For details on the method for registering certificates, refer to "Chapter 10 Configuring Single Sign-On" in the "Design Guide VE".

- The importing and registering of certificates performed when installing this product may have failed.

Check whether the certificates are imported correctly. For details on how to check the certificates, refer to "Chapter 10 Configuring Single Sign-On" in the "Design Guide VE".

- The password for the administrator user of the directory server registered in Resource Orchestrator may be incorrect.

Check if the directory server can be accessed using the password specified when installing Resource Orchestrator, or when registering or updating the directory server.

When an incorrect password is used, refer to "13.1.1.3 Checking Directory Service Connection Information" in the "Operation Guide VE".

[Cloud Edition]

Description

The directory server could not be communicated with.

Corrective Action

Check the following and take corrective action:

- Check whether the settings for communication with the directory server are correct.

Settings for communication with the directory server can be checked using the `rcxadm authctl` command.

For details, refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE".

- When the following operations have been performed, re-registration of certificates with Resource Orchestrator is necessary.

- Re-installation of ServerView Operations Manager
- Re-installation of the directory server used for ServerView Operations Manager
- Updating of the certificate of ServerView Operations Manager
- Updating of the certificate of the directory server used by ServerView Operations Manager

For details on the method for registering certificates, refer to "Chapter 12 Configuring Single Sign-On" in the "Design Guide CE".

- Confirm that the directory server has been started.

Then perform the operation again.

- The importing and registering of certificates performed when installing this product may have failed.

Check whether the certificates are imported correctly. For details on how to check the certificates, refer to "Chapter 12 Configuring Single Sign-On" in the "Design Guide CE".

- The password for the administrator user of the directory server registered in Resource Orchestrator may be incorrect.

Check if the directory server can be accessed using the password specified when installing Resource Orchestrator, or when registering or updating the directory server.

When an incorrect password is used, refer to "8.10.1.3 Checking Directory Service Connection Information" in the "Operation Guide CE".

65841

65841:the current user has no valid privileges for this product

Description

The process failed because the specified user has no authority level for Resource Orchestrator.

Corrective Action

Check the following items:

- The specified user needs to have a sufficient authority level for login on the Resource Orchestrator in order to use Single Sign-On. Check the authority level of Resource Orchestrator, and then execute the command again.

For how to perform settings, refer to the following:

- For Virtual Edition

Refer to "Chapter 10 Configuring Single Sign-On" in the "Design Guide VE".

- For Cloud Edition

Refer to "Chapter 12 Configuring Single Sign-On" in the "Design Guide CE".

- The search base value specified during directory service registration may be incorrect. Check the search base value, and then execute the command again.

For how to perform settings, refer to the following:

- For Virtual Edition

Refer to "Chapter 10 Configuring Single Sign-On" in the "Design Guide VE".

- For Cloud Edition

Refer to "Chapter 12 Configuring Single Sign-On" in the "Design Guide CE".

65842

FJSVrcx:ERROR:65842:The password does not fit the policy of the directory service.

[Cloud Edition]

Description

The user information could not be registered in the directory service.

Or, the user information registered in the directory service could not be changed.

The following causes are possible:

- a. The specified password is not compliant with the user password policy of the directory service.
- b. The directory server user with administrator privileges does not have the authority to update passwords.

Corrective Action

For a

Check the user password policy for the directory service and ensure that the specified password is compliant with the policy.

For b

When using the OpenDS provided with ServerView Operations Manager, change the directory server user with administrative privileges.

Use the `rcxadm authctl modify` command to update the directory service connection information.



Example

```
>rcxadm authctl modify -bind "cn=Directory Manager" -passwd admin
```

Specify the password for the directory server administrator. "admin" is set by default.

65843

FJSVrcx:ERROR:65843:*user* is already registered in the directory service

[Cloud Edition]

Description

The user cannot be created as a user with the same name as the user *user* exists in the directory service.

Corrective Action

Check if the specified user ID is correct.

When using a user registered in directory service in Resource Orchestrator, create a user with the settings configured not to register a user in directory service using the directory service operation definition file.

For details on the directory service operation definition file, refer to "8.6.1 Settings for Tenant Management and Account Management" in the "Operation Guide CE".

65844

FJSVrcx:ERROR:65844:*user* not found in the directory service

[Cloud Edition]

Description

The user cannot be changed as the specified user *user* does not exist in the directory service.

A user in the directory service may have been deleted.

Corrective Action

Perform one of the following corrective actions:

- Delete the current user, then create a new one.
- Create a user in the directory service.

65845

FJSVrcx:ERROR:65845:*group_name* not found in the directory service

[Cloud Edition]

Description

A user cannot be registered as the group *group_name* does not exist in the directory service. There is an error in directory service environment.

Corrective Action

Create the group "cn=*group_name*,ou=*group_base_DN*" in directory service.

65846

FJSVrcx:ERROR:65846:*obj_name* of the directory service failed (*detail_message*)

[Cloud Edition]

Description

Operations of *obj_name* in the directory service failed.

The following causes are possible:

- The specified password is not compliant with the user password policy of the directory service.
- The specified user ID is not compliant with the restrictions for user names of the directory service.
- The load on the directory server may be temporarily high.

Corrective Action

Check the information in *detail_message* or the logs in the directory service, and perform corrective action for the error.

- When the password is not compliant with the password policy

Check the user password policy for the directory service and ensure that the specified password is compliant with the policy.

- When the user name is not compliant with user name restrictions

Check the user name restrictions of the directory service, and then check if the specified user ID is compliant with the user name restrictions. When the specified user ID is not compliant with the user name restrictions, perform the operation again after changing the user ID.

- When the load on the directory server is temporarily high

Wait a couple of minutes and then execute the operation again.

For errors other than the above, refer to the manual of the directory server, and take corrective action.



Information

When setting "sAMAccountName" for "User Search Filter" in the directory service settings for ServerView Operations Manager using Active Directory as the directory service, the creatable user names are restricted as below.

- User names must be within 20 characters.
- A period cannot be specified as the last character of a user name.

For details on the directory service settings of ServerView Operations Manager, check with the system administrator or the infrastructure administrator. When installing ServerView Operations Manager, the default is sAMAccountName.

4.5.6 659XX Series

This section explains the 659XX message series.

65901

FJSVrcx:ERROR:65901:Backup of current system configuration failed.

Description

Writing of backup information failed because a problem such as an I/O error occurred.

Corrective Action

Check the following, resolve the cause of the problem, and execute the command again.

- The disk that the following folder exists on has 10 MB or more space available

[Windows Manager]

Installation_folder\SVROR\Manager\var\config_backup

[Linux Manager]

/var/opt/FJSVrcvnr/config_backup

- Writing to the above disk is performed correctly
- Writing and reading authority for the directory above has been set for the user executing the operation
- All other operations have been completed

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

65903

FJSVrcx:ERROR:65903:Export to *filename* failed.

[Cloud Edition]

Description

Export to the file specified for *filename* failed.

Corrective Action

After confirming the path to the specified file name, perform the operation again.

65904

FJSVrcx:ERROR:65904:Export of current system configuration failed.

Description

The export process has failed.

Corrective Action

The export process has failed because another operation is being executed. Wait until the process has finished and then perform export again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

65908

FJSVrcx:ERROR:65908:The specified system configuration file, "*filename*", is invalid.

Description

As the system configuration file *filename* specified for import is invalid, the process has been stopped.

If the specified file does not exist, 'unknown' may be displayed for *filename*.

Corrective Action

Check the following, resolve the cause of the problem, and execute the command again.

- That the contents and format of the system configuration file are correct
- The specified file exists
- That the active user has reading authority for the file specified
- That the active user has reading authority for the directory specified
- The file specified can be opened using other software

For details on the system configuration file, refer to the following:

- Refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide VE".
- Refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

65910

FJSVrcx:ERROR:65910:The value of *item*, *value*, is invalid.

Description

The process has been stopped because there is a mistake in the format of *value* for *item* in the system configuration file, or network configuration information XML file or the file contains an invalid character.

One of the following is displayed in *item*:

- [Type](#)
- [operation](#)
- [Key value of resource definition information](#)
- [An element or attribute name of the XML file of network configuration information](#)

Corrective Action

Resolve the problem referring to the details displayed for *item*, and then perform the operation again.

Type

- When an RCXCSV V2.0 format system configuration file has been imported
An invalid value has been set for the section name.
Correct the definition in the system configuration file.
- When an RCXCSV V1.0 format system configuration file has been imported
Something other than Chassis, EtherSwitch, or ServerBlade is specified for the resource type.
Correct the definitions in the system configuration file.

operation

Either a value other than "new", "change" or a hyphen ("-") is specified in the operation column, or the description of the "operation" of the section header is incorrect.

Only "new" or a hyphen ("-") can be specified in the sections after the line of "#Backup configuration".

Correct the definitions in the system configuration file.

Key value of resource definition information

An invalid value is specified for the displayed key, or there is a mistake in the displayed key value in the section header.
Correct the definitions in the system configuration file.

When "cfab_ip_address" is displayed, check that values are not configured for both "ip_address" and "cfab_ip_address", and correct the definition in the system configuration file.

- When an error occurs when registering using the IP address for oob.
Configure an IP address for oob in "ip_address", and a space (" ") in "cfab_ip_address", and perform the operation again.
- When an error occurs when registering using the representative virtual IP address of the fabric
Configure the representative virtual IP address of the fabric in "cfab_ip_address", and perform the operation again after configuring a space (" ") in "ip_address".

An element or attribute name of the XML file of network configuration information

Perform the operation again after checking the value corresponding to the displayed key name in the network configuration information XML file and correcting the definition.

For details on the XML definition of the network configuration information, refer to "8.1.1 Creation" in the "Reference Guide (Command) VE".

For details on how to modify the XML definition of the network configuration information, refer to "8.1.2 Modification" in the "Reference Guide (Command) VE".

For the values that can be specified for *item*, refer to the following.

- For Virtual Edition, refer to "B.3 Resource Definitions" in the "User's Guide VE".
- For Cloud Edition, refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

[Cloud Edition]

Description

The process was canceled due to one of the following reasons:

- There is an error in the format of *value* for *item* in a system configuration file, L-Server XML file, L-Server template XML file, resource pool XML file, image XML file, user XML file, network configuration information XML file, or the [Create an L-Server] dialog
- An invalid character has been used
- There is no value set
- There is an error in the format of *value* for *item* specified in the XML file of disk resource configuration information for VM guests
- There is an error in the format of *value* for *item* specified in the iSCSI boot information XML file.
- The network resource name and the subnet name of the public LAN subnet are different
- The network resource name and the admin LAN subnet name are different
- When performing switchover of operating or standby storage, the content of the replication definition file is incorrect
- The *value* for *item* that has been specified in the XML file to create tenants, or in the XML file of the L-Server has a formatting error
- A tagged VLAN has been configured for a network resource for which PXE boot is specified
- When PXE boot is specified, and an image is also specified
- When retrieving the L-Server, the L-Server name has been specified incorrectly
- The format of *value* for *item* specified in a VM specific information definition file contains an error
- An L-Server cannot be linked with a virtual machine on the specified VM host
- An L-Server cannot be created for specified VM host
- Modification is not possible for an existing L-Server
- There is an error in the external connection port number of the LAN switch blade, the value specified for the LAG name, or the port name specified for the Ethernet Fabric switch
- There is an error in the number of addresses specified
- An excluded address is outside the scope of the lead and end addresses
- There is a mistake in the format of *value* for *item* specified in the SCSI controller definition file.
- The group configuration of NICs in the physical L-Server template does not match that of the L-Platform

One of the following is displayed in *item*:

Resolve the problem referring to the details displayed for *item*, and then perform the operation again.

- [Disk \(Disk name\)](#)
- [An element or attribute name of the L-Server XML file](#)
- [An element or attribute name of the L-Server template XML file](#)
- [An element or attribute name of the image XML file](#)
- [A key value in the \[Create an L-Server\]](#)

- Pool.name
- VmHost.ip
- VmHost(ip=IP address of the VM host defined in XML).Disks.Disk.name
- VmHost(ip=IP address of the VM host defined in XML).Disks.Disk(name=Disk resource name defined in XML).size
- VmHost(ip=IP address of the VM host defined in XML).Disks.Disk(name=Disk resource name defined in XML).path
- An element or attribute name of the iSCSI boot information XML file
- An element or attribute name of the resource pool XML file
- Network name, AddressSet name
- Network name, ManagementLanSubnet name
- An element or attribute name of the XML file for tenants
- PXENetworkLink or net
- ServerImageLink.id
- ServerImageLink.name
- NICs.NIC.NICIndex
- The L-Server name when retrieved
- processors shares
- memory shares
- processors weight
- memory weight
- memory startup size
- memory buffer rate
- Network auto
- Parameter key name (customize file name)
- VmHost(api_type)
- ExternalPorts vlanautosetting
- NetworkSwitchPort number/lag/name
- PhysicalLANSegment
- An element or attribute name of the XML file of network configuration information
- Password
- VirtualStorage (virtual storage name)
- max_definable_memory_size
- memory_hotplug
- clock_offset
- AddressSet (AddressSet name)
- exclude_address
- OSType
- windomain_name
- windomain_user

- windomain_password
- OSSetting.GUIRunOnce
- SCSI controller type
- <Groups><Group><NICLinks>

Disk (Disk name)

The value of "*value*" in the disk information is incorrect.

When performing the switchover operation of operating or standby storage, check the content of the replication definition file.

An element or attribute name of the L-Server XML file

Perform the operation again after correcting the value corresponding to the displayed key value in the L-Server XML file and correcting the definition.

An element or attribute name of the L-Server template XML file

Perform the operation again after correcting the value corresponding to the displayed key value in the XML file of the L-Server template and correcting the definition.

An element or attribute name of the image XML file

Perform the operation again after correcting the value corresponding to the displayed key value in the image XML file and correcting the definition.

A key value in the [Create an L-Server]

Perform the operation again after correcting the value corresponding to the displayed key value.

- When IP address is displayed in *value*

An IP address outside the range that can be allocated to the network resource has been specified.

Specify an unused IP address for the network resource, and perform the operation again.

Pool.name

There is an error in the value specified for the name attribute of the Pool element.

Review the value of the name attribute in the Pool element, correct the definition, and then perform the operation again.

VmHost.ip

There is an error in the value specified for the ip attribute of the VmHost element.

Review the value of the ip attribute in the VmHost element, correct the definition, and then perform the operation again.

VmHost (ip=IP address of the VM host defined in XML).Disks.Disk.name

There is an error in the value specified for the name attribute in the Disk element in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip.

Review the values, correct the definition, and then perform the operation again.

VmHost(ip=IP address of the VM host defined in XML).Disks.Disk(name=Disk resource name defined in XML).size

There is an error in the value of the size attribute in the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip.

Review the values, correct the definition, and then perform the operation again.

VmHost(ip=IP address of the VM host defined in XML).Disks.Disk(name=Disk resource name defined in XML).path

There is an error in the value of the path attribute in the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip.

Review the values, correct the definition, and then perform the operation again.

An element or attribute name of the iSCSI boot information XML file

Perform the operation again after reviewing the value in the iSCSI boot information XML file and correcting the definition.

An element or attribute name of the resource pool XML file

Perform the operation again after correcting the value corresponding to the displayed key value in the resource pool XML file and correcting the definition.

Network name, AddressSet name

The network resource name and the public LAN subnet name are different.
Specify the same value for both the network resource name and the public LAN subnet name.

Network name, ManagementLanSubnet name

The network resource name and the admin LAN subnet name are different.
Specify the same value for both the network resource name and the admin LAN subnet name.

An element or attribute name of the XML file for tenants

Perform the operation again after correcting the value corresponding to the displayed key value in the XML file of the tenant and correcting the definition.

PXENetworkLink or net

For the network resource for which PXE boot is specified, select a network resource that does not have a tagged VLAN configured.

ServerImageLink.id

When specifying PXE boot, images cannot be specified.
After specifying only PXE boot, perform the operation again.

ServerImageLink.name

The specified image is incorrect.
Review the specified image, and perform the operation again.

NICs.NIC.NICIndex

Check that sequential numbers starting from 0 are used for the NICIndex element value of each NIC element.
When this message is output when linking a configured physical server to an L-Server, check that NICs are configured in the VIOM or ISM server profile.

The L-Server name when retrieved

If an L-Server name was not specified when retrieved, specify the name and perform the operation again.
If an L-Server name was specified, check and correct the name.

processors shares

Review the CPUShare value defined in the L-Server template, import the L-Server template, and then perform the operation again.
When using a VM specific information definition file, review the value of processor_share, modify the definition, and perform the operation again.

- When an error occurs while creating an L-Server using commands:

If the CPUShare element has been entered in the XML file, review the value specified for the CPUShare element, and then perform the operation again.

- When an error occurs when starting an L-Server:

Review the CPUShare value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

memory shares

Review the MemoryShare value defined for the L-Server template, import the L-Server template again, and then perform the operation again.
When using a VM specific information definition file, review the value of memory_share, modify the definition, and perform the operation again.

- When an error occurs while creating an L-Server using commands:

If the MemoryShare element has been entered in the XML file, review the value specified for the MemoryShare element, and then perform the operation again.

- When an error occurs when starting an L-Server:

Review the MemoryShare value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

processors weight

Review the CPUWeight value defined for the L-Server template, import the L-Server template again, and then perform the operation again.

When using a VM specific information definition file, review the value of processor_weight, modify the definition, and perform the operation again.

- When an error occurs while creating an L-Server using commands:

If the CPUWeight element has been entered in the XML file, review the value specified for the CPUWeight element, and then perform the operation again.

- When an error occurs when starting an L-Server:

Review the CPUWeight value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

memory weight

Review the MemoryWeight value defined for the L-Server template, import the L-Server template again, and then perform the operation again.

When using a VM specific information definition file, review the value of memory_weight, modify the definition, and perform the operation again.

- When an error occurs while creating an L-Server using commands:

If the MemoryWeight element has been entered in the XML file, review the value specified for the MemoryWeight element, and then perform the operation again.

- When an error occurs when starting an L-Server:

Review the MemoryWeight value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

memory buffer rate

Review the MemoryBuffer value defined for the L-Server template, import the L-Server template again, and then perform the operation again.

When using a VM specific information definition file, review the value of memory_buffer_rate, modify the definition, and perform the operation again.

- When an error occurs while creating an L-Server using commands:

If the MemoryBuffer element has been entered in the XML file, review the value specified for the MemoryBuffer element, and then perform the operation again.

- When an error occurs when starting an L-Server:

Review the MemoryBuffer value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

memory startup size

Review the StartupRAM value defined for the L-Server template, import the L-Server template again, and then perform the operation again.

When using a VM specific information definition file, review the value of memory_startup_size, modify the definition, and perform the operation again.

- When an error occurs while creating an L-Server using commands:

If the StartupRAM element has been entered in the XML file, review the value specified for the StartupRAM element, and then perform the operation again.

- When an error occurs when starting an L-Server:

Review the StartupRAM value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

Network auto

There is an error in the value specified for automatic configuration.

Review the values, correct the definition, and then perform the operation again.

Parameter key name (customize file name)

Perform the operation again after correcting the value corresponding to the displayed parameter key value in the displayed customization file and correcting the definition.

VmHost(api_type)

Perform the corrective action according to the executed operations.

- When linking a configured virtual machine to an L-Server:

Check the OS types of the virtual machine and VM host that are linked to each other, and perform the operation again.

- When creating an L-Server:

Check if the OS type of the VM host for L-Server creation and the VM management software for managing the VM host are appropriate, and perform the operation again.

- When changing L-Server configurations:

Check if the OS type of the VM host for L-Server creation and the VM management software for managing the VM host are appropriate, and the communication status with VM management software, and perform the operation again.

ExternalPorts vlanautosetting

There is an error in the value specified for VLAN automatic configuration of an external connection port.

Review the values, correct the definition, and then perform the operation again.

NetworkSwitchPort number/lag/name

There is an error in the value specified for external connection port of LAN switch blades.

Review the external connection port number of the LAN switch blade specified in *value* and the value specified for the LAG name.

Also confirm that the port name specified for the Ethernet Fabric switch is a CIR port.

After correcting the definition, perform the operation again.

PhysicalLANSegment

There is an error in the value specified for physical LAN segment name.

Review the values, correct the definition, and then perform the operation again.

An element or attribute name of the XML file of network configuration information

Perform the operation again after checking the value corresponding to the displayed key name in the network configuration information XML file and correcting the definition.

For details on the XML definition of the network configuration information, refer to "15.6.1 Creation" in the "Reference Guide (Command/XML) CE".

For details on how to modify the XML definition of the network configuration information, refer to "15.6.2 Modification" in the "Reference Guide (Command/XML) CE".

Password

There may be an error in the value specified for the Password element in the user XML file or the value may have been specified for the Password element when not possible. Review the value of the Password element in the user XML file, correct the definition, and perform the operation again.

VirtualStorage (virtual storage name)

The value of "value" in the virtual storage information is incorrect. When performing the switchover operation of operating or standby storage, check the content of the replication definition file. When performing switchover operations using Disaster Recovery after damage, ensure that virtual storage exists on the backup site and is not registered in the pool.

max_definable_memory_size

When using a VM specific information definition file, review the value of max_definable_memory_size, modify the definition, and perform the operation again.

For details, refer to "8.1.2 VM Specific Information Definition File" in the "Setup Guide CE".

memory_hotplug

When using a VM specific information definition file, review the value of memory_hotplug, modify the definition, and perform the operation again.

For details, refer to "8.1.2 VM Specific Information Definition File" in the "Setup Guide CE".

clock_offset

When using a VM specific information definition file, review the value of clock_offset, modify the definition, and perform the operation again.

For details, refer to "8.1.2 VM Specific Information Definition File" in the "Setup Guide CE".

AddressSet (AddressSet name)

The number of addresses in the specified range of address exceeds the limit (65536).

Review the range (starting point and end point in the address) in the specified address. After correcting the definition, perform the operation again.

exclude_address

An excluded address is outside the scope of the lead and end addresses.

Correct the lead, end, and excluded addresses, and then perform the operation again.

OSType

There is an error in the OS type.

Change the OS type specified in the XML.

For details on the OS type to specify, refer to the OS type in "15.3.2 Definition Information for Virtual L-Servers (XML)" in the "Reference Guide (Command/XML) CE".

windomain_name

Check if the correct name is specified in the "windomain_name" described in the OS setting property file.

Specify a string of up to 64 characters, including alphanumeric characters, hyphens ("-"), and periods (".") for the DNS domain name.

The first character must be an alphanumeric character. Specify a character other than a hyphen or a period for the end of the string.

Check the domain name for participation again, and specify the correct domain.

windomain_user

Check if the correct user name is specified in the "windomain_user" described in the OS setting property file.

Specify a string of up to 256 characters for the user name. Check the account for the domain for participation again, and specify the correct user name.

windomain_password

Check if the correct password is specified in the "windomain_password" described in the OS configuration property file.

Specify the password using a string of alphanumeric characters and symbols.

OSSetting.GUIRunOnce

Check if the correct file name is specified in the GUIRunOnce command definition file name described in the L-Server template.

Specify the definition file name using a string of up to 64 characters, including alphanumeric characters, underscores ("_"), and hyphens ("-").

SCSI controller type

Review the value specified for the SCSI controller type in the SCSI controller definition file, correct the definition, and then perform the operation again.

<Groups><Group><NICLinks>

Configure the grouping of NICs so that the following combinations match:

- The combination of the following in the physical L-Server template:
 - The index of NIC redundancy groups (NICGroupIndex)
 - The numbers of the NICs contained in each NIC redundancy group (NICLink)
- The combination of the following items specified for physical servers using the [Change Configuration] page of the L-Platform
 - The order of creation of NIC groups (The count starts from 0)
 - The numbers of the NICs used to create each group

65911

FJSVrcx:ERROR:65911:Specified resource *value* not found.

[Common to All Editions]

Description

The process was canceled because the specified resource *value* is not registered.
 The resource *value* may not be included in the access scope of the user or user group that performed the operation.
 Change using an un-registered resource name is not possible.
 Perform the operation again after specifying a resource name that is already registered.

- When value is "NetworkDevice", and "(ip=IP_address)" follows after the value:
- When value is "NetworkDevice", and "(ip=IP_address, nic_index=NIC_index)" follows after the value:
- When value is "NetworkDevice", and "(ip=IP_address,port=port_name)" follows after the value:
- When value is "Port(name=port name defined in XML)"
- When value is "LinkAggregationPort(name=link aggregation port identifier information defined in XML)"
- When value is "Domain(id=Domain ID to which the Link Aggregation Port Defined in XML belongs to)"

Corrective Action

When *value* is "NetworkDevice", and "(ip=IP_address)" follows after the value:

The network device with the admin IP address *IP_address* is not registered.
 Register the network device (for which *IP_address* is used as the management IP address) as a resource, and retry.

When *value* is "NetworkDevice", and "(ip=IP_address, nic_index=NIC_index)" follows after the value:

The NIC corresponding to *NIC_index* is not registered on the rack mount server with the admin IP address registered using its IP address.

Check the NIC index displayed in the resource details of the rack mount server with the admin IP address registered using the IP address, define the correct index for the NIC index (the NicIndex element) of the device, and then perform the operation again.

When *value* is "NetworkDevice", and "(ip=IP_address,port=port_name)" follows after the value:

The process was canceled because there are no ports with the port_name for the network device registered using the admin IP address, *IP_address*.

Check the port name (the one displayed in the resource details of the network device that is registered in an *IP_address* that is a management IP address), change it to a correct port name (Port tag), and perform the operation again.

If port names are not displayed in the resource details, there is a possibility that the manager is not communicating with the network device by SNMP. Check the state of the relevant network device, remove the cause of the problem, and perform the operation again.

When *value* is "Port(name=port name defined in XML)"

The process was canceled as the port defined in XML does not exist.

When multiple ports which are defined in the XML exist, the ports are displayed separated by commas.

Define the port name of an existing port in XML, and perform the operation again.

When *value* is "LinkAggregationPort(name=*link aggregation port identifier information defined in XML*)"

The process was canceled as the link aggregation port defined in XML does not exist.

When multiple link aggregation ports which do not exist in the XML are defined, the link aggregation ports are displayed separated by commas.

Define the identifier information of an existing link aggregation port name in the XML, and perform the operation again.

When *value* is "Domain(id=*Domain ID to which the Link Aggregation Port Defined in XML belongs to*)"

The process was canceled as the domain defined in XML does not exist.

Define the identifier information of a link aggregation port to which belongs to the domain ID in XML, and perform the operation again.

[Virtual Edition]

Description

The process has been stopped as the specified resource name *value* has not been registered.

Corrective Action

Change using an un-registered resource name is not possible.

Specify a resource name that has already been registered and perform the operation again.

When an already registered resource name has been registered, the description of the key value of the section header resource name is incorrect.

Correct the system configuration file, and then perform the operation again.

When registering new resource information using the specified resource name, change the operation to "new".

[Cloud Edition]

Description

The process was canceled because the specified resource *value* is not registered.

The resource *value* may not be included in the access scope of the user or user group that performed the operation.

Change using an un-registered resource name is not possible.

Perform the operation again after specifying a resource name that is already registered.

- [When a resource name already registered is specified:](#)
- [When registering new resource information with the specified resource name:](#)
- [When value is "image key = xxxx"](#)
- [When "\(create\)" follows after value:](#)
- [When "\(Spare\)" follows after value:](#)
- [When "\(Primary\)" follows after value:](#)
- [When value is "PhysicalServer"](#)
- [When "\(Storage pool\)" follows after value:](#)
- [When "value" is "IOVirtualOptionPool"](#)
- [When value is "Server", and "\(ip=IP_address\)" follows after the value:](#)
- [When value is "VmHost\(ip=IP address of VM host defined in XML\)"](#)
- [When value is Pool\(name=storage pool name defined in XML\)](#)
- [When value is "StoragePool"](#)
- [When value is "Tenant\(name=tenant name defined in XML\)"](#)

Corrective Action

When a resource name already registered is specified:

There is an error in the key value for the resource name in the section header. Perform the operation again after correcting the system configuration file.

When registering new resource information with the specified resource name:

Change the operation to "new".

There may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details on definition files, refer to "7.1.6 Configuration when Creating a Physical L-Server without Specifying a Model Name in the L-Server Template" in the "Setup Guide CE".

When *value* is "image key = xxxx"

The process was canceled because the registered cloning image was deleted due to deletion of a host from VMware vCenter Server.

Perform the operation again after restoring the deleted cloning image and using a command to modify the L-Server configuration.

When modifying the L-Server configuration, set an appropriate value in the ServerImageLink element.

Perform the operation again after setting the access scope of resources.

When "(create)" follows after *value*:

The process was canceled because one of the following applies to the specified physical server:

- The specified physical server does not exist
- The specified physical server is not registered in the resource pool
- The specified physical server is already assigned as an L-Server
- The specified physical server is already assigned as a spare server
- The physical server resource does not exist in the resource pool

When "(Spare)" follows after *value*:

The process was canceled as the resource specified as a spare server does not exist.

When "(Primary)" follows after *value*:

The process was canceled as the resource specified in the physical server usage change does not exist.

- The specified physical server does not exist
- The specified physical resource pool does not exist
- The physical server resource does not exist in the specified resource pool

When *value* is "PhysicalServer"

When the resource type is "PhysicalServer", the physical server which satisfies the conditions may not exist or may be in an incorrect status.

Check that the L-Server definition and the physical server in the specified server pool meet or exceed all of the following conditions.

- Number of CPUs
- CPU Clock Speed
- Memory Size
- Number of NICs
- Number of FCs in the FC connection pattern

For the correction method, refer to the corrective action of "Message number [62508](#)".

Check that the network configuration of the admin LAN matches completely, including NIC redundancy.

A physical server cannot be found that has the number of FCs specified in the FC connection pattern. Refer to "10.1.2 Storage Configuration" in the "Design Guide CE" for information on how to obtain the FC information for the physical server.

When "(Storage pool)" follows after *value*:

The process was canceled because one of the following applies to the specified disk resource:

- The specified disk resource is not registered in the resource pool
- The virtual storage resource in which the specified disk resource was created is not registered in the resource pool

When *value* is "IOVirtualOptionPool"

The process was canceled because one of the following applies to the specified address set resource:

- There is no address pool to store the address set resources to allocate to L-Servers
- There are no unused address set resources in the address pool

Check the following:

- There is an address pool to store the address set resources
- There is an unused address set resource in the address pool

There may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details on the definition file, refer to "Appendix G Definition Files" in the "Setup Guide CE".

When *value* is "Server", and "(ip=*IP_address*)" follows after the value:

The server with the admin IP address *IP_address* is not registered.

Register the rack mounted server (for which *IP_address* is used as the management IP address) as a resource, and retry.

When *value* is "VmHost(ip=IP address of VM host defined in XML)"

The process was canceled as the VM host that has the IP address defined in the XML does not exist.

Define the IP address of an existing VM host in the XML and perform the operation again.

When *value* is Pool(name=storage pool name defined in XML)

The process was canceled as the storage pool defined in XML does not exist.

Define an existing storage pool in the XML and perform the operation again.

When *value* is "StoragePool"

The process was canceled because the specified storage pool is not registered.

When limiting the range of switchover, confirm that replicated storage pools have been defined correctly. If they have not been defined correctly, correct the definition file and execute the `rcxmgrexport` command again.

For details on how to specify target storage pools for replication, refer to "3.3 Manager Installation and Configuration" in the "DR Option Instruction".

When *value* is "Tenant(name=*tenant name defined in XML*)"

The process was canceled as the tenant defined in XML does not exist.

When multiple tenants which are defined in the XML exist, the tenants are displayed separated by commas.

Define the tenant name of an existing tenant in the XML, and perform the operation again.

65914

FJSVrcx:ERROR:65914:Registering *type (value)* was failed.

Description

The process has been stopped as registration of the resource name *value* could not be performed for the resource type *type*.

Corrective Action

Resource names that have already been registered cannot be used for registration.

Specify a resource name that has not already been registered and perform the operation again.

When changing the resource information of the specified resource name, change the operation to "change".

65921

FJSVrcx:ERROR:65921:The version of *filename* is not supported.

Description

The process was stopped as the description of the version of file format in the system configuration file is incorrect.

Corrective Action

Correct the description of the version of the file format in the system configuration file, and then perform the operation again.
For details on the system configuration file, refer to the following:

- Refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide VE".
- Refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

65926

FJSVrcx:ERROR:65926:The file extension of *filename* is not supported.

[Virtual Edition]

Description

The import process was stopped as a file with an extension other than ".csv" was specified for import.

Corrective Action

Specify a system configuration file with the extension ".csv", and then perform the operation again.

[Cloud Edition]

Description

The process was aborted as a file with an extension that is not the target of operation was specified.

Corrective Action

Specify a file with an extension that is the target of operation, and perform the operation again.

65927

FJSVrcx:ERROR:65927:*filename* already exists.

Description

The specified file already exists.

Corrective Action

Change the file name and perform the operation again.

65928

FJSVrcx:ERROR:65928:Invalid data found.

Description

The process was stopped as there is a line that cannot be loaded in the correct format from the system configuration file.

Corrective Action

The entire line may not be able to be loaded correctly due to a mistake in the use of double quotes ("). Check the content of the system configuration file, resolve the problem, and then perform the operation again.

For details on the characters that can be used for Virtual Edition, refer to the following:

- Refer to "B.2 File Format" in the "User's Guide VE".
- Refer to "B.2 File Format" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

65929

FJSVrcx:ERROR:65929:*obj.operation_type* operation not supported for *property_type* property.

Description

The system configuration file does not support *operation_type* for *property_type*.

Corrective Action

When *operation_type* is "change", take the following corrective action based on the applicable *property_type*.

- "mac_address" or "hbaar_mac_address"
 - When changing the admin LAN MAC address used for the admin LAN or the HBA address rename setup service
Reconfigure the hardware properties again.
 - When changing other values
Change the MAC address value specified in the system configuration file to one that has already been registered.

65993

65993:Unable to connect to the manager. Please check whether the manager is operating correctly. The manager address is *IP_address*.

Description

The HBA address rename setup service failed to connect to the manager.

Corrective Action

Check the following, resolve the cause of the problem, and execute the command again.

- When a problem has occurred in the network environment
 - Check if there is a problem with the network connection between the HBA address rename setup service and the manager.
 - Check if a LAN cable is unplugged, or a problem has occurred in the LAN cable or network devices.
- When there is a mistake in the entered IP address or port number
 - Check that there are no mistakes in the IP address and port number for the manager that were specified for connecting to the manager from the HBA address rename setup service.
- When the manager has stopped
 - Restart the manager.
 - For details on how to check the status of and start the service on the manager, refer to the following:
 - Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
 - Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

4.6 67XXX Series

This section explains the following messages:

- [4.6.1 671XX Series](#)
- [4.6.2 672XX Series](#)
- [4.6.3 673XX Series](#)
- [4.6.5 677XX Series](#)
- [4.6.6 678XX Series](#)
- [4.6.7 679XX Series](#)

4.6.1 671XX Series

This section explains the 671XX message series.

67101

FJSVrcx:ERROR:67101:not privileged

Description

The command was executed without OS administrator authority.

Corrective Action

Execute the command with OS administrator authority.

When using Windows Server 2008 or later, it is not possible for user accounts not named 'Administrator' that have administrator authority to execute commands with administrator authority even by starting the command prompt from the menu.

Right-click Command Prompt on the menu, and start a command prompt by selecting [Run as administrator] from the displayed menu. Then perform the operation.

67102

FJSVrcx:ERROR:67102:option:illegal option

Description

The option is invalid. "usage" is displayed.

Corrective Action

Check and correct the command format, and then perform the operation again.

67106

FJSVrcx:ERROR:67106:obj:name contains invalid character

Description

The name *obj* contains invalid characters.

Corrective Action

Specify the name using alphanumeric characters, and underscores ("_"). Check the name, and then perform the operation again.

67112

FJSVrcx:ERROR:67112:no resources found matching *obj*.

Description

Resources that match *obj* were not found.

Corrective Action

Check the conditions specified.

[Cloud Edition]

Description

Resources that match *obj* were not found.

- When creating a physical L-Server
Failed to configure the IP address of the public LAN.
There are the following cases:

- When more NICs than the physical server contains have been specified
The network (NIC) specified when creating the L-Server exceeds the number of NICs of the physical server.
- When the drivers of cloning images are not the latest
When a number exceeding the number of NICs has not been specified, and the cloning image specified when creating the L-Server was Windows, the drivers of the cloning image may not be the latest.
The number displayed as the index is the same number as the detailed display of the L-Server.
- When executing the rcxstorage command:
 - When "mirror definition" is displayed for *obj*
The disk matching the description of the replication definition file has not been defined in Resource Orchestrator.
(There are no disks to be recovered in failover or Disaster Recovery.)
 - When "disk" is displayed for *obj*
There are no disk resources to be processed.
When performing switchover of operating or standby storage, the disk to be processed was created in advance, and the storage unit supports switchover of operating and standby storage.
- When linking a configured physical server to a physical L-Server:
 - When "disk" is displayed for *obj*
There are no disk resources to be processed.
- When creating a virtual L-Server:
 - When *obj* starts with "VLANID"
The virtual network resource specified in the virtual network definition file was not found on the VM host.
 - When *obj* is "Admin LAN"
The admin LAN network resource used for communication with the installation server was not found in a resource pool accessible from the tenant.
- When executing the rcxadm nsoptctl command
 - When *obj* is "PhysicalServer(name=*name*)"
The physical server *name* specified in the -server option was not found.
 - When *obj* is "PhysicalNIC(position=*position*)"
The physical NIC of the number *position* specified in the -position option cannot be found on the physical server.
 - When *obj* is "PhysicalLanSwitchPort(PhysicalNic=*position*)"
The LAN switch blade which links with the physical NIC of the number *position* specified in the -position option cannot be found.

Corrective Action

Check the conditions specified.

- When creating a physical L-Server
 - When more NICs than the physical server contains have been specified
Check that the network (NIC) specified when creating the L-Server is smaller than the number of NICs of the physical server.
Change the network settings and perform the operation again.
 - When the drivers of cloning images are not the latest
Delete the created L-Server.
Update the drivers of the cloning image specified when creating the L-Server, and create the cloning image again. Create the L-Server again after specifying the re-created cloning image.

- When executing the rcxstorage command:
 - When "mirror definition" is displayed for *obj*
Check that the content of the replication definition file is correct, and then execute the command again.
 - When "disk" is displayed for *obj*
Check the disk resource to be processed, and perform the command again.
- When linking a configured physical server to a physical L-Server:
 - When "disk" is displayed for *obj*
Check the disk resource to be processed, and perform the command again.
- When creating a virtual L-Server:
 - When *obj* starts with "VLANID"
Perform the operation again after checking the target virtual network definition file and resolving the cause of the error.
 - When *obj* is "Admin LAN"
Check the following, resolve the problem, and execute the command again.
 - a. The admin LAN network resource that can communicate with the installation server exists in a resource pool accessible from the tenant.
 - b. The network resource in step a must be the network resource for the admin LAN of the VM host
- When using the rcxadm nsoptctl command
 - When *obj* is "PhysicalServer(name=*name*)"
Perform the operation again after checking in the resource details of the server tree that the specified physical server name is correct.
 - When *obj* is "PhysicalNIC(position=*position*)"
Perform the operation again after checking in the resource details of the server tree that there is a physical NIC with the specified number.
 - When *obj* is "PhysicalLanSwitchPort(PhysicalNic=*position*)"
Perform the operation again after checking in the resource details of the server tree that the physical NIC with the specified number is linked with the LAN switch blade.

67114

FJSVrcx:ERROR:67114:can not copy file [*filename1*->*filename2*]

Description

The file *filename1* cannot be copied to the file *filename2*.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- The access authority for the file or directory
- That there is sufficient disk area available

67117

FJSVrcx:ERROR:67117:*obj*:failed to create file or directory

Description

The file or directory *obj* cannot be created.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- Check the access authority for the directory.
- Check that there is sufficient disk area available.

[Cloud Edition]

Description

The file "*obj*" cannot be created.

Corrective Action

Check the following, resolve the cause of the problem, and execute the command again.

- Confirm the access privileges for the storage directory of the XML files for changing the network.
- Check if there is sufficient disk space available in the storage directory of the XML files for changing the network.
- Confirm the access privileges for the CSV configuration file.
- Check if there is sufficient disk space available in the storage directory of the CSV configuration file.
- Confirm that the storage directory of the CSV configuration file is specified using its full path.
- Confirm that the folder name of the storage directory of the CSV configuration is a character string containing only alphanumeric characters, underscores ("_"), hyphens ("-"), and periods ".").
- Confirm that the content of the *avmgr_network.rcxprop* definition file is correct.
- Confirm that the IP address is contained in the network information of the linked virtual L-Server.

67119

FJSVrcx:ERROR:67119:*obj*:command execution error

Description

An error occurred during execution of the command *obj*.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

67120

FJSVrcx:ERROR:67120:*keys*:attributes cannot be specified in combination (*details*)

[Cloud Edition]

Description

The *keys* attribute has been specified simultaneously in the XML definition of the network resource.

In *details*, multiple detailed information is displayed, separated by commas (,).

In *keys*, multiple attribute names of the NetworkSwitchPort element (number, lag, name) are displayed, separated by "and".

- For "number"
number=specified port number
- For "lag"
lag=specified link aggregation name
- For "name"
name=port name of the Ethernet fabric switch

Corrective Action

Review the attributes of *keys* and specify the correct attributes, then perform the operation again.

67124

FJSVrcx:ERROR:67124:not enough memory

Description

There is not enough memory available.

Corrective Action

Exit any unnecessary programs, and then perform the operation again.

If performing the operation again does not resolve the problem, refer to the following, and check that the memory is sufficient.

- Refer to "6.1.1.8 Memory Size" in the "Overview".
 - Refer to "6.1.2.8 Memory Size" in the "Overview".
-

67126

FJSVrcx:ERROR:67126:obj:No such directory

Description

The specified directory was not found.

Corrective Action

- Specify the correct directory.
 - Confirm that the folder name of the storage directory of the CSV configuration is a character string containing only alphanumeric characters, underscores ("_"), hyphens ("-"), and periods (".").
-

67128

FJSVrcx:ERROR:67128:invalid date

Description

The specified time and date are invalid.

Corrective Action

Specify the date and time using the format "*YYYY/MM/DD hh:mm:ss*".

67129

FJSVrcx:ERROR:67129:syntax error

Description

The command syntax is incorrect. "*Usage*" is displayed.

Corrective Action

Check and correct the command format, and then perform the operation again.

67130

FJSVrcx:ERROR:67130:option:option requires an argument

[Virtual Edition]

Description

An argument was not specified for the option. "usage" is displayed.

Corrective Action

Check and correct the command format, and then perform the operation again.

[Cloud Edition]

Description

"usage" is displayed.

An argument has not been specified for an option.

A parameter has not been specified.

Corrective Action

Check and correct the command format, and then perform the operation again.

After specifying the parameter, perform the operation again.

When the message is output by the rcxnetworkservice command, perform corrective action based on the content of "usage"

- "-ip"

Specify the address of the physical L-Server.

- "-user"

Specify a user name which has admin authority for the physical L-Server.

- "-passwd"

Specify a password which has admin authority for the physical L-Server.

- "-file"

Specify the network configuration information file or configuration file for use in physical L-Server creation.

- "-image"

Specify the NS Appliance image.

- "-name"

Specify the device name of the NS Appliance specified in network configuration information.

- "-mac"

Specify the MAC address of the NIC used for the admin LAN of a physical server.

- "-config"

Specify a pre-configuration file for NS appliance.

67131

FJSVrcx:ERROR:67131:option:argument too long

Description

The option argument specified is too long.

option may not be displayed.

Corrective Action

Check and correct the option argument specified, and then perform the operation again.

67132

FJSVrcx:ERROR:67132:*option*:contains invalid character

[Virtual Edition]

Description

The option argument specified contains invalid characters.

Corrective Action

Check the option argument specified.

For operations where use of line feed characters is prohibited, check that line feed characters have not been inadvertently inserted through copy and pasting.

After checking, perform the operation again.

[Cloud Edition]

Description

The option argument specified contains invalid characters.

When this message is displayed at rcxadm config import command execution time, an illegal character is included in the definition of XML of the snapshot displayed with option.

Corrective Action

Check the option argument specified.

For operations where use of line feed characters is prohibited, check that line feed characters have not been inadvertently inserted through copy and pasting.

After checking, perform the operation again.

When this message is displayed at rcxadm config import command execution time, after removing the following characters of the comment tag from the definition of XML of the snapshot displayed with option, perform the operation again.

- Percent("%")
- Backslash("\")
- Double quotation(")
- Changing line

67133

FJSVrcx:ERROR:67133:*value*:out of range

[Virtual Edition]

Description

The specified value is outside the allowed range.

Corrective Action

Check and correct the value specified and then perform the operation again.

[Cloud Edition]

Description

The specified value is out of range.

One of the following is displayed in *value*:

- *Specified value*
- "*XML tag(specified value, range)*"

- "*XML key(specified value, range) server/free/remain amount of ip address/remain amount of MAC address/remain amount of WWN address*"
- *Parameter key name(VM specific information definition file name) (specified value),range*
- *Parameter key name(VM specific information definition file name) (specified value,range)*
- *vlanid=specified value*
- *L-Server NIC index= specified value*
- *NIC No.index vlanid=specified value*

The VLANID(LPVID) of the network resource connected to the NIC is not in the scope of specification.

Corrective Action

Check and correct the value specified and then perform the operation again.

When *value* is one of the following, perform corrective action according to the content:

- "*XML tag(specified value, range)*"

When operating it from the command, perform the operation again after confirming the specified XML.

When operating it from the GUI, perform the operation again after confirming the specified XML.

- When an "*XML tag*" is "Disks.Disk.DiskIndex"

When this message is displayed during increasing of disks for a virtual L-Server, the maximum value of the disk number that has been allocated to the virtual L-Server is the upper limit of the number of disks.

Increase the disks by confirming an unused disk number in the virtual L-Server, and using the command (rcxadm lserver attach). Specify an unused disk number for optional index of the command.

For the upper limit of increasing disks, refer to "Number" in "16.3.3 [Disk] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "*XML key(specified value, range) server*"

Perform the operation again after checking the hardware configuration (CPU, memory) of the VM host on which the L-Server is located using the GUI.

- "*XML key(specified value, range) free*"

Perform the operation again after checking the available resources (CPU, memory) of the VM host on which the L-Server is located, and securing sufficient resources.

- "*XML key(specified value, range) remain amount of ip address/remain amount of MAC address/remain amount of WWN address*"

The error may be the result of one of the following:

- When using a physical L-Server, the specified NIC number exceeds the upper limit of the supported number
- The specified IP addresses, MAC addresses, and WWNs do not exist in the resource pool
- There are no vacant addresses in the resource pools of IP addresses, MAC addresses, and WWNs

Perform the operation again after reviewing the values corresponding to the displayed IP addresses, MAC addresses, and WWNs in the L-Server XML file and correcting their definitions. Add the IP addresses, MAC addresses, and WWNs that are necessary for the resource pool.

- "*Parameter key name(VM specific information definition file name) (specified value),range*" or "*Parameter key name(VM specific information definition file name) (specified value,range)*"

Review the following values, correct the definition, and then perform the operation again.

- *VM specific information definition file name*
- *Specified value*
- *Range*

- "vlanid=*specified value*"

Check the specified vlanid value, resolve the cause of the error, and then perform the operation again.

- "L-Server NIC index= *specified value*"

Check the *specified value* for the NIC index of the L-Server, resolve the cause, and perform the operation again.

- "NIC No.index vlanid=*specified value*"

Allocate a network resource with VLAN IDs of 2 - 4094 for the NICs configuring UMC.

Review the network resource to connect, and perform the operation again.

If displayed when registering the server as a managed server or registering the hardware information, correct the value defined in the server configuration information file stored in the folder below, and perform the operation again.

[Windows Manager]

Installation_folder\SVROR\Manager\etc\customize_data

[Linux Manager]

/etc/opt/FJSVrcvnr/customize_data

67134

FJSVrcx:ERROR:67134:*value*:invalid format

[Virtual Edition]

Description

The format of the value specified is invalid.

Corrective Action

Check and correct the value specified and then perform the operation again.

[Cloud Edition]

Description

The format of the specified value, or the content of the XML specified when performing the following is not correct:

- Creating an L-Platform
- Creating an L-Server
- Modifying an L-Server
- Importing an L-Server template
- Registration of iSCSI boot information
- Registering disk resources for a VM guest
- Changing disk resources for a VM guest
- Creating tenants
- Importing network configuration information
- Creating network devices
- Changing network devices
- "*Parameter key name(VM specific information definition file name, specified value, range)*"
- Operation of NS Appliance

One of the following is displayed in *value*:

- *XML_tag_name*
- Folder XML

- L-Server XML
- L-Server Template XML
- Network XML
- User XML
- UserGroup XML
- Pool XML
- iSCSI XML
- vm-disk XML
- Tenant XML
- NetworkDevice XML
- Link XML
- *Specified_value* (IP address, etc.)
- -duration
- The URL of the FTP server for storing VCD
- The user name of the FTP server for storing VCD
- The password of the FTP server for storing VCD

Corrective Action

- When "-duration" is displayed:
Specify a correct value or format for the option, then perform the operation again.
For details, refer to "5.13 rcxadm logctl" in the "Reference Guide (Command/XML) CE".
- When "*Parameter key name(VM specific information definition file name, specified value, range)*" is displayed:
Perform the operation again after reviewing the value of the file name, specified value and range VM specific information definition file and correcting the definition.

In cases other than the above, correct the specified value or the content of the XML file, and then perform the operation again.

If displayed when registering the server as a managed server or registering the hardware information, correct the value defined in the server configuration information file stored in the folder below, and perform the operation again.

[Windows Manager]

Installation_folder\SVROR\Manager\etc\customize_data

[Linux Manager]

/etc/opt/FJSVrcvmt/customize_data

For XML files, refer to "Chapter 15 XML Files" in the "Reference Guide (Command/XML) CE".

67135

FJSVrcx:ERROR:67135:*option*:invalid argument

[Virtual Edition]

Description

The option argument specified is invalid. "usage" is displayed.

Corrective Action

Specify the correct argument, and then perform the operation again.

[Cloud Edition]

Description

The option argument specified is invalid. "usage" is displayed.

"Network ManagementLanSubnet" or "Network AddressSet" may be displayed for *option*

In these cases, both the admin LAN subnet and the public LAN subnet are specified.

Corrective Action

Take corrective action based on the content of *option*.

- When *option* is "Network ManagementLanSubnet" or "Network AddressSet"

Both the admin LAN subnet and the public LAN subnet are specified.

Based on the type of network resource to be created, specify either the admin LAN subnet or the public LAN subnet.

- In other cases

After specifying the correct argument, perform the operation again.

67136

FJSVrcx:ERROR:67136:filename:invalid file format

[Virtual Edition]

Description

The file format specified for *filename* is incorrect.

Corrective Action

Check the file format.

When "activation.dat" is displayed for *filename*, refer to "17.2 Collecting" in the "User's Guide VE" and check the file format of the license information file.

[Cloud Edition]

Description

The file format specified for *filename* is incorrect.

If "server_control.rcxprop" is displayed for *filename*, there is no description starting with "ServerControl," on the first line of the file.

Corrective Action

Check the file format.

Take corrective action based on the content of *filename*.

- When "activation.dat" is displayed:

Check the format of the license information definition file referring to "7.5.3 Manual OS Installation" in the "Setup Guide CE".

- When "image_admin_hyperv.rcxprop" or "image_admin_hyperv_user_group_name.rcxprop" is displayed:

Check the specified file format referring to "16.3.5 [OS] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When "server_spec.rcxprop" is displayed:

Check the format of the corresponding definition file, referring to "8.1 Definition Files Commonly Shared when Creating Virtual L-Servers" in the "Setup Guide CE".

- When "server_control.rcxprop" is displayed:

Check the file format, referring to "8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE".

- When the following files are displayed:

Check the format of the specified server NIC definition file referring to "15.13 Server NIC Definition" in the "Reference Guide (Command/XML) CE".

[Windows Manager]

Installation_folder\SVROR\Manager\etc\customize_data\nicdefctl\model\Chassis_model_name_product_name.xml

Installation_folder\SVROR\Manager\etc\customize_data\nicdefctl\host\VM_host_name.xml

[Linux Manager]

/etc/opt/FJSVrcvmr/customize_data/nicdefctl/model/Chassis_model_name_product_name.xml

/etc/opt/FJSVrcvmr/customize_data/nicdefctl/host/VM_host_name.xml

Check the following cases:

- That the XML format is correct
 - That XML tags do not overlap, and the specified values are not exceeded
 - That the necessary XML tags are specified
 - That the NIC configuration is correct among the different physical LAN segments
 - That the physical LAN segment name does not overlap
- When "network_device_model.xml" is displayed:

Check the file format, referring to "15.15 Network Device Model Definition" in the "Reference Guide (Command/XML) CE".
 - When "image_admin_citrixen.rcxprop" or "image_admin_citrixen_user_group_name.rcxprop" is displayed

Check the format of specified file, referring to "16.3.5 [OS] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
 - When "server_control.rcxprop" is displayed:

Notify the infrastructure administrator of the information in this message.
The infrastructure administrator needs to check the format of the applicable file referring to "8.8.1 Creating Definition Files" in the "Setup Guide CE".

67137

FJSVrcx:ERROR:67137:command is already running

Description

The command is already running.

Corrective Action

Wait a couple of minutes and then execute the command again.

[Cloud Edition]

Description

The command for backup and restore for manager properties of admin server is already being executed. The command is not executed.

Corrective Action

After the current command is completed, execute the command again when necessary.

67138

FJSVrcx:ERROR:67138:*option*:argument too short

Description

The option argument specified is too short.
option may not be displayed.

Corrective Action

Check and correct the option argument specified, and then perform the operation again.

67139

FJSVrcx:ERROR:67139:*filename*:file not found

Description

The file specified for *filename* was not found.

Corrective Action

Check the file name specified.

67140

FJSVrcx:ERROR:67140:*filename*:permission denied

Description

Access authority is not possessed for the file specified for *filename*.

Corrective Action

Check the owner, the owning group, and access authority of the file.

67141

FJSVrcx:ERROR:67141:*filename*:write failed

Description

Writing of the file specified for *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
 - If a message indicating file system quota limit or insufficient space has been output
-

67142

FJSVrcx:ERROR:67142:*filename*:read failed

[Virtual Edition]

Description

Reading of the file specified for *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

[Cloud Edition]

Description

Reading of the file specified for *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- When "server_spec.rcxprop", "storage_portset.rcxprop" or "storage_mirroring.rcxprop" is displayed for *filename*:
Check that reading of the file is allowed.
- When "storage_portset.rcxprop" is displayed for *filename*:
Check that reading of the file is allowed.
- When "FC_connection_pattern_filename.rcxprop" is displayed for *filename*:
Check that reading of the file is allowed.
- When "GUIRunOnce_command_definition_file" is displayed for *filename*:
Check that reading of the file is allowed.

67143

FJSVrcx:ERROR:67143:*filename*:open failed

Description

Opening of the file specified for *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- If a message indicating file system quota limit or insufficient space has been output

67144

FJSVrcx:ERROR:67144:*filename*:remove failed

Description

Deletion of the file specified for *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

67145

FJSVrcx:ERROR:67145:*filename*:rename failed

Description

Renaming of the file specified for *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- If a message indicating file system quota limit or insufficient space has been output

67146

FJSVrcx:ERROR:67146:*filename*:file not found

[Virtual Edition]

Description

The Resource Orchestrator file *filename* was not found.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- When "activation.dat" is displayed for *filename*

Create the license information file "activation.dat" for the managed server.

For details of the license information file, refer to "17.2 Collecting" in the "User's Guide VE".

- When "/opt/FJSVnrmpl/lan/public/rcxlanctl" is displayed for *filename*

When using SUSE Linux Enterprise Server, the network parameter auto-configuration function is not supported. Perform manual public LAN settings as necessary.

- When "cacerts" is displayed for *filename*

Files of Resource Orchestrator or external software were not found.

Collect troubleshooting information and contact Fujitsu technical staff.

- In other cases

If the error is due to one of the following, restore the entire system, or install Resource Orchestrator again.

- When the relevant files have been deleted
- When the relevant files have been deleted because of system failure, or disk or file system failure

- When operating managers in clusters

There is a chance that the link target of the file displayed for *filename* is a file on a shared disk for managers.

Mount the shared disk for managers on the node the operation was performed on.

When the cause is not one of the above, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

The process was canceled as the target file was not found.

Corrective Action

- When executing the rcxchkmismatch command and *filename* is "fullbackup_info.xml"

Perform the following corrective actions and then continue restoring the admin server:

- There is an error in the directory name of the L-Server restoration log storage directory specified for the argument of the -logdir option.

Specify a correct directory name for the argument of the -logdir option, and then execute the rcxchkmismatch command again.

- The rcxreserveid command has not been executed.

Perform the operation for restoring the admin server again, from execution of the rcxreserveid command.

- When executing reflection of server NIC definition (rcxadm nicdefctl commit)

There are no folders or files of Resource Orchestrator.
Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.
- When *filename* is "storage_portset.rcxprop"

Notify the infrastructure administrator of the information in this message.
The infrastructure administrator should create the definition file, referring to "7.1.1 Creating Definition Files Combining Ports of SAN Storage" in the "Setup Guide CE".
- When *file_name* is "fc_connection_pattern_filename.rcxprop"

Notify the infrastructure administrator of the information in this message.
The infrastructure administrator should create the definition file referring to "7.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".
- When "cacerts" is displayed for *filename*

Files of Resource Orchestrator or external software were not found.
Collect troubleshooting information and contact Fujitsu technical staff.
- When *filename* is "cfabric_portprofile_networkresource.rcxprop"

Notify the infrastructure administrator of the information in this message.
The infrastructure administrator should create the definition file, referring to "9.4.8.4 When Using Port Profile Configuration Files" in the "Design Guide CE".

Information

When automatic configuration of network resources is "Network auto=false", port profiles are not automatically created.

- When *filename* is "ovm_sparc_install_server.rcxprop"

Notify the infrastructure administrator of the information in this message.
The infrastructure administrator needs to create a definition file referring to "8.8.1 Creating Definition Files" in the "Setup Guide CE".
- When *filename* is "os_setting.rcxprop" or "os_setting_user_group_name.rcxprop"

Active Directory domain participation is enabled in the L-Server template, but the OS setting property file does not exist is inaccessible. Check that the OS setting property file exists, and is accessible.
- When *filename* is "customize_data/sysprep_guirunonce/GUIRunOnce_command_definition_file.rcxprop" or "customize_data\sysprep_guirunonce\GUIRunOnce_command_definition_file.rcxprop"

The GUIRunOnce command definition file is specified in the L-Server template, but the specified GUIRunOnce command definition file does not exist or is inaccessible. Check that the file exists, and is accessible.
- When message is output by rcxnetworkservice

Specify a file as the target of operation, and perform the operation again.
- When *filename* is "vdi_management_info.rcxprop"

Check if a file exists in the following folder:

<code>Installation_folder\SVROR\Manager\etc\customize_data</code>

When a file exists in the folder, notify the infrastructure administrator of the information in this message.

The infrastructure administrator should then ensure that the file is accessible.

For details on files, refer to "2.3.5.1 Modification of the Coordination Method with VDI Management Server" in the "Release Notes".

When there are no files, no action is necessary.

- In other cases

Specify a file as the target of operation, and perform the operation again.

67147

FJSVrcx:ERROR:67147:*filename*:permission denied

[Virtual Edition]

Description

Access to the Resource Orchestrator file *filename* has been denied.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

Description

One of the following is displayed in *filename*:

- Resource Name

No permission has been granted for the specified resource.

- File Name

Access to the Resource Orchestrator file *filename* has been denied.

Corrective Action

Take corrective action based on the content of *filename*.

- Resource Name

Perform the operation as a user with permission for the specified resource.

- File Name

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

67148

FJSVrcx:ERROR:67148:*filename*:write failed

Description

Writing to the Resource Orchestrator file *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- If a message indicating file system quota limit or insufficient space has been output
- Check that there are no programs referring to the following files and folders on the admin server:
 - The image file storage folder

The image file storage folder is the folder specified in "2.1.1.6 Installation" in the "Setup Guide VE".

[Windows Manager]

- *Installation_folder*\SVROR\Manager\var\control

[Linux Manager]

- /var/opt/FJSVrcvnr/control

When "activation.dat" is displayed for *filename*, check the following:

- Check the writing authority for the license information file "activation.dat" on the managed server.
If writing authority for the license information file has not been granted, add writing authority.
For details of the license information file, refer to the following:
 - For Virtual Edition, refer to "17.2 Collecting" in the "User's Guide VE".
 - For Cloud Edition, refer to "17.5.1 Collecting and Registering" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67149

FJSVrcx:ERROR:67149:*filename*:read failed

Description

Reading of the Resource Orchestrator file *filename* failed.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

67150

FJSVrcx:ERROR:67150:*filename*:open failed

Description

Opening of the Resource Orchestrator file *filename* failed.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- When this error occurred during execution of the backup command for manager resources (image file information) of the admin server, check if the system image or cloning image has been modified or deleted.

If the system image or cloning image has been modified or deleted, perform the operation again making sure not to modify or delete the image.

- Check if an error message regarding the disk or file system has been output to the system log.
- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67151

FJSVrcx:ERROR:67151:*filename*:remove failed

Description

Deletion of the Resource Orchestrator file *filename* failed.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check that there are no programs referring to the following files and folders on the admin server:
 - The image file storage folder

[Windows Manager]

- *Installation_folder*\SVROR\Manager\var\control

[Linux Manager]

- /var/opt/FJSVrcvmr/control

67152

FJSVrcx:ERROR:67152:*filename*:rename failed

Description

Renaming of the Resource Orchestrator file *filename* failed.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.
- Check if a message indicating file system quota limit or insufficient space has been output to the system log.
- Check that there are no programs referring to the following files and folders on the admin server:

- The image file storage folder

[Windows Manager]

- *Installation_folder*\SVROR\Manager\var\control

[Linux Manager]

- /var/opt/FJSVrcvmr/control

67153

FJSVrcx:ERROR:67153:*obj*:already exists

[Virtual Edition]

Description

The specified object *obj* already exists.

When *obj* is "AuthManager", the directory service may already exist.

When this message is displayed when configuring a spare server, a server with an agent registered may have been specified as a spare server of a primary server for which the server switchover method is backup and restore.

If this message is displayed when registering the license key, *obj* has already been registered.

When *obj* is "IP address-IP address", the DHCP range of the *obj* may already exist in the OS standard DHCP Service.

When this message is displayed during setting of public LAN (MAC address) information, public LAN (MAC address) information with the same NIC number has been already registered.

When *obj* is "MAC_address", the MAC address displayed in *obj* may already exist in the DHCP service.

Corrective Action

Change the name of the object to be created, or after deleting the existing *obj* perform the operation again.

When *obj* is "AuthManager", delete the already registered directory service.

For details, refer to "5.3 rcxadm authctl" in the "Reference Guide (Command) VE".

If this message is displayed when a spare server is configured, exclude the server with an agent registered from the configuration target of the spare server.

If this message is displayed when registering the license key, no corrective action is required as the specified license key has already been registered.

When *obj* is "*IP address-IP address*", delete the DHCP range of the *obj* from the OS standard DHCP Service, and retry the operation. If trying the operation again is not necessary, perform the following restoration procedure.

1. Stop the OS standard DHCP Service and disable the automatic startup of the service.
2. If the manager's "Related Services" have been stopped, start the manager.

For details about how to confirm the service status or start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".

When this message is displayed during setting of public LAN (MAC address) information, check the public LAN (MAC address) information, change the MAC address or NIC number, and then perform the operation again.

If this message is displayed during server switchover of a server managed using VIOM or ISM and *obj* is "*MAC_address*", that MAC address may have been specified as the virtual MAC address of the server when it was registered in Resource Orchestrator. Perform the following procedure to change the virtual MAC address to the physical MAC address.

1. Right-click the target server and select [Hardware Maintenance] - [Reconfigure] in the displayed menu.
2. Change the virtual MAC address in the displayed dialog to the physical MAC address.

[Cloud Edition]

Description

The specified object *obj* already exists.

One of the following is displayed for *obj*:

- When *obj* is "AuthManager"

Directory services may already exist.

When this message is displayed when configuring a spare server, a server with an agent registered may have been specified as a spare server of a primary server for which the server switchover method is backup and restore.

- When *obj* is "*IP address-IP address*", the DHCP range of the *obj* may already exist in the OS standard DHCP Service.
- When *obj* is "vnet"

A network resource with the same VLANID has already been created.

- When *obj* is "network_resource_name"

A network resource with the same name already exists.

- When *obj* is "vm-disk-storagemgr"

A storage management software with the same name already exists.

- When *obj* is "vm-disk-vstorage"

A virtual storage resource with the same name already exists.

- When *obj* is "*disk resource name defined in XML*"

A disk resource with the same name already exists.

- When *obj* is "VmHost (ip=*IP address of the VM host defined in XML*).Disks.Disk(path=*Device path to the disk resource defined in XML*)"

A disk resource for VM guests which has the same device path already exists on the specified VM host.

- When *obj* is "VDI management software"

VDI management software with the same name already exists.

- The FTP server for storing VCD

- When *obj* is "Antivirus software"

An antivirus software resource with the same name already exists.

If this message is displayed when executing the `rcxadm config import` command, change the name of the object to import, or either delete or rename *obj*, and then perform the operation again.

Corrective Action

Either change the name of the object to import, or delete the existing *obj*, and then perform the operation again.

In any other cases, take corrective action based on the content of *obj*.

- When *obj* is "AuthManager"

Delete registered directory services.

For details, refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE".

If this message is displayed when a spare server is configured, exclude the server with an agent registered from the configuration target of the spare server.

- When *obj* is "*IP address-IP address*", delete the DHCP range of the *obj* from the OS standard DHCP Service, and retry the operation. If trying the operation again is not necessary, perform the following restoration procedure.

1. Stop the OS standard DHCP Service and disable the automatic startup of the service.
2. If the manager's "Related Services" have been stopped, start the manager.

For details about how to confirm the service status or start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".

- When *obj* is "vnet"

Either specify a different VLAN ID, or delete the existing network resource, and then perform the operation again.

Use a unique VLAN ID of the network resource for each VFAB, when linking VFABs and tenants in Converged Fabric.

- When *obj* is "network_resource_name"

Change the network resource name, and perform the operation again.

- When *obj* is "vm-disk-storagemgr"

The name of storage management software, "vm-disk-storagemgr" is reserved as the name to register disk resources for VM guests. Delete or rename already registered storage management software, and then perform the operation again.

- When *obj* is "vm-disk-vstorage"

The name of virtual storage resource, "vm-disk-vstorage" is reserved as the name to register disk resources for VM guests. Delete a virtual storage resource, or change the name of the resource that is already registered, and perform the operation again.

- When *obj* is "*disk resource name defined in XML*"

Either change the name of the disk resource for the VM guest to register, or delete or rename *obj*, and then perform the operation again.

- When *obj* is "VmHost (*ip=IP address of the VM host defined in XML*).Disks.Disk(*path=Device path to the disk resource defined in XML*)"

Either change the device path to register, or delete or rename *obj*, and then perform the operation again.

- When *obj* is "VDI management software"

Change the name of the object to be created, or delete the existing *obj* and then perform the operation again.

- The FTP server for storing VCD

Unregister the existing FTP server using `rcxadm vcdsrvtcl unregister`, then perform the operation again.

- When *obj* is "Antivirus software"

Either change the resource name of the antivirus software resource to register or delete the already registered antivirus software, and then perform the operation again.

67154

FJSVrcx:ERROR:67154:obj:not found

[Virtual Edition]

Description

The specified object name *obj* was not found or was deleted during processing.
Check the existence of the displayed object, and then perform the operation again.

- [If this message is displayed when a command was executed](#)
- [If displayed when server switchover is performed](#)

Corrective Action

If this message is displayed when a command was executed

There is a chance that the resource type of the specified object name differs from the resource type that can be specified for the command argument.

Check the resource type of the specified object and then perform the operation again.

The specified object name or the resource type of the specified object name is displayed for *obj*.

If the file was deleted during processing, the resource type is displayed.

When a command was executed, the object name resource type is displayed as follows:

- For a physical OS or VM host

server OS

For system images or cloning images, one of the following is displayed:

- image
- obj(image)
- For a directory service

AuthManager

If displayed when server switchover is performed

There may be no agent registered in the specified physical server.

Register an agent on the specified physical server and then perform the operation again.

[Cloud Edition]

Description

After checking the following for the displayed object, perform the operation again.

- That the object exists
- That the object was not deleted during deletion processing
- That the object meets the conditions
- That the object that met the conditions was not deleted during deletion processing
- The specified object exists, but the pool where the object is registered has been selected as a global pool of the tenant
- That the specified object exists and is included in the access scope of the user group or user that performed the operation
- Creation of an L-Server from the ROR console, specifying values in the definition file. The values are larger than the actual number of CPUs and CPU clock speed of a server for which server management software is not used
- Registration of a network device for which the registration status is not "already registered" in the network pool is not being attempted

If this error is displayed when a command is executed, check the following:

- [If this message is displayed when a command was executed](#)

When the following values are displayed for *obj*, take the following corrective action based on the content.

- When *obj* is "AuthManager"
- When *obj* is "availability_map"
- When *obj* is "CTMG backup directory(base)"
- "DNSServer.nic=*X*"
- When *obj* is "Folder" or "*specified resource name*"
- "ifcfg-eth(ip=*ip*)" or "ifcfg-eth(mac=*mac*)", and when executing the rcxnetworkservice command
- "library share" [Hyper-V]
- When *obj* starts with "link aggregation(switch=*switch*,lag=*labname*)"
- When *obj* starts with "LServer"
- When *obj* starts with "L-Platform"
- When *obj* starts with "L-Server Template"
- When *obj* starts with "MacAddressSet"
- When *obj* starts with "GipAddressSet"
- "nic(position=[*nic*] server=*server*)"
- When *obj* is "operational vmhost"
- When *obj* starts with "PhysicalLANSegment"
- When *obj* is "PhysicalLanSwitchPort(PhysicalNic=*position*)"
- When *obj* is "port profile (*port_profile_name*)"
- When *obj* is "ProvisioningNode(*name=fw_device_name*)"
- When *obj* starts with "rcx-portset"
- "resource" or "Pool"
- When *obj* is "resource id=*ID*", "image id=*ID*", or "Folder id=*ID*"
- "Selectable disk(*condition*)"
- "Selectable mac_address_set(*condition*)"
- "Selectable virtual_storage(*condition*)"
- When *obj* is "SimpleTask" and the rcxadm vmhostctl commit is executed
- "Vcd Server"
- "Virtual Storage(*details*)" [KVM]
- When *obj* starts with "System Disk"
- When *obj* is "VM host name", "virtual storage name", or "resource pool name"
- When *obj* is one of the following:
 - server OS
 - VM_host
 - VM Guest
 - *VM guest name*
- When *obj* starts with one of the following values:
 - TargetServer id=*Virtual_machine_ID*
 - PhysicalServer id=*Physical_server_ID*

- When *obj* starts with one of the following values:
 - VirtualNetwork
 - VirtualLanSwitch
- When *obj* starts with one of the following values:
 - VmGuestStorage(*device_name*)
 - VirtualNic(LNic index=*NIC_index*)
 - VirtualNic(LNic mac_address=*MAC_address*)
- When *obj* starts with one of the following values:
 - VnetRoute
 - CnmVirtualLanSwitch
 - CnmVirtualNetwork
- "VDI management server"
- "VDI management software"

Corrective Action

If this message is displayed when a command was executed

There is a chance that the resource type of the specified object name differs from the resource type that can be specified for the command argument.

Check the resource type of the specified object and then perform the operation again.

The specified object name or the resource type of the specified object name is displayed in *obj*.

If the object has been deleted during the process, the resource type is displayed.

One of the following is displayed for the resource type of the object name:

When the resource type is "virtual_storage", there is a chance that there is not enough available space on the virtual storage resource.

- For a physical OS or VM host
 - server OS
 - vm_host
 - *VM host name*
- For VM guests
 - VM Guest
 - *VM guest name*
- For VM management software
 - *VM management software name*
- For system images and cloning images
 - image
 - *obj(image)*
- For shared libraries
 - library share
- For directory service
 - AuthManager
- When the object is an antivirus software
 - The resource name of the target antivirus software

When the following values are displayed for *obj*, take the following corrective action based on the content.

When *obj* is "AuthManager"

The operation has failed because a directory service is not registered.
Perform the operation again after registering a directory service.

When *obj* is "availability_map"

An admin LAN subnet or a network resource for the admin LAN was registered before applying the Cloud Edition license.
Delete the admin LAN subnet or the network resource for the admin LAN which was registered before applying the Cloud Edition license. Then, register the admin LAN subnet or the network resource for the admin LAN again.

When *obj* is "CTMG backup directory(base)"

A request to collect a difference backup was made in the state where a base backup has not been collected.
Collect a base backup, and then repeat the operation.

"DNSServer.nic=X"

The definition of NIC that sets the DNS server L-Server is not found. Check whether the NIC for *X* exists, review the NIC definition on DNS server, and then perform the operation again.

When *obj* is "Folder" or "*specified resource name*"

The operation failed because the target resource folder was not specified when a user with multiple access scopes performed an operation.

- Creation of an L-Server, with no target resource folder name set

When creating an L-Server, specify the name of the resource folder where the L-Server will be created in the XML file for the L-Server.

For details on resource folder names, refer to the following information:

- "Example Creating an L-Server in a resource folder or a tenant" in "15.3.1 Definition Information for Physical L-Servers (XML)" in the "Reference Guide (Command/XML) CE"
- "Example Creating an L-Server in a resource folder or a tenant" in "15.3.2 Definition Information for Virtual L-Servers (XML)" in the "Reference Guide (Command/XML) CE"
- Creation of a tenant, resource folder, or resource pool, without specifying the name using the hierarchy

When creating tenants, resource folders, or resource pools, specify the name using the folder hierarchy, including the destination resource folder name.

For details on resource folder names, refer to the following information:

- "3.10 rcxadm pool" in the "Reference Guide (Command/XML) CE"
- "3.5 rcxadm folder" in the "Reference Guide (Command/XML) CE"
- "15.8 Resource Folders" in the "Reference Guide (Command/XML) CE"
- "15.12 Tenants" in the "Reference Guide (Command/XML) CE"
- Moving of a tenant, resource folder, or resource pool, without specifying the -to option for the destination

When moving a tenant, a resource folder, or a resource pool, specify the destination resource folder.

For details on destination resource folders, refer to the following information:

- "3.10 rcxadm pool" in the "Reference Guide (Command/XML) CE"
- "3.5 rcxadm folder" in the "Reference Guide (Command/XML) CE"
- "3.14 rcxadm tenant" in the "Reference Guide (Command/XML) CE"

"ifcfg-eth(ip=ip)" or "ifcfg-eth(mac=mac)", and when executing the rcxnetworkservice command

The interface including the specified IP address or MAC address cannot be found in the target physical server.

The following causes are possible:

- The target physical server does not contain the interface including the MAC address specified in the -mac option. Correct the value specified in the -mac option, and then perform the operation again.

- It is not necessary to execute this command when the target server is a physical L-Server for an NS appliance. No action is required.
- It is not necessary to execute this command when operating the physical server which has been configured using this command. No action is required.

"library share" [Hyper-V]

There is an error in the storage destination specified for the cloning image.
Check if the specified shared library is available.

When *obj* starts with "link aggregation(*switch*=*switch*,*lag*=*labname*)"

The operation failed because the ports that make up the *lagname* link aggregation of the *switch* LAN switch blade are in the following state.

- A link aggregation configuration port does not exist.
- The port of the link aggregation configuration has not been recognized by this product.
- A member port does not exist in the link aggregation configuration.
- The LLDP of the link aggregation configuration port is not valid.
- An internal port has not been specified for the member port of the link aggregation configuration.

Review the *lagname* link aggregation configuration of *switch* LAN switch blade, then make the correct settings. After this, click the *switch* LAN switch blade [Update] button in the ROR console to have it recognized by this product.
Refer to "9.4.4 When Using Link Aggregation" in the "Design Guide CE" for information on the settings.

When *obj* starts with "LServer"

- There is no target L-Server for the power operation.

Check the status of the L-Server and whether the L-Server exists in the resource folder.

- Power operations of an L-Platform have been performed as the infrastructure administrator (*infra_admin*) or the infrastructure operator (*infra_operator*).

Power operations of an L-Platform cannot be performed as the infrastructure administrator (*infra_admin*) or the infrastructure operator (*infra_operator*).

For details on the roles which can perform power operations for an L-Platform, refer to "5.1.2 Roles and Available Operations" in the "Design Guide CE".

When *obj* starts with "L-Platform"

There is no target L-Platform for the operation.

After checking the existence of the specified L-Platform, perform the operation again.

When *obj* starts with "L-Server Template"

There is no target L-Server template for the operation.

After checking the existence of the specified L-Server template, perform the operation again.

When *obj* starts with "MacAddressSet"

There is no resource including a MAC address described in the XML file used to import Disaster Recovery.

There are no address set resources that include a MAC address.

Check whether there is an address set that includes a MAC address, and then retry.

When *obj* starts with "GipAddressSet"

There is no resource including a global IP address described in the XML file used to import Disaster Recovery.

There are no address set resources that include a global IP address.

Check whether there is an address set that includes a global IP address, and then try the operation again.

"nic(*position*=*[nic]* *server*=*server*)"

Operations fail, since the specified NIC is not on a server in the physical LAN segment.

Check the server NIC definition.

When *obj* is "operational vmhost"

Automatic network configuration failed, since there is no host for the target of the automatic network configuration.
When message 22705 or 41502 is output in the event log, refer to the details of the relevant message.

When *obj* starts with "PhysicalLANSegment"

The physical LAN segment specified using network resource physical LAN segment is not registered in the server NIC definition.
Confirm the server NIC definition and the physical LAN segment of the network resources, and perform the operation again.

When *obj* is "PhysicalLanSwitchPort(PhysicalNic=*position*)"

The LAN switch blade that links with the physical NIC of the *position* option cannot be found.
Check the resource details of the server tree that the physical NIC with the specified number is linked with the LAN switch blade.

When *obj* is "port profile (*port_profile_name*)"

The cause is one of the following:

- The port profile configured by Resource Orchestrator was not found.
- The port profile corresponding to the network resource name defined in the definition file for linking the network resource and port profile (cfabric_portprofile_networkresource.rcxprop) was not found.

Notify the infrastructure administrator of the information in this message.

- When automatic configuration of network resources is "Network auto=false"

Port profiles are not created automatically.

The infrastructure administrator should create the definition file, referring to "9.4.8.4 When Using Port Profile Configuration Files" in the "Design Guide CE".

- When automatic configuration of network resources is "Network auto=true"

Manually create a port profile for the Ethernet Fabric switch and then create or modify the L-Server again.

When *obj* is "ProvisioningNode(*name=fw_device_name*)"

The network device for *fw_device_name* is not registered in the network pool of the tenant for *name*.

Check if the network device for *fw_device_name* is registered in the network pool of the tenant for *name*.

When the network device is not registered, check if *fw_device_name* is registered in the server tree using a different name, and perform the import operation again.

When the network device to use cannot be registered, delete the name L-Platform following the procedure in "4.2 Switchover between Sites Using the Disaster Recovery Function" in the "DR Option Instruction".

When *obj* starts with "rcx-portset"

The procedure described in "NetApp FAS Storage Configuration" in "D.3.4 When Using NetApp FAS Storage" in the "Design Guide CE" may not have been performed.

Check the storage unit configuration referring to "NetApp FAS Storage Configuration" in "D.3.4 When Using NetApp FAS Storage" in the "Design Guide CE".

"resource" or "Pool"

The resource to be registered with or canceled from the resource pool, or the resource pool, was not found. Check that the resource or the resource pool exists, and then perform the operation again.

When *obj* is "resource id=*ID*", "image id=*ID*", or "Folder id=*ID*"

The resource corresponding to *ID* may have been deleted or migrated.

Check that resources have not been deleted or migrated by other users.

- When the resource has been deleted

Re-create or re-register the resource, and perform the operation again.

- When the resource has been migrated

Migrate the resource to its original location, and perform the operation again.

"Selectable disk(*condition*)"

There is no disk resource matching the specified size registered in the storage pool.

Or, since disks are divided into multiple storage pools, a disk resource cannot be identified.

Check whether or not an unused disk resource larger than `size=%1(GB)` has been registered in the storage pool, then perform the operation again.

In *condition*, `%1` is displayed.

- `size=%1`

When a disk resource which can be used by one VM host is divided and registered in multiple storage pools, specify a storage pool as "Resource type", then perform the operation again.

"Selectable mac_address_set(*condition*)"

There is no empty address in the address set resource (MAC address) or the address set resource (MAC address) does not exist.

Perform the appropriate corrective action for each *condition*. In *condition*, one of the following is displayed:

- free address

Perform the operation again, after checking if there are vacant addresses in the address set resources (MAC addresses).

- resource

There are no address set resources (MAC addresses). Perform the operation again, after registering the address set resources (MAC addresses) in accessible address pools.

"Selectable virtual_storage(*condition*)"

There is a possibility the disk capacity of the selected virtual storage resource is insufficient or the virtual storage resource that can be selected does not actually exist.

- There is a chance that there is not enough available disk space on the selected virtual storage.

Check the value of available space indicated by `size=%1(GB)`, and perform the operation again.

In *condition*, one of the following is displayed:

- `size=%1, vm_host=%2`
- `size=%1, vm_host=%2, pool=%3`
- `size=%1, vm_host=%2, virtual_storage=%3`
- When using RHEL5-Xen as server virtualization software, the contents of the storage connection definition file may be incorrect.
Review the settings in the storage connection definition file.
For details, refer to "8.4 RHEL5-Xen" in the "Setup Guide CE".
- When using OVM for x86 3.x as server virtualization software, the system disk for the specified image(template) may not have been configured correctly.

For details, refer to the note in "14.7.1 Virtual Image Resources" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *obj* is "SimpleTask" and the `rcxadm vmhostctl commit` is executed

A line which does not include definitions of `amount_of_memory_capacity` and `amount_of_cpu_capacity` exists in the definition file. Please remove the line or modify it to a comment line.

For details, refer to "Definition File that Configures Resource Sizes to Secure for VM Hosts [KVM]" in "8.6.1 Creating Definition Files" in the "Setup Guide CE".

"Vcd Server"

There are no FTP servers registered for the guest OS customization function.

Register an FTP server for the guest OS customization.

For details on registration, refer to "3.18 rcxadm vcdsrvtcl" in the "Reference Guide (Command/XML) CE".

"Virtual Storage(*details*)" [KVM]

There is no virtual storage resource which can create a disk resource with the same capacity as in *disk_size* in the VM host in *vmhost_name*, or in *pool_name* in the resource pool.

Check the following about the virtual storage resource:

- If free space is sufficient
- If a virtual storage resource that accessible by the VM host is registered in the resource pool
- If a libvirt storage pool corresponding to the virtual storage resource is configured in the VM host

When *obj* starts with "System Disk"

The operation failed because a system disk was not specified during physical L-Server creation.
Confirm that a system disk (DiskIndex 0) is defined and perform the operation again.

When *obj* is "VM host name", "virtual storage name", or "resource pool name"

The object specified when an L-Server was created does not exist or is out of the access scope of the user.
For L-Servers for which only configuration definition has been created, even if "Automatic" is displayed for the resource to be used, previous resource settings are retained.
If this message is displayed when starting the L-Server with configuration only, for which "Automatic" is set for the resource to use, perform the following operation based on the content of *obj*, then perform the operation again.

- When *obj* is "VM host name" or "VM pool name"
In the [Modify L-Server's definition] dialog, configure "VM host to use" again.
- When *obj* is "virtual storage name" or "storage pool name"
From disk definitions in the [Modify L-Server's definition] dialog, configure "Resource type" again.

When *obj* is one of the following:

- server OS
- VM_host
- VM Guest
- *VM guest name*

The following causes are possible:

- a. A VM guest used on the L-Server has been deleted from server virtualization software
- b. During L-Server deletion, system failure of the VM management software server or VM management software has occurred
- c. During L-Server deletion, system failure of admin server or manager occurs
- d. A VM guest used on the L-Server has been moved from server virtualization software to a VM host which is unregistered in VM pool
- e. When using Solaris Zones, OS re-installation in the non-global zone or modification of the global zone in which the non-global zone starts has been performed.

Check that the admin server, manager, VM management software server, or VM management software have been started, and perform the relevant operation.

- For a.:
Delete the L-Server.
- For b. or c.:
Delete the L-Server again.
- For d.:
Migrate VM guests being used on the L-Server to VM hosts that are already registered in the VM pool.
- In case of e
Refer to "8.7.10 Advisory Notes for Solaris Zone Usage" in the "Setup Guide CE", and then take corrective action.

When *obj* starts with one of the following values:

- TargetServer id= *Virtual_machine_ID*
- PhysicalServer id= *Physical_server_ID*

The folder where the L-Server was created is different to the location of the VM host where the virtual machine has been built or to the resource pool to which the physical server belongs.

Check that the VM host, or the resource pool and the destination folder for L-Server creation belong to the same tenant. This assumes that there is a configured virtual machine on the VM host, and a physical server belongs to the resource pool.

When the destination folder for L-Server creation does not belong to the same tenant as that of the resource pool, change the value of "Destination folder" (use the -to option for the command operation) to make them belong to the same tenant, and then perform the operation again.

When a resource pool does not belong to a tenant, specify a folder not contained in a tenant as the destination for L-Server creation.

When *obj* starts with one of the following values:

- VirtualNetwork

When the target server is VMware, the virtual network indicates a port group on the virtual switch.

- VirtualLanSwitch

When the target server is Hyper-V, virtual switch indicates the virtual network of Hyper-V.

The operation has failed because there is no virtual network or virtual switch on the target server of L-Server creation.

Perform the operation again after creating a virtual network or a virtual switch on the target server of L-Server creation.

For details on conditions for automatic creation of virtual networks or virtual switches, refer to "2.2.7 Simplifying Networks" in the "Design Guide CE".

When *obj* starts with one of the following values:

- VmGuestStorage(*device_name*)
- VirtualNic(LNic index=*NIC_index*)
- VirtualNic(LNic mac_address=*MAC_address*)

A virtual disk that has a *device_name* path, a network with one more index than the *NIC*, or a network with a *MAC address* cannot be found in the VM guest allocated to the L-Server.

Check whether one of the items listed exist on the VM guest allocated to the L-Server: virtual disks that contain the path for *device_name*, networks that have one more network resource than *NIC_index*, or networks that have *MAC_address*.

When *obj* starts with one of the following values:

- VnetRoute
- CnmVirtualLanSwitch
- CnmVirtualNetwork

The operation has failed because there is no internal resource table.

Wait for a short while and then repeat the operation.

"VDI management server"

- When displayed during L-Server creation

Check that the VM management software specified when registering the VDI management server/VDI management software, and the VM management software linked with the VM host that is in the destination of virtual L-Server creation, are the same.

If they are not the same, modify the VDI management server/VDI management software, and configure the same software.

If the VDI management server/VDI management software is not registered, register it.

- In other cases

When the VDI management server/VDI management software with the specified name cannot be found. Check if the VDI management server/VDI management software is registered.

If the VDI management server/VDI management software is not registered, register it.

"VDI management software"

The target of VDI management software was not found.

After checking that the specified VDI management software is registered with Resource Orchestrator, perform the operation again.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *obj*, refer to "Troubleshooting".

When the problem is still not resolved, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67155

FJSVrcx:ERROR:67155:type *obj*:already exists

Description

The object *obj* of the type *type* exists.

Take corrective action for the content displayed for *type*.

- When *type* is "MAC address"
- When *type* is "WWPN" or "WWNN"
- When *type* is "server OS"
- When *type* is "LAN switch"
- When the IP address is displayed
- When *type* is "chassis" or "server"
- When *type* is "server"
- When *type* is "ManagementLanSubnet"

Corrective Action

When *type* is "MAC address"

An already registered server may have been inserted into another slot.

Either delete the registered server or return it to its original slot.

When *type* is "WWPN" or "WWNN"

Specify the same WWPN or WWNN value as the value which the HBA of the already registered server contains.

Change the value to another WWPN value or WWNN value and perform the operation again.

When *type* is "server OS"

The specified agent is already registered.

When the specified agent is displayed in *obj*, corrective action is not necessary.

When *type* is "LAN switch"

The specified LAN switch is already registered.

When the specified LAN switch is displayed in *obj*, corrective action is not necessary.

When the IP address is displayed

- When the SNMP community name is displayed in *obj*

The combination of the IP address and the SNMP community name of the communication destination of the SNMP trap that show the event details of Resource Orchestrator are already registered.

No action is necessary.

When *type* is "chassis" or "server"

The same name as an already registered server may have been specified for the chassis name.

Change the name to a new one and perform the operation again.

When *type* is "server"

There are the following possibilities:

- When the basic or registered information of the server has been changed
 - The same name as an already registered chassis has been specified for the server name.
 - The MAC Address may be the same as one of an already registered server.
- When the subnet information has been registered or changed

A managed server belonging to the specified subnet already exists.
- When the admin IP address of the admin server has been changed

A managed server belonging to the subnet including the specified admin IP address already exists.
Either delete the displayed *obj* or change the admin IP address of *obj*.
- When performing server switchover of rack mount servers or tower servers that are managed using VIOM or ISM

The MAC address specified when registering the server may be the virtual MAC Address.
Right-click the target server and select [Hardware Maintenance] - [Reconfigure] in the displayed menu. Then change the MAC address specified in the displayed dialog to the physical MAC address.

When *type* is "ManagementLanSubnet"

- When the server management software for *obj* is BladeLogic

There is only one server management software that can be registered. No corrective action is necessary.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

The object *obj* of the type *type* exists.

Take corrective action for the content displayed for *type*.

- "VMHost" or "PhysicalServer"
- "VM", "Server", "Storage", "Network", "Address", or "Image", and if this message is output during creation of resource pools
- "server", and if this message is output during creation of physical L-Servers
- "IP address"
- "iSCSI.iqn"
- "iSCSI.ip"
- "Roles"

Corrective Action

"VMHost" or "PhysicalServer"

obj has already been registered in a resource pool.

Perform the operation again after releasing registration of *obj* from the resource pool.

"VM", "Server", "Storage", "Network", "Address", or "Image", and if this message is output during creation of resource pools

- *obj* has already been registered in a resource pool.

Check the resource pool of *obj*, and create it again if necessary.
- When physical L-Servers were created, or network resource settings were changed, the IP addresses of the admin LANs, which are used by the physical L-Servers and the managed servers that are registered in the server tree, will overlap.

When physical L-Servers were created, or network resource settings were changed, change the IP address of the admin LAN used by the managed servers that are registered on physical L-Servers or the server tree, then perform the operation again.

"server", and if this message is output during creation of physical L-Servers

The IP address of *obj* is overlapping with the IP address of the admin LAN used by the L-Servers and the managed servers.
For the admin LAN IP address, specify an IP address not used by another resource, or change the IP address of the resource that is currently overlapping, and then perform the operation again.

"IP address"

The IP address *obj* of the public LAN specified during creation of the physical L-Server is already in use.
For the created physical L-Server, manually set the public LAN IP address, or review the network configuration after deleting the physical L-Server, and then perform the operation again.

"iSCSI.iqn"

The IQN name in *obj* is already in use.
Perform the operation again after correcting the specified IQN name.

"iSCSI.ip"

The IP address in *obj* is already in use.
Perform the operation again after correcting the specified IP address.

"Roles"

- The role name specified when creating roles has already been used.
- The role name specified as the new role name during role configuration modification is already being used.
- As the basic role name specified during role restoration exists, restoration cannot be performed.

Check if the role name exists in the list of the roles, and perform the operation again.
For details on the list of roles, refer to "12.1 rcxadm role" in the "Reference Guide (Command/XML) CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67156

FJSVrcx:ERROR:67156:*type*:not found

Description

The *type* object was not found.

Corrective Action

- If this message is displayed during server switchover or failback with "physical server" as the *type*
Perform the operation again after server switchover or failback is completed.
- For cases other than the above
Check the existence of the *type* resource and then perform the operation again.

67157

FJSVrcx:ERROR:67157:*obj*: user not privileged.

[Virtual Edition]

Description

Sufficient access authority is not possessed for the object *obj*. Processing cannot be continued.

Corrective Action

Check the execution authority. Some operations of Resource Orchestrator require the following levels of authority:

- Privileged-user authority for Resource Orchestrator
- OS administrator authority

Log in again using a user account with the appropriate authority and perform the operation again.

[Cloud Edition]

Description

A user who does not have sufficient privileges executed the command. The command is not executed.

Corrective Action

Execute the command again, with sufficient privileges.

- When *obj* is a virtual L-Server name and cold migration is performed on a powered on virtual L-Server
Log in using a dual-role administrator account and perform cold migration of the virtual L-Server.

67159

FJSVrcx:ERROR:67159:authentication failure

Description

User authentication failed.

[Cloud Edition]

When this message is output during operations for the VM host, the VM guest or the virtual L-Server, authentication with the VM host may have failed.

Corrective Action

The following might apply:

Login failed as either the user ID or the password was incorrect

Enter the correct user ID and password, and then log in again.

When using Single Sign-On, the user has not been registered in Resource Orchestrator

When a user is logged in to ServerView Operations Manager using another web browser, there is the possibility that the user of ServerView Operations Manager is not registered in Resource Orchestrator.

Check if the user is registered in Resource Orchestrator

When using Single Sign-On, register the user account not only with the directory service but also with Resource Orchestrator.

Another user has deleted the logged in user or the user's authority has been changed

Operation is not possible. Request an administrator of Resource Orchestrator to take corrective action.

When the authority of the logged in user has been changed, logging out and then logging in again deactivates menu operations that cannot be performed.

Login failed due to high-load processes

Enter the user ID and password again, and then log in.

[Virtual Edition]

As settings for Single Sign-On have been performed, login failed when executing the `rcxlogin` command for Resource Orchestrator

Release the settings for Single Sign-On, and perform login again.

For details, refer to "Chapter 10 Configuring Single Sign-On" in the "Design Guide VE".

[Cloud Edition]

When this message is output during operations for the VM host, the VM guest or the virtual L-Server

Check if authentication is possible using the account specified when registering the VM host.

Check the operating status and network settings of the VM host.

67160

FJSVrcx:ERROR:67160:*obj*:not found

Description

The specified object *obj* was not found.

Corrective Action

Check the existence of the displayed object *obj* and parameters, and then perform the operation again.

67161

FJSVrcx:ERROR:67161:*option*:can not specify

[Virtual Edition]

Description

The option *option* cannot be specified.

Corrective Action

Check the parameter, and then perform the operation again.

[Cloud Edition]

Description

- When *option* is "Pool"
The Pool element cannot be specified in the XML file.
- When *option* is something other than "Pool"
The option *option* cannot be specified.

Corrective Action

- When *option* is "Pool"
Confirm that there is no Pool element in the XML file and perform the operation again.
 - When *option* is "SNMP Community" or "MAC address" and the operation being performed is registration of a server
Perform one of the following corrective actions:
 - Do not specify the SNMP community or MAC address information for the admin LAN.
 - Change the settings in the definition file described in "8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE", and then specify the server as a server that can use agents.
 - When *option* is something other than the above
Check the parameter, and then perform the operation again.
-

67162

FJSVrcx:ERROR:67162:*option*:is required

[Virtual Edition]

Description

The option *option* must be specified.

Corrective Action

Check the parameter, and then perform the operation again.

[Cloud Edition]

Description

option must be specified. "usage" is displayed.

Corrective Action

Check the parameter, and then perform the operation again.

Take corrective action based on the content of *option*.

- "name"

Specify an appropriate resource name such as an L-Server name or resource name for the -name option, and perform the operation again.

- "NICGroups.NICGroup.NICLinks"

Check that the NICLink tag appears twice in the XML file specified in creation or modification of the L-Server.

- "-allow deldisk or -deny deldisk"

When the disk cut out from virtual storage is reduced from L-Server, the specification of either option of allow deldisk or -deny deldisk is required.

Specify -allow deldisk or either of -deny deldisk option, and perform the operation again.

- "-ip"

When the rcxnetworkservice command resulted in the error, specify the IP address of the physical L-Server.

- "-user"

When the rcxnetworkservice command resulted in the error, specify a username which has admin authority for the physical L-Server.

- "-passwd"

When the rcxnetworkservice command resulted in the error, specify a password which has admin authority for the physical L-Server.

- "-file"

When the rcxnetworkservice command resulted in the error, specify the network configuration information file or configuration file to use for physical L-Server creation.

- "-image"

When the rcxnetworkservice command resulted in the error, specify an NS appliance image.

- "custom"

Specify "true" or "false" for the -attr custom option, and perform the operation again.

- "custom=true"

When the -attr systemtype option is specified, It is necessary to specify "true" for the -attr custom.

Specify "true" for the -attr custom option, and perform the operation again.

- "systemtype"

The systemtype attribute was not specified when executing "rcxadm image create" on a Windows guest.

Specify "32bit" or "64bit" for the -attr systemtype option, and perform the operation again.

- "define"

Specify -define option, and perform the operation again.

67164

FJSVrcx:ERROR:67164:*value*:overlaps

Description

The same value was specified.

Corrective Action

Check and correct the value specified and then perform the operation again.

67167

FJSVrcx:ERROR:67167:*obj*:contains *type*

[Virtual Edition]

Description

The command cannot be executed because the object *obj* holds the *type* object.

The name of the object is displayed for *obj*.

One of the following is displayed for *type*:

- For physical servers
physical server
- For LAN switches
LAN switch
- For VM hosts
VMHost

Corrective Action

Delete the *type* object from the object *obj*, and then perform the operation again.

[Cloud Edition]

Description

The command cannot be executed because the object *obj* holds the *type* object.

The name of the object is displayed for *obj*.

One of the following is displayed for *type*:

- For physical servers
"physical server" is displayed.
When this message is output while deleting an admin LAN network resource related to the admin LAN subnet, the admin IP address of the managed server is included in the subnet scope of the specified resources.
- For LAN switches
"LAN switch" is displayed.
- For VM Hosts
"VMHost" is displayed.
- For Virtual Disks
"disk" is displayed.
- For Virtual Storage
"vstorage" is displayed.

Corrective Action

Delete the *type* object from the object *obj*, and then perform the operation again.

Take corrective action based on the content of *type*.

- When *type* is "physical server"

After checking the admin IP address of the managed server on the server tree, delete all managed servers with admin IP addresses included in the subnet scope of the specified resources.

- When *type* is "disk"

Delete the L-Server using the disk resource created from the virtual storage resource displayed in *obj*.

- "vstorage"

Delete the L-Server using the virtual storage resource created under the physical storage unit resource displayed in *obj*.

67168

FJSVrcx:ERROR:67168:obj:no disk found

[Cloud Edition]

Description

There is no disk in the VM guest specified for cloning image collection.

If you omit specifying the storage location when collecting a cloning image for a VM guest, it will be stored in the same location as the disk of the VM guest, but in this case, the storage location could not be determined because the VM guest does not have a disk.

Corrective Action

Perform the operation again after specifying the location to store the cloning image.

67169

FJSVrcx:ERROR:67169:number of licenses is insufficient.

Description

The number of licenses is insufficient.

Corrective Action

The number of licenses necessary for operation has not been registered on the manager.
Register licenses.

67170

FJSVrcx:ERROR:67170:filename:specified element not found in *targetfile*. (element =*xpath*)

[Cloud Edition]

Description

The xml element specified in the *filename* file or the xml element of the *filename* resource specified using the command was not found in *targetfile*.

- *filename*

Specified mapping file or resource name.

- *targetfile*

File to be converted.

- *xpath*

xpath path of the element in the *filename* file.

Corrective Action

Correct the element definitions in the *filename* file, and execute the command again.
Or, check the resource name specified in the command and re-execute the command.

67171

FJSVrcx:ERROR: 67171:*filename*:specified element's attribute not found in *targetfile*. (element =*xpath*, attribute =*name:value*)

[Cloud Edition]

Description

The attribute *name* of the element specified in the *filename* file or the attribute *name* of the *filename* resource specified in the command cannot be found in the *targetfile* file. The *value* could not be changed to the one specified in value because of this.

- *filename*

Specified mapping file or resource name.

- *targetfile*

File to be converted.

- *xpath*

xpath path of the element in the *filename* file.

- *name*

Attribute name of the element in the *filename* file.

- *value*

Attribute value of the element in the *filename* file.

Corrective Action

Re-execute the command in the *filename* file after correcting the element definition.
Or, check the resource name specified in the command and re-execute the command.

67174

FJSVrcx:ERROR:67174:*obj*:not found

Description

The object was not found.

Corrective Action

Check the status of the specified *obj*.

67175

FJSVrcx:ERROR:67175:*obj(type)*:not found

Description

The specified object *obj (type)* was not found.
The name of the object that was not found is displayed for *obj*.
The type of the object *obj* is displayed for *type*.

Corrective Action

Check the parameter, and then perform the operation again.

67177

FJSVrcx:ERROR:67177:obj:configuration for *function* not found

Description

The command cannot be executed because the function *function* is not configured for the specified object *obj*. "spare server" is displayed for *function*.

Corrective Action

This message will be displayed when server switching is performed in the status where the function is not set for the object *obj*. Specify the managed server for which the server switchover function is set or set the function for the server, and then perform the operation again.

For settings for server switchover, refer to "Chapter 18 Settings for Server Switchover" in the "User's Guide VE".

67178

FJSVrcx:ERROR:67178:obj:is *status* status

[Virtual Edition]

Description

The command cannot be executed because the status of the object *obj* is *status*. One of the following is displayed for *status*:

- normal
- warning
- unknown
- stop
- error
- fatal
- power-off

Corrective Action

Check the conditions necessary for operation of *obj* and change it to the appropriate status. After changing the status, perform the operation again.

- When "power-off" is displayed in *status* during registration of the VM host on the VM guest
Perform the operation again after starting the corresponding VM guest.

For details of each status, refer to "11.2 Resource Status" in the "Operation Guide VE".

[Cloud Edition]

Description

The command cannot be executed because the status of the object *obj* is *status*.

One of the following is displayed for *obj*:

- Virtual storage resource name
- Disk Resource Name
- VM name

- VM guest name
- Library server name
- L-Server Name
- Physical server name
- Network device name
- IP address

One of the following is displayed in *status*:

- normal
- warning
- unknown
- stop
- error
- fatal
- power-on or on
Indicates that the power of the server is on.
- power-off or off
Indicates the state in which a server is powered off, a VM guest that was operated on an L-Server has been deleted from server virtualization software, or an unregistered VM host has been moved to a VM pool.
- not belonging to any storage pool
Indicates that the specified virtual storage resource is not registered in a storage pool.
- not accessible
Indicates that no access is available from the specified VM host or server.
- not enough space for disk(name=*disk*)
Indicates that there is insufficient free space on the virtual storage resource. The resource name of the disk is displayed in *disk*.
- not enough free space
Indicates that there is insufficient free space on the virtual storage resource.
- defined
Indicates that resources (VM guests, servers, and disks) have not been allocated.
- preserved
Indicates that servers have not been allocated.
- allocated
- shared
- reserved
- free
- excluded
- When *obj* is an IP address and *status* is "reserved"
Indicates that the IP address is already reserved.
- When *obj* is an IP address and *status* is "free"
Indicates that the IP address has already been released.

- When *obj* is an IP address and *status* is "excluded"

Indicates that the IP address has already been excluded.

- bound
- unavailable
- ready

Corrective Action

Check the conditions necessary for operation of *obj* and change it to the appropriate status. After changing the status, perform the operation again.

- When *obj* is a network device name

Perform the operation again after waiting a while. When the same errors are displayed, notify the infrastructure administrator of the information in this message.

An infrastructure administrator should collect this message and troubleshooting data, and contact Fujitsu technical staff.

- When "defined" is displayed for *status* during a batch power ON operation

Perform the usual startup operations for the relevant L-Servers.

- When *status* is one of the following:

- reserved
- free
- excluded

Change the IP address of the L-Server or managed server, or delete the L-Platform on which the corresponding server load balancer is deployed, and then perform the operation again.

When reserved is output in Disaster Recovery environments, check that the same IP addresses are not used for different L-Servers among sites.

If an error occurs when registering a guest domain on Oracle VM for SPARC, delete the admin LAN NIC of the virtual L-Server with the specified IP address, and perform the operation again.

When registering an OVM for SPARC guest domain as a VM host and also registering it as an L-Server, check that the IP address is not being used by the VM host or the L-Server.

- When *obj* is the L-Server name

The following causes are possible:

- a. A VM guest used on the L-Server has been deleted from server virtualization software
- b. During L-Server deletion, system failure of the VM management software server or VM management software has occurred
- c. During L-Server deletion, system failure of admin server or manager occurs
- d. A VM guest used on the L-Server has been moved from server virtualization software to a VM host which is unregistered in VM pool
- e. When using Solaris Zones, OS re-installation in the non-global zone or modification of the global zone in which the non-global zone starts has been performed.
- f. The status of an L-Server is not one in which the operation can be performed.

Check that the admin server, manager, VM management software server, or VM management software have been started, and perform the relevant operation.

- For a.:

Delete the L-Server.

- For b. or c.:

Delete the L-Server again.

- For d.:
Migrate VM guests being used on the L-Server to VM hosts which are already registered in the VM pool.
- In case of e
Refer to "8.7.10 Advisory Notes for Solaris Zone Usage" in the "Setup Guide CE", and then take corrective action.
- For f.
Check the status, power status, and the status of resource allocation of the L-Server. After changing the status as necessary, perform the operation again.
- When *obj* is the VM guest name
When the following is displayed on *status*, deletion of the L-Server failed because the state of the L-Server (VM guest) which you tried to delete was *status*.
[Solaris Zones]
 - "unavailable"
 - "ready"
 [OVM for SPARC]
 - "bound"
 Change to the state where the VM guest can be deleted from the VM host, and perform the operation again.
In addition, corrective action is unnecessary when this error message is output due to an operational mistake.
The tenant administrator or the tenant user must take the following corrective actions:
 - Notify the infrastructure administrator of the information in this message, and request them to change the state to one where the VM guest can be deleted.
Perform the operation again, after the infrastructure administrator changes the state of the VM guest.
 The infrastructure administrator needs to perform the following corrective action.
 - Change the state to one where the VM guest can be deleted, as requested by a tenant administrator or a tenant user.
- In other cases
Check the conditions necessary for operation of *obj* and change it to the appropriate status.
After changing the status, perform the operation again.
For details of each status, refer to "11.2 Resource Status" in the "Operation Guide CE".

67179

FJSVrcx:ERROR:67179:*obj*:is *mode* mode

Description

- When *obj* is "PXE Server"
The PXE server is disabled.
- When *obj* is something other than the above
The command cannot be executed because the mode of the object *obj* is *mode*.
One of the following is displayed for *mode*:
 - active (active mode)
 - maintenance (maintenance mode)

Corrective Action

- When *obj* is "PXE Server"
Enable the PXE server, and then perform the operation again.
- When *obj* is something other than the above
Check the status of the object *obj*, and then perform the operation again.

67181

FJSVrcx:ERROR:67181:*obj*:is not *mode* mode

[Virtual Edition]

Description

The command cannot be executed because the specified server *obj* is not in *mode* mode.
One of the following is displayed for *mode*:

- active (active mode)
- maintenance (maintenance mode)

Corrective Action

Check the mode of the object *obj*, and then perform the operation again.

This message is displayed when the following operations are performed and the specified server *obj* is in a mode other than maintenance mode.

- Backup of a system image
- Restoration of a system image
- Collection of a cloning image
- Deployment of a cloning image
- Updating of disk information

These operations can only be performed on servers that are in maintenance mode. After placing the target into maintenance mode, perform the operation again.



See

-
- For details of operations using system images, refer to "Chapter 16 Backup and Restore" in the "User's Guide VE".
 - For details of operations using cloning images, refer to "Chapter 17 Cloning [Physical Servers]" in the "User's Guide VE".
-

[Cloud Edition]

Description

Execution of the request failed, as the specified *obj* is not *mode* mode.

- When *obj* is a disk resource
One of the following is displayed for *mode*:
 - Fibre Channel connection (Fibre Channel connection)
 - iSCSI connection (iSCSI connection)
- When *obj* is a network device

There is a contradiction in the settings specified in the network configuration information (XML definition).

In *mode*, one of the following is displayed:

- auto-config(auto-configuration of network devices)
- When *obj* is something other than the above

One of the following is displayed for *mode*:

- active
- maintenance

Corrective Action

- When *obj* is a disk resource

Check the connection status of the specified *obj*.

- When "FC" is specified for Disk connection type (Disk type) in the L-Server XML

A disk with a Fibre Channel connection is allocated to the L-Server.

- When "iSCSI" is specified for Disk connection type (Disk type) in the L-Server XML

A disk with an iSCSI connection is allocated to the L-Server.

- When *obj* is a network device

Correct the contradiction between the settings specified in the auto-configuration of network devices (AutoConfiguration element) and the existence of auto-configuration (Vfab vfabauto attribute), and perform the operation again.

- When performing VFAB auto-configuration for *obj*.

Modify the setting specified in the AutoConfiguration element in the network configuration information (XML definition) to "true", and perform the operation again.

- When not performing VFAB auto-configuration for *obj*

Modify the setting of the Vfab vfabauto attribute specified in the network configuration information (XML definition) to "false", and perform the operation again.

- When *obj* is something other than the above

Check the mode of the object *obj*, and then perform the operation again.

This message is displayed when the following operations are performed and the specified server *obj* is in a mode other than maintenance mode.

- Backup of a system image
- Restoration of a system image
- Collection of a cloning image
- Deployment of a cloning image

These operations can only be performed on servers that are in maintenance mode. After placing the target into maintenance mode, perform the operation again.



See

- For details of operations using system images, refer to "17.6.2 Backup and Restore" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
- For details of operations using cloning images, refer to "17.5 Cloning Image Operations" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67182

FJSVrcx:ERROR:67182:type:is not the same between *obj1* and *obj2*

[Virtual Edition]

Description

The type *type* of *obj1* and *obj2* is different.
One of the following is displayed for *type*:

- boot device
- server type

Corrective Action

Take corrective action for the content displayed for *type*.

- "boot device"

Check the boot devices of *obj1* and *obj2*, specify the same managed server for the boot device and perform the operation again.

- "server type"

It is not possible to specify combinations of PRIMERGY BX series managed servers and managed servers of other models for *obj1* and *obj2*. Specify the same type of servers for *obj1* and *obj2*, and then perform the operation again.

[Cloud Edition]

Description

The type *type* of *obj1* and *obj2* is different.
One of the following is displayed for *type*:

- boot device
- server type
- resource type
- VMType
- OSType
- Disk(name=*disk resource name defined in XML*).size
- Disk(name=*disk resource name defined in XML*).path
- folder type

[KVM]

store type is displayed in *type*, and the disk resource name and its image location type are displayed in *obj1* and *obj2* respectively.

Corrective Action

Take corrective action for the content displayed for *type*.

- "boot device"

Check the boot devices of *obj1* and *obj2*, specify the same managed server for the boot device and perform the operation again.

- "server type"

It is not possible to specify combinations of PRIMERGY BX series managed servers and managed servers of other models for *obj1* and *obj2*. Specify the same type of servers for *obj1* and *obj2*, and then perform the operation again.

- "resource type"

Check the resource pool type of *obj1* and the resource type of *obj2*, and perform the operation again after specifying a suitable combination of resource pool and resource.

For details on resource pool types and the resources that can be stored, refer to "2.2.2 Resource Pools" in the "Design Guide CE".

If this message is output when registering the disk resource with a storage pool, check whether the disk is the one created in advance using the disk resource.

From the command-line, execute `rcxadm disk show`.

For details on the `rcxadm disk show` command, refer to "3.3 rcxadm disk" in the "Reference Guide (Command/XML) CE".

- "VMType"

Check the VM type of the resource *obj1* and the VM type of the resource *obj2*, specify resources with the same VM type and then perform the operation again.

The combination of an *obj1* resource and an *obj2* resource is incorrect. Specify an unused address resource for the combination to be supported, and perform the operation again.

- "OSType"

Check the OS type of the L-Server and the images specified in XML, specify resources with the same OS type and then perform the operation again.

- "Disk(name=*disk resource name defined in XML*).size"

Confirm that the value of the size attribute of *the disk resource name defined in the XML file* is the same for both the *obj1* VM host and the *obj2* VM host, and then perform the operation again.

In *obj1* and *obj2*, "VmHost(ip=*IP address of the VM host defined in XML*)" is displayed.

- "Disk(name=*disk resource name defined in XML*).path"

Confirm that the value of the path attribute of *the disk resource name defined in the XML file* is the same for both the *obj1* VM host and the *obj2* VM host, and then perform the operation again.

In *obj1* and *obj2*, "VmHost(ip=*IP address of the VM host defined in XML*)" is displayed.

- "folder type"

After checking the type of the existing resource folder, L-Platform, and resource folder specified in the XML file, specify the same type in the XML, and then perform the operation again.

[KVM]

- When "store type" is displayed in *type*, and the disk resource name and its image location type are displayed in *obj1* and *obj2* respectively

Collection and updating can only be performed when the disk type of the system disk of an L-Server and the image location type of the cloning image are the same. Check the disk type and the image location type, and perform the operation again.

For details, refer to "Conditions for Collection and Updating of Cloning Images" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE".

An L-Server with a cloning image specified can only be created when the disk type of the system disk of the L-Server and the image location type of the cloning image are the same.

For details, refer to "Conditions for Creating L-Servers that Use Cloning Images" in "8.6.6 Creating L-Servers" in the "Setup Guide CE".

The disk resource name and its image location type are displayed in *obj1* and *obj2*, respectively.

67185

FJSVrcx:ERROR:67185:server not found in the chassis (chassis=*chassis_name*,slot=*slot_number*)

Description

No managed server was found in *slot_number* of *chassis_name*.

Corrective Action

Check the following:

- Whether there is a server in the relevant slot of the displayed chassis

- Whether the information of the server in the resource details changes after the following operation is performed

The information of the server blade in the chassis may not be the newest. Update the ROR console, and execute the command again. To update the information, right-click the chassis on the ROR console server resource tree and select [Update] from the displayed menu. Updating of the information may take around 30 seconds.

67188

FJSVrcx:ERROR:67188:type:is not specified

Description

The *type* object is not specified.

Corrective Action

Specify the *type* object, and then perform the operation again.

67192

FJSVrcx:ERROR:67192:communication error.target=*target*

Description

An error occurred during communication with the target *target*.

Check the following items in order, resolve the cause of the problem, and perform the operation again.

If this message was displayed when executing a command and *target* is "Resource Orchestrator Manager", the manager may have stopped. Check "[Check the communication destination](#)" and "[Port number checks](#)" below, resolve the problem, and perform the operation again.

If this message is displayed when registering servers, resolve the problem, and register the agent again.

- [Network cable checks](#)
- [Check the power status of a chassis](#)
- [Check the settings of network devices \(e.g. LAN switch\) being used](#)
- [Check the Network Environment](#)
- [Check the communication destination](#)
- [Firewall checks](#)
- [Port number checks](#)
- [IP address checks](#)
- [Certification checks](#)
- [Check the load on the network of the admin LAN](#)
- [Check the password saved using the rcxlogin -save command](#)

Corrective Action

Network cable checks

How to Check

Check if the network cable is correctly connected between the admin server and the *target* server.

Corrective Action

- If the network cable is damaged
Replace the cable.
- If the network cable is connected incorrectly
Reconnect the cable.

Check the power status of a chassis

How to Check

Check if the chassis is powered on.

Corrective Action

Power on the chassis.

For how to check the power status and power on a chassis, refer to the manual of the server being used.

Check the settings of network devices (e.g. LAN switch) being used

How to Check

Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

- Between the NIC of the admin server and the switch port
- Between the NIC of the managed server and the switch port

Corrective Action

If the settings used for duplex mode configuration are incorrect, correct them.

For checks and setup of the admin LAN between the admin server and the managed server, refer to the manuals of the OS and network switches being used.

Check the Network Environment

How to Check

Execute the ping command on the server where a manager is installed to check the network status.

Check if communication with the agent is possible.

[Windows Manager]

```
>ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
```

```
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:
```

```
Request timed out.
```

```
Request timed out.
```

```
Request timed out.
```

```
Request timed out.
```

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

[Linux Manager]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.  
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms  
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms  
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.  
From ipaddr icmp_seq=1 Destination Host Unreachable  
From ipaddr icmp_seq=2 Destination Host Unreachable  
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

For <Example: Normal communication>

- "[Check the communication destination](#)"
- "[Firewall checks](#)"
- "[Port number checks](#)"
- "[Certification checks](#)"

For <Example: Abnormal communication>

- "[Firewall checks](#)"
- "[Network cable checks](#)"

Check the communication destination

How to Check

Check if the programs on the destination of communication are running.

For how to check, refer to the following:

- For Virtual Edition, refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide VE".
- For Cloud Edition, refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide CE".

Corrective Action

Restart the manager or the agent.

For details on how to start, refer to the following:

- For Virtual Edition, refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide VE".
- For Cloud Edition, refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide CE".

Firewall checks

How to Check

Check the settings of firewall software set for the admin server and the managed server.

Corrective Action

Change the settings of the firewall to the appropriate values.

For details of the ports to set connection permission for, refer to the following:

- For Virtual Edition, refer to "Appendix A Port List" in the "Design Guide VE".
- For Cloud Edition, refer to "Appendix A Port List" in the "Design Guide CE".

For details of checks and setup of firewalls, refer to the manual of the firewall software being used.

Port number checks

How to Check

- For Virtual Edition, refer to "Appendix A Port List" in the "Design Guide VE", and check the port numbers of the admin server or managed servers based on the following.
 - If port numbers are set
 - If the same port number or service name is being used
- For Cloud Edition, refer to "Appendix A Port List" in the "Design Guide CE", and check the port numbers of the admin server or managed servers based on the following.
 - If port numbers are set
 - If the same port number or service name is being used

Corrective Action

Change the port number to the proper number.

For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".
- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".



Note

If the error message "Message number 67198" is output during restoration of system images or deployment of cloning images and the settings of the port numbers of the managed server are incorrect, check if the restoration of backed up system images or deployment of collected cloning images was performed before the port numbers were changed.

If deployment or restoration was performed, perform recovery as follows:

- When system images were restored

Change the port number and then restore the backed up system image.

System images which have been restored cannot be used. Delete any such images.

- When cloning images were deployed

Change the port number and then deploy the collected cloning image.

Cloning images which have been deployed cannot be used. Delete any such images.

IP address checks

How to Check

Check if the IP address displayed in the error message is correct.

Corrective Action

If the IP address is incorrect, specify the correct IP address and execute the operation again.

Certification checks

For check methods and corrective actions, refer to "4.2 An Error Occurs during Cloning after the Manager is Reinstalled." in "Troubleshooting".

When an error occurs on the DR switchover destination site, also confirm that the configuration operation explained in the following section has been performed.

- "Configuration when physical L-Servers are switchover targets" in "Common Configurations" in "3.4 Configuring Managed Resources" in the "DR Option Instruction"

Check the load on the network of the admin LAN

How to Check

Check the network load of the admin LAN.

The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server for registration.

Corrective Action

After the process that is causing the high network load finishes, perform the operation again.

Check the password saved using the rcxlogin -save command

How to Check

Use the rcxlogin -save command to save the password, then uninstall the Resource Orchestrator manager, and check that the manager was not an original installation.

When the password has been saved, the following old folder or directory will remain. The update date will be older than the date when the manager on the admin server was installed.

[Windows Manager]

*Folder configured in the APPDATA environment variable of each user*Systemwalker Resource Coordinator\

[Linux Manager]

/Directory configured in the HOME environment variable of each user/rcx/

Corrective Action

- For Virtual Edition, delete the password information for the old manager, referring to "11.1.2 Uninstallation [Windows Manager]" or "11.1.3 Uninstallation [Linux Manager]" in the "Setup Guide VE", and then save the password again using the rcxlogin command.
- For Cloud Edition, delete the password information for the old manager, referring to "11.1.2 Uninstallation [Windows Manager]" or "11.1.3 Uninstallation [Linux Manager]" in the "Setup Guide CE", and then save the password again using the rcxlogin command.

When the cause is not one of the above, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

This message is output when a communication error occurs between the L-Server and the manager.

This message is output when a network information configuration error occurs during physical L-Server creation.

An error occurred during communication with the target *target*.

Corrective Action

- Check that an agent is installed on the L-Server.
- Check that there is no problem in the network path between the L-Server and the manager.
- Execute the command specifying the file for the argument. When *target* is "Resource Orchestrator Manager", check whether or not the character code for the XML file is UTF-8.
- When the configuration of network information has failed during L-Server creation, the physical L-Server cannot be deleted.

Perform the corrective action according to "Corrective Action" for the message.

Then configure the network information using the following method.

- Configure the network environment

Execute the rcxadm lserver setup command to send the network information to an L-Server.

For details on the command, refer to "3.6 rcxadm lserver" in the "Reference Guide (Command/XML) CE".

- When an error occurs at the DR switchover destination site, also confirm that the procedure explained in the following section has been performed.
 - "Configuration when physical L-Servers are switchover targets" in "Common Configurations" in "3.4 Configuring Managed Resources" in the "DR Option Instruction"

When the cause is not one of the above, collect troubleshooting information and contact Fujitsu technical staff.

67193

FJSVrcx:ERROR:67193:failed to get admin server info

Description

Obtaining the information of the admin server failed.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- The IP address specified might be incorrect.
Check if the IP address specified is the admin server IP address.
- There is a chance that the shared disk for managers is not mounted.

When operating managers in clusters, there is a chance that the link target of the file displayed for *filename* is a file on a shared disk for managers.

Mount the shared disk for managers on the node the operation was performed on.

67194

FJSVrcx:ERROR:67194:failed to get dhcp info

Description

Obtaining DHCP information failed.

Corrective Action

Refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and check whether the "Manager Services" and "Related Services" have been started on the admin server.
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and check whether the "Manager Services" and "Related Services" have been started on the admin server.

If any of these services has been stopped, stop the remaining services and start all of the services again. Then perform the operation in which the error occurred again.

If this does not resolve the problem, the settings of the admin server may have been changed after it was set up. Collect this message and troubleshooting data, and contact Fujitsu technical staff.

67195

FJSVrcx:ERROR:67195:communication error.code=*code*

Description

An internal error has occurred during communication.

Corrective Action

Refer to the corrective action of "Message number [67192](#)".

Information

When this message is displayed when executing the `rcxadm mgrctl snap -all` command

The troubleshooting information of the server in which this message is displayed will not be obtained. Log in to the target admin server or managed server then collect information by executing the `rcxadm mgrctl snap` or `rcxadm agtctl snap` command. After collecting troubleshooting information contact Fujitsu technical staff.

For details, refer to the following:

- For Virtual Edition, refer to "5.2 `rcxadm agtctl`" or "5.11 `rcxadm mgrctl`" in the "Reference Guide (Command) VE".
 - For Cloud Edition, refer to "5.3 `rcxadm agtctl`" in the "Reference Guide (Command/XML) CE" or "5.11 `rcxadm mgrctl`" in the "Reference Guide (Command) VE".
-

67196

FJSVrcx:ERROR:67196:communication error.*detail*

Description

A communication error occurred during execution of a manager command.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(rcxfunc=*rcxfunc*,command=*rcxcommand*,rcxerrorno=*rcxerrno*)"

Refer to the corrective action of "Message number [67192](#)".

When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- When *detail* is "target=127.0.0.1"

All or part of the manager services may be stopped.

If the manager services have been stopped, start the manager.

For details about how to confirm the service status or start the manager, refer to the following:

- For Virtual Edition, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- For Cloud Edition, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67197

FJSVrcx:ERROR:67197:DB access error

[Virtual Edition]

Description

A DB access error occurred.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

Description

A DB access error occurred.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

67198

FJSVrcx:ERROR:67198:command execution error.*detail*

Description

An error has occurred during execution of a manager command.

The details of the message are displayed for *detail*.

Take corrective action for the content displayed for *detail*.

When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- When "rcxfunc=SoftRM"
 - When "rcxerrorno=4X"
 - When "rcxerrorno=40"
 - When "rcxerrorno=41"
 - When other than rcxerrorno=41
 - When a message other than the above is output
- When "rcxfunc=HBA rename"
 - When "rcxerrorno=2,3,104,105"
 - When "rcxerrorno=102"
 - When a message other than the above is output
- When "rcxfunc=rcxinitnmpv3"
 - "agent command error"
 - When a message other than the above is output
- For "registry access error"
- For "syscall="
- For "code=, cmd="

[Windows Manager]

- When "code=1", and cmd includes "netsh.exe dhcp server add scope"
- When "code=1", and cmd includes "netsh.exe dhcp server scope network_address add reservedip" or "netsh.exe dhcp server scope network_address delete reservedip"
- When cmd includes "dhcpcnf_agent.bat"

[Linux Manager]

- When "/opt/FJSVrcvmr/sys/netsh/netsh" is included in cmd

If WWN information and server switchover and failback settings have been performed using ETERNUS SF Storage Cruiser coordination, settings of fibre channel switches or storage units may be canceled.

- For "FJSVrcx:ERROR:69111:communication error. target=ETERNUS SF Storage Cruiser detail=ERROR:ssmgr8013:Unable to connect to the manager."
- When "target=ESC"
- "Failed to access database for backup."
- When "Failed to copy files for backup."

- When "Failed to archive files for backup."

Corrective Action

When "rcxfunc=SoftRM"

When "rcxerrorno=4X"

(rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=40) FJSVrcx:ERROR:
68040:*rcxcommand.rcxsubcommand*:the cloning process terminated abnormally

or

(rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=41) FJSVrcx:ERROR:
68041:*rcxcommand.rcxsubcommand*:error occurred during the cloning process

or

(rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=42) FJSVrcx:ERROR:
68042:*rcxcommand.rcxsubcommand*:the cloning process timed out

or

(rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=43) FJSVrcx:ERROR:
68043:*rcxcommand.rcxsubcommand*:some cloning processes terminated abnormally

When "rcxerrorno=40"

When the following message is displayed just after the event log message, perform "[Corrective action 5](#)".
If it is not displayed, refer to "[Corrective action 10](#)".

FJSVrcx:ERROR:68040:*rcxcommand.rcxsubcommand*:the cloning process terminated abnormally

When "rcxerrorno=41"

Check if power control operations that affect power control status and operations that affect communication with the manager are being executed simultaneously on the failed managed server.

When such operations are being executed simultaneously, wait for completion of those operations, and then perform this operation again.

When other than rcxerrorno=41

Take corrective action for the following messages which are displayed just after the event log message.
If it is not displayed, refer to "[Corrective action 10](#)".

- "Message number 61501"
- "Message number 61502"

When a message other than the above is output

For the corrective action, refer to "[Corrective action 10](#)".

rcxcommand

The command name is displayed.

Depending on the command name output for *rcxcommand*, the process where the error occurred can be identified.

- rcxsoftimage
An error has occurred during backup of system images or collection of cloning images
- rcxsoftdeploy
An error has occurred during restoration of system images or deployment of cloning images

- rcxsoftm

An error has occurred during collection or deployment of cloning images

rcxsubcommand

The subcommand name is displayed.

ipaddr

The IP address of the admin server is displayed.

When "rcxfunc=HBA rename"

When "rcxerrorno=2,3,104,105"

For the corrective action, refer to "[Corrective action 3](#)".

When "rcxerrorno=102"

For the corrective action, refer to "[Corrective action 2](#)".

When a message other than the above is output

Collect troubleshooting information and contact Fujitsu technical staff.

When "rcxfunc=rcxinitsnmpv3"

"agent command error"

There is a chance that a cloning image that was collected from a server other than a PRIMEQUEST server has been deployed on a PRIMEQUEST server.

Check the deployed cloning images.

When a message other than the above is output

Collect troubleshooting information and contact Fujitsu technical staff.

For "registry access error"

For the corrective action, refer to "[Corrective action 4](#)".

For "syscall="

For the corrective action, refer to "[Corrective action 10](#)".

For "code=, cmd="

[Windows Manager]

When "code=1", and cmd includes "netsh.exe dhcp server add scope"

There is possibility that a network address that is not available on the Windows standard DHCP server has been specified.

For the corrective action, refer to "[Corrective action 11](#)".

When "code=1", and cmd includes "netsh.exe dhcp server scope network_address add reservedip" or "netsh.exe dhcp server scope network_address delete reservedip"

DHCP server database access may have failed, so perform the failed operation again.

When cmd includes "dhcpcnf_agent.bat"

Communication with the DHCP server corresponding to "*ip_addr=IP_address*" may have failed.

Check the running state of the network environment and agents, and then execute the failed operation again.

[Linux Manager]

When "/opt/FJSVrcvnr/sys/netsh/netsh" is included in cmd

There is possibility that a network address that is not available on the Linux standard DHCP server has been specified.

For the corrective action, refer to "[Corrective action 11](#)".

There is also the possibility that DHCP server database access has failed, so perform the failed operation again.

For "FJSVrcx:ERROR:69111:communication error. target=ETERNUS SF Storage Cruiser
detail=ERROR:ssmgr8013:Unable to connect to the manager."

For the corrective action, refer to "[Corrective action 6](#)".

When "target=ESC"

For the corrective action, refer to "[Corrective action 7](#)".

"Failed to access database for backup."

The database that stores the configuration definition information could not be accessed. The command will not be executed.

For the corrective action, refer to "[Corrective action 12](#)".

When "Failed to copy files for backup."

An error occurred as copying of files failed.

For the corrective action, refer to "[Corrective action 13](#)".

When "Failed to archive files for backup."

An error occurred as archiving of files failed.

For the corrective action, refer to "[Corrective action 14](#)".

Corrective action 1

Check the following and take corrective action.

1. Check the Network Environment

Refer to the corrective action of "[Message number 67192](#)".

2. Check the Starting of the Manager

Check whether the manager is active. If it has stopped, start it again.

For details on how to start managers, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

3. Check the stop of the image operation

Image collection, updating, deployment, or recovery might be being executed. Check the screen of the managed server and confirm that the image operation has been completed. Completion of image operation can be confirmed if the OS login window is displayed.

4. Recovery

If the problem is resolved by steps 1 to 3, perform step 4 of "[Message number 68295](#)".

If this does not resolve the problem, refer to "[Corrective action 10](#)".

Corrective action 2

Check the following and take corrective action.

1. Check the Network Environment

Refer to the corrective action of "[Message number 67192](#)".

2. Check the Starting of the Manager

Check whether the manager is active. If it has stopped, start it again.

For details on how to start managers, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

3. Check the disk space

The admin server might not have sufficient disk space available.

Check the disk space, and then execute the command again.

Corrective action 3

The admin server might not have sufficient disk space available.
Check the disk space, and then execute the command again.

Corrective action 4

Check the status of the admin server, resolve the problem and perform the operation again. Setup of the server might not be complete.

For details on setup, refer to the following:

- Refer to "2.1 Manager Installation" in the "Setup Guide VE".
- Refer to "2.1 Manager Installation" in the "Setup Guide CE".

If this does not resolve the problem, refer to "[Corrective action 10](#)".

Corrective action 5

For Virtual Edition, there are cases where definition of the network parameter auto-configuration function that can be defined in the cloning image definition has not been performed correctly.

Refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE", check and correct the definition and then perform the operation again.

When not using this function, refer to "[Corrective action 10](#)".

Corrective action 6

Check the registration status of the ESC manager.

- When WWN information has been configured
Refer to "[Corrective action 9](#)".
- When server switchover or failback has been performed
Refer to "[Corrective action 8](#)".

Corrective action 7

- When "detail=ERROR:swsagXXXX..."

Check the cause of the error, referring to the "ETERNUS SF Storage Cruiser Message Guide".

When the cause of the error is a status error of an HBA, check if the HBA WWPN value registered on ESC corresponds with the actual WWPN value.

- When WWN information has been configured
Refer to "[Corrective action 9](#)".
- When server switchover or failback has been performed
Confirm if an agent is registered on the spare server.
 - When an agent has been registered, confirm if an agent is registered for the spare server on ESC.
When an agent has been registered, delete it from ESC and refer to "[Corrective action 8](#)".
When no agent has been registered, refer to "[Corrective action 8](#)".
 - When no agent has been registered, refer to "[Corrective action 8](#)".
- For cases other than the above
Collect troubleshooting information and contact Fujitsu technical staff.

Corrective action 8

After resolving the problem, perform the following procedures for restoration.

Perform the operation again, after restoring fibre channel switch zoning and host affinity settings on ESC using the following procedure.

1. Check the zoning and host affinity settings using the `storageadm zone info` commands.
2. Check if the primary server zoning and host affinity settings are in the same status as before the operation. If the status is not the same as before the operation, perform steps 3 to 4. If the status is the same as before the operation, perform step 4.
In the status before the operation, from the ROR console check the zoning and host affinity information displayed in the "WWN Settings" on the [Resource Details] tab of the server.
3. Using the `storageadm zone add/delete` commands, restore the primary server zoning and host affinity settings to their original status.
4. Check if the spare server zoning and host affinity settings are in the same status as before the operation. If the status is not the same as before the operation, perform step 5.
In the status before the operation, from the ROR console check the zoning and host affinity information displayed in the [WWN Settings] on the [Resource Details] tab of the server.
5. Using the `storageadm zone add/delete` commands, restore the spare server zoning and host affinity settings to their original status.

For details on how to use the `storageadm zone` command, refer to the "ETERNUS SF Storage Cruiser Operation Guide".

Corrective action 9

After removing the cause of the error, execute the failed operation again.

Corrective action 10

Collect troubleshooting information and contact Fujitsu technical staff.

Corrective action 11

Check and correct the value specified and then perform the operation again.

Corrective action 12

Check the status of the database, resolve the cause of the access error, and then execute the command again.

If a double-byte character is specified for the `-dir` option of the `rcxbackup` command, the database access will fail.

Corrective action 13

Check the status of the destination for backup (such as the free space on the disk), resolve the cause of the copying error, and then execute the command again.

Corrective action 14

Check the status of the destination for backup, resolve the cause of the archiving error, and then execute the command again.

[Cloud Edition]

Description

An error has occurred during execution of a manager command.

In *detail*, the following information is displayed:

Perform corrective action based on the content output for *detail*.

- "already registered"

The connection information of the VDI management server specified in the `msgnotice` command has already been registered.

- "timeout"

- "Failed to access database for backup."
- For "quarantine failed(detail=Detail)"
 - Transferring of the L-Server to the quarantine network failed.
 - Detail* will be one of the following:
 - For "L-Server not found. ip=IP_address"
 - For "Two or more L-Server found. ip=IP_address,lserver_key=["Resource_ID", "Resource_ID",...]"
 - For "Other error messages (FJSVrcx:ERROR:xxxx)"

When this message is output by rcxnetworkservice, perform corrective action based on the content of *detail*.

- "ip=<ip>, SSH scp)"
- "ip=<ip>, NSAppliance not found (name=<ip>)"
- "ip=<serverip>, NSAppliance not found (name=<ip>)"
- "ip=<ip>, NSAppliance already exists (name=<ip>)"
- "ip=<serverip>, NSAppliance already exists (name=<ip>)"
- "ip=<ip>, NSAppliance already running (name=<ip>)"
- "ip=<serverip>, management IP address of NSAppliance mismatched (name=<ip>,ns_mngip=<nsip>)"
- "ip=<serverip>, routing definition of NSAppliance mismatched (name=<ip>)"
- "ip=<ip>, Timeout Power On"
- "ip=<ip>, Timeout Power Off"
- "Timeout(ssh, ip=<ip>)"
- "failed to create_nsopt" or "failed to maintenance_nsopt"
- "failed to change FC path configuration"
- "Error: Unable to open config file"
- "Interface on management LAN not specified"
- "MAC1 and MAC2 is same"
- "the setting of rcxmgrexport -event is effective.", or "the setting of rcxmgrexport -interval is effective."
- "no server for the NS Appliance"
- "server is already setting"
- "NS Appliance do not stop"
- "insufficient disk space on the server"
- "server setting failed"

Corrective Action

"already registered"

No action is necessary.

"timeout"

- When using GDS as storage management software
 - During the process, the connection between the admin server and the storage management software may have been lost.
 - Check the power status and communication status of the storage management software.
 - There may be an error in the GDS settings.
 - Review the GDS settings.

- The storage management software may be overloaded.

Perform the operation again after completing the high-load processing.

- When using libvirt as storage management software

During the process, the connection between the admin server and the VM host may have been lost.

Check the power and communication statuses of the VM host and take corrective action, then perform the operation again.

"Failed to access database for backup."

The database that stores the configuration definition information could not be accessed. The command will not be executed.

Check the status of the database, resolve the cause of the access error, and then execute the command again.

If a double-byte character is specified for the `-dir` option of the `rcxbackup` command, the database access will fail.

For "quarantine failed(detail=*Detail*)"

Take corrective action based on the content output for *detail*.

For "L-Server not found. ip=*IP_address*"

The L-Server for which the IP address of SNMP Trap has been set does not exist.

Check whether the virtual machine using this IP address has been linked with the L-Server.

For "Two or more L-Server found. ip=*IP_address*,lserver_key=["*Resource_ID*", "*Resource_ID*",...]"

The IP address of SNMP trap has been set for multiple L-Servers.

Environments in which multiple L-Servers are configured with the same IP address for reasons such as tenants are being used, are not supported.

Only use an IP address for one L-Server.

For "Other error messages (FJSVrcx:ERROR:xxxx)"

An error occurred during the modification of the L-Server performed during the transfer process of the L-Server to the quarantine network.

Take corrective action according to the error message.

When this message is output by `rcxnetworkservice`, perform corrective action based on the content of *detail*.

"ip=<*ip*>, SSH(scp)"

An error occurred in SCP transmission of the image file.

Confirm the network configuration is one in which communication is possible between the physical L-Server corresponding to *ip* and the manager or the NS Appliance.

"ip=<*ip*>, NSAppliance not found (name=<*ip*>)"

- Subcommand: setup/stop/restart

The target NS Appliance, *ip*, has not been created.

When information in the network configuration information file is wrong, correct the file.

- Subcommand: setup/stop/restart

The target NS Appliance, *ip*, is not operating.

When it has not been started, execute the start command.

When information in the network configuration information file is wrong, correct the file.

- Subcommand: start

The target NS Appliance, *ip*, has been not created.

When information in the network configuration information file is wrong, correct the file.

"ip=<*serverip*>, NSAppliance not found (name=<*ip*>)"

- Subcommand: modify and -attr is `nsmng_oldip`

There is no management information of the target NS Appliance ip on the dedicated server for NS Appliance *serverip*.

Confirm that the IP address before change is correctly specified for `nsmng_oldip`.

"ip=<ip>, NSAppliance already exists (name=<ip>)"

The NS Appliance, *ip*, has already been created.

"ip=<serverip>, NSAppliance already exists (name=<ip>)"

- Subcommand: modify and -attr is nsmng_oldip

There is already management information of the NS Appliance *ip* after change on the dedicated server for NS Appliance *serverip*.

Confirm that the IP address after change is correctly specified for nsmng_newip.

"ip=<ip>, NSAppliance already running (name=<ip>)"

The NS Appliance, *ip*, has already been started.

"ip=<serverip>, management IP address of NSAppliance mismatched (name=<ip>,ns_mngip=<nsip>)"

The admin IP address *nsip* set for the target NS Appliance *ip* on the dedicated server for NS Appliance *serverip* does not match the admin IP address after change.

Confirm that the IP address specified for nsmng_newip matches the admin IP address set in the configuration definition (ip address) for the target NS Appliance.

"ip=<serverip>, routing definition of NSAppliance mismatched (name=<ip>)"

The routing definition set for the target NS Appliance *ip* on the dedicated server for NS Appliance *serverip* does not match the routing definition after change.

Confirm that the gateway IP address and network address/mask specified for mgrgw and mgrnet match the routing definition (ip route) defined in the configuration definition for the target NS Appliance.

"ip=<ip>, Timeout Power On"

Checking whether the NS Appliance is powered on has timed out.

Use the list command to check the status of the target NS Appliance.

If the NS Appliance is powered on, check if the admin server can communicate with the NS Appliance on your network using the ping command.

If communication with the NS Appliance is not possible, check the network configuration file specified for the command and the command argument values. After this, recreate NS Appliance.

For cases other than the above, contact Fujitsu technical staff.

"ip=<ip>, Timeout Power Off"

Checking whether the NS Appliance is powered off has timed out.

Use the list command to check the status of the target NS Appliance.

If the NS Appliance is powered on, perform the operation again.

If the NS Appliance is powered off, no further action is necessary.

"Timeout(ssh, ip=<ip>)"

Operation of NS Appliance *ip* timed out.

Wait for a short while and then repeat the operation.

"failed to create_nsopt" or "failed to maintenance_nsopt"

- Confirm the structure of the physical L-Server for the NS appliance.

For details about the configuration of the physical L-Server for NS Appliance, refer to "3.3 Creating Dedicated Servers for NS Appliance" in the "NS Option Instruction".

- Confirm that the memory size of the physical L-Server meets the requirements.

For details about the required memory size, refer to "1.4.2 Specifications Required for Servers Dedicated to NS Appliance" in the "NS Option Instruction".

- Check the number of NS Appliances on the dedicated server for NS Appliance.

The number of NS Appliances per dedicated server for NS Appliance is limited to 10 (or 20 when expanded).

"failed to change FC path configuration"

Modification of FC path connection settings for a physical L-Server for NS Appliance has failed.

- Check if there is an inconsistency between the FC path connection settings specified with the command and the FC path of the physical L-Server.

Review the FC path connection settings specified with the command and the FC path of the physical L-Server, and then perform the operation again.

For details of FC path modification for physical L-Servers, refer to "7.5 Creating L-Servers" in the "Setup Guide CE".

- Check if an NS Appliance is operating on the physical L-Server for NS Appliance.

If an NS Appliance is operating, stop that NS Appliance and perform the operation again.

"Error: Unable to open config file"

Startup of the NS appliance failed. The type of NS appliance which has been created and the *type* (Type) described in the network configuration information file are different.

Correct the specified network configuration information file and perform the operation again.

"Interface on management LAN not specified"

Configuration of the network settings of the target servers failed, as the MAC address specified using *-mac* is not the MAC address for the admin LAN.

Specify the MAC address for the admin LAN as the MAC address specified using *-mac*, and perform the operation again.

"MAC1 and MAC2 is same"

The values of the two MAC addresses specified using *-mac* are the same.

Specify a different MAC address (the MAC address of a redundant admin LAN of the target physical server), and perform the operation again.

"the setting of rcxmgrexport -event is effective.", or "the setting of rcxmgrexport -interval is effective."

Execution of the command failed, since the *rcxmgrexport -event* or the *rcxmgrexport -interval* settings are enabled.

Disable the settings, and execute the command again.

"no server for the NS Appliance"

The process was aborted because the target server is not a server dedicated to NS Appliance.

Check and correct the target server (*-ip ipaddress*), and then execute the command again.

"server is already setting"

The server has already been set. No action is required.

"NS Appliance do not stop"

The process was aborted because the NS Appliance has not been stopped.

Stop the NS Appliance and then execute the command again.

When this message was output immediately after the operation for stopping the NS Appliance, execute the *rcxnetworkservice list* command and confirm that the target NS Appliance has stopped, and then execute the command again.

For details on the *rcxnetworkservice list* command, refer to "A.1 rcxnetworkservice" in the "NS Option Instruction".

"insufficient disk space on the server"

The process was aborted because the disk capacity of the server dedicated to NS Appliance is insufficient.

Redeploy the NS Option after changing the configuration to secure sufficient disk space for the server dedicated to NS Appliance, and then execute the command again.

"server setting failed"

Changing of the settings of the server dedicated to NS Appliance failed. Contact Fujitsu technical staff.

For cases other than the above, contact Fujitsu technical staff.

67199

FJSVrcx:ERROR:67199:server_name:target recovery command "*command*" failed. detail="*detail*"

Description

During server switchover, operations for *target* on the managed server *server_name* failed to complete correctly.

Recovery to the status in which ZFS storage pools can be imported, or zones on ZFS storage pools can be used, failed.

The name of the server is displayed for *server_name*.

One of the following is displayed for *target*:

- ZFS Storage pool (*ZFS_storage_pool_name*)
- Solaris zone (*Zone_name*)

The name of the command executed on the OS is displayed for *command*.

The target of the command is displayed for *detail*. Messages other than the following may be output.

Take corrective action based on the content of *target* and *detail*.

For details on the corrective action or the command when a *detail* other than those below is output, refer to the Oracle Documentation.

- When *target* is "ZFS Storage pool(*ZFS_storage_pool_name*)", and *detail* is "cannot import: no pools found"
- When *target* is "ZFS Storage pool(*ZFS_storage_pool_name*)", and *detail* is "cannot import: '*ZFS_storage_pool_name*': no such pool available"
- When *target* is "ZFS Storage pool(*ZFS_storage_pool_name*)", and *detail* is "cannot import: '*ZFS_storage_pool_name*': a pool with that name is already created/imported, and no additional pools with that name were found"
- When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: *Zone_name*: No such zone configured"
- When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: zone '*Zone_name*': is already installed."
- When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zone '*Zone_name*': zone is already booted"
- When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: zone '*Zone_name*': zone is unavailable; attach suggested. See zoneadm(1M) for other options."
- When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: zone '*Zone_name*': attach operation is invalid for running zones."
- When *target* is "Solaris zone()", and *detail* is "usage: zoneadm help"

Corrective Action

When *target* is "ZFS Storage pool(*ZFS_storage_pool_name*)", and *detail* is "cannot import: no pools found"

There are no ZFS storage pools to import.

Check that there are ZFS storage pools.

When there are ZFS storage pools, execute import of ZFS storage pools using the following command:

```
"zpool import -f ZFS_storage_pool_name" <RETURN>
```

When there are no ZFS storage pools to import, no corrective action is necessary.

When *target* is "ZFS Storage pool(*ZFS_storage_pool_name*)", and *detail* is "cannot import: '*ZFS_storage_pool_name*': no such pool available"

There are no ZFS storage pools with the name *ZFS_storage_pool_name* to import.

Check the ZFS storage pool *ZFS_storage_pool_name*.

When creating the `zpool_and_zone_recovery.rcxprop` definition file, check that there are no errors in the details.

When there is an error in the ZFS storage pool name, execute import of ZFS storage pools using the following command:

```
"zpool import -f ZFS_storage_pool_name" <RETURN>
```

When *target* is "ZFS Storage pool(*ZFS_storage_pool_name*)", and *detail* is "cannot import: '*ZFS_storage_pool_name*': a pool with that name is already created/imported, and no additional pools with that name were found"

The ZFS storage pool with the name *ZFS_storage_pool_name* has already been imported.

Check the ZFS storage pool *ZFS_storage_pool_name*.

When creating the `zpool_and_zone_recovery.rcxprop` definition file, check that there are no errors in the details.

When there is an error in the ZFS storage pool name, execute import of ZFS storage pools using the following command:

```
"zpool import -f ZFS_storage_pool_name" <RETURN>
```

When *ZFS_storage_pool_name* is "all pools", execute the following command:

```
"zpool import -f -a" <RETURN>
```

In other cases, execute the following command:

```
"zpool import -f ZFS_storage_pool_name" <RETURN>
```

When there are no errors in the *ZFS_storage_pool_name*, no corrective action is necessary.

When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: *Zone_name*: No such zone configured"

There are no zones with the name *Zone_name*.

Check that there are no errors in the *Zone_name*.

When creating the *zpool_and_zone_recovery.rcxprop* definition file, check that there are no errors in the details.

When there is an error in the zone name, execute the following command:

```
"zoneadm -z Zone_name attach", "zoneadm -z Zone_name boot" <RETURN>
```

When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: zone '*Zone_name*': is already installed."

The zone with the name *Zone_name* has already been installed.

When starting of the zone is necessary, execute the following command:

```
"zoneadm -z Zone_name boot" <RETURN>
```

When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zone '*Zone_name*': zone is already booted"

The zone with the name *Zone_name* has already been started.

No action is necessary.

When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: zone '*Zone_name*': zone is unavailable; attach suggested. See zoneadm(1M) for other options."

Starting of the zone with the name *Zone_name*, which has not been installed, is being attempted.

Execute the following command to install the zone with the name *Zone_name*.

```
"zoneadm -z Zone_name attach" <RETURN>
```

When starting the zone afterwards, execute the following command.

```
"zoneadm -z Zone_name boot" <RETURN>
```

When *target* is "Solaris zone(*Zone_name*)", and *detail* is "zoneadm: zone '*Zone_name*': attach operation is invalid for running zones."

Installation of the zone with the name *Zone_name*, which has already been installed and started, is being attempted.

No action is necessary.

When *target* is "Solaris zone()", and *detail* is "usage: zoneadm help"

There are no zone names to be specified. There is a problem with the method used to execute the command on the OS.

No action is necessary.

4.6.2 672XX Series

This section explains the 672XX message series.

67200

FJSVrcx:ERROR:67200:obj:the process was terminated because an error occurred on another server

Description

Command execution was canceled. For details, refer to the event output at the same time.

Corrective Action

Refer to the event output at the same time.

67202

FJSVrcx:ERROR:67202:invalid format. detail=*detail*

Description

There are errors in the definition file.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "*resource* not found."

The *resource* was not found.

Check if the *resource* exists, correct the definition file, and then perform the operation again.

Check the specified resource.

- When the type of resource is tenant, check that the tenant exists.
- When the type of resource is pool, check that the VM pool exists.
- When the type of resource is physical server, check that the VM host exists and the VM type is "RHEL-KVM".
- When resource is "host_config_RHEL-KVM.rcxprop", check that the definition file exists.

- When *detail* is "*line* is invalid."

There is an error in the "*line*" line of the definition file.

Check the format, and retry the operation.

67207

FJSVrcx:ERROR:67207:failed to delete cloning image *obj*

Description

Deletion of the cloning image *obj* failed.

Corrective Action

Refer to the other messages output at the same time.

67209

FJSVrcx:ERROR:67209:*obj*:already in use

[Common to All Editions]

Description

The IP address or MAC address specified for *obj* cannot be used because it is already in use.

There may also be the following cases:

- Link information has already been defined for the port of the network device displayed in *obj*.
- Link information has already been defined for the NIC index of the rack mount server displayed in *obj*.

Corrective Action

Check and correct the option argument specified, and then perform the operation again.

When this message is output, the IP address or MAC address may already be being used for one of the following registered devices.

- Chassis
- LAN switches
- Network devices
- Admin servers
- Managed servers
- Power monitoring devices

For other cases, perform the following corrective actions.

- When link information has already been defined for the port of the network device displayed in *obj*
Define the correct link information in the network configuration information (XML definition), and perform the operation again.
- When link information has already been defined for the NIC index of the rack mount server displayed in *obj*.
Define the correct link information in the network configuration information (XML definition), and perform the operation again.

[Cloud Edition]

Description

The IP address or MAC address specified for *obj* cannot be used because it is already in use.

There may also be the following cases:

- *obj* is already in use.
 - This also applies when an already excluded IP address (an admin server, a managed server, a network address, or a broadcast address) is specified for an exclusion IP address, when configuring a network resource.
 - The specified disk resource is used for an L-Server. The size and path cannot be changed for the disk resources used by an L-Server.
 - The specified disk resource is used by an L-Server. The disk resource has been registered in a storage pool. Therefore, disk registration cannot be released.
 - The specified disk resource is used by an L-Server. Therefore an L-Server cannot be created or modified.
 - The specified disk resource is used by another L-Server. Therefore, a configured virtual machine cannot be linked with L-Server.
- In *obj*, the MAC address given in "mac_address=" has already been used.

Corrective Action

Check and correct the option argument specified, and then perform the operation again.

- When *obj* is already in use

Perform one of following corrective actions:

- Review the specified option argument, and perform the operation again.
- Exclude *obj* from an L-Server.
- Release registration of *obj* from the storage pool.
- Check and correct the value specified in the XML and then perform the operation again.

When two or more disks are defined for a virtual L-Server, please operate again after changing a specification value according to the following.

- A specific disk resource is specified for the definition of all disks.
- A specific disk resource is not specified for the definition of all disks.
- When you do not use *obj* for other L-Servers, remove *obj* from the L-Server.

When *obj* is used with other L-Servers, the executed operation is not supported.

- In *obj*, when the MAC address given in "mac_address=" has already been used
Perform the operation again after correcting the specified MAC address.

67210

FJSVrcx:ERROR:67210:*obj*:is busy

[Virtual Edition]

Description

The command cannot be executed because another command is being executed by *obj*.

In the following cases, a resource name other than the one specified is displayed for *obj*.

- When power operation of a chassis is performed while another process is being executed for a resource mounted in the chassis
- When takeover of operations has been performed for a server which has been switched to a spare server and there is another physical OS or VM host that has the server configured as a spare server, and that physical OS or VM host is executing another process

Corrective Action

- When *obj* is "Manager task"

Check the operating status of the admin server. After the operation being executed is complete, perform the operation again.

If this message is displayed while the admin server is stopped, operations being executed on the admin server may remain in the database. Start the admin server to complete the operations being executed on the admin server, or perform the operation again after restoring the collected configuration definition information.

- When *obj* is something other than "Manager task"

- Check the object *obj* and perform the operation again after the other command is complete.

However, when performing registration or deletion of managed servers or LAN switches in the same chassis, commands can only be performed for one resource at a time. This message will be displayed when commands are performed for multiple resources at the same time.

[Cloud Edition]

Description

- The requested process cannot be performed as another process is already being performed.
- When operations such as creation or starting of an L-Server are performed when the load on the manager is high, the corresponding operation may be still be being performed. Check the progress of the operation in Recent Operations or the Event Log.
- When *obj* is VM guest name (VM guest), the VM host, which the L-Server is running on, detects that the VM guest of the L-Server does not exist, so L-Server deletion fails.

Corrective Action

Take corrective action based on the content of *obj*.

- When *obj* is a network resource

Wait for a short while and then repeat the operation. After deleting the L-Server connected to the network resource, perform the operation again.

- When *obj* is "Manager task"

Check the operating status of the admin server. After the operation being executed is complete, perform the operation again.

If this message is displayed while the admin server is stopped, operations being executed on the admin server may remain in the database. Start the admin server to complete the operations being executed on the admin server, or perform the operation again after restoring the collected configuration definition information.

- When creating or starting an L-Server, while the manager is under a high load.

Check the following:

- The hardware configuration of the admin server does not meet the requirements for a manager.
Refer to "6.2.1 All Editions" in the "Overview" and confirm that the hardware conditions described are met.
 - The CPU utilization of the admin server may be too high.
Check if any high CPU usage applications are running on the admin server.
 - When *obj* is the "VM guest name (VM guest)"
Check the name of the VM guest of the L-Server using the GUI or the CLI.
 - When using the GUI:
Display the ROR console.
 1. Select the L-Server on the orchestration tree.
 2. Select the [Resource Details] tab on the main panel, and check the guest name of the resource.
 - When using the CLI:
 1. Execute the following command:


```
>rcxadm lserver show -name L-Server_name <RETURN>
```
 2. Check the display of "VmGuest:".
- If the VM guest name is not displayed, delete the L-Server again.
- If the VM guest name is displayed, check that migration is not being performed from the management screen of the VM management software, and then delete the L-Server again.
- When a message is output during deletion of the L-Server, check that the VM guest name of the L-Server is not displayed, and then delete the L-Server again.
- When *obj* is something other than the above
Wait for a short while and then repeat the operation.

67211

FJSVrcx:ERROR:67211:*image*:already defined

Description

image has already been defined.

Corrective Action

Check and correct the object, then perform the operation again.

67212

FJSVrcx:ERROR:67212:*image*:not defined

Description

The cloning image has not been specified.

Corrective Action

When this message is output during cloning image operation, collect the cloning image and then execute the command again.

67214

FJSVrcx:ERROR:67214:*obj*:system image does not exist

[Virtual Edition]

Description

The system image of the managed server or the system image of the version specified does not exist.

Corrective Action

Check the system image of the relevant managed server.

If the specified version is incorrect, specify the correct version and execute the command again.

In some cases, the image file may not have been synchronized. Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and restart the manager service.

[Cloud Edition]

Description

The system image of the managed server or the system image of the version specified does not exist. Or there is no snapshot of the managed server, or the specified version of the snapshot was not found.

Corrective Action

Check whether there is a system image or snapshot of the relevant managed server.

If an incorrect version was specified, specify the correct version, and perform the operation again.

There is also a chance that image files have not been synchronized. Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and restart the manager service.

67216

FJSVrcx:ERROR:67216:server_name:already distributed

Description

The cloning image has already been deployed to the managed server *server_name*.

Corrective Action

Check and correct the relevant managed server, then perform the operation again.

67217

FJSVrcx:ERROR:67217:the specified servers are using different boot methods

Description

The specified servers include servers with different settings.

Corrective Action

Check the boot agent settings for the target server.

For how to check, refer to the following:

- For Virtual Edition, refer to "3.4 rcxadm server" in the "Reference Guide (Command) VE".
- For Cloud Edition, refer to "3.11 rcxadm server" in the "Reference Guide (Command/XML) CE".

Target servers with the same settings and perform the operation again.

For servers with different settings, process them individually.

67218

FJSVrcx:ERROR:67218:the specified servers are using a different system disk

Description

The specified servers include servers which contain disks that are the targets of image operations.

Corrective Action

When specifying multiple servers, ensure that servers which contain disks that are already configured as the targets of image operations are not included.

For how to check, refer to the following:

- For Virtual Edition, refer to "3.4 rcxadm server" in the "Reference Guide (Command) VE".
- For Cloud Edition, refer to "3.11 rcxadm server" in the "Reference Guide (Command/XML) CE".

Process servers which contain disks that are already configured as the targets of image operations individually.

67220

FJSVrcx:ERROR:67220:spare server not found

[Virtual Edition]

Description

There is no spare server that matches all of the following conditions. Or the spare server specified does not meet all of the following conditions.

- Power control is possible
- The status is "normal", "warning", or "stop"
When the spare server is a VM host, it must meet all of the following conditions:
 - HBA address rename settings are configured, and an agent is registered
 - The status is "normal" or "warning"
 - A VM guest does not exist on a VM host (when the settings are not configured to switch to a spare server containing a VM guest)

[Citrix Xen]

- It is not configured as the pool master (when the VM host is Citrix XenServer)
- The server is not set as the switchover target for another switchover event
- The server belongs to the same subnet as the primary server

Corrective Action

Perform one of the following corrective actions:

- After checking there is a spare server that matches the above conditions, perform the operation again.
- Specify a spare server that meets the above conditions, and then perform the operation again.
- Specify a managed server that meets the above conditions as the spare server for use in server switchover, and then perform the operation again.

When setting a VM host as a spare server using the pre-configuration function, do so after importing HBA address rename settings and agent registration.

For details, refer to "12.2 Importing the System Configuration File" in the "User's Guide VE".

[Cloud Edition]

Description

- When a physical L-Server has been switched over using its high availability function
There are no physical server resources available as spare servers in the specified spare server resource pool.
- In other cases

There is no spare server that matches all of the conditions. Or the spare server specified does not meet all of the following conditions.

- Power control is possible

- The status is "normal", "warning", or "stop"

When the spare server is a VM host, it must meet all of the following conditions:

- HBA address rename settings are configured, and an agent is registered
- The status is "normal" or "warning"
- A VM guest does not exist on a VM host (when the settings are not configured to switch to a spare server containing a VM guest)
- The server is not set as the switchover target for another switchover event
- The server belongs to the same subnet as the primary server

Corrective Action

- When a physical L-Server has been switched over

Register an additional physical server resource in the spare server resource pool specified for the target L-Server.

- In other cases

Perform one of the following corrective actions:

- Check that the physical server in the server pool which was specified as a spare server meets or exceeds all of the following conditions:
 - Number of CPUs
 - CPU Clock Speed
 - Memory Size
 - Number of NICs
 - Number of FCs in the FC connection pattern
- There may be differences between the values in the definition files and the actual configuration information of that server.

Check that the correct values have been entered.
For details on the definition file, refer to "Appendix G Definition Files" in the "Setup Guide CE".
- A physical server cannot be found that has the number of FCs specified in the FC connection pattern.

Refer to "10.1.2 Storage Configuration" in the "Design Guide CE" for information on how to obtain the FC information for the physical server.
- After checking there is a spare server that matches the above conditions, perform the operation again.
- Specify a spare server that meets the above conditions, and then perform the operation again.
- Specify a managed server that meets the above conditions as the spare server for use in server switchover, and then perform the operation again.

When setting a VM host as a spare server using the pre-configuration function, do so after importing HBA address rename settings and agent registration.

For details, refer to "10.2 Importing the System Configuration File" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67222

FJSVrcx:ERROR:67222:obj:not recovered

Description

obj has not been recovered.

Takeover of operations was executed on managed servers that have not performed Auto-recovery or manual switching.

Corrective Action

There is no need to take corrective action, as neither Auto-recovery nor manual switching to the managed server specified has been performed.

67224

FJSVrcx:ERROR:67224:obj:IP address not assigned

Description

The command cannot be executed because a public IP address has not been assigned.

Corrective Action

Check if installation of the software has been completed successfully.

For how to install software, refer to the following:

- For Virtual Edition, refer to "Chapter 10 Configuring the Operating Environments of Managed Servers" in the "User's Guide VE".
- For Cloud Edition, refer to "Chapter 8 Configuring the Operating Environments of Managed Servers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67225

FJSVrcx:ERROR:67225:IP address is invalid

[Virtual Edition]

Description

The IP address specified is invalid.

Corrective Action

- When this error occurs during the registration of a managed server
Check that the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN, and then perform the operation again.
- When this error occurs when changing the admin IP address of a managed server
Check the following and perform the operation again.
 - That the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN
 - That IP addresses before and after changing are in the same subnets, when changing the admin IP addresses for a primary server or a spare server
- When this error occurs when changing the admin LAN IP address of an admin server
Check that the IP address specified is the admin LAN IP address of the admin server, and then perform the operation again.

[Cloud Edition]

Description

One of the following is possible:

- The IP address specified is invalid.
- This message may be output when the rcxvmdiskagt command is executed.

Corrective Action

- When this error occurs during the registration of a managed server
Check that the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN, and then perform the operation again.

- When this error occurs when changing the admin IP address of a managed server

Check the following and perform the operation again.

- That the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN
- That IP addresses before and after changing are in the same subnets, when changing the admin IP addresses for a primary server or a spare server
- When this error occurs when changing the admin LAN IP address of an admin server

Check that the IP address specified is the admin LAN IP address of the admin server, and then perform the operation again.

- If this error occurs during creation of address set resources

Check that the lead and end addresses of the address set resources are correct, and perform the operation again.
For details, refer to "3.1 rcxadm addrset" in the "Reference Guide (Command/XML) CE".

- When this message is displayed when the rcxvmdiskagt command was executed

Ensure that the specified IP address is the IP address of admin LAN for the VM host, then perform the operation again.

67228

FJSVrcx:ERROR:67228:IP range in admin server is already used

Description

The range of IP addresses defined on the admin server is already in use.

Corrective Action

Check the range of the IP addresses (DHCP range) defined on the admin server.

67230

FJSVrcx:ERROR:67230:error occurred on the admin server

Description

An error has occurred on the admin server.

Corrective Action

Check the following:

- If setup of the admin server was completed successfully.

For details on setup, refer to the following:

- Refer to "2.1 Manager Installation" in the "Setup Guide VE".
- Refer to "2.1 Manager Installation" in the "Setup Guide CE".
- Whether communication with the server management unit is possible
Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
If a cable is disconnected from the LAN connector, connect it.
- Whether Write (reference and updating) authority is possessed for the SNMP setting of the management blade
 - Check the SNMP community name set from the ROR console.
If it was omitted, [public] will be specified.
 - Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

- Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.

For details of checks and the setup method, refer to the manual of the server being used.

- Refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and check whether the "Related services" have been started on the admin server. If they have stopped, restart them.
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and check whether the "Related services" have been started on the admin server. If they have stopped, restart them.

For details on how to check and start services, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

After starting any stopped services, perform the operation that resulted in the error again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67231

FJSVrcx:ERROR:67231:failed to get the information from the managed server

Description

Acquisition of managed server information failed because the server cannot communicate with the managed server or server management unit.

Corrective Action

Check the status of the managed server and the server management unit, the value specified for the operand, and the values set for the following:

- That the IP address of the server management unit of the managed server is set correctly and the server is operating normally
- The SNMP community settings of server management unit for the managed server
That the SNMP community name specified from the ROR console has Read (reference authority) or Write (reference and updating) authority.
- The SNMP community settings of the managed server
That the SNMP community name of the managed server has Read (reference authority).
Specify the same SNMP community name for the managed server and the server management unit.
- When the managed server is a PRIMERGY or PRIMEQUEST series, that the necessary SNMP service has been configured when installing ServerView Agents, and ServerView Agents is running
- That the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values
- That the IP address of the managed server specified is correct
- Setup of the agent for the specified managed servers was completed successfully
- Network settings (such as DNS) of the admin server are correct and the execution of OS network-related commands is completed within seconds

When this message is displayed, take the following corrective actions, depending on the case:

- When this message is displayed after reconfiguration of hardware properties following replacement, and there are no problems with the managed server or server management unit
There is a possibility that the reconfigured hardware properties were temporarily unobtainable.
Reconfigure the hardware properties again.

- When this message is displayed during deployment of a cloning image

Registration of agents after deployment has failed. Either redeploy the cloning image or refer to step 2 in the corrective action of "Message number 67328" and recover the managed server the image was deployed to.

When a single cloning image was being deployed to multiple managed servers, take corrective action for all of the managed servers.

- When a managed server is VMwareESXi

Necessary information cannot be obtained from the required software.

Refer to ServerView Operations Manager in "6.1.1.4 Required Software" in the "Overview", and enable management of the target server using ServerView Operations Manager.

- When a managed server is VMware ESXi on another vendor's server, or a managed server is in a configuration in which ServerView ESXi CIM Provider is not used on VMware ESXi on Fujitsu rack mount servers

The definition file may not exist or the target managed server may not have been defined in the definition file.

Refer to "8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE", and check that the definition file name and the defined content are correct.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67232

FJSVrcx:ERROR:67232:power management error(rcxerrno=*rcxerrno*)

Description

An error has occurred during power control of a managed server.

Corrective Action

Check the following and take corrective action.

- The SNMP community name set from the ROR console
If it was omitted, [public] will be specified.
- Whether or not the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified
If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.
- That the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values

For details of checks and the setup method, refer to the manual of the server being used.

67235

FJSVrcx:ERROR:67235:chassis is not registered

Description

The chassis has not been registered.

The admin LAN of the chassis including the server to be registered may not have been set correctly.

Corrective Action

After registering a chassis, perform the operation again.

When the chassis has been registered, check the admin LAN settings of the server to be registered.

67238

FJSVrcx:ERROR:67238:obj:cannot execute server recovery operation. detail=*detail*

Description

The managed server specified does not meet the requirements for Auto-recovery or manual switching.

The name of the managed server specified is displayed for *obj*.

The following detailed causes are displayed for *detail*.

- no image
Backup of the system image of the server specified was not performed.

Corrective Action

Take corrective action based on the detailed cause.

- no image
After system images are backed up on the server specified, perform manual switching again.

67239

FJSVrcx:ERROR:67239:obj:agent not installed

Description

A Resource Orchestrator agent has not been installed on a managed server.

The name of the managed server is displayed for *obj*.

Corrective Action

After installing a Resource Orchestrator agent on the managed server, execute the command again.

67242

FJSVrcx:ERROR:67242:failed to control switching HUB.(rcxfunc=command,rcxerrno=rcxerrno,mip=mip)

Description

An error has occurred in LAN switch control.

The network management command is displayed for *command*.

A character string indicating the process that resulted in an error during network management is displayed for *rcxerrno*.

One of the following is displayed for *mip*:

- The admin IP addresses of the managed LAN switch
- Admin IP addresses or server names of managed servers

An error may occur during the following conditions:

- When specifying a different IP address with LAN switch
- When specifying a SNMP community name not set in the LAN switch
- When the LAN switch is not operating correctly
- When the LAN switch mode cannot be acquired correctly
- When the LAN switch is replaced with a different type of LAN switch from the original, and restoration performed
- When the user ID of the administrator of a LAN switch has not been specified, even though it is required.
- When registering the Converged Fabric mode of the PY CB Eth Switch 10/40Gb 18/8+2 LAN switch blade using the representative virtual IP address of the domain

Corrective Action

After checking the following, execute the command again.

- That the LAN switch is a supported model

- That the LAN switch is the same model as the original
- Whether the content of the following settings of LAN switch matches that of Resource Orchestrator
If they are different, correct the settings of both LAN switch and Resource Orchestrator so they match.
 - The admin IP addresses of LAN switch
 - The subnet mask for the admin IP addresses of the LAN switch
 - VLAN ID to which the admin IP addresses of the LAN switch belong
 - The connection port for the admin IP addresses of the LAN switch
 - SNMP community name
 - The user name for remote login
 - The password for remote login
 - The privileged password for remote login
- Whether there is an abnormality in the communication route between the admin LAN and the LAN switch
Check whether a LAN cable is unplugged or the LAN switch is powered off.
- Whether the LAN switch is operating correctly
Check the following, and if necessary, remove the problem using the maintenance procedure of the LAN switch.
 - The LAN switch is powered on
 - The SNMP agent is operating normally
 - The server can connect to the LAN switch using telnet or SSH

Information

- When telnet or SSH connection (SSH version 2) is disabled, enable it.
For details on settings, refer to the manual for the LAN switch.
The number of simultaneous connections using telnet or SSH may be limited depending on the model. In that case, log out of other telnet or SSH connections.
 - When using Converged Fabric mode, it is not necessary to use an SNMP agent, as SNMP communication is not performed.
(For only Virtual Edition)
-
- When using SSH connections, check if the firmware version is correct
 - LAN switch blade PY CB Eth Switch/IBP 10Gb 18/8 (version 1.00 or later)
 - LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2 (version 1.00 or later)
 - LAN switch blade PY CB Eth Switch/IBP 1Gb 36/8 (version 4.16 or later)
 - LAN switch blade PY CB Eth Switch/IBP 1Gb 36/12 (version 3.12 or later)
 - LAN switch blade PY CB Eth Switch/IBP 1Gb 18/6 (version 3.12 or later)
 - LAN switch blade PY CB DCB SW 10Gb 18/6/6 (version 2.1.1_fuj or later)
 - When *rccxermo* is "vcs_id" or "rbridge_id", if VCS ID or RBridge ID is correctly configured
Log in to the target LAN switch, and check if VCS ID or RBridge ID is correctly configured.
For details on how to check, refer to the manual for the LAN switch.
 - When *rccxermo* is "fabric_id", "domain_id", or "switch_id", if a Fabric ID, a Domain ID, or a Switch ID is correctly configured
Login to the target LAN switch, and check that the Fabric ID, Domain ID, or Switch ID has been specified correctly.
For details on how to check, refer to the manual for the LAN switch.
 - When *rccxermo* is "user not privileged", if the user ID of the administrator for the LAN switch has been specified
Check if the user ID specified for the LAN switch is that of the administrator.

- When registering the Converged Fabric mode of a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2, configure the oob IP address or the representative virtual IP address of the fabric.
- Check whether the Mode displayed in the unit name (software name) in the resource details has been updated correctly.

67244

FJSVrcx:ERROR:67244:another command is running

Description

An internal command for obtaining server information may be being executed in another process.

Corrective Action

Wait a couple of minutes and then execute the command again.

67245

FJSVrcx:ERROR:67245:failed to execute the command on managed server.(mip=*mip*)

Description

Command execution failed on the managed server.

The admin IP address of the managed server or the server name is displayed for *mip*.

Corrective Action

Check the following on the managed server indicated for *mip*.

- Check that the managed server is not down

If the system is down, start the system from the appropriate OS.

- Check that the managed server was started using the appropriate OS

If it was not, change the BIOS settings referring to the manual for the server.

[Linux]

- Check if the LAN card is correctly configured and activated on the system by OS-provided commands.

If it has not been configured and activated correctly, configure the LAN card referring to the Linux installation guide.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67246

FJSVrcx:ERROR:67246:VLAN configuration failed

Description

An error has occurred in VLAN settings for LAN switch.

Corrective Action

For the LAN switch of the managed server that was the target of the operation (such as server registration or server deletion) that resulted in the error, confirm the following.

- The LAN switch is powered on
- The SNMP agent is operating normally
- The server can connect to the LAN switch using telnet or SSH

Information

When telnet or SSH connection (SSH version 2) is disabled, enable it.

For details on settings, refer to the manual for the server.

The number of simultaneous connections using telnet or SSH may be limited depending on the model. In that case, log out of other telnet or SSH connections.

- VLAN settings for ports with link aggregation configured are not supported by some models.

When the target ports have link aggregation configured, disable the link aggregation, or manually configure the VLANs of the target ports.

For details on how to perform checks and configuration, refer to the manual for each server.

- When using end host mode, cannot modify a port VLAN ID, and remove a tag vlan for the external ports which meet the following conditions.
 - The port is selected as Selected Port
 - The port has been activated
 - More than one internal port has the same VLAN.

Deactivate that port or change the VLAN IDs of all the internal ports that have the same VLAN IDs as the external port, and then perform the operation again.

External ports that are Selected Ports can be checked by logging into the LAN switch and running the show pin-interface all command.

When modifying a port VLAN ID, the target port may be in one of the following states:

- Port VLAN IDs for before and after the change are configured for the target port
- A tagged vlan with the same ID as a port VLAN ID from before the change and a port VLAN ID from after the change are configured for the target port

Perform the following corrective actions:

- When port VLAN IDs for before and after the change are configured for the target port
 1. Log in to the LAN switch blade.
 2. Deactivate the external port which has a port VLAN ID from before the change.
 3. Delete the port VLAN ID from the external port.
 4. Activate the external port.
- When a port VLAN ID from after the change and a tagged vlan which has the same ID as a port VLAN ID from before the change are configured for the target port
 1. Log in to the LAN switch blade.
 2. Disable the Auto VLAN Uplink Synchronization (AVS) setting.
 3. Deactivate the external port which has a port VLAN ID from before the change.
 4. Delete the port VLAN ID from the external port.
 5. Activate the external port.

After checking the above, if necessary, remove the problem using the maintenance procedure of the LAN switch.

- For Virtual Edition, refer to "Replacing LAN Switch Blades" in "6.2.5 Replacing Non-server Hardware" in the "Operation Guide VE" and reflect the VLAN information on the server, then perform the operation again.
- For Cloud Edition, refer to "Replacing LAN Switch Blades" in "9.2.5 Replacing Non-server Hardware" in the "Operation Guide CE" and reflect the VLAN information on the server, then perform the operation again.

67247

FJSVrcx:ERROR:67247:GLS not installed on server

Description

GLS has not been installed on the managed server.

Corrective Action

Install GLS on the managed server.

Refer to the product manual for the installation method of GLS.

67251

FJSVrcx:ERROR:67251:command terminated abnormally

Description

The command terminated abnormally.

Corrective Action

Perform the operation again.

67252

FJSVrcx:ERROR:67252:password decryption error

[Virtual Edition]**Description**

Password decryption failed.

Corrective Action

- When the message above is output during reading of a system configuration file

Confirm if the password is configured using an encrypted character string in the resource definition line for specifying "encrypted" (encrypted password).

For the system configuration file, refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide VE".

- When this message is output while the network configuration information file is being read, and "true" is set for the PasswordEncryption element.

Check if an encrypted character string is configured for the Password element or the PrivilegedPassword element.

Refer to "8.1.1 Creation" in the "Reference Guide (Command) VE" for information about network configuration information.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]**Description**

Password decryption failed.

Corrective Action

- When the message above is output during reading of a system configuration file

Confirm if the password is configured using an encrypted character string in the resource definition line for specifying "encrypted" (encrypted password).

For details on system configuration files, refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When this message is output while the network configuration information file is being read, and "true" is set for the PasswordEncryption element or the rcxnetworkservice command is executed.

Check if an encrypted character string is configured for the Password element or the PrivilegedPassword element.

Refer to "15.6.1 Creation" in the "Reference Guide (Command/XML) CE" for information about network configuration information.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67253

FJSVrcx:ERROR:67253:specified range of IP address is invalid. code=*code*

Description

The range of IP addresses specified is incorrect.

One of the following is displayed for *code*:

- 9:
An invalid IP address is included in the specified range of IP addresses
- 10:
The range of the start IP address and that of the end IP address are incorrect
- 13:
The start IP address and end IP address are not in the same subnet
- 14:
The start IP address is the same as the subnet number
- 15:
The end IP address is the same as the broadcast address
- 102:
The host of the start IP address specified for the redundancy method is not the same
- 103:
The same subnet of the start IP address specified for the redundancy method has been used
- 201:
IP addresses of registered managed servers exist outside the range of specified admin IP addresses, or a different subnet was specified when registered managed servers already exist

Corrective Action

Take corrective action based on the content of *code*.

- For "201"
Choose one of the following corrective actions:
 - Specify a range of addresses including the registered managed server addresses in the same subnet as the range of admin IP addresses prior to change, and then perform the operation again.
 - Release the IP addresses of the registered managed servers, and then perform the operation again.
- For a code other than the above
Check the parameter, and then perform the operation again.

67255

FJSVrcx:ERROR:67255:option:not supported

[Virtual Edition]

Description

The *option* specified for option is not supported.

Corrective Action

Check and correct the option specified, and then perform the operation again.

[Cloud Edition]

Description

- When a physical L-Server was created, "NICs.NIC.NetworkLinkfor NICIndex(*num*)" is displayed in *option*
Network resources cannot be specified for the displayed NIC.
The number displayed for NICIndex(*num*) is a value one lower than the number specified when creating the L-Server.
- When a physical L-Server was created, "Policy.SpareServerForceOFF Policy.AllowForceOFF" is displayed in *option*
Both "Use active spare server with forced turning OFF" and "Allow forced turning OFF" cannot be set at the same time.
- When "-system" or "-force" is displayed in *option*
The storage unit to which the disk resource, for which an operation was attempted using the rcxadm lserver attach command or the rcxadm lserver detach command, belongs does not support the -system option or the -force option of the rcxadm lserver command used for the switchover of operating and standby storage. Therefore, the -system option and the -force option cannot be specified.
- When "resource" is displayed in "*option*"
The error may be the result of one of the following:
 - The specified resource is not the target of the movement
 - The resource has not been registered in the orchestration tree
- When "-deny deldisk" is displayed in *option*
-deny deldisk (do not delete) cannot be specified when reducing disks that have been separated from the virtual storage from the specified L-Server.
- In other cases
The option specified for option is not supported.

Corrective Action

- When a physical L-Server was created, "NICs.NIC.NetworkLinkfor NICIndex(*num*)" is displayed in *option*
Change the network resource settings and perform the operation again.
- When a physical L-Server was created, "Policy.SpareServerForceOFF Policy.AllowForceOFF" is displayed in *option*
Both "Use active spare server with forced turning OFF" and "Allow forced turning OFF" cannot be set at the same time.
- When "-system" or "-force" is displayed in *option*
Check that switchover of operating or standby storage is being performed for the correct storage unit, or check the content of the replication definition file.
- When "resource" is displayed in "*option*"
Specify a movable resource. Also, register resources that have not been registered in the resource orchestration tree into resource pools.
- When "-deny deldisk" is displayed in *option*
This disk is deleted when reducing disks that have been separated from the virtual storage from the specified L-Server. To reduce disks, specify the -allow deldisk option and try again.

The `-deny deldisk` option can only be specified when detaching disks from physical L-Servers or virtual L-Servers with the VM type Hyper-V.

- In other cases

Check and correct the option specified, and then perform the operation again.

67257

FJSVrcx:ERROR:67257:oldest cloning image is in use

Description

Deletion of the oldest cloning image failed because it is in use.

Corrective Action

Delete one or more versions of cloning images that are not in use, then perform the operation again.

67258

FJSVrcx:ERROR:67258:version *version* of cloning image is already in use

Description

Deleting the version *version* of the cloning image failed because it is in use.

Corrective Action

Enable use of the specified version *version* of the cloning image, and then perform the operation again.

67259

FJSVrcx:ERROR:67259:*server_name*:command failed. detail=*detail*

Description

The command *command* has not been completed successfully on the server *server_name*.

The name of the server is displayed for *server_name*.

The name of the command for execution is displayed for *command*.

The target of the command is displayed for *detail*.

The following messages may be output:

- In the case of `"/usr/sbin/ldm list-constraints -x > /etc/opt/FJSVrcvat/config/ovm_config.xml"`
This is the process to save the domain configuration of OVM for SPARC.
- In the case of `"/usr/bin/pkginfo -l SUNWldm"`
This is the process to acquire the version of OVM.
- In the case of `"setdomainconfig -p ppar_id -c default"`
Return the domain configuration to the factory-default.
- In the case of `"/usr/sbin/ldm init-system -f -i /etc/opt/FJSVrcvat/config/ovm_config.xml"`
Restore the domain configuration.
- In the case of `"setpparam -y -p 0 -s bootscript 'setenv auto-boot? true \n setenv boot-device disk name'"`
Set "true" for auto boot of control domain, and set "disk" for boot-device.
- In the case of `"setpparmode -y -p 0 -m guestboot=off"`
Change the setting of guestboot on the switchover target server to "off" in the switchover process.

- In the case of `"/usr/bin/cp /etc/opt/FJSVrcvat/config/ovm_config.xml target_path"`
Back up the XML file of the configuration information.
- In the case of `"/usr/sbin/shutdown -i6 -g0 -y"`
Restart the server.
- In the case of `"/opt/FJSVrcvat/sys/recover_pci"`
Restore the physical IO.
- In the case of `"/opt/FJSVrcvat/sys/recover_vconsole"`
Restore the port of the virtual console.
- In the case of `"/usr/sbin/ldm start-domain"`
Start the domain.
- In the case of `"/usr/sbin/ldm list-domain -p"`
Display the domain configuration information.
- In the case of `"/usr/sbin/ldm add-spconfig configuration information name"`
Save the domain configuration information in the service processor.

Corrective Action

Take corrective action for the content displayed for *detail*.

For details on the command, refer to the "Fujitsu SPARC M12 and Fujitsu M10/SPARC M10 XSCF Reference Manual" or the "Oracle VM Server for SPARC Administration Guide" provided by Oracle, and take corrective action as necessary.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67262

FJSVrcx:ERROR:67262:failed to execute the cloning process. type=*type*

[Virtual Edition]

Description

An error has occurred during the process set in "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".

A number corresponding to one of the following processes is displayed for *type*:

- 10: PRE_TGTSVR_IMAGE_CREATE
The process before collection of cloning images
- 11: POST_TGTSVR_IMAGE_CREATE
The process after collection of cloning images
- 13: POST_TGTSVR_IMAGE_INSTALL
The process after deployment of cloning images

Corrective Action

Take the corrective action for "Message number 61501" or "Message number 61502" displayed in the event log.

When neither "Message number 61501" nor "Message number 61502" are displayed, collect troubleshooting information and contact Fujitsu technical staff.

67263

FJSVrcx:ERROR:67263:*user_name*:login incorrect

Description

Login failed.

Corrective Action

Enter the correct user ID and password, and then log in again.

When there is no error in the user ID and password, and the management account is a new addition, there is an error in the password configured during account creation.

- For Virtual Edition, set the password given in "Chapter 5 Managing User Accounts" in the "User's Guide VE" again.
- For Cloud Edition, set the password given in "Chapter 3 Configuring Users and Customizing Roles" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" again.

67264

FJSVrcx:ERROR:67264:*filename*:invalid file type

Description

Writing to the file or directory specified for *filename* failed because the file type is invalid.

Corrective Action

After performing one of the following corrective actions perform the operation again.

- Change the name of the file or directory displayed for *filename*
- Move or delete the file or directory displayed for *filename*

67265

FJSVrcx:ERROR:67265:*variable*:*value*:invalid environment value

Description

The environment variable *variable* is invalid.

Corrective Action

Check the value of the variable *variable* and then perform the operation again.

67266

FJSVrcx:ERROR:67266:no shell

Description

The shell to be started was not found.

Corrective Action

Correct the environment variable SHELL.

67267

FJSVrcx:ERROR:67267:*obj*:failed to execute

Description

Execution of the command described in *obj* failed.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- When <obj> is "migrate_vdi.bat"
 - That the execution environment of the batch file is correct
- migrate_vdi.bat must be executed in the following storage folder:

`Installation_folder\SVROR\Manager\opt\FJSVrcxmr\sys\VdiMigrationTool`

- In other cases
 - The command execution environment is correct
- Execute the /opt/FJSVrcvhb/bin/rcxhbactl command from a desktop environment.
- Users have sufficient command execution authority
 - There is enough free memory

67268

FJSVrcx:ERROR:67268:*filename*:no such file or directory

Description

The file or directory specified for *filename* was not found.

Corrective Action

Specify an existing file or directory.

67269

FJSVrcx:ERROR:67269:*filename*:failed to create file or directory

Description

The file or directory specified for *filename* cannot be created.

Corrective Action

Check the access authority for the directory.

67270

FJSVrcx:ERROR:67270:home directory not found. *detail*

Description

There is no home directory for the executing user.

Corrective Action

For the OS user account on which the command has been executed, check if the following has been set and the directory set is on the admin server. Correct them and perform the operation again.

- There is an entry of the user account on which the command has been executed on "Local Users and Groups" of the admin server
- In the environment variable of the above account, APPDATA or USERPROFILE exists and the correct directory is set

67271

FJSVrcx:ERROR:67271:*chassis_name*:chassis not exists

Description

The chassis *chassis_name* was not found.

Corrective Action

Check the name of chassis specified.

67275

FJSVrcx:ERROR:67275:the specified alias (*alias*) was not found

Description

The specified alias(*alias*) was not found.

Corrective Action

Execute the following command and check the alias, and then perform the operation again.

[Windows Manager]

```
>Installation_folder\SVROR\rxadm certctl list <RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvnr/bin/rxadm certctl list <RETURN>
```



Example

In the following, client2, client1, server5, server4, server3, server2, and server1 are aliases.

```
Truststore:
-----

Keystore type: jks
Keystore provider: SUN

Seven entries are included in the keystore.

client2, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): A6:12:82:68:CD:E7:E6:F6:15:06:AC:43:3B:D8:A6:C4
client1, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 9D:99:ED:88:C0:8F:32:26:60:FA:4C:96:A2:34:5A:45
server5, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 95:07:C8:B3:84:E6:BD:63:46:D6:6C:BA:36:5D:E8:9A
server4, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 24:6A:E8:04:0F:03:33:68:A0:CC:45:7E:E4:83:BA:7B
server3, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 05:28:95:53:9C:1E:33:32:F6:40:9D:99:EB:EC:3D:7B
server2, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 1B:0E:33:72:7E:1C:86:E0:16:9B:A9:7F:6B:62:6E:37
server1, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 2C:59:04:37:CA:99:65:5D:34:BD:7F:20:BA:04:CE:90
...
```

67276

FJSVrcx:ERROR:67276:keystore file not found

Description

The keystore file was not found.

Corrective Action

Check that the keystore file exists in the following directory.

When operating managers in clusters, check that the shared disk for managers is mounted, and then perform the operation again.

If it does not exist, collect troubleshooting information and contact Fujitsu technical staff.

- When it is a manager

[Windows Manager]

Installation_folder\SVROR\Manager\etc\opt\FJSVssmgr\current\certificate\common_truststore

[Linux Manager]

/etc/opt/FJSVrcvmr/opt/FJSVssmgr/current/certificate/common_truststore

- When it is an agent

[Windows] [Hyper-V]

Installation_folder\Agent\StorageRM\Agent\etc\certificate\agent_truststore

[Linux] [VMware] [Xen] [KVM]

/etc/opt/FJSVssagt/certificate/agent_truststore

[Solaris]

/etc/opt/FJSVrcvat/certificate/agent_truststore

67277

FJSVrcx:ERROR:67277:not a keystore file

Description

The keystore file may be damaged or the file is incorrect.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

67278

FJSVrcx:ERROR:67278:internal error

Description

An internal error occurred.

Corrective Action

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

67279

FJSVrcx:ERROR:67279:syntax error

Description

The command syntax is incorrect. "usage" is displayed.

Corrective Action

Check and correct the command format, and then perform the operation again.

67280

FJSVrcx:ERROR:67280:obj:function not supported. *detail*

Description

The object *obj* does not support *function*.

The name of the unsupported function is displayed for *function*.

When *function* can be used because of usage conditions, the following detailed information will be displayed enclosed in parentheses for *function* or *detail*.

For cases other than the following, this message is displayed because use of an unsupported function was attempted for *obj*. No action is necessary.

- "difference of NIC setting for Admin LAN"
- "Extended Partitioning Mode is Disable on the PPAR on which the Extended Partition is configured"
- "incompatible IBP group configuration between switch-1 and switch-2"
- "incompatible mode between switches switch-1 (mode-1) and switch-2 (mode-2)"
- "IBP mode"
- "incompatible network devices"
- "invalid deployment configuration"
- "invalid destination"
- "invalid model"
- "invalid switchover method"
- "invalid version of ServerView Operations Manager"
- "Manager is Linux"
- "OS type"
- "Out of DHCP range"
- "PPAR's Extended Partitioning Mode is Enable"
- "switch=switch,port=port is in unsupported state. (Automatic Migration of Port Profile)"
- "switch=switch,vlan=vlan is in unsupported state. (FCoE)"
- "VIOM"
- "VM type"

Corrective Action

Take corrective action based on the content of *function*.

"save domain info"

Configuration cannot be performed while the server is powered on and the server status is something other than "normal".

Take corrective action for the content displayed for *detail*.

"difference of NIC setting for Admin LAN"

When the settings of the NIC for the admin LAN are a server different to that displayed for *obj*, configuration of a spare server is not possible.

"Extended Partitioning Mode is Disable on the PPAR on which the Extended Partition is configured"

On PRIMEQUEST 2000 series servers, if the Extended Partitioning Mode of the PPAR partition is "Disable", the function displayed for "*function*" is not supported for Extended Partition.

"incompatible IBP group configuration between *switch-1* and *switch-2*"

The IBP group settings of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match the operation conditions of *function*.

"incompatible mode between switches *switch-1 (mode-1)* and *switch-2 (mode-2)*"

The modes of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match.

The modes of each switch, "IBP mode", "switch mode", "end-host mode", or "Converged Fabric mode" is displayed for *mode-1* and *mode-2*.

"IBP mode"

Modify the LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2 to a mode other than IBP mode.

"incompatible network devices"

The NIC configuration of the target of operation displayed for *obj* does not match the conditions for spare servers of *function*.

"invalid deployment configuration"

The function displayed for *function* is one not supported in the current environment. For details of backup and restore, and cloning, use ServerView Deployment Manager. For I/O virtualization (HBA address rename), please use ServerView Virtual-IO Manager or ServerView Infrastructure Manager.

When this message is displayed for other operations, it is not necessary to perform those operations.

"invalid destination"

The VM guest displayed for *obj* does not support movement to the VM host specified as the destination.

"invalid model"

The target of operation displayed for *obj* is a model that does not support *function*.

"invalid switchover method"

Server switchover using backup and restore cannot be used for the server displayed for *obj*.

This is displayed when a VM host is operating on the server displayed for *obj*.

"invalid version of ServerView Operations Manager"

The conditions for executed operations have not been satisfied. Check the operation conditions.

"Manager is Linux"

This cannot be used with a Linux manager.

"OS type"

The target of operation displayed for *obj* is a server OS that does not support *function*.

"Out of DHCP range"

The IP address displayed in *obj* is out of the range of IP addresses for which the backup and restore functions for system images can be used.

"PPAR's Extended Partitioning Mode is Enable"

On PRIMEQUEST 2000 series servers, if the Extended Partitioning Mode is "Enable" the function displayed for "*function*" is not supported for PPAR partitions.

"switch=*switch*,port=*port* is in unsupported state. (Automatic Migration of Port Profile)"

Automatic Migration of Port Profile (AMPP) is configured for the internal ports of the switches that are the switchover destination of the server.

Log in to the target LAN switch, and check if an Automatic Migration of Port Profile (AMPP) has been configured.

When taking over the VLAN configuration of the switch of the switchover source, release the Automatic Migration of Port Profile (AMPP) settings for the internal ports of the switch that is the switchover target.

When configuring the Automatic Migration of Port Profile (AMPP) for the internal ports of the switch of the switchover target, release the "network settings" of the spare server settings.

"switch=*switch*,vlan=*vlan* is in unsupported state. (FCoE)"

The specified VLAN ID is being used for FCoE.

"VIOM"

As the server displayed for *obj* already has VIOM coordination configured as its virtualization method, HBA address rename cannot be set.

"VM type"

The target of operation displayed for *obj* is server virtualization software that does not support *function*.

[Citrix Xen]

Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.

[Cloud Edition]

Description

The object *obj* does not support *function*.

The name of the unsupported function is displayed for *function*.

When *function* cannot be used for *obj*, *detail* will not be displayed.

When *function* cannot be used because of usage conditions, the following detailed information will be displayed enclosed in parentheses for *detail*.

For cases other than the following, this message is displayed because use of an unsupported function was attempted for *obj*. No action is necessary.

- "AddressSet"
- "agent available"
- "agent is not registered"
- "agent not available"
- "already exists in pool name"
- "already in use"
- "belongs to L-Platform"
- "boot disk"
- "can not belongs to L-Platform"
- "can not delete the static disk"
- "container resource pool is not managed"
- "converted vm" or "converted server"
- "DefaultGateway"
- "deny_deldisk=true is specified"
- "disk copy"
- "disk link"
- "disk link, copy"
- "disk link, exist"
- "disk size, exist"
- "disk type"
- "disk unregistration"
- "disk with snapshot"
- "DiskLink" or "DiskCopy"
- "DiskLink and DiskCopy cannot be specified at the same time"
- "DiskLink and ServerImageLink.disk cannot be specified at the same time"

- "Dynamic Memory is enabled"
- "Exist"
- "exist spare server settings"
- "Folder"
- "Folder.[tag name]"
- When "force" is displayed:
- "HA is required for AliveMonitoring"
- "HBA address rename cannot use FCConnectionPattern."
- "has shared disk"
- "hierarchizing of Tenant"
- "illegal disk type"
- "internal disk not supported"
- "Invalid agent version"
- "invalid NS option version"
- "invalid NS option definition"
- "invalid Redundancy"
- "invalid Repurpose"
- "Invalid target network admin LAN"
- "invalid VM host version"
- "last" or "logical server not found"
- "L-Platform"
- "L-Platform", "Folder", or "Tenant"
- "L-Platform or Folder or Tenant cannot be operated with the interface of L-Platform or Folder or Tenant"
- "L-Server is "defined" status"
- "L-Server with snapshot"
- "MacAddress"
- "ManagementLanSubnet"
- "ManagementLanSubnet name = "" , Type = admin"
- "Manager is Linux"
- "mask"
- "no disk configuration information"
- "not assign a home server"
- "Not connected PhysicalServer"
- "not connectable disk resource from VM host"
- "not creatable storage"
- "Not Physical Server"
- "Not Virtual Machine" or "Physical Server"
- "Network Parameter Auto-Configuration is enabled"

- "Network pool,Address pool,and Image pool"
- "OS type"
- "other tenant"
- "over_commit is defined in pool.rcxprop"
- "please specify "true" as the Exist tag"
- "please specify "true or false" as the Exist tag"
- "Pool"
- "pool type mismatched"
- "power-off"
- "product version of VM management software"
- "release MacAddress" or "reserve MacAddress"
- "remaining disk"
- "SAN storage not supported"
- "secondary vm of VMware FT"
- "Server pool,Network pool,Address pool,and Image pool"
- "Server pool,Storage pool,Network pool,Address pool,and Image pool"
- "setting VIOM server profile"
- "shared disk"
- "since redundancy is FT, Redundancy cannot be modified"
- "some settings exist"
- "spare server"
- "storage is not configured properly"
- "Server pool,Storage pool,Network pool,Address pool,and Image pool"
- "subnet"
- "supervisor group"
- "switch is IBP mode"
- "Target network overlaps with admin LAN"
- When obj is something other than "Target network overlaps with admin LAN"
- "Tenant"
- "The last pool_type pool cannot be deleted."
- "The resource is registered in pool"
- "The resources used are permission denied."
- "the specified L-Server does not satisfy the conditions. type of VM, power status is invalid or spare server is set for a VM host ..."
- "thin_provisioning is defined in pool.rcxprop"
- "Two or more LNetworks"
- "Type"
- "unknown disk"
- "VDI type"

- "VIOM"
- "VIOM is required"
- "VirtualStorage[virtual storage...]", "Pool[storage pool...]", "VirtualStorage[virtual storage],Pool[storage pool]"
- "Vlanautosetting"
- "Vlanid"
- "vmhost[vmtyp]"
- "VM pool,Server pool,Network pool,Address pool,and Image pool"
- "VM pool,Server pool,Storage pool,Network pool,and Address pool"
- "VM type"
- "VM Type", "VMType", or "VM type"
- "VMType", "Model", "CPU", "Memory", "Policy.Positioning", "NICs", "Disks.Disk.type", "Policy.SpareSelection", "CPU.NumOfCPU", "CPU.CPUPerf", "Memory.MemorySize", or "FCConnectionPattern"
- "-force can only be specified when vmhost is power-off"
- "force cannot be specified for vmtyp"
- "command options, the XML tag names or the XML tag names=values cannot be specified for VM type"
- "command option cannot be specified for pool type pool"

Corrective Action

"AddressSet"

- When *obj* is "network_resource_name"

The subnet address of a resource of the admin LAN directly connected to a manager cannot be specified. Specify the subnet name of the admin LAN, and perform the operation again.

"agent available"

The target managed server displayed in *obj* cannot be registered as the VM host that cannot use agents because it has been registered as a server that can use agents.

- When *function* is "registering agent"

Perform one of the following corrective actions:

- Make the target managed server displayed in *obj* the server for VM hosts which can use agents by modifying the settings in the definition file explained in the following section. Then, register the agent.

"8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE"

- Make the target managed server displayed in *obj* the server for VM hosts which cannot use agents by deleting that server. After this, register the server and agent, referring to the following section:

"8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE"

"agent is not registered"

function cannot be executed, as there is no registered agent.

"agent not available"

The function displayed in *function* cannot be used because the target managed server displayed in *obj* is a server that cannot use agents.

- When *function* is "registering agent"

Perform one of the following corrective actions:

- Make the target managed server displayed in *obj* the server for VM hosts which can use agents by modifying the settings in the definition file explained in the following section. Then, register the agent.

"8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE"

- Make the target managed server displayed in *obj* the server for VM hosts which cannot use agents by deleting that server. After this, register the server and agent, referring to the following section:

"8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE"

"already exists in *pool name*"

The target resource displayed in *obj* cannot be registered in the resource pool because it is already registered in *pool name*.

"already in use"

A virtual machine, a physical server, or a disk that is already being used exclusively by an L-Server cannot be connected to another L-Server.

"belongs to L-Platform"

The function displayed in *function* cannot be used with the resources of an L-Platform.

- When you change the alive monitoring settings for an L-Server deployed from an L-Platform, use an XML file that contains only the alive monitoring setting and redundancy elements.
- Release L-Servers from L-Platforms when registering the VM host on the VM guest allocated in the L-Server.

"boot disk"

The boot disk cannot be deleted.

"can not belongs to L-Platform"

Target resources cannot be created on or moved to the L-Platform.

Specify the resource folder or tenant for the creation or destination resource folder, and perform the operation again.

"can not delete the static disk"

The LUN created in advance cannot be deleted.

"container resource pool is not managed"

Use the managed container resource pool of Resource Orchestrator, after changing the managed container resource pool in Resource Orchestrator to the container resource pool used by *obj*, or changing the *obj* settings on VM software.

"converted vm" or "converted server"

function cannot be executed, as the resource to be operated is an L-Server linked to either a configured physical server or a virtual machine.

"DefaultGateway"

The default gateway of the admin LAN resource that is directly connected from the manager cannot be changed.

"deny_deldisk=true is specified"

In the specified L-Server, "deny_deldisk=true" (do not delete) cannot be specified when detaching a disk allocated from virtual storage.

In the specified L-Server, when detaching a disk allocated from virtual storage, the disk is deleted.

To reduce, specify deny_deldisk=false. The deny_deldisk argument may also be omitted.

The -deny_deldisk=true argument can only be specified when detaching disks from physical L-Servers or virtual L-Servers with the VM type Hyper-V.

"disk copy"

The DiskCopy element cannot be specified in XML for disks with the disk number 0.

"disk link"

The DiskLink element cannot be specified in XML for disks with the disk number 0.

"disk link, copy"

The DiskLink element and the DiskCopy element cannot be specified in XML for a single disk at the same time.

"disk link, exist"

When a disk resource created in advance is specified, "false" cannot be specified for the Exist element.

"disk size, exist"

When the VM type is KVM and the DiskSize element is specified, specify "true" for the Exist element.

"disk type"

The value specified for "type" cannot be set for disks other than disk number 0.

"disk unregistration"

Try to release disk resource registration using a configuration modification operation.

Use the unregister command to release the registration of *obj* disk resources, and perform the operation again.

"disk with snapshot"

deny_deldisk=true(do not delete) cannot be specified for the disk from which a snapshot has been collected.

When saving a virtual disk (created from virtual storage), delete all snapshots of that virtual L-Server first, and then perform the operation again.

"DiskLink" or "DiskCopy"

An L-Server cannot be created, as the above elements are not supported when creating an L-Server.

"DiskLink and DiskCopy cannot be specified at the same time"

The DiskLink element and the DiskCopy element cannot be specified at the same time.

Specify either the DiskLink element or the DiskCopy element, and perform the operation again.

"DiskLink and ServerImageLink.disk cannot be specified at the same time"

When the L-Server template with the [setting for disk deployment when specifying an image] is specified, a disk which was created (and saved) from virtual storage cannot be specified.

Modify the L-Server template or change the setting so that disks which were created (and saved) from virtual storage will not be used, and then perform the operation again.

"Dynamic Memory is enabled"

Dynamic memory settings are enabled for the target resource.

Memory capacity cannot be changed for L-Servers for which dynamic memory settings are enabled.

- When changing the memory capacity with dynamic memory enabled

Perform the operation using VM management software.

The changed values are reflected on the configuration of the L-Server by periodic queries made to the VM management software.

For details on the reflection of L-Server configuration by periodic queries, refer to "17.2 Modifying" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When changing the memory capacity using Resource Orchestrator

Change the settings of the target virtual machine to static memory using VM management software.

After the change has been reflected on the L-Server, perform the operation again.

"Exist"

When the VM type is something other than KVM, the Exist element cannot be specified.

"exist spare server settings"

function cannot be executed, as the resource to be operated is a physical server for which a spare server has been configured.

"Folder"

Create a resource, using the command for the resource folder.

"Folder.[tag name]"

The specified resources cannot be created on resource folders or an L-Platform.

When "force" is displayed:

- When registering resources to resource pools

function cannot be executed, as the force option is not supported for resources other than server pools.

- When migrating an L-Server between servers

The force option is only supported for Solaris Zones and RHEL-KVM.

Perform the operation again without specifying force.

"HA is required for AliveMonitoring"

When alive monitoring is enabled, None cannot be specified for the Redundancy element.

Specify "HA" for the Redundancy element, and then perform the operation again.

"has shared disk"

For guest domains, delete the disk shared with another L-Server from the VM host. After that, use the GUI or a command to confirm the disk has been deleted, and then perform the operation again.

- When using the GUI:

1. Display the ROR console.
2. Select the L-Server on the orchestration tree.
3. From the [Disk Information] on the [Resource Details] tab of the main panel, check that the disk which was being shared is not displayed.

- When using the CLI:

1. Execute the following command:

```
>rcxadm lserver show -name L-Server_name <RETURN>
```

2. Check "Disk[num]:"; the shared disk is not displayed.

"HBA address rename cannot use FCConnectionPattern."

[FCConnectionPattern] cannot be used in an environment where the HBA address rename service is configured.

Re-execute without specifying [FCConnectionPattern].

"hierarchizing of Tenant"

As the hierarchization of tenants is not supported, a tenant cannot be created in or moved into another tenant.

"illegal disk type"

The disk type is not supported.

Configurations cannot be changed, since the specified disk resource is not the disk resource of a VM guest.

Specify a disk resource for VM guest, and perform the operation again.

"internal disk not supported"

- When *function* is "change FC path configuration"

This operation cannot be performed because the target NS Appliance has been deployed on the internal disk of a server. Connect the physical L-Server for NS Appliance to the SAN storage.

For details on connection to SAN storage, refer to "2.2.6.1 Pre-configurations when using storage" in the "NS Option Instruction".

"Invalid agent version"

Failed to configure the IP address of the public LAN. As an agent of a version earlier than ServerView Resource Orchestrator V2.2.1 has been installed, it is not possible to configure a public LAN IP address on the specified cloning image.

When creating a physical L-Server, the IP address cannot be automatically configured if a Red Hat Enterprise Linux image is specified.

When using the created L-Server, manually configure the public LAN IP address.

"invalid NS option version"

- When *function* is "create NSAppliance(SLB)"

This operation cannot be performed, since the server for the operation target NS appliance is in the environment created using the cloning image of a version which does not support the server load balancer.

Use the environment created using a cloning image of a version which supports server load balancers.

- When *function* is "change FC path configuration"

This operation cannot be performed, since the server for the operation target NS Appliance is in an environment created using a cloning image of a version which does not support FC multi-path configuration.

Use an environment created using a cloning image of a version which supports FC multi-path configuration.

- When *function* is "change management ipaddress"

This operation cannot be performed, since the server for the operation target NS Appliance is in an environment created using a cloning image of a version which does not support changing of admin IP addresses.

Use an environment created using a cloning image of a version which supports changing of admin IP addresses.

"invalid NS option definition"

- When *function* is "reuse NSAppliance"

The NS appliance that is the target of the operation cannot be reused using the command.

After deleting the NS appliance, create it and perform environment configuration.

For details about how to delete NS Appliances, refer to "4.2.11 Deleting (Deleting NS Appliances)" in the "NS Option Instruction".

For details on how to create NS appliances, refer to "3.5 Creating NS Appliances" in the "NS Option Instruction".

For details on the environment settings of NS appliance, refer to "3.6 Configuring NS Appliances" in the "NS Option Instruction".

"invalid Redundancy"

The function displayed in *function* cannot be used as L-Server has been located on a VM host with a disabled HA function.

function cannot be executed, as VMware FT has been set for the target resource.

Or *function* cannot be executed as VMware FT cannot be configured for the target resource.

"invalid Repurpose"

function cannot be executed, as the resource to be operated does not support the XML tag in *detail*.

"Invalid target network admin LAN"

Failed to configure the IP address of the public LAN. IP addresses cannot be configured for the admin LAN.

"invalid VM host version"

obj is a product version which cannot be registered in a VM pool.

No action is necessary.

"last" or "logical server not found"

The *function* cannot be executed, since operations not supported by the target resources were specified.

"L-Platform"

Perform the operation, using the command for L-Platforms.

"L-Platform", "Folder", or "Tenant"

The function displayed in *function* cannot be used with the L-Platform.

"L-Platform or Folder or Tenant cannot be operated with the interface of L-Platform or Folder or Tenant"

The specified interface cannot be used.

"L-Server is "defined" status"

The specified L-Server cannot be operated because it has "defined" status.

"L-Server with snapshot"

Saved virtual disks (created from virtual storage) cannot be added to an L-Server from which a snapshot has been collected.

When adding a saved virtual disk (created from virtual storage) to a virtual L-Server, delete all snapshots of that virtual L-Server first, and then perform the operation again.

"MacAddress"

The operation cannot be performed because the L-Server function displayed in *function* does not support the above elements.

"ManagementLanSubnet"

- When *obj* is "network_resource_name"

Subnet addresses of the admin LAN cannot be used for public LAN resources.

The <ManagementLanSubnet> tag cannot be specified when the <Type> tag to specify the network resource type is not set. Specify a different value for the subnets of the admin and public LANs, and perform the operation again.

When creating a network resource for the admin LAN using the public LAN subnet, add the <Type>admin</Type> tag, and specify the <ManagementLanSubnet> tag.

"ManagementLanSubnet name = "" , Type = admin"

- When *obj* is "DefaultGateway"

For the admin LAN connected directly to a manager, do not specify the default gateway.

"Manager is Linux"

This cannot be used with a Linux manager.

"mask"

The subnet mask of the admin LAN resource that is directly connected from the manager cannot be changed.

"no disk configuration information"

Periodic queries to the VM management software have not been made, so disk information may have not been obtained. Wait for a short while and then repeat the operation.

"not assign a home server"

Since the setup of Home Server has not been performed, the virtual machine and L-Server cannot be linked.

Perform setting of the Home Server, wait for a short while, and then perform the operation again.

"Not connected PhysicalServer"

Operation cannot be performed, as the physical server is not connected due to changes to physical server usage.

"not connectable disk resource from VM host"

Virtual disks that cannot be connected to from a VM host with an L-Server deployed cannot be specified.

Check the VM management software to see if the VM host with an L-Server deployed can connect to virtual disks, and then perform the operation on the L-Server that can connect to virtual disks.

"not creatable storage"

Disk resources cannot be automatically generated on the target storage device.

"Not Physical Server"

This command can only be performed for the physical L-Server.

Execute this command for the physical L-Server.

"Not Virtual Machine" or "Physical Server"

Usage is not possible for physical L-Servers.

"Network Parameter Auto-Configuration is enabled"

Failed to configure the IP address of the public LAN. The specified cloning images cannot be used, as ROR VE network parameter settings are valid.

"Network pool,Address pool,and Image pool"

The target resource cannot be included when calculating the number of L-Servers creatable for each L-Server template.

"OS type"

The target of operation displayed for *obj* is a server OS that does not support *function*.

"other tenant"

A resource that is being used by a powered on L-Server cannot be moved to another tenant.

Stop the L-Server before moving the resource.

The following resources cannot be moved:

- Powered on L-Servers
- Folders that contain powered on L-Servers
- Resource pools used by powered on L-Servers
- Folders or resource pools that contain resource pools used by powered on L-Servers

"over_commit is defined in pool.rcxprop"

When using an admin server that has been upgraded from ROR V2.3 or V3.0 and the upgrade procedure for overcommit has not been performed, the overcommit attribute cannot be specified. Alternatively, edit the definition file. Refer to "2.3.1.1 Overcommit Definition Files" in the "Release Notes" for more details.

"please specify "true" as the Exist tag"

The Exist element is not specified, or true is not specified for the value.

Specify true for the Exist elements and the values, and perform the operation again.

"please specify "true or false" as the Exist tag"

The Exist element is not specified, or true or false was not specified for the value.

Specify the Exist element, or true or false for the value, and perform the operation again.

"Pool"

The resource pool cannot be specified.

- When *obj* is "network_resource_name"

The specified Pool element cannot be specified when changing network resource settings.

After deleting the Pool element, perform the operation again.

"pool type mismatched"

The target resource displayed in *obj* cannot be registered in the resource pool because it is a resource pool type that cannot be registered.

"power-off"

The function displayed in *function* cannot be used with the current power state (power-off).

"product version of VM management software"

In environments where an SCVMM that has not been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later is being used, one of the following operations was performed:

- Connection of the L-Server to a disk that was allocated from a virtual storage and saved
- Detachment (without deletion) of a disk that was allocated from a virtual storage and saved, from an L-Server.

Check if the SCVMM being used has been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later. If not, upgrade SCVMM and then perform the operation again.

"release MacAddress" or "reserve MacAddress"

[KVM]

Addition and deletion of NICs and changing of VM type are not possible because the following operations are not supported.

- Allocating of a MAC address from the address pool of Resource Orchestrator when modifying virtual L-Server configuration definition information
- Releasing of the MAC address allocated from the address pool of Resource Orchestrator

After deleting the L-Server, create an L-Server again.

"remaining disk"

For the specified L-Server, a disk which was created (and saved) from virtual storage cannot be specified. The disk can be only specified for virtual L-Servers with the Hyper-V VM type.

Review the VM type and environment, and then perform the operation again.

"SAN storage not supported"

- When *function* is "change management ipaddress"

This operation cannot be performed, since the server for the operation target NS Appliance is deployed on SAN storage.

When changing an admin IP address, create the physical L-Server for the NS Appliance again, using the new admin IP address.

Create the new physical L-Server for NS Appliance using the same procedure as for applying patches to NS Option.

For details, refer to "5.2.2 Applying the NS Option Media Pack" in the "NS Option Instruction".

"secondary vm of VMware FT"

function cannot be executed, as the resource to be operated is a VMware FT secondary virtual machine.

"Server pool,Network pool,Address pool,and Image pool"

The operation is valid for VM and Storage pools.

The setting for displaying the attributes is only valid for VM and Storage pools.

"Server pool,Storage pool,Network pool,Address pool,and Image pool"

The operation is valid for VM pools.

The elements in the resources registered in the resource pool cannot be displayed for the resource to be operated.

Reserve information for configuring HA cannot be displayed, as the resource to be operated is not a VM pool.

The overcommit attribute is only valid for VM pools.

"setting VIOM server profile"

In the chassis mounting the server displayed in *obj*, setting of VIOM is not possible because a server with a virtualization method configured using HBA address rename already exists.

"shared disk"

For guest domains, delete the disk shared with another L-Server from the VM host.

"since redundancy is FT, Redundancy cannot be modified"

As the redundancy is FT, Redundancy cannot be specified.

Cancel the Redundancy specifications, and perform the operation again.

"some settings exist"

Registration in the server pool cannot be performed because the target operation resource already has an OS installed, or some settings such as I/O virtualization have been configured.

When registering a configured physical server to a resource pool, specify the *-force* option and perform the operation again.

"spare server"

Since the operation target resource is a spare server, registration in the server pool cannot be performed.

"storage is not configured properly"

The function displayed in *function* cannot be used as the storage has not been configured properly.

- When *function* is "convert L-Server"

Check that the storage has been configured for linking the configured physical server to the L-Server.

"Server pool,Storage pool,Network pool,Address pool,and Image pool"

The operation is valid for VM pools and server pools.

The resource to be operated cannot be displayed linked to L-Servers.

"subnet"

The subnet address of the admin LAN resource that is directly connected from the manager cannot be changed.

"supervisor group"

- When *obj* is "UserGroup"

The "supervisor" group cannot be edited and deleted.

"switch is IBP mode"

- When *obj* is "PhysicalLanSwitch(PhysicalNic=*position*)"

The message is output when the `rcxadm nsoptctl` command is executed.

The LAN switch blade *switch* which links with the number *position* specified using the `-position` option is in IBP mode.

Operations for LAN switch blades in IBP mode cannot be performed using the `rcxadm nsoptctl` command.

Change the mode of the LAN switch blade displayed in *switch* or perform VLAN operations manually.

"Target network overlaps with admin LAN"

Failed to configure the IP address of the public LAN. The same network as the admin LAN cannot be configured for the public LAN.

After creating a physical L-Server, configure the IP address manually. Configure the admin and public LANs in different networks.

When *obj* is something other than "Target network overlaps with admin LAN"

You are trying to use a function that is not supported by *obj*, or a function that cannot be used because the status is invalid.

No action is necessary.

"Tenant"

Perform the operation, using the command for tenants.

"The last *pool_type* pool cannot be deleted."

The target resource displayed in *obj* cannot be deleted because it is the last resource pool of resource pool type *pool_type*.

"The resource is registered in pool"

The server displayed in *obj* is registered in the resource pool, so the boot agent cannot be changed.

"The resources used are permission denied."

Access authority is necessary for some resources displayed in *obj*, which are used by the L-Server.

Check the status of the resources used by the L-Server.

"the specified L-Server does not satisfy the conditions. type of VM, power status is invalid or spare server is set for a VM host ..."

The specified L-Server does not satisfy the conditions for operation. Disk space expansion for L-Servers is only supported for VMware or Hyper-V.

Check the VM type of the specified L-Server, the power status, and the setting conditions for spare servers, change the status or settings appropriately, and perform the operation again.

[Solaris Zones]

The following operations are not supported.

- Changes to the configurations of L-Servers using container resource pools outside the scope of management
- Attaching and detaching disks of L-Servers
- Expansion of L-Server disk capacity
- Use of the console

- Collection and deletion of cloning images
- Collection, recovery, or deletion of snapshots
- Migration of VM hosts (live migration)
- Migration to VM host for which spare server settings are configured

When using Solaris Zones (Solaris 11), L-Server creation is not supported.

For an L-Server linked with a virtual machine on a Solaris 11 VM host, the following operations are not supported.

- Deleting an L-Server
- Modifying L-Server specifications
- Modifying the basic information of L-Servers
- Attaching and detaching disks of L-Servers
- Expansion of L-Server disk capacity
- Use of the console
- Operation of cloning images
- Operation of snapshots
- Migration of a VM guest to a different VM host

[OVM for SPARC]

The following operations are not supported.

- Expansion of L-Server disk capacity
- Use of the console
- Collection and deletion of cloning images
- Collection, recovery, or deletion of snapshots

"thin_provisioning is defined in pool.rcxprop"

When using an admin server that has been upgraded from ROR V2.3 or V3.0 and the upgrade procedure for overcommit has not been performed, the thin provisioning attribute cannot be specified. Alternatively, edit the definition file. Refer to "2.3.1.1 Overcommit Definition Files" in the "Release Notes" for more details.

"Two or more LNetworks"

Since two or more network resources containing the specified IP address exist, the virtual machine cannot be linked with the L-Server.

- Check the prerequisites for importing an IP address.

Check that the prerequisites for importing an IP address are met, referring to "18.4.1 Preparations" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- Check if more than two network resources with the specified IP address exist.

If there are, re-configure those network resources so they use different IP addresses.

When a network resource cannot be changed, automatic import of an IP address cannot be performed. Change the settings for importing an IP address, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

"Type"

The network resource type cannot be specified.

"unknown disk"

function cannot be executed, as there is an unknown disk on the resource to be operated.

"VDI type"

The operation target displayed for *obj* and the VDI type of the VDI management server or the VDI management software linked with the operation target do not match. Check if the VDI management server and the VDI management software settings are correct.

"VIOM"

HBA address rename settings cannot be configured for the server displayed in *obj* as a virtualization method has been already configured using VIOM.

"VIOM is required"

When allocating disk resources to physical L-Servers from multiple storage chassis, VIOM is necessary.

"VirtualStorage[*virtual storage...*]", "Pool[*storage pool...*]", "VirtualStorage[*virtual storage*],Pool[*storage pool*]"

The name of the virtual storage resource is displayed in *virtual storage*.

The name of the storage pool name is displayed in *storage pool*.

For the function displayed for *function*, it is not possible to specify system disks and data disks with differing virtual storage or storage pools.

"Vlanautosetting"

- When *obj* is "network_resource_name"

Automatic VLAN configuration flags for external connection ports cannot be changed.

Delete *vlanautosetting* from the ExternalPorts element in the XML definition and then perform the operation again.

"Vlanid"

The VLAN ID cannot be specified.

"vmhost[*vmtype*]"

In *vmhost*, the VM host name is displayed.

The VM type for the *vmhost* is displayed in *vmtype*.

Migration cannot be performed when the VM types of the L-Server and the VM host specified as the migrate destination are different.

"VM pool,Server pool,Network pool,Address pool,and Image pool"

The operation is valid for Storage pools.

The thin provisioning attribute is only valid for Storage pools.

"VM pool,Server pool,Storage pool,Network pool,and Address pool"

The operation is valid for image pools.

The target resource cannot display image information.

"VM type"

The VM host, which the L-Server is running on, detects that the VM guest of the L-Server does not exist, so L-Server deletion fails. Check the name of the VM guest of the L-Server using the GUI or the CLI.

- When using the GUI:

Display the ROR console.

1. Select the L-Server on the orchestration tree.
2. Select the [Resource Details] tab on the main panel, and check the guest name of the resource.

- When using the CLI:

1. Execute the following command:

```
>rcxadm lserver show -name L-Server_name <RETURN>
```

2. Check the display of "VmGuest:".

If the VM guest name is not displayed, delete the L-Server again.

If the VM guest name is displayed, check that migration is not being performed from the management screen of the VM management

software, and then delete the L-Server again.

When a message is output during deletion of the L-Server, check that the VM guest name of the L-Server is not displayed, and then delete the L-Server again.

"VM Type", "VMType", or "VM type"

The target resource displayed in *obj* is server virtualization software that does not support *function*.

This message is displayed because use of an unsupported function was attempted for *obj*.

[VMware]

For VMware ESXi, the following operation is not supported.

- Backup

[Xen]

The following operations are not supported.

- Overcommit

[OVM for x86 2.2]

The following operations are not supported.

- Creation of an L-Server without specifying a cloning image
- Overcommit

[Solaris Zones]

The following operations are not supported.

- Changes to the configurations of L-Servers using container resource pools outside the scope of management
- Attaching and detaching disks of L-Servers
- Use of the console
- Collection and deletion of cloning images
- Collection, recovery, or deletion of snapshots
- Migration of VM hosts (live migration)
- Migration to VM host for which spare sever settings are configured

If this message is displayed during changing of the configuration of an L-Server, changes cannot be made to the configurations of L-Servers using container resource pools that are outside the scope of management.

Use the managed container resource pool of Resource Orchestrator, after changing the managed container resource pool in Resource Orchestrator to the container resource pool used by *obj*, or changing the *obj* settings on VM software.

[Citrix Xen]

The following operations are not supported.

- Creation of an L-Server without specifying a cloning image
- Creation of an L-Server specifying images including data disks
- Reuse of data disks
- Specification of maximum memory size
- Revitalization change of CPU, memory, and data disks
- Addition and deletion of virtual NICs
- Collection of snapshots with memory
- Monitoring of hang-up
- Online collection of cloning images
- Startup of the console
- Installation of VM Tools

[OVM for x86 3.x]

The following operations are not supported.

- Creation of an L-Server without specifying a cloning image
- Creation of an L-Server specifying personalization with cloning images specified
- Creation of an L-Server specifying images including data disks
- Collection, restoration, or deletion of snapshots
- Reuse of data disks
- Specification of CPU reservation values
- Specification of memory reservation size
- Specification of maximum memory size
- Monitoring of hang-up
- Online collection of cloning images
- Startup of the console
- Installation of VM Tools
- Raw Disk Mapping (RDM)
- Addition and deletion of virtual NICs
- Size expansion of virtual disks
- Disaster Recovery (DR)

"VMType", "Model", "CPU", "Memory", "Policy.Positioning", "NICs", "Disks.Disk.type", "Policy.SpareSelection", "CPU.NumOfCPU", "CPU.CPUPerf", "Memory.MemorySize", or "FCConnectionPattern"

The above tabs specified in the L-Server template cannot be imported, as they are not supported.

Review the L-Server template to see if the above elements are used, and then perform the operation again.

When importing an L-Server template for a physical L-Server, if the following elements are displayed, there is an inconsistency in combinations with other elements described in the XML file. Review the XML file and perform the operation again.

- CPU
- Memory
- CPU.NumOfCPU
- CPU.CPUPerf
- Memory.MemorySize
- Disks.Disk.type

"-force can only be specified when *vmhost* is power-off"

When the migration source VM host is not powered off, forced migration cannot be performed.

Execute forced migration while the VM host is powered off.

Otherwise, execute migration again without specifying the -force option.

"force cannot be specified for *vmtype*"

- When *function* is "migrate"
Forced migration cannot be specified for *vmtype*.
- When *function* is "revert"
Forced revert cannot be specified for *vmtype*.
No action is required.

When the VM type is Solaris Containers or RHEL-KVM, the `-force` option can be specified. Check the VM type specified. Otherwise, execute migration again without specifying the `-force` option.

"command options, the XML tag names or the XML tag names=values cannot be specified for VM type"

The specified command option, the XML tag or the XML tag values cannot be specified for the VM type specified in the target resources displayed in *obj*. "Disk size expansion" is supported only for VMware or Hyper-V.

Change or delete the command options, the XML tags or the XML tag values, and perform the operation again.

"*command option* cannot be specified for *pool type pool*"

The specified command options cannot be specified for the resources of the target operation displayed in *obj*.

Execute the command without specifying the displayed options.

67281

FJSVrcx:ERROR:67281:*obj*:not supported. *detail*

Description

The specified command, subcommand, or option is not supported.

The name of the managed server or the port name is displayed for *obj*.

The following detailed information is given in *detail*.

- "Manager"

The server displayed for *obj* is an admin server.

- "Port name"

The port name displayed for *obj* is a port name not supported by Resource Orchestrator.

Corrective Action

Perform checks based on each piece of detailed information, if the combination of resources is incorrect or the values differ, change the values specified or the settings and then perform the operation again.

- "Manager"

- When this message is displayed during registration of a managed server, check that an admin server is not the target of the operation.

- If displayed when performing reconfiguration of hardware properties, check that an admin server has not been mounted in the relevant slot.

- "Port name"

When changing port numbers, check there are no mistakes in port names.

For how to change port numbers, refer to following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" in the "User's Guide VE", or "5.11 rcxadm mgrctl" in the "Reference Guide (Command) VE"

67283

FJSVrcx:ERROR:67283:*server*:cannot operate to *target detail*

Description

The specified managed server cannot perform operation against *target*.

The name of the managed server is displayed for *server*.

The target operation of *server* is displayed for *target*.

Corrective Action

Correct the specified *target*.

67285

FJSVrcx:ERROR:67285:the new password is invalid.

Description

An error has occurred because the PostgreSQL login user password has been changed.

Corrective Action

The configured user password is not correct.

Check the OS password setting conventions, and set an appropriate password.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67287

FJSVrcx:ERROR:67287:obj1 is defined as *type* of obj2

Description

The command cannot be executed because the *obj1* is defined as *type* of *obj2*.

Corrective Action

After resolving the problem, perform the operation again.

67288

FJSVrcx:ERROR:67288:obj:VM host and VM guest are not supported

Description

The VM host or VM guest is not supported.

The name of the specified server is displayed for *obj*.

Corrective Action

Specify the physical OS name, and then perform the operation again.

67291

FJSVrcx:ERROR:67291:obj:chassis information is not found

Description

The IP address specified is incorrect, or the chassis information specified is not registered on the admin server.

Corrective Action

Check the following:

- Check that the specified IP addresses of the chassis and server management unit or the server information (such as IP address) are correct.
If there are errors, perform registration again using the correct information.
- Check if the chassis is powered on. If the chassis is not powered on, after powering it on, perform registration again.

67293

FJSVrcx:ERROR:67293:LAN switch is not registered

Description

The LAN switch for connection to the network interface of the managed server for registration is not registered.

Corrective Action

Register the LAN switch for connection to the network interface of the managed server for registration, and then perform the operation again.

- How to check and register the destination LAN switch
 - For Virtual Edition, refer to "C.1 Connections between Server Network Interfaces and LAN Switch Ports" in the "Design Guide VE", and check the LAN switch to be connected to the NIC of the specified managed server.
Refer to "B.3 Resource Definitions" in the "User's Guide VE", add LAN switch definitions to the system configuration file, and then import it again.
 - For Virtual Edition, refer to "C.1 Connections between Server Network Interfaces and L2 Switch Ports" in the "Design Guide CE", and check the LAN switch to be connected to the NIC of the specified managed server.
Refer to "B.3 Resource Definitions" in the "User's Guide for Infrastructure Administrators (Resource Management) CE", add LAN switch definitions to the system configuration file, and then import it again.

67294

FJSVrcx:ERROR:67294:Slot number or IP address of the specified LAN switch blade is invalid

Description

The slot number or IP address of the specified LAN switch is incorrect.

There is a chance that the LAN switch mode has not been acquired successfully.

For a PY CB Eth Switch/IBP 10Gb 18/8 LAN switch blade, the account for the connection blade may not be configured on the management blade.

For the Converged Fabric mode of LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2, the representative virtual IP address of the fabric or the IP address for OOB may be incorrect.

For a PY CB Eth Switch 10/40Gb 18/8+2 LAN switch blade, it may not be possible to acquire the MAC address from the management blade.

When the Converged Fabric mode of a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2 belongs to the Leaf domain, registration may fail since the Leaf domain information is temporarily not recognized by the Master switch of the Root domain.

Corrective Action

Check the mounting position of the LAN switch blade and IP address, specify the correct slot number and IP address, and then perform the operation again.

Check whether the Mode displayed in the unit name (software name) in the resource details has been updated correctly.

For a PY CB Eth Switch/IBP 10Gb 18/8 LAN switch blade, configure the account for the connection blade on the management blade. For details on the setup method, refer to the management blade manual.

For the Converged Fabric mode of LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2, perform operations specifying the correct IP address and management port.

When using a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2, check whether the MAC address has been acquired from the management blade, and perform the operation again. If the MAC address has not been acquired, collect this message and the investigation data, and then contact Fujitsu technical staff.

When the Converged Fabric mode of a LAN switch blade PY CB Eth Switch 10/40Gb 18/8+2 belongs to the Leaf domain, check whether the Leaf domain information has been acquired from the Master switch of the Root domain, and perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67295

FJSVrcx:ERROR:67295:obj:duplicate resource name found

[Virtual Edition]

Description

There are multiple resources with the name specified for *obj*.
Commands cannot be used to operate multiple resources with the same name.

Corrective Action

Execute the command after changing the names of resources so no two have the same name.
When it is not possible to change the names of resources with the same name, perform operations from the GUI.

[Cloud Edition]

Description

- When registering resources to resource pools
 - obj* has already been registered in a resource pool.
 - When the resource to register is a cloning image, the image type of a different image has already been registered.
 - For details on the image type, refer to "Point" in "14.7 Image Resources" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
- When moving resources from the resource pool
 - A resource that has the same name as *obj* is registered in the destination resource pool.
- When performing user authentication using directory service
 - obj* is already registered in one of the following locations. The names are not-case-sensitive.
 - Root folder
 - Same resource folder
 - Same tenant
 - Inside the same resource pool
- When importing the configuration information for the operation of Disaster Recovery environments
 - There are multiple VM guests or VM hosts specified in *obj*.
 - When the name on management software has been changed, reverse the change, and perform the operation again.
- When operating network devices
 - There are multiple network devices specified in *obj*.
- When creating a L-Server, resource pool, folder, or tenant
 - There are the following possibilities:
 - A resource with the same name already exists.
 - When created directly under the orchestration tree, an L-Server template with the same name may exist.
- When creating or starting an L-Server, while the manager is under a high load.
 - The corresponding operations may still be being performed. Therefore, check the progress of the operation in Recent Operations or the Event Log.
- When registering or modifying an antivirus software
 - An antivirus software resource with the same IP address and antivirus software identifier as the resource in *obj* that is being registered or modified already exists.
- When connecting to the quarantine network or the business network
 - An L-Server with the same name as the L-Server described in the XML files for changing the network already exists.
- In other cases
 - There are multiple resources with the name specified for *obj*.
 - Commands cannot be used to operate multiple resources with the same name.
 - When the resource to register is a cloning image, the image type of a different image has already been registered.

For details on the image type, refer to "14.7 Image Resources" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

Corrective Action

- When registering resources to resource pools

With Resource Orchestrator, if *obj* has already been registered in a resource pool, it is displayed because currently registered resources cannot be registered. No action is necessary.

- When moving resources from the resource pool

Resources with the same name cannot be registered on ROR. Change the resource name and then try again.

When the resource being migrated is a cloning image, unregister the resource and then register it in the migration destination resource pool.

- When performing user authentication using directory service

A resource with the same name as an already registered resource is displayed, because it cannot be registered at the same time. Change the resource name, and then perform the operation again.

- When operating network devices

Execute the command again, referring to "7.4 Changing Settings of LAN Switch Blades and LAN Switches (L2 Switches)" in the "User's Guide for Infrastructure Administrators (Resource Management) CE", after changing the network device name using the GUI.

- When creating a L-Server, resource pool, folder, or tenant

Change the name and perform creation again.

- When creating or starting an L-Server, while the manager is under a high load.

Check the following:

- The hardware configuration of the admin server does not meet the requirements for a manager.

Refer to "6.2.1 All Editions" in the "Overview" and confirm that the hardware conditions described are met.

- The CPU utilization of the admin server may be too high.

Check if any high CPU usage applications are running on the admin server.

- When registering or modifying an antivirus software

In Resource Orchestrator, only one resource can use the same combination of IP address and antivirus software identifier.

Change the IP address specified during registration or changing of the antivirus software, and perform the operation again.

- When connecting to the quarantine network or the business network

The L-Server name described in the XML files for changing the network must be identical to the L-Server name contained in the name of the XML file for changing the network. Change either of the L-Server names so they are identical.

- When connecting to the quarantine network

Execute the `rcxadm avmgr quarantine` command.

- When connecting to the business network

Execute the `rcxadm avmgr unquarantine` command.

- In other cases

Execute the command after changing the names of resources so no two have the same name.

When it is not possible to change the names of resources with the same name, perform operations from the GUI.

67296

FJSVrcx:ERROR:67296:not logged in

Description

Login as a Resource Orchestrator user has not been performed.

Corrective Action

Perform the operation again after logging in as a Resource Orchestrator user.

If this message is displayed when executing a command, log in as an administrative user of Resource Orchestrator or with OS administrator authority and perform the operation again.

For details of the authority necessary for executing commands, refer to the following:

- Refer to "Chapter 1 Overview" in the "Reference Guide (Command) VE".
- Refer to "Chapter 1 Overview" in the "Reference Guide (Command/XML) CE".

For details of how to log in Resource Orchestrator as an administrative user, refer to the following:

- Refer to "2.1 rcxlogin" in the "Reference Guide (Command) VE".
- Refer to "2.1 rcxlogin" in the "Reference Guide (Command/XML) CE".

When operating managers in clusters, there is a chance that the shared disk for managers is not mounted.

Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

67297

FJSVrcx:ERROR:67297:protocol not supported. detail=*detail*

Description

A communication error with the manager occurred during execution of a command.

Corrective Action

Check the following, resolve the problem, and execute the command again.

- Check the Network Environment

How to Check

Check that the port number (service name: rcxweb, default: 23461) used by the admin server for the Resource Coordinator Manager service is not being used for another service.

Execute the following command on the server where a manager is installed to check the usage status of the port number.

1. Display process IDs using port numbers

Example

[Windows Manager]

```
>netstat -oan | find "0.0.0.0:23461" <RETURN>
TCP    0.0.0.0:23461          0.0.0.0:0              LISTENING          2632
-> Process ID is 2632
```

[Linux Manager]

```
# netstat -ltnp | grep ":23461" <RETURN>
tcp    0      0 :::23461          :::*                LISTEN             4095/httpd
-> Process ID is 4095
```

2. Check that the process ID belongs to the httpd of Resource Orchestrator

Example

[Windows Manager]

```
>tasklist /svc /FI "PID eq 2632" <RETURN>
Image name                PID      service
=====
httpd.exe                  2632    ResourceCoordinatorWebServer (Apache)
```

[Linux Manager]

```
# ps -fp 4095 <RETURN>
UID      PID  PPID  C  STIME TTY          TIME CMD
root     4095   1    0  Jul18 ?        00:00:00 /opt/FJSVrcvnr/sys/apache/bin/
httpd -k start
```

Corrective Action

When it was being used by another service, change the port number to be used.

For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".
- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
- When "Data may have been corrupted during file transmission." is displayed, perform the same operation again.

When the port number being used by Resource Coordinator Manager is correct, or the corrective action above does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67298

FJSVrcx:ERROR:67298:console control error. detail=*detail*

Description

A console control error has occurred in the process in the rcxlogin command for hiding passwords.

Corrective Action

If terminal software other than the standard Windows command prompt is being used, check the settings of that software.

If the problem occurs when using the command prompt or the corrective action above does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67299

FJSVrcx:ERROR:67299:Manager process(es) still running.(*process*)

Description

Operation is not possible as the manager service is running.

The name of one of the running services is displayed for *process*.

Corrective Action

- Refer to the following:
 - Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and check whether the "Manager Services" and "Related Services" have been stopped on the admin server. If any server is running, stop it.

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and check whether the "Manager Services" and "Related Services" have been stopped on the admin server. If any service is running, stop it.
After stopping any started services, perform the operation that resulted in the error again.

[Windows Manager]

- When operating managers in clusters, there is a chance that the cluster services for the manager and for the HBA address rename setup service are online on the same node.
Check that the cluster services are not online on the same node in the [Failover Cluster Management] window, and migrate the cluster service for the HBA address rename setup service to another node if it is online on the same node.
When other nodes have failed, perform the operation after recovery.

4.6.3 673XX Series

This section explains the 673XX message series.

67302

FJSVrcx:ERROR:67302:*path*:system file not found

Description

The file or directory specified for *path* was not found.

Corrective Action

Check that the manager package is correctly installed.

In a clustered manager configuration, there is a chance that setup of the cluster service for the manager has not been performed successfully. Refer to the directory displayed for *path* and "C.3 Configuration" in the "Setup Guide VE", and check if the setup of the cluster service for the manager has been performed successfully.

67305

FJSVrcx:ERROR:67305:*file*:invalid configuration

Description

The configuration file indicated for *file* is invalid.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- If a message indicating file system quota limit or insufficient space has been output

67313

FJSVrcx:ERROR:67313:failed to check configuration

Description

A configuration check failed.

Corrective Action

Check the system log, resolve the problem and execute the command again.

- If an error message regarding the disk or file system has been output

67320

FJSVrcx:ERROR:67320:power control error. target=*target* detail=*detail*

Description

An error occurred during power control operation for *target*.
Take corrective action for the content displayed for *detail*.

- When detail is "duplicate resource name"
- When detail is "(Message,vmerrno=error_number,ip=IP_address)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When error_number is "15"
- When error_number is "16"
- When error_number is "17"
- When error_number is "101", "110", "111", "112", "114", or "116"
- When error_number is "113"
- When error_number is "100" or "115"
- When error_number is "104", "105", "135", or "136"
- When error_number is "122"
- When error_number is "123"
- When error_number is "124"
- When error_number is "125"
- When error_number is "127"
- When error_number is "400"
- When error_number is "547"

When *detail* is "duplicate resource name"

The power state of the VM guest cannot be controlled because multiple VM names on the VM host conflict. Change the names so that they differ because there is an error in the VM host settings.

When *detail* is "(Message,vmerrno=error_number,ip=IP_address)"

When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *error_number* is "16"

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
Check that Hyper-V has been installed and the role has been enabled.

When *error_number* is "17"

A VM guest was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM guest has been deleted.

Use the VM management console and check that the VM guest is not configured to move when its power status changes.

When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details on the values for login account information, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" or "9.6 Changing VM Management Software Settings" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "9.1.7 Changing VM Host Login Account Information" or "9.6 Changing VM Management Software Settings" in the "User's Guide VE".

When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

When *error_number* is "122"

Perform one of the following corrective actions:

- The VM maintenance mode is set for the VM host. Perform the operation again after disabling the VM maintenance mode for the VM host.
- The server is inoperable due to its power status. Check the status of the VM guest.

When *error_number* is "123"

There is a chance that settings for VM guest power operation, which must be performed in advance, have not been performed. For the settings for VM guest power operation that must be performed in advance, refer to "9.2.1 Configuration Requirements" in the "Design Guide VE".

When *error_number* is "124"

There are the following possibilities:

- There is a chance that settings for VM guest power operation, which must be performed in advance, have not been performed.
Check that settings for VM guest power operation have been performed in advance. If they have not been performed, make the necessary settings and then perform the operation again.
For the settings for VM guest power operation that must be performed in advance, refer to "9.2.1 Configuration Requirements" in the "Design Guide VE".
- The VM host or VM management software license necessary for operation may not be possessed.
Check the license status using the VM management software.

- The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details on the values for login account information, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" or "9.6 Changing VM Management Software Settings" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "125"

Processing of other tasks is being executed on the VM host. Check if operations are not performing from other clients at the same time, and then perform the operation.

When *error_number* is "127"

Power control processing of the VM guest failed. There are the following two possibilities:

- Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

[Hyper-V]

- Check whether a virtual machine OS has been installed and if the OS has been started.

If an OS has not been installed on a virtual machine, install and start one.

If the OS is not running on the virtual machine, perform the operation after starting up the OS.

When *error_number* is "400"

Processing of a VM host remote command failed.

There are the following possibilities:

- There are problems in the operating status or the network settings of the VM host

Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- The status of the specified VM guest is not appropriate

When *target* is the VM guest, the status of the specified VM guest may not be appropriate.

Check the status of the VM guest.

- The execution conditions of power operations are not fulfilled

The execution condition of power operation may not be fulfilled.

Refer to the manual of the server virtualization software or "14.1 Server Power Control" in the "User's Guide VE" for execution conditions of operations.

[Solaris Zones]

Check if the disk that contains the non-global zone is mounted on the global zone and can be accessed from the file system.

[OVM for SPARC]

When the function is not supported by OVM for SPARC, stopping and rebooting of the VM guest cannot be performed.

Based on the virtual machine status, either directly operate the virtual machine, or perform a forced stop or forced reboot.

When *error_number* is "547"

The following might apply:

- VM host/VM management software may not meet the requirements necessary for starting the target VM guest.

Use SCVMM to check whether the VM host/VM management software meet the requirements.

- When using System Center 2016 Virtual Machine Manager, powering on a VM guest for which start order priority is configured may cause an error in Resource Orchestrator due to a problem with SCVMM.

Ignore this error, as the VM guest will still be powered on as intended.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

An error occurred during power control operation for *target*.

Take corrective action for the content displayed for *detail*.

- When detail is "(Message,vmerrno=error_number,ip=IP_address)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When error_number is "6", "7", "8", or "9"
- When error_number is "17" or "104"
- When error_number is "99"
- When error_number is "100" or "115"
- When error_number is "104", "105", "135", or "136"
- When error_number is "123"
- When error_number is "400"
- When error_number is "547"
- When error_number is "548"
- If detail is "VM guest detected on multiple VM hosts (server_name1,server_name2,...)"
- When detail is "(xm create::Error: VM name 'VM_guest_name' already in use by domain number ,vmerrno=400,ip=IP_address)" or "(xm shutdown::Error: Domain 'VM_guest_name' does not exist.,vmerrno=400,ip=IP_address)"

Corrective Action

When *detail* is "(Message,vmerrno=error_number,ip=IP_address)"

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "17" or "104"

The VM guest could not be found. Check the following:

- Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.
- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

The following causes are possible:

- Migration has been performed on VMware.
- VMware DRS has been enabled.
- VMware DPM has been enabled and a VM host in standby mode exists in the same cluster as the target VM host of L-Server creation.

- For a. and b.:

In the ROR console orchestration tree, right-click the target L-Server, and select [Update] from the popup menu. Check if the resource status of the updated L-Server is normal.

- For c:

Start the L-Server from VM management software.

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details on the values for login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

When the CPU or memory to be allocated to a VM guest is insufficient, depending on your environment, either migrate the VM guest to another VM host, or stop the VM guest.

[VMware]

When VMware DPM is enabled and there is a VM host in standby mode in a VMware cluster with a VM guest, start the VM guest from VM management software.

If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details of the definition files, refer to "8.1.4 Definition Files when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

When *error_number* is "123"

The error may be the result of one of the following:

- There is a chance that settings for VM guest power operation, which must be performed in advance, have not been performed. For the settings for VM guest power operation that must be performed in advance, refer to "9.2.1 Configuration Requirements" in the "Design Guide VE".
- The software required for power control on the VM guest may not have been started. Perform the operation again after referring to the server virtualization software manual and checking whether the required software has been started.

When *error_number* is "400"

Processing of a VM host remote command failed.

There are the following possibilities:

- There are problems in the operating status or the network settings of the VM host

Check the operation status and network settings of the VM host. If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- The status of the specified VM guest is not appropriate

When *target* is the VM guest, the status of the specified VM guest may not be appropriate.

Check the status of the VM guest.

- The execution condition of power operation is not fulfilled

The execution condition of power operation may not be fulfilled.

Refer to the manual of the server virtualization software or "Chapter 8 Configuration when Creating Virtual L-Servers" in the "Setup Guide CE" for execution conditions of operations.

[Solaris Zones]

Check if the disk that contains the non-global zone is mounted on the global zone and can be accessed from the file system.

Check if the disk storing the VM guest corresponding to the L-Server that is the target of the operation is accessible from the file system mounted on the VM host.

[OVM for SPARC]

When the function is not supported by OVM for SPARC, stopping and rebooting of the VM guest cannot be performed.

Based on the virtual machine status, either directly operate the virtual machine, or perform a forced stop or forced reboot.

When there are multiple L-Servers (guest domains) that share a specific disk on the same host, those L-Servers cannot be started simultaneously.

Take one of the following actions:

- Start the L-Server after migrating the L-Server to another VM host.
- Start the L-Server after migrating the L-Server that is sharing the disk to another VM host.
- Start the L-Server after stopping the L-Server that is sharing the disk.

When *error_number* is "547"

The following might apply:

- VM host/VM management software may not meet the requirements necessary for starting the target VM guest.

Use SCVMM to check whether the VM host/VM management software meet the requirements.

- When using System Center 2016 Virtual Machine Manager, powering on a VM guest for which start order priority is configured may cause an error in Resource Orchestrator due to a problem with SCVMM.

Ignore this error, as the VM guest will still be powered on as intended.

- If Key Storage Drive or encryption has been enabled for the VM guest, startup may fail.

Confirm the Key Storage Drive and encryption settings of the target VM guest.

When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM.

Check that SCVMM has been configured properly.

If *detail* is "VM guest detected on multiple VM hosts (*server_name1,server_name2,...*)"

[KVM]

The relevant VM guest may exist on multiple VM hosts. In this case, data referred to from the VM guest may be damaged when the VM guest is powered on.

Check whether the following message is repeatedly output in the event log.

```
FJSVrcx:INFO:21163:obj:VM guest is migrated.
```

- If the message is repeatedly output

Request an infrastructure administrator of Resource Orchestrator to take corrective action.

For corrective actions, refer to "Configuration for L-Server Live Migration" in "8.6.9 Advisory Notes for RHEL-KVM Usage" in the "Setup Guide CE".

- If the message is not repeatedly output

Update the information displayed in the ROR console, and then perform the operation again.

To update the information, right-click the target server in the server resource tree of the ROR console, and select [Update] from the displayed menu. It takes several tens of seconds to be updated.

Update the information for all servers displayed for *server_name*.

When *detail* is "(xm create::Error: VM name '*VM_guest_name*' already in use by domain *number*, vmerrno=400, ip=*IP_address*)" or "(xm shutdown::Error: Domain '*VM_guest_name*' does not exist., vmerrno=400, ip=*IP_address*)"

If system failure occurs on the manager after L-Server power operations (power on or off, or reboot), restoring the manager automatically performs the power operation, and it may fail.

As a power operation is being performed on the L-Server, ignore the error.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67321

FJSVrcx:ERROR:67321:*image* not found.

Description

The cloning image *image* was not found.

Corrective Action

Check that the specified cloning image or the specified version of the cloning image exists.
Check the version using the rcxadm image list command.

For details, refer to the following:

- For Virtual Edition, refer to "4.1 rcxadm image" in the "Reference Guide (Command) VE".
- For Cloud Edition, refer to "4.1 rcxadm image" in the "Reference Guide (Command/XML) CE".

After checking the image exists, specify the correct cloning image, and then perform the operation again.

In some cases, the image file may not have been synchronized.

Refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and restart the manager service.
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and restart the manager service.

67322

FJSVrcx:ERROR:67322:agent is not registered. target=*target*

Description

The command cannot be executed because an agent has not been registered for the physical server *target*.

Corrective Action

An agent has not been registered for the specified physical server.
After registering an agent, perform the operation again.

67324

FJSVrcx:ERROR:67324:product-key is not set. target=*target*

Description

The Windows product key was not specified when installing an agent on the physical server *target*.

Corrective Action

The Windows product key was not specified when installing an agent on the specified physical server. Correct the license information file.

For details, refer to the following:

- For Virtual Edition, refer to "17.2 Collecting" in the "User's Guide VE".

- For Cloud Edition, refer to "17.5.1 Collecting and Registering" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67325

FJSVrcx:ERROR:67325:illegal IP address. target=*target*, IP=*ip*

Description

The IP address *ip* set when installing the agent on the physical server *target* is invalid.

Corrective Action

Check if *ip* is the admin LAN IP address of the admin server.

If it is not the IP address of the admin server, set the admin LAN IP address of the admin server for the module for image file operation.

For the IP address settings for the module for image file operation, refer to "4.1 An Error Occurs When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V]" in "Troubleshooting".

When "-" is displayed for *ip*, no values have been set.

67326

FJSVrcx:ERROR:67326:illegal hostname. target=*target*, hostname=*hostname*

Description

The server name *hostname* set when installing the agent on the physical server *target* is invalid.

Corrective Action

Check the following:

- *hostname* is the admin server name.

- The admin server IP address used on the managed server can be resolved using the server name.

If it is not the admin server name, in the IP address settings for the module for image file operation set the host name or IP address of the admin server to enable it to be resolved using the admin LAN.

For the IP address settings for the module for image file operation, refer to "4.1 An Error Occurs When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V]" in "Troubleshooting".

If the host name cannot be resolved, review the settings concerning the resolution of host names such as the DNS.

67328

FJSVrcx:ERROR:67328:failed to set hostname. target=*target*

Description

Setting of the host name during cloning image deployment failed.

Or the ServerView Agents may not have been able to obtain the host name after it was set.

Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed.

Corrective Action

ServerView Agents may have failed due to excessive load on the network or the server.

Check using the following procedure and recover the managed server the image was deployed to.

When a single cloning image was being deployed to multiple managed servers, take corrective action for all of the managed servers.

1. Log in to the managed server and check that the specified host name has been set.

- When it has not been set

Change the host name following the procedure for the OS.

If ServerView Agents is stopped, start it.

[Linux]

When using SUSE Linux Enterprise Server, if server names including periods (".") are configured for post-deployment server names of cloning images, configuration may fail.

Specify post-deployment server names of cloning images that do not include periods (".").

- When it has been set

Obtaining information from the ServerView Agents failed.

Restart the ServerView Agents.

2. Based on the registration status of the agent prior to deployment, perform one of the following:

- When an agent has already been registered

Update the server from the GUI, and check if the changed host name is displayed on the GUI.

- When an agent has not been registered

Register an agent.

3. For Virtual Edition, When using the network parameter auto-configuration function, refer to "17.6.1 Operation Checks and Preparations" in the "User's Guide VE" and manually execute the network parameter setup command.

4. If releasing the server from maintenance mode was specified for after deployment, manually release the server from maintenance mode.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67329

FJSVrcx:ERROR:67329:*image* is already in use.

Description

The cloning image *image* is in use.

Corrective Action

After the operation using the specified cloning image is completed, perform the operation again.

67330

FJSVrcx:ERROR:67330:illegal operation specified for spare server. target=*target*

Description

An invalid operation was specified for the spare server *target*.

Corrective Action

The specified operation cannot be performed on the spare server.

Release the settings of the spare server, and then perform the operation again.

67331

FJSVrcx:ERROR:67331:too many versions of cloning image exist. image=*name*

Description

name exceeds the maximum number of versions that can be stored.

Corrective Action

- When the number of collected cloning images exceeds the maximum number of versions that can be stored

Refer to the following, and delete excess cloning images so there are less than the maximum.

- For Virtual Edition, refer to "16.5 Deleting" in the "User's Guide VE".
 - For Cloud Edition, refer to "17.5.4 Deleting" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
- When collection of a cloning image with the same name is performed multiple times
After completing the collections performed simultaneously, perform the operation again.

67333

FJSVrcx:ERROR:67333:failed to get information from *vmhost*. detail=*detail*

[Cloud Edition]

Description

Information could not be obtained from a VM host.

In *vmhost*, the VM host name is displayed.

"OS list" is displayed in *detail*.

The list information of operating systems that can be specified could not be retrieved when creating a VM guest.

Corrective Action

Refer to the management screen of the server virtualization software, and check whether the VM host displayed in *vmhost* is set to the VM maintenance mode. If the VM host is set to the VM maintenance mode, disable the maintenance mode.

67334

FJSVrcx:ERROR:67334:failed to restore image. detail=*detail*

[Cloud Edition]

Description

Failed to restore a VM guest.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "*(message,vmerrno=error_number,ip=IP_address)*" format or the "*(message,vmerrno=error_number,ip=IP_address,host=VM_host_IP_address)*" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "17"

The VM guest/image could not be found. Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest/image has been deleted.

- When *error_number* is "19"

The image could not be found. Wait for around three minutes and then repeat the operation.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", "116", or "148"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", "136", or "508"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. If operations performed from the VM management software are not executed, there is a problem with the VM host/VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "141", "143", "144", "145", "146", or "147"

The VM guest could not be restored using an image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "142"

Failed to restore an image because another operation was performed on the VM guest to restore. Perform the operation again after waiting a while.

- When *error_number* is "400" [Citrix Xen] [OVM for x86 3.x]

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67335

FJSVrcx:ERROR:67335 : registering VM guest failed. detail=*detail*

Description

Registration of a VM guest has failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "(message,vmerrno=*error_number*,ip=*IP_address*)" format or the "(message,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software.

When operation is not possible using VM management software, there is a problem with the VM host or VM management software.

Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software.

The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67336

FJSVrcx:ERROR:67336 : unregistering VM guest failed. detail=*detail*

Description

Unregistration of a VM guest has failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "(message,vmerrno=*error_number*,ip=*IP_address*)" format or the "(message,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software.

When operation is not possible using VM management software, there is a problem with the VM host or VM management software.

Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software.

The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67337

FJSVrcx:ERROR: 67337: registering cloning image with VM management software failed. detail= *detail*

Description

Registration of the cloning image with the VM software.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "(message,vmerrno=*error_number*,ip=*IP_address*)" format or the "(message,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

An error has occurred in control of the VM host or VM management software from the IP address. Take corrective action based on the error number.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software.

When operation is not possible using VM management software, there is a problem with the VM host or VM management software.

Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software.

The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If this does not resolve the problem, or messages other than the above are output for detail, collect troubleshooting information and contact Fujitsu technical staff.

67338

FJSVrcx:ERROR: 67338: unregistering cloning image from VM management software failed. detail=*detail*

Description

Unregistration of the cloning image from the VM software failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "(message,vmerrno=*error_number*,ip=*IP_address*)" format or the "(message,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

An error has occurred in control of the VM host or VM management software from the IP address. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software.

When operation is not possible using VM management software, there is a problem with the VM host or VM management software.

Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software.

The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67340

FJSVrcx:ERROR:67340:manager program still starting

Description

Startup of the manager has not been completed.

Corrective Action

Check whether the "Related Services" have been started on the admin server.

- If they have not been started

Stop the "Manager Services" and then start the "Related Services". After that, restart the "Manager Services".

For details on how to stop and start managers, refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- If they have been started

Wait a couple of minutes and then execute the command again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67350

FJSVrcx:ERROR:67350:configuration error. target=*target*

Description

There may be a problem in the setting file for communicating with *target*.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

There may be a problem in the setting file for communicating with *target*.

Corrective Action

Take corrective action based on the content of *target*.

- "storage unit"

Refer to "7.1.1 Creating Definition Files Combining Ports of SAN Storage" in the "Setup Guide CE" and correctly describe the port combination definition file of the SAN storage.

- Cases other than the above

Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.

67351

FJSVrcx:ERROR:67351:SSL certification error. target=*target*

Description

The SSL certifications of the *target* and manager may be different.

Corrective Action

For details on how to check and take corrective actions, refer to "4.2 An Error Occurs during Cloning after the Manager is Reinstalled." in "Troubleshooting".

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number [67328](#)".

67352

FJSVrcx:ERROR:67352:connection timeout. target=*target*

[Virtual Edition]

Description

Communication may have failed temporarily because there is a problem in the network environment or the load of the server *target* is high.

When *target* is the IP address of the managed server, communication with the agent may have failed.

Corrective Action

Check the corrective action for "Message number [67356](#)", resolve the problem, and then perform the operation again.

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number [67328](#)".

When *target* is the IP address of the managed server, also check the corrective action of "Message number [67355](#)".

If this does not resolve the problem, changing the timeout value may resolve the problem.

Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Communication may have failed temporarily because there is a problem in the network environment or the load of the server *target* is high.

When *target* is the IP address of the managed server, communication with the agent may have failed.

Corrective Action

Check the corrective action for "Message number [67356](#)", resolve the problem, and then perform the operation again.

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number [67328](#)".

When the managed server is VMwareESXi and another vendor's server, the definition file may not exist or the target managed server may not have been defined in the definition file.

Confirm that there is no error in the filename or content of the definition file, referring to "8.1.5 Definition Files when Creating a Virtual L-Server Using VMware ESXi on Another Vendor's Servers or when Creating Virtual L-Servers without Using ServerView ESXi CIM Provider on VMware ESXi on Fujitsu Rack Mount Servers" in the "Setup Guide CE".

When *target* is the IP address of the managed server, also check the corrective action of "Message number [67355](#)".

If this does not resolve the problem, changing the timeout value may resolve the problem.
Collect troubleshooting information and contact Fujitsu technical staff.

67353

FJSVrcx:ERROR:67353:read timeout. target=*target*

Description

Communication may have failed temporarily because the load of the server *target* is high.

Corrective Action

Check the following:

- For Virtual Edition, this message is also displayed when collecting or deploying cloning images fails because incorrect automatic settings such as the following were made using the network parameter auto-configuration function for cloning images. For the network parameter auto-configuration function that can be defined for cloning images, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" in the "User's Guide VE".

- Automatic settings were performed for the admin LAN
- Automatic settings for the public LAN were performed using an IP address of the same subnet as the admin LAN IP address

Log in to the managed server for which collection or deployment of cloning images failed, and check the definition file of the network parameter auto-configuration function to see whether incorrect settings such as those above were performed.

When automatic settings were performed, perform the operation again using the following procedures:

- Recovery of the failed managed server

Execute the `rcxadm lanctl unset` command and release the automatic settings.

For details on the `rcxadm lanctl unset` command, refer to "5.9 rcxadm lanctl" in the "Reference Guide (Command) VE".

When the admin LAN IP address has not been set on the managed server, set it manually. If the status of the managed server does not change to "normal", refer to the corrective action of "Message number [67192](#)".

- Re-collection of cloning images

Correct the definition file of the network parameter auto-configuration function on the managed server from which a cloning image is to be collected, and then collect the image again.

When deployment of a cloning image fails, collect and then deploy a cloning image to the managed server again.

If any cloning images were not collected or deployed successfully, delete them.

- Changing the timeout value may resolve the problem.
Collect troubleshooting information and contact Fujitsu technical staff.
- If this error occurs when executing the `rcxadm vmmgr refresh` command, the cause may be that VM management software has not been registered.

Register the VM management software and perform the operation again.

If not registering VM management software, delete the following two files and perform the operation again.

[Windows Manager]

`Installation_folder\SVROR\Manager\var\update_time`

- `vm_mgmt_soft_begin`
- `vm_mgmt_soft_end`

67354

FJSVrcx:ERROR:67354:write timeout. target=*target*

Description

Communication with the server *target* might not be possible or have failed temporarily because the load is high.

Corrective Action

Check "[Check the network route](#)", resolve the problem, and perform the operation again.

Check the network route

How to Check

Execute the ping command on the server where a manager is installed to check the network status. Check if it is possible to communicate with the server *target*.

[Windows]

```
>ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
```

```
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:
```

```
Request timed out.
```

```
Request timed out.
```

```
Request timed out.
```

```
Request timed out.
```

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
```

```
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
```

```
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
```

```
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
```

```
From ipaddr icmp_seq=1 Destination Host Unreachable
```

```
From ipaddr icmp_seq=2 Destination Host Unreachable
```

```
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

For <Example: Normal communication>

- "IP address checks"
- "Firewall checks"

For <Example: Abnormal communication>

- "target checks"
- "Firewall checks"
- "IP address checks"
- "LAN network checks"

target checks

Check if the server *target* is running. The network connection function of the server *target* may have stopped during communication. Check if the network connection function has been stopped before or after the error occurred, and then perform the operation again.

Firewall checks

Check the settings of firewall software set between the admin server and managed servers or in managed servers.

Assign permission for communication to the necessary ports, referring to the following:

- Refer to "Appendix A Port List" in the "Design Guide VE".
- Refer to "Appendix A Port List" in the "Design Guide CE".

IP address checks

Check if the IP address displayed in the error message is correct and if necessary specify the correct IP address, and then perform the operation again.

LAN network checks

Check if the network cable is connected to the server *target*.

Certificate checks between the manager and the agent

When the SSL certificates of the manager and the agent do not match, initialize the certificates.

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number [67328](#)".

If this does not resolve the problem, changing the timeout value may resolve the problem.

Collect troubleshooting information and contact Fujitsu technical staff.

67355

FJSVrcx:ERROR:67355:connection error. target=*target*

Description

The program of *target* may not have been started.

Corrective Action

After checking if the destination server for communication has been started by referring to the following manuals, resolve the problem, and then perform the operation again.

- Check the communication destination

For Virtual Edition, refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide VE", and start the destination server for communication.

For Cloud Edition, refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide CE", and start the destination server for communication.

- When *target* is the name of external software

Refer to the manual of the software and start the service of the external software.

- When *target* is "Task Manager"

Collect troubleshooting information and contact Fujitsu technical staff.

[OVM for SPARC]

- If the change function of "auto-boot?" is enabled when migration of a virtual L-Server or a VM guest is performed, the saving of the configuration information during the migration process has failed.
Save configuration information after checking the preset value of "auto-boot?" with reference to the "[Procedure that restores the preset value of "auto-boot?"](#)" of "Message number 67375".

- When it matches the following conditions, the serial L-Server creation process has failed.

- When multiple L-Servers with a Solaris 11 image specified are created simultaneously

- "true" is specified in the "Operation mode definition file for when simultaneously creating multiple L-Servers with a Solaris 11 image specified" in "8.8.1 Creating Definition Files" in the "Setup Guide CE".

When the created guest domain is not deleted, delete it referring to "[Deletion procedure for guest domains](#)" given in "Message number 67373".

- When *target* is "Resource Coordinator Manager"

Check the status of the manager services. If they have not been started, start them.

- For Virtual Edition

Refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide VE".

- For Cloud Edition

Refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide CE".

- Port number checks

Check the port numbers of the admin server and managed servers. If there are any mistakes, change the port number to the right one.

- For Virtual Edition

- For how to change port numbers, refer to "Appendix A Port List" in the "Design Guide VE".

- For how to change port numbers, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".

- For Cloud Edition

- For how to change port numbers, refer to "Appendix A Port List" in the "Design Guide CE".

- For how to change port numbers, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

Perform the following corrective action:

- When this message is displayed during deployment of a cloning image

Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

- When operating managers in clusters

There is a chance that the shared disk for managers is not mounted.

Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

- When registering the rack mount or tower servers on VMware ESXi

Clear the [Register agent] checkbox, and register the agent after completing server registration.

- When reconfiguring the hardware information of rack mount or tower servers on VMware ESXi

Power off the server and then reconfigure the hardware information.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

Description

The program of *target* may not have been started.

Corrective Action

After checking if the destination server for communication has been started by referring to the following manuals, resolve the problem, and then perform the operation again.

- Check the communication destination

Refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide CE", and start the destination server for communication.

- When *target* is 127.0.0.1

The services of Resource Coordinator Manager on the admin server may not have been started. Start the services.

- Port number checks

Check the port numbers of the admin server and managed servers.

If there are any mistakes, change the port number to the right one.

For how to check port numbers, refer to "Appendix A Port List" in the "Design Guide CE".

For how to change port numbers, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67356

FJSVrcx:ERROR:67356:no route to host. target=*target*

Description

There may be a problem with the network environment.

Corrective Action

Check "[Check the network route](#)", resolve the problem, and perform the operation again.

Check the network route

How to Check

Execute the ping command on the server where a manager is installed to check the network status. Check if communication with the agent is possible.

[Windows Manager]

```
>ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
```

```
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:  
  
Request timed out.  
Request timed out.  
Request timed out.  
Request timed out.  
  
Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux Manager]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.  
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms  
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms  
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.  
From ipaddr icmp_seq=1 Destination Host Unreachable  
From ipaddr icmp_seq=2 Destination Host Unreachable  
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

For <Example: Normal communication>

- "[IP address checks](#)"
- "[Firewall checks](#)"

For <Example: Abnormal communication>

- "[target checks](#)"
- "[Firewall checks](#)"
- "[IP address checks](#)"
- "[LAN network checks](#)"

target checks

Check if the server *target* is running. The network connection function of the server *target* may have stopped during communication. Check if the network connection function has been stopped before or after the error occurred, and then perform the operation again.

Firewall checks

Check the settings of firewall software set between the admin server and managed servers or in managed servers.

- For Virtual Edition, give the permission for communication to ports listed in "Appendix A Port List" in the "Design Guide VE".
- For Cloud Edition, give the permission for communication to ports listed in "Appendix A Port List" in the "Design Guide CE".

IP address checks

Check if the IP address displayed in the error message is correct and if necessary specify the correct IP address, and then perform the operation again.

LAN network checks

Check if the network cable is connected to the server *target*.

Perform the following corrective action:

When this message is displayed during deployment of a cloning image

Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed.
Refer to the corrective action of "Message number 67328".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67357

FJSVrcx:ERROR:67357:IO error. target=*target* detail=*detail*

Description

An IO error has occurred during communication.

Corrective Action

After checking if the destination server for communication has been started by referring to the following manuals, resolve the problem, and then perform the operation again.

- Check the communication destination

Refer to the following:

- Refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide VE", and start the destination server for communication.
- Refer to "Chapter 2 Starting and Stopping Managers and Agents" in the "Operation Guide CE", and start the destination server for communication.

However, when *target* is the name of external software, refer to the manual of the software and start the service of the external software.

Perform the following corrective action:

- When this message is displayed during deployment of a cloning image

Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed.
Refer to the corrective action of "Message number 67328".

- When operating managers in clusters

There is a chance that the shared disk for managers is not mounted.

Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67358

FJSVrcx:ERROR:67358:internal error. target=*target* detail=*detail*

Description

An internal error has occurred.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

67359

FJSVrcx:ERROR:67359:obj: VM host registration failed detail=*detail*

Description

Registration of the VM host *obj* failed, because an error has occurred in control of the VM host.
Take corrective action for the content displayed for *detail*.

- When detail is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"
- When *error_number* is "16"
- When *error_number* is "101", "110", "111", "112", "114", or "116"
- When *error_number* is "113"
- When *error_number* is "100" or "115"
- When *error_number* is "400"
- When detail is "VMGuest's name / host is invalid."

Corrective Action

When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

When *error_number* is "4" or "15"

- For the requests from the admin server, the response from VM host timed out.
Check the operation status and network settings of the VM host.
- There may be an error in the authentication information of the VM host.
Check the authentication information of the VM host.
- There may be a mistake in the software requirements of the VM host.
Refer to "6.1.1 Software Requirements (Virtual Edition)" in the "Overview".
- There may be an error in the settings of the VM host.
Check "9.2 Configuring Server Virtualization Software" in the "Design Guide VE".

When *error_number* is "16"

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
Check that Hyper-V has been installed and the role has been enabled.

When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

When *error_number* is "113"

Communication with the VM host is not possible using the login account information entered when registering the VM host. Change the entered values (user name and password) for the login account information to the correct values.

When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host login account information that was registered. Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

When *error_number* is "400"

Processing of a VM host remote command failed. There are the following possibilities:

- The VM host is not running correctly
- The network settings of the VM host are incorrect
- Setup of the Global zone has not been performed
- The resource pool service is disabled

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

When *detail* is "VMGuest's name / host is invalid."

Check if it is possible to use the management window of the server virtualization software to confirm the status of the VM guest on the VM host where the problem occurred.

If the status cannot be confirmed, check the storage configuration of the VM host, return it to a state in which it can be accessed and then perform server registration again.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Registration of the VM host *obj* failed, because an error has occurred in control of the VM host.

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"
- When *error_number* is "6", "7", "8", or "9"
- When *error_number* is "99"
- When *error_number* is "101", "110", "111", "112", "114", or "116"
- When *error_number* is "113"
- When *error_number* is "400"

Corrective Action

When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

When *error_number* is "4" or "15"

- For the requests from the admin server, the response from VM host timed out.
Check the operation status and network settings of the VM host.
- There may be an error in the authentication information of the VM host.
Check the authentication information of the VM host.
- There may be a mistake in the software requirements of the VM host.
Refer to "6.1.2 Software Requirements (Cloud Edition)" in the "Overview".

- There may be an error in the settings of the VM host.

Check "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".

When this type of error occurs during execution of DR, the error status in which an OS service has not operated correctly for a certain period may have continued, after starting a physical L-Server.

Start the target physical L-Server using Resource Orchestrator and check if the OS service is operating correctly.

If the OS service is operating correctly, execute DR again.

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

When this type of error occurs during execution of DR, the error status in which an OS service has not operated correctly for a certain period may have continued, after starting a physical L-Server.

Start the target physical L-Server using Resource Orchestrator and check if the OS service is operating correctly.

If the OS service is operating correctly, execute DR again.

When *error_number* is "113"

Communication with the VM host is not possible using the login account information entered when registering the VM host. Change the entered values (user name and password) for the login account information to the correct values.

When this type of error occurs during execution of DR, the error status in which an OS service has not operated correctly for a certain period may have continued, after starting a physical L-Server.

Start the target physical L-Server using Resource Orchestrator and check if the OS service is operating correctly.

If the OS service is operating correctly, execute DR again.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

When *detail* contains "poolstat", check whether the resource pools service corresponding to the managed resource pool for Solaris Zones have been enabled.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[Xen]

When registering an RHEL-Xen agent, registration of the agent may fail.

The parameters set for the following file in the VM host for registration may be incorrect:

/etc/xen/xend-config.sxp

Open the file and check that parameters are correct.

For details on the parameters, refer to the "Red Hat Enterprise Linux 5 Virtualization Guide".

Red Hat Enterprise Linux 5 Virtualization Guide

URL: http://docs.redhat.com/docs/en-US/Red_Hat_Enterprise_Linux/5/html/Virtualization/index.html

Example

Check that the following parameter in the VM host, defining the minimum amount of memory to reserve, is described using the required format.

(dom0-min-mem *Memory_capacity*)

.....

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67360

FJSVrcx:ERROR:67360:stopping spare server failed target=*target* detail=*detail*

Description

Stopping of the spare server *target* failed.

Take corrective action for the content displayed for *detail*.

- "not supported HA type"
- "not available VM Host"
- "VMware maintenance mode, enter, vmerrno=*error_number*" or "VM maintenance mode, enter, vmerrno=*error_number*"

Take corrective actions based on *error_number*, and then perform the operation again.

- When *error_number* is "15"
- When *error_number* is "16"
- When *error_number* is "101", "110", "111", "112", "114", or "116"
- When *error_number* is "113"
- When *error_number* is "100", "115", or "132"
- When *error_number* is "104", "105", "135", or "136"
- When *error_number* is "130"
- When *error_number* is "131" or "133"
- When *error_number* is "400"
- When *error_number* is "401"

Corrective Action

"not supported HA type"

The server switchover method is not supported by the spare server of the VM host.
Specify another spare server as the destination of switching.

"not available VM Host"

The spare server cannot be used as the destination of server switchover.

Check that the status of the spare server is not something other than "normal" or "warning".

Check that the VM guest is not on the VM host. Check the status of communication between the admin server and the VM host, and the operating status and settings of the VM host.

[Citrix Xen]

When the spare server is a Citrix XenServer, check that the Citrix XenServer pool master has not been set as the spare server.

"VMware maintenance mode, enter, vmerrno=*error_number*" or "VM maintenance mode, enter, vmerrno=*error_number*"

When *error_number* is "15"

For the requests from the admin server, the response from VM host timed out. Check the operation status and network settings of the VM host.

When *error_number* is "16"

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled. Check that Hyper-V has been installed and the role has been enabled.

When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

When *error_number* is "113"

Communication with the VM host is not possible using the login account information entered when registering the VM host. The login account information may have been changed after the VM host was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "100", "115", or "132"

The necessary authority may not have been granted in the VM host login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

For details, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "104", "105", "135", or "136"

Processing of VM host tasks failed. Check the operation status and network settings of the VM host. When operation is not possible using VM management software, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

When *error_number* is "130"

The VM host has already been set into VM maintenance mode. Check that the spare server is not being operated by another administrator.

When *error_number* is "131" or "133"

Setting the VM host into VM maintenance mode failed. Check the operation status and network settings of the VM host.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

When *error_number* is "401"

[Xen] [Citrix Xen]

The spare server cannot be used as the destination of server switchover.

[Citrix Xen]

When the spare server is a Citrix XenServer, check that the Citrix XenServer pool master has not been set as the spare server.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Stopping of the spare server *target* failed.

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=error_number,ip=IP_address)"

Take corrective actions based on *error_number*, and then perform the operation again.

- When *error_number* is "6", "7", "8", or "9"
- When *error_number* is "99"

Corrective Action

When *detail* is "(Message,vmerrno=error_number,ip=IP_address)"

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67363

FJSVrcx:ERROR:67363:obj:changing VM host login account information failed detail=*detail*

Description

Registration of the login account information of the VM host *obj* failed because an error occurred during communication with the VM host.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=error_number,ip=IP_address)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM host timed out. Check the operation status and network settings of the VM host.

- When *error_number* is "16"

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
Check that Hyper-V has been installed and the role has been enabled.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

- When *error_number* is "113"

Communication with the VM host is not possible using the login account information entered when registering the VM host. The login account information may have been changed after the VM host was registered. Change the entered values (user name and password) for the login account information to the correct values. For details, refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE".

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host login account information that was changed. Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host. If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Registration of the login account information of the VM host *obj* failed because an error occurred during communication with the VM host.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

67364

FJSVrcx:ERROR:67364:The last system image of a server in switchover state cannot be deleted.

Description

As a system image is necessary to perform failback when the server switchover method is backup and restore, it is not possible to delete all system images.

Corrective Action

Perform the operation again after performing failback or continuation.

67365

FJSVrcx:ERROR:67365:An invalid Windows activation setting was detected in the configuration file. *target=target*

Description

A problem was detected in the following license information file on *target*.

Installation_folder\Agent\scw\SeparateSetting\ipadj\activation.dat

Corrective Action

Check the following, resolve the cause of the problem, and execute the command again.
There is a license information file on *target*

- The content of the license information file on *target* is correct

For details, refer to the following:

- For Virtual Edition, refer to "17.2 Collecting" in the "User's Guide VE".
- For Cloud Edition, refer to "17.5.1 Collecting and Registering" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67366

FJSVrcx:ERROR:67366:Registry access failed. *detail*

Description

Accessing the registry failed.

Corrective Action

Check the following, resolve the cause of the problem, and execute the command again.

- Setup of the server might not be complete.

Check if an error was displayed during agent setup.

When an error was displayed, resolve the problem and perform agent setup again.

For details on setup, refer to the following:

- Refer to "2.2 Agent Installation" in the "Setup Guide VE".
- Refer to "2.2 Agent Installation" in the "Setup Guide CE".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67367

FJSVrcx:ERROR:67367:command failed to return valid result. command=*command*, code=*code*

Description

command returned the result *code* and terminated abnormally.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

67368

FJSVrcx:ERROR:67368:*obj*:entering VM host maintenance mode failed. detail=*detail*

Description

Setting the VM host *obj* into VM maintenance mode failed.

If this message and "Message number 67369" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When detail is "timeout occurred"
- When detail is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When `error_number` is "15"
- When `error_number` is "16"
- When `error_number` is "101", "110", "111", "112", "114", "116", "132", or "133"
- When `error_number` is "113"
- When `error_number` is "100" or "115"
- When `error_number` is "104", "105", "131", "135", or "136"
- When `error_number` is "130"
- When `error_number` is "400"
- When `error_number` is "401"

Corrective Action

When *detail* is "timeout occurred"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE".

When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "104", "105", "131", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

When the target VM host is using functions of VM management software or other coordinated software, check the configuration

and operating status of the coordinated software. When using functions of VM management software, also check the registration status of the VM management software on the Resource Orchestrator admin server.

When *error_number* is "130"

VM maintenance mode has already been set. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been set, perform the operation again.

[Citrix Xen]

When the VM host is a Citrix XenServer and settings to migrate VM guests have not been configured, check that there are no VM guests operating.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

When *error_number* is "401"

[Citrix Xen]

Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.

When the VM host is a Citrix XenServer, check that the VM host is not configured as the pool master.

If this does not resolve the problem, or messages other than the above are output for detail, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Setting the VM host *obj* into VM maintenance mode failed.

If this message and "Message number 67369" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

- When *error_number* is "99"

- When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

- When *error_number* is "113"

- When *error_number* is "104"

- When *error_number* is "534"

- When *error_number* is "535"

- When *error_number* is "548"

Corrective Action

When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When *error_number* is "104"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Perform the operation again after resolving the problem with the VM host/VM management software.

When the target VM host is using functions of VM management software or other coordinated software, check the configuration and operating status of the coordinated software. When using functions of VM management software, also check the registration status of the VM management software on the Resource Orchestrator admin server.

[Hyper-V]

If Key Storage Drive or encryption has been enabled for the VM guest, migration of the VM guest during setting of VM maintenance mode may fail.

Confirm the Key Storage Drive and encryption settings of the VM guests on the target VM host.

When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "534"

Check if the target VM host name is correct.

When *error_number* is "535"

Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

67369

FJSVrcx:ERROR:67369:obj:exiting VM host maintenance mode failed. detail=*detail*

Description

Releasing the VM host *obj* from VM maintenance mode failed.

If this message and "Message number 67368" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When detail is "timeout occurred"
- When detail is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.

When VM maintenance mode has not been released, release VM maintenance mode.

- When *error_number* is "15"
- When *error_number* is "16"

- When `error_number` is "101", "110", "111", "112", "114", "116", "132", or "133"
- When `error_number` is "113"
- When `error_number` is "100" or "115"
- When `error_number` is "104", "105", "131", "135", or "136"
- When `error_number` is "130"
- When `error_number` is "400"
- When `error_number` is "401"

Corrective Action

When *detail* is "timeout occurred"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.

When VM maintenance mode has not been released, release VM maintenance mode.

When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "104", "105", "131", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

When *error_number* is "130"

VM maintenance mode has already been released. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been released, perform the operation again.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host. If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

When *error_number* is "401"

[Citrix Xen]

Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.

When the VM host is a Citrix XenServer, check that the VM host is not configured as the pool master.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Releasing the VM host *obj* from VM maintenance mode failed.

If this message and "Message number 67368" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmermo=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.

When VM maintenance mode has not been released, release VM maintenance mode.

- When *error_number* is "6", "7", "8", or "9"
- When *error_number* is "99"
- When *error_number* is "534"
- When *error_number* is "535"
- When *error_number* is "548"

Corrective Action

When *detail* is "(Message,vmermo=*error_number*,ip=*IP_address*)"

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

When *error_number* is "534"

Check if the target VM host name is correct.

When *error_number* is "535"

Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

67370

FJSVrcx:ERROR:67370:*target*.executing *interface* failed in *external_software*. code=*code*, message=*message*

Description

Failed to execute the command *interface* with the external software *external_software*.

The name of the resource that is that target of the operation is displayed in *target*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.
- Check that communication with the server that BladeLogic is operating on is possible.
- Check that no mistakes were made in the preparation of the managed server.

For details, refer to "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".

- Check that the BladeLogic service is running on the VM host or the VM host using BladeLogic.
- Check that communication with the VM host is possible.
- There is a chance the VM guest does not exist, or its power status has been changed.

Check the status of the VM guest.

- One of the following problems may have occurred during the operation.

Occurred Problems

- System failure, or reboot of the admin server or manager
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67371

FJSVrcx:ERROR:67371:*obj*:does not have a CD/DVD drive.

[Cloud Edition]

Description

As the VM guest *obj* does not have a CD/DVD drive, connection of the VM guest tool is not possible.

Corrective Action

Add a CD/DVD drive using the VM management software.

67372

FJSVrcx:ERROR:67372:obj:failed to connect to VM guest tool. detail=*detail*

[Cloud Edition]

Description

Connection of the VM guest *obj* to the VM guest tool failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*;ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

As the manager was restarted during processing, the process has failed. Check that the manager has started properly, and then perform the operation again.

For details on how to check the running state of the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. On the management software tree of the ROR console, select the VM management software used to manage the VM host, and perform [Update].

After that, display the server resource tree, and check whether the VM guest has been moved to another VM host.

- When *error_number* is "17"

A VM guest was not found. Check the following:

- On the management software tree of the ROR console, select the VM management software used to manage the VM host, and perform [Update].

After that, display the server resource tree, and check whether the VM guest has been deleted.

- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

- When *error_number* is "101", "110", "111", "112", "114", "116", or "473"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "100", "115", or "471"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. If operations performed from the VM management software are not executed, there is a problem with the VM host/VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "472"

Due to the occurrence of an error on the VM host or VM management software, connection with the VM guest tool was not possible.

Check the cause of the error in the VM host/VM management software, and resolve the error.

- If *detail* is "timeout occurred"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67373

FJSVrcx:ERROR:67373:*target*:VM guest creation failed in *external_software*. code=*code*, message=*message*

Description

Failed to create the VM guest *target* with the external software *external_software*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.
- Check that communication with the server that BladeLogic is operating on is possible.
- Check that no mistakes were made in the preparation of the managed server.

For details, refer to "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".

- Check that the BladeLogic service is running on the VM host or the VM host using BladeLogic.
- Check that communication with the VM host is possible.
- There is a chance the VM guest does not exist, or its power status has been changed.

Check the status of the VM guest.

[Solaris Zones]

- Check if the virtual package corresponding to the specified virtual image resource is registered in BladeLogic.

When a virtual package has not been registered, register it in BladeLogic, and then install it in Resource Orchestrator.

For details, refer to "8.7.3 Registering Resources in Resource Pools" in the "Setup Guide CE".

- Check that a network interface used by another zone has not been specified on the VM host.

For details, refer to "8.7.4 Manual Network Configuration" in the "Setup Guide CE".

- Check the storage environment and the mount settings.

For details, refer to "E.6.3 Storage Preparations" in the "Design Guide CE".

- Check that no files have been created on the disk resource to use.

If there are any files, delete them, and then perform the operation again.

- Check the corrective action for the following situation, described in "Message number 62597".

"When one of the following problems occurs during creation of an L-Server, creation fails and VM guests being created on server virtualization software may remain."

[OVM for SPARC]

When the created guest domain remains, delete it using the following procedure.

Deletion procedure for guest domains

For the VM host for which creation of the guest domain failed, perform the following procedure.

1. Check that the guest domain has stopped.

Execute the following commands and check that the "STATE" of the guest domain is "inactive".

```
# ldm list-domain domain_name <RETURN>
```

When the "STATE" of a guest domain is not "inactive", stop the guest domain using the following procedures, based on the value of "STATE".

- When the "STATE" of the guest domain is "active"

```
# ldm stop-domain -f domain_name <RETURN>  
# ldm unbind-domain domain_name <RETURN>
```

- When the "STATE" of the guest domain is "bound"

```
# ldm unbind-domain domain_name <RETURN>
```

2. Delete the guest domain.

Execute the following command and delete the guest domain.

```
# ldm remove-domain domain_name <RETURN>
```

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67374

FJSVrcx:ERROR:67374:target.OS installation to VM guest failed in *external_software*. code=*code*, message=*message*

Description

Failed to install an OS on the VM guest *target* with the external software *external_software*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.

- Check that communication with the server that BladeLogic is operating on is possible.
- Check that no mistakes were made in the preparation of the managed server.

For details, refer to "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".

- Check that the BladeLogic service is running on the VM host or the VM host using BladeLogic.
- Check that communication with the VM host is possible.
- There is a chance the VM guest does not exist, or its power status has been changed.

Check the status of the VM guest.

[OVM for SPARC]

- Check whether the system package corresponding to the specified virtual image resource is registered with BladeLogic.

When the system package is not registered, register it with BladeLogic and then load it into Resource Orchestrator.

- The installation server may not have started.

Check whether the installation server has started.

Moreover, if the installation server fails during creation of an L-Server, and the job of BladeLogic is canceled according to the procedure in "Troubleshooting", this message is output.

- This error message is output when the following conditions are met.

- When multiple L-Servers with a Solaris 11 image specified are created simultaneously
- - "true" is not specified in the "Operation mode definition file for when simultaneously creating multiple L-Servers with a Solaris 11 image specified" in "8.8.1 Creating Definition Files" in the "Setup Guide CE".

When performing the operation again, ensure that multiple L-Servers are not created simultaneously.

When the created guest domain is not deleted, delete it referring to "[Deletion procedure for guest domains](#)" given in "Message number [67373](#)".

In addition, the provisioning job for a guest domain may be performed using BladeLogic Server Automation.

Therefore, check the run state of jobs referring to the "[Procedure for checking the run state of a job in BladeLogic Server Automation](#)" in "Message number [67390](#)".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67375

FJSVrcx:ERROR:67375:*target*:VM guest modification failed in *external_software*. code=*code*, message=*message*

Description

Failed to modify configurations on the VM guest *target* with the external software *external_software*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.
- Check that communication with the server that BladeLogic is operating on is possible.
- Check that no mistakes were made in the preparation of the managed server.
For details, refer to "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".
- Check that the BladeLogic service is running on the VM host or the VM host using BladeLogic.
- Check that communication with the VM host is possible.

- There is a chance the VM guest does not exist, or its power status has been changed.

Check the status of the VM guest.

- Check whether the execution condition of operation in server virtualization software is fulfilled.

Refer to the manual of the server virtualization software or "Chapter 8 Configuration when Creating Virtual L-Servers" in the "Setup Guide CE" for execution conditions of operations.

[Solaris Zones]

- Check that the configurations have not been modified while an L-Server has been operating.

For the following item, modify the configuration after stopping an L-Server.

- L-Server Name

[OVM for SPARC]

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the *ldmd* service of the VM host is online.
- When modification of the CPU or memory resources fails, check whether sufficient CPU and memory resources have been secured for the VM host
- When addition or deletion of a disk goes wrong, check the following.

- Check that the specified disk exists, and is registered with the virtual disk service
- Check whether the specified disk is used by other VM guests
- Check whether the virtual disk named *vdiskN* exists

The disk number specified at the time of disk extension is shown for *N*.

When the above-mentioned virtual disk name exists, change a disk name using the following procedure.

The procedure for changing a disk name

Perform the following procedure on the VM host for which disk extension failed.

1. Stop the guest domain

Execute the following commands and stop the guest domain.

```
# ldm stop-domain domain_name <RETURN>
# ldm unbind-domain domain_name <RETURN>
```

2. Delete the virtual disk which has had its name changed, from the guest domain

Execute the following commands and delete the virtual disk that has had its name changed, from the guest domain.

```
# ldm remove-vdisk vdisk_name domain_name <RETURN>
```

3. Add the virtual disk deleted in step 2 to a guest domain using a different name.

Execute the following commands and add the virtual disk using a different name.

```
# ldm add-vdisk vdisk_name volume_name@service_name domain_name <RETURN>
```

- When this error message is output during creation of an L-Server, the configuration change after installing the OS in a guest domain has failed.

Check the status of the VM host and whether the *ldmd* service is operating.

In addition, when the created guest domain is not deleted, delete it referring to "[Deletion procedure for guest domains](#)" given in "Message number 67373".

- When this error message is output during VM guest or L-Server migration

The process which changes the value of "auto-boot?" before and after migration failed.

Check the following corrective action and remove the cause of the problem.

After that, perform the "[Procedure that restores the preset value of "auto-boot?"](#)" and restore. After restoration is complete, perform the operation again.

- Check the status of the VM host and whether the ldm service is operating.
- The following may have occurred during migration.

Occurred Problems

- System failure or rebooting of an admin server
- System failure or reboot of a manager
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

Procedure that restores the preset value of "auto-boot?"

Return the value of "auto-boot?" set for the guest domain to the original value using the following procedure.

1. Check the preset value of "auto-boot?".

Execute the following command on the VM host on which the guest domain exists, and check the preset value of "auto-boot?".

```
# ldm list-variable auto-boot? domain_name <RETURN>
```

When the preset values of "auto-boot?" differs from when it was migrated, perform step 2 and change the preset value. In addition, after creating an L-Server using this product, when the value of "auto-boot?" is not changed, the following values are set for "auto-boot?".

When an L-Server is created without an image specified

Since "false" is set for "auto-boot?", the value of "auto-boot?" is not changed when migration is performed. Therefore, it is not the target of this restoration procedure.

When an L-Server was created with an image specified

As "true" is set for "auto-boot?", the value of "auto-boot?" is changed when migration is performed.

2. Change the preset value of "auto-boot?".

Execute the following command and change the preset value of "auto-boot?".

```
# ldm set-variable auto-boot?=true|false guest_domain_name <RETURN>
```

3. Save configuration information.

Save configuration information referring to the restoration procedure given in "Message number [41127](#)."

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67376

FJSVrcx:ERROR:67376:target: VM guest deletion failed in *external_software*. code=*code*, message=*message*

Description

Failed to delete the VM guest *target* with the external software *external_software*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.
- Check that communication with the server that BladeLogic is operating on is possible.
- Check that no mistakes were made in the preparation of the managed server.

For details, refer to "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".

- Check that the BladeLogic service is running on the VM host or the VM host using BladeLogic.
- Check that communication with the VM host is possible.
- There is a chance the VM guest does not exist, or its power status has been changed.

Check the status of the VM guest.

[Solaris Zones]

- Check the storage environment and the mount settings.

For details, refer to "E.6.3 Storage Preparations" in the "Design Guide CE".

- Check if there is a "lost+found" file in the zone path of the VM guest that is the target of deletion.

If there is no file, execute the following procedure, and then perform the operation again.

1. On VM host, delete the non-global zone which is the target of deletion.
2. Unmount the disk mounted on the zone path of the deleted non-global zone.
3. Perform step 2 to create a file system on the unmounted disk again.

- Make sure that the VM guest has not already been deleted.

If it has already been deleted, check that the VM guest is no longer displayed on the server tree on the ROR console, and then perform the operation again.

- Make sure that no VM guests are operating.

If there are VM guests operating, stop them and then perform the operation again.

- When one of the following problems occurs during deletion of an L-Server, deletion fails and VM guests being deleted on server virtualization software may remain.

Perform the operation again, and then check whether the VM guests still remain. If they do remain, delete them.

Occurred Problems

- System failure, or reboot of the admin server or manager
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

[OVM for SPARC]

- Make sure that the VM guest has not already been deleted.

If it has already been deleted, check that the VM guest is no longer displayed on the server tree on the ROR console, and then perform the operation again.

- Make sure that no VM guests are operating.

If there are VM guests operating, stop them and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67377

FJSVrcx:ERROR:67377:target:VM guest migration failed in *external_software*. code=*code*, message=*message*

Description

Failed to migrate the VM guest *target* with the external software *external_software*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

For VM guests on Solaris Zones, perform the "[Recovery Procedure](#)" before performing the operation again.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.
- Check that communication with the server that BladeLogic is operating on is possible.
- Check that no mistakes were made in the preparation of the managed server.

For details, refer to "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".

- Check that the BladeLogic service is running on the VM host or the VM host using BladeLogic.
- Check that communication with the VM host is possible.
- There is a chance the VM guest does not exist, or its power status has been changed.

Check the status of the VM guest.

- Check whether the execution condition of operation in server virtualization software is fulfilled.

Refer to the manual of the server virtualization software or "Chapter 8 Configuration when Creating Virtual L-Servers" in the "Setup Guide CE" for execution conditions of operations.

[Solaris Zones]

Check the following corrective actions, resolve the cause, perform the recovery procedure, and then perform the operation again.

- Check that a network interface that does not exist on the VM host has not been specified.

For details, refer to "8.7.4 Manual Network Configuration" in the "Setup Guide CE".

- Check that a network interface used by another zone has not been specified on the VM host.

For details, refer to "8.7.4 Manual Network Configuration" in the "Setup Guide CE".

- Check the storage environment and the mount settings.

For details, refer to "E.6.3 Storage Preparations" in the "Design Guide CE".

- There is a chance that one of the following problems may have occurred during L-Server migration.

Occurred Problems

- System failure, or reboot of the admin server or manager
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

Recovery Procedure

1. Check the error status

- Check on the migration target VM host
 - a. Execute the following command to check the status of the non-global zone.

```
# zoneadm list -vc <RETURN>
```

When the status of the non-global zone is "configured", perform the procedure from step a of "Recovery on the migration target VM host" in "2. Recovery".

When the status of the non-global zone is "installed", recovery is not necessary.

When the non-global zone is not displayed, proceed to the next step.

- b. Execute the following command, and check that the disk used for the non-global zone is mounted.

```
# mount <RETURN>
```

If it has not been mounted, perform the procedure in "Check on the migration source VM host".

If it has been mounted, perform the procedure from step c of "Recovery on the migration target VM host" in "2. Recovery".

- Check on the migration source VM host

- a. Execute the following command, and check that the disk used for the non-global zone is mounted.

```
# mount <RETURN>
```

If it has not been mounted, perform the procedure from step a of "Recovery on the migration source VM host" in "2. Recovery".

If it has been mounted, proceed to the next step.

- b. Execute the following command to check the status of the non-global zone.

```
# zoneadm list -vc <RETURN>
```

When the status of the non-global zone is "configured", perform the procedure from step e. of "Recovery on the migration source VM host" in "2. Recovery".

When the status of the non-global zone is "installed", recovery is not necessary.

When the non-global zone is not displayed, perform the procedure from step c of "Recovery on the migration source VM host" in "2. Recovery".

2. Recovery

- Recovery on the migration target VM host

- a. Execute the following command to delete the non-global zone.

```
# zonecfg -z zonename delete <RETURN>
```

- b. Execute the following command to check if the non-global zone is displayed.

```
# zoneadm list -vc <RETURN>
```

- c. Execute the following command and unmount the disk used by the non-global zone.

```
# umount zonepath <RETURN>
```

- d. Execute the following command, and check that the disk used for the non-global zone is not mounted.

```
# mount <RETURN>
```

- Recovery on the migration source VM host

- a. Execute the following command to mount the physical disk.

```
# mount zonepath <RETURN>
```

- b. Execute the following command, and check that the disk used for the non-global zone is mounted.

```
# mount <RETURN>
```

- c. Execute the following command to create the non-global zone.

```
# zonecfg -z zonename create -a zonepath <RETURN>
```

- d. Execute the following command and check that the status of the created non-global zone is "configured".

```
# zoneadm list -vc <RETURN>
```

- e. Execute the following command to add the non-global zone. Specify the -u option if necessary.

```
# zoneadm -z zonename attach <RETURN>
```

- f. Execute the following command and check that the status of the added non-global zone is "installed".

```
# zoneadm list -vc <RETURN>
```

[OVM for SPARC]

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

Also, when the "auto-boot?" change function is enabled when migration is performed, check whether the value of "auto-boot?" set for the guest domain has reverted to the value from before migration.

When the preset value of "auto-boot?" differs from the value before migration execution, perform the "[Procedure that restores the preset value of "auto-boot?"](#)" of "Message number 67375", and revert the value of "auto-boot?".

- Check whether sufficient CPU and memory resources have been secured on the destination VM host.
- Check whether sufficient ports have been secured on the VM host that is the migration destination, for console connection.
- Check that there is no VM guest with the same name on the VM host that is the migration destination.
- Check the condition of the VM host and VM guest.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67378

FJSVrcx:ERROR:67378:*target*:failed to obtain information from *external_software*. code=*code*, message=*message*

Description

Failed to obtain information from the external software *external_software*.

The registration name of the external software is displayed for *target*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.
- Check that communication with the server that BladeLogic is operating on is possible.
- Check that no mistakes were made in the preparation of the managed server.

For details, refer to "Appendix E Preparations for Creating a Virtual L-Server" in the "Design Guide CE".

- One of the following problems may have occurred during the operation.

Occurred Problems

- System failure, or reboot of the admin server or manager
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67379

FJSVrcx:ERROR:67379:*target*:updating configuration failed in *external_software*. code=*code*, message=*message*

Description

Failed to upgrade the configuration information with the external software *external_software*.

The registration name of the external software is displayed for *target*.

The value returned from the external software is displayed in *code*.

The error message notified by the external software is displayed in *message*.

Corrective Action

Resolve the problem referring to the details displayed for *message*, and then perform the operation again.

- Check that the BladeLogic service is running on the server that BladeLogic is operating on.
- Check that communication with the server that BladeLogic is operating on is possible.
- One of the following problems may have occurred during the operation.

Occurred Problems

- System failure, or reboot of the admin server or manager
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67380

FJSVrcx:ERROR:67380:obj:VM management software registration failed. detail=*detail*

Description

Registration of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*;ip=*IP_address*)"

An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

- When *error_number* is "16"

VM management software was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM management software has been deleted.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.

Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM management software login account information that was specified.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Registration of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/ VM management software resulting from multiple operations, obtaining of information from VM host/ VM management software failed. Check the operating status of the VM host/ VM management software, and perform the operation again.

67381

FJSVrcx:ERROR:67381:obj:changing VM management software information failed. detail=*detail*

[Virtual Edition]

Description

Changing settings of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*;ip=*IP_address*)"

An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

- When *error_number* is "16"

VM management software was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM management software has been deleted.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.

Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM management software login account information that was specified.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Changing settings of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

Corrective Action

- When *detail* is "(Message,vmerrno=*error_number*;ip=*IP_address*)"

An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "16"

VM management software was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM management software has been deleted.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.

Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM management software login account information that was specified.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67382

FJSVrcx:ERROR:67382:obj:external_software registration failed. detail=*detail*

[Cloud Edition]

Description

Registration of *external_software obj* failed, because an error has occurred in control of *external_software*.

Corrective Action

Take corrective action for the content displayed for *detail*.

- "name: invalid format."

The value entered for the management software name cannot be used. Change the value to a valid one.

- "product: already registered."

The specified *external_software* cannot be newly registered, as it has already been registered.

67383

FJSVrcx:ERROR:67383:obj:VDI management software registration failed. detail=*detail*

[Cloud Edition]

Description

Registration of the VDI management software *obj* failed, because an error has occurred in control of the VDI management software.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*;ip=*IP_address*)"

An error has occurred in control of the VDI management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "101"
Communication between the admin server and the VDI management software failed. Check the operating status and network settings of the admin server and the VDI management software.
- When *error_number* is "104"
The VMware scripts are not located in the VDI management server. Check if the file configuration is correct, and perform the operation again.
For details, refer to "K.1.2 Preparations for Servers" in the "Design Guide CE".
- When *error_number* is "113"
Communication with the VDI management software is not possible using the login account information of the specified VDI management software.
Change the entered values (user name and password) for the login account information to the correct values.
- When *error_number* is "548"
Calling of the PowerShell module of Active Directory from the VDI management server has failed.
Check if the Active Directory module of Windows Powershell is installed on the VDI management server.
- When *error_number* is "860"
Connection with the VMware Horizon View service failed. Check if the VMware Horizon View service of the VDI management server has been started.
- "name: invalid format."
The value entered for the management software name is invalid. Change the value to a valid one.
- "ip address:invalid format"
The value entered for the IP address is invalid. Change the value to a valid one.
- "product name:invalid format"
The value entered for the management software type is invalid. Change the value to a valid one.
- "user name:invalid format"
The value entered for the user name is invalid. Change the value to a valid one.
- "password:invalid format"
The value entered for the password is invalid. Change the value to a valid one.
- "connect info:invalid format"
The value entered for the connection information is invalid. Change the value to a valid one.
- "VM management software:invalid vm type"
The specified type of VM management software is not linked to the VDI management software. Change it to another VM management software.
- "VM management software:invalid format"
The specification of VM management software is invalid. Specify one or more VM management software.
- "VM management software:not found"
The specified VM management software is not registered with Resource Orchestrator. Register the specified VM management software with Resource Orchestrator.
- "VM management software:already registered"
The specified VM management software is linked to other VDI management software. Specify other VM management software.

- "product:already registered"

The same type of VDI management software with the same IP address is already registered. Check the VDI management software registered with Resource Orchestrator.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67384

FJSVrcx:ERROR:67384:obj: changing of VDI management software information failed. detail=*detail*

[Cloud Edition]

Description

Changing of the settings of the VDI management software *obj* failed, because an error has occurred in control of the VDI management software.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VDI management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "101"

Communication between the admin server and the VDI management software failed. Check the operating status and network settings of the admin server and the VDI management software.

- When *error_number* is "104"

The VMware scripts are not located in the VDI management server. Check if the file configuration is correct, and perform the operation again.

For details, refer to "K.1.2 Preparations for Servers" in the "Design Guide CE".

- When *error_number* is "113"

Communication with the VDI management software is not possible using the login account information of the specified VDI management software.

Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "548"

Calling of the PowerShell module of Active Directory from the VDI management server has failed.

Check if the Active Directory module of Windows Powershell is installed on the VDI management server.

- When *error_number* is "860"

Connection with the VMware Horizon View service failed. Check if the VMware Horizon View service of the VDI management server has been started.

- "ip address:invalid format"

The value entered for the IP address is invalid. Change the value to a valid one.

- "user name:invalid format"

The value entered for the user name is invalid. Change the value to a valid one.

- "password:invalid format"

The value entered for the password is invalid. Change the value to a valid one.

- "connect info:invalid format"

The value entered for the connection information is invalid. Change the value to a valid one.

- "VM management software:invalid vm type"

The specified type of VM management software is not linked to the VDI management software. Change it to another VM management software.

- "VM management software:invalid format"

The specification of VM management software is invalid. Specify one or more VM management software.

- "VM management software:not found"

The specified VM management software is not registered with Resource Orchestrator. Register the specified VM management software with Resource Orchestrator.

- "VM management software:already registered"

The specified VM management software is linked to other VDI management software. Specify other VM management software.

- "product:already registered"

The same type of VDI management software with the same IP address is already registered. Check the VDI management software registered with Resource Orchestrator.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67385

FJSVrcx:ERROR:67385:migrating VM guest failed. *vmguest* migrate from *vmhost1* to *vmhost2*. detail=*detail*

Description

Migration of the VM guest *vmguest* failed. The server *vmhost1* is the migration source and the server *vmhost2* is the migration target. Take corrective action for the content displayed for *detail*.

- When detail is "(Message,vmerrno=error_number,ip=IP_address)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When error_number is "15"
- When error_number is "16"
- When error_number is "17"
- When error_number is "101", "110", "111", "112", "114", "116", "153", or "162"
- When error_number is "113"
- When error_number is "100" or "115"
- When error_number is "104", "105", "135", or "136"
- When error_number is "150" or "151"
- When error_number is "155", "157", "158", "159", "160", or "310"
- When error_number is "152", "161", or "222"
- When error_number is "216"
- When error_number is "156", "300", or "316"
- When error_number is "164"
- When error_number is "400"

Corrective Action

When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

When *error_number* is "17"

A VM guest was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM guest has been deleted.

Use the VM management console and check that the VM guest is not configured to move when its power status changes.

When *error_number* is "101", "110", "111", "112", "114", "116", "153", or "162"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to the following:

- For Virtual Edition, refer to "9.1.7 Changing VM Host Login Account Information" or "9.6 Changing VM Management Software Settings" in the "User's Guide VE".
- For Cloud Edition, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "9.1.7 Changing VM Host Login Account Information" or "9.6 Changing VM Management Software Settings" in the "User's Guide VE".

When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using the VM management console, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Migration of a VM guest that is in a server other than the cluster configured in VM management software may have been attempted. Migrate the VM guest from VM management software.

When operation is not possible using the VM management console, there is a problem with the VM host or VM management software. Perform the operation after solving problems related to VM hosts and VM management software.

[OVM for x86 3.3 or later]

When a VM host with [Inbound Migration Locked] configured is selected as the destination host of the L-Server, L-Server migration will fail.

After performing one of the following corrective actions, perform the operation again.

- Configure another VM host as the destination host of the L-Server
- Release the [Inbound Migration Locked] configured on the VM host

When *error_number* is "150" or "151"

An error was detected during pre-migration checks. Migration between the servers cannot be performed. Check the following configurations, operating statuses, and registration statuses with the admin server of Resource Orchestrator.

- VM guest
- Migration source VM host
- Migration target VM host

Also, when the server virtualization software requires VM management software for migration, check the following:

- That VM management software has been registered on the admin server
- That the registered VM management software is managing the VM hosts that are the migration source and migration target

If there are no problems with the operating status, registration status, or management status, check the cause of the error on the VM host or VM management software and resolve it.

When *error_number* is "155", "157", "158", "159", "160", or "310"

An error occurred during control of migration. Check the cause of the error on the VM host or VM management software and correct it.

When *error_number* is "152", "161", or "222"

An error occurred during migration. Check that there are no errors in the values specified when executing migration. If there are no errors in the specified values, check the cause of the error on the VM host or VM management software and correct it.

When *error_number* is "216"

There are no VM hosts that can be used for migration. Check the operating status of the VM host.

When *error_number* is "156", "300", or "316"

An error occurred during control of migration. Check the operating status and network settings of the VM host or VM management software. If there is no problem with the operating status or network settings, check the cause of the error on the VM host or VM management software and resolve it.

When *error_number* is "164"

The migration target VM host is not suitable. Specify a VM host other than the migration source.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[KVM]

The conditions for migration may not be satisfied.

For details on the configuration conditions to use migration, refer to "VM Guest Migration" in "9.2.2 Functional Differences between Products" in the "Design Guide VE".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

Migration of the VM guest *vmguest* failed. The server *vmhost1* is the migration source and the server *vmhost2* is the migration target. Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"
- When *error_number* is "17"

- When `error_number` is "99"
- When `error_number` is "100" or "115"
- When `error_number` is "104", "152", or "551"
- When `error_number` is "150" or "151"
- When `error_number` is "150" or "164"
- When `error_number` is "155", "157", "158", "159", "160", or "310"
- When `error_number` is "216"
- When `error_number` is "222"
- When `error_number` is "400"

[KVM]

- When `detail` is "Temporary failure in name resolution" or "Cannot recv data: Permission denied, please try again. Permission denied, please try again. Permission denied (publickey,gssapi-keyex,gssapi-with-mic,password). : Connection reset by peer"
- When "Error: libvirt-0.9.4-23.el6_2.4 or later is needed." is displayed in `detail`
- When "Unmatch VM-host release." is displayed in `detail`
- When "Unmatch VM-host machine." is displayed in `detail`
- When "Unmatch VM-host model name." is displayed in `detail`
- When "Not exist disk `Disk_name` in dest host" is displayed in `detail`
- When "Not exist bridge `Virtual_bridge_name` in dest host" is displayed in `detail`
- When a message including "Recover it manually." is displayed for `detail`.
- When `error_number` is "534"
- When `error_number` is "535"
- When `error_number` is "548"

Corrective Action

When `detail` is "(*Message*,*vmerrno=error_number*,*ip=IP_address*)"

When `error_number` is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again. For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When `error_number` is "17"

A VM guest was not found. Check the following:

- Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.
- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

When `error_number` is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

When `error_number` is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "104", "152", or "551"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Perform the operation again after resolving the problem with the VM host/VM management software.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

[Hyper-V]

If Key Storage Drive or encryption has been enabled for the VM guest, migration may fail.

Confirm the Key Storage Drive and encryption settings of the target VM guest.

When *error_number* is "150" or "151"

An error was detected during pre-migration checks. Migration between the servers cannot be performed. Check the following configurations, operating statuses, and registration statuses with the admin server of Resource Orchestrator.

- VM guest
- Migration source VM host
- Migration target VM host

Also, when the server virtualization software requires VM management software for migration, check the following:

- That VM management software has been registered on the admin server
- That the registered VM management software is managing the VM hosts that are the migration source and migration target

If there are no problems with the operating status, registration status, or management status, check the cause of the error on the VM host or VM management software and resolve it.

When *error_number* is "150", check the following and "[When error_number is "150" or "164"](#)".

[VMware]

After starting an L-Server operating on a VMware VM host, when migration between servers is performed before completion of starting of the OS, migration fails.

Perform the operation again after starting of the L-Server's OS is complete.

Check the physical CPU performance of the VM host on which the VM guest is operating using the ROR console and the VM management window.

When CPU performance values for the VM host registered in a VM pool and for the VM host registered in VM management software differ, refer to "3.10 Migration of a Virtual L-Server between Servers or Modification of Specifications Fails." in "Troubleshooting".

When *error_number* is "150" or "164"

The VM host specified as the destination does not meet the requirements for the migration destination of VM guests. Specify a VM host that meets the requirements for the destination.

When *error_number* is "164", also check the following.

- The migration target VM host is not suitable. Specify a VM host other than the migration source.

When using an environment with overcommit enabled, also refer to the advisory notes in "17.7 Migration between VM Hosts" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

For details on overcommit, refer to the "Overcommit" section of the server virtualization software to use in "Chapter 8 Configuration when Creating Virtual L-Servers" in the "Setup Guide CE".

When *error_number* is "155", "157", "158", "159", "160", or "310"

An error occurred during control of migration. Check the cause of the error on the VM host or VM management software and correct it.

When *error_number* is "216"

There are no VM hosts that can be used for migration. Check the operating status of the VM host.

When *error_number* is "222"

An error occurred during migration. Check whether the value specified when migration between servers was performed was correct. If the specified value was correct, check the cause of the error on the VM host or VM managed products, and remove the cause.

[OVM for SPARC]

When the "auto-boot?" change function was enabled at the time of migration, preservation of the configuration information from before migration may have failed.

The prerequisites for saving configuration information may not have been fulfilled.

Check that this product can save configuration information referring to the corrective action given in "Message number 41127". Also, when the value of "auto-boot?" set as the guest domain differs from the value before migration, perform the [Procedure that restores the preset value of "auto-boot?"](#) of "Message number 67375", and revert the value of "auto-boot?".

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[KVM]

The conditions for migration may not be satisfied.

For details on the configuration conditions to use migration, refer to "VM Guest Migration" in "9.2.2 Functional Differences between Products" in the "Design Guide VE".

When detail is "Temporary failure in name resolution" or "Cannot recv data: Permission denied, please try again. Permission denied, please try again. Permission denied (publickey,gssapi-keyex,gssapi-with-mic,password). : Connection reset by peer"

Check the host configuration for the live migration.

For details, refer to "Configuration for L-Server Live Migration" in "8.6.9 Advisory Notes for RHEL-KVM Usage" in the "Setup Guide CE".

When performing VM live migration using the command provided with Red Hat Enterprise Linux 6 on a VM host, make sure to specify both `--undefinesource` and `--persistent`, which are the `virsh migrate` command options.

When performing live migration using Virtual Machine Manager, confirm that the guest OS on the source host has been moved to the destination host, stop the guest OS on the destination, and then start the guest OS on the destination.

When not performing the procedure above, the virtual L-Server may not be managed properly in Resource Orchestrator.

When "Error: libvirt-0.9.4-23.el6_2.4 or later is needed." is displayed in *detail*

This means the version of libvirt package installed on VM host in the migration destination is older than 0.9.4-23.el6_2.4. As there are non-compatible functions that can lead to security vulnerabilities, upgrade the libvirt package to 0.9.4-23.el6_2.4 or a later version.

When "Unmatch VM-host release." is displayed in *detail*

The kernel versions of the VM hosts are different.

If the kernel versions, including the minor release numbers are different, live migration cannot be performed.

Check the kernel version of the VM host using the `uname` or related commands.

For details on the configuration conditions for live migration, refer to "Prerequisites for L-Server Migration" in "E.5.2 Preparations for Servers" in the "Design Guide CE".

When "Unmatch VM-host machine." is displayed in *detail*

The CPU architectures of the VM hosts are different. Migrations are performed either between Intel64 or x86 servers. Check the CPU architectures of VM hosts using the `/proc/cpuinfo` information.

For details on the configuration conditions for live migration, refer to "Prerequisites for L-Server Migration" in "E.5.2 Preparations for Servers" in the "Design Guide CE".

When "Unmatch VM-host model name." is displayed in *detail*

The CPU model names of the VM hosts are different. If the CPU model names are different, live migration cannot be performed. Check the CPU model name of VM hosts using the `/proc/cpuinfo` information.

For details on the configuration conditions for live migration, refer to "Prerequisites for L-Server Migration" in "E.5.2 Preparations for Servers" in the "Design Guide CE".

When "Not exist disk *Disk_name* in dest host" is displayed in *detail*

The disk with the name *Disk_name* cannot be accessed from the destination VM host.

Review the storage environment configuration.

For details on the configuration conditions for live migration, refer to "Prerequisites for L-Server Migration" in "E.5.2 Preparations for Servers" in the "Design Guide CE".

When "Not exist bridge *Virtual_bridge_name* in dest host" is displayed in *detail*

The virtual bridge with the name *Virtual_bridge_name* has not been defined for the destination VM host.

Review the network environment configuration.

For details on the configuration conditions for live migration, refer to "Prerequisites for L-Server Migration" in "E.5.2 Preparations for Servers" in the "Design Guide CE".

When a message including "Recover it manually." is displayed for *detail*.

The processing of a snapshot for a migration operation has failed.

The version numbers of snapshots retained in a virtual L-Server and a VM guest are different.

Define the snapshot for a VM guest again and restore it manually.

- If "Import snapshot failed. Recover it manually." is displayed for *detail* when performing live migration or cold migration
Redefinition of a VM guest snapshot on the migration source VM host has failed.

- If "Migration succeeded but import snapshot failed. Recover it manually." is displayed for *detail* when performing live migration or cold migration
Redefinition of a VM guest snapshot on the migration target VM host has failed.

- If "Import snapshot failed. Recover it manually." is displayed for *detail* when performing forced migration
Redefinition of a VM guest snapshot on the migration target VM host has failed.

Use the following procedure to perform recovery.

1. View the snapshot information retained in the VM guest.

For details on how to view snapshot information, refer to the following in the "Virtualization Administration Guide".

- 14.13. Managing snapshots

URL:
https://access.redhat.com/site/documentation/en-US/Red_Hat_Enterprise_Linux/6/html/Virtualization_Administration_Guide/index.html

The format of the snapshot name is as follows:

`RCX_{VM_guest_name}@version
_number`



Example

```
[root@KVM root]# virsh snapshot-list vm111-668 <RETURN>
Name                               Creation Time                       State
-----
RCX_vm111-668@1                    2014-04-01 19:21:40 +0900          shutoff
```

2. Check the difference of the version numbers retained in the virtual L-Server and the VM guest.

3. Redefine the insufficient versions of snapshots manually.

For details on how to redefine snapshots, refer to the following in the "Virtualization Administration Guide".

- 14.13. Managing snapshots

URL:

https://access.redhat.com/site/documentation/en-US/Red_Hat_Enterprise_Linux/6/html/Virtualization_Administration_Guide/index.html

The snapshot with the information defined is necessary to redefine the snapshot definition. In Resource Orchestrator, the files are stored in the following location:

The location to store the configuration files necessary for redefining snapshots

1. Identify the disk resource used as the system volume of the virtual L-Server.
2. Identify the virtual storage with the disk resource identified in step 1.
3. Identify the storage pool for libvirt for the virtual storage identified in step 2.
4. Identify the NFS public directory specified in the storage pool for libvirt specified in step 3.
5. The VM guest name can be referred to in the NFS public directory identified in step 4.

The files with the snapshot information defined are stored in the directory.

The format of the file name is as follows:

`RCX_{VM_guest_name}@version_number.xml`

[OVM for SPARC]

When the "auto-boot?" change function was enabled when migration was performed, one of the following processes may have failed.

- The change process of "auto-boot?"
- The preservation process of the composition information performed before migration

Therefore, check the following.

- Check that you can execute the `ldm` command on the VM host.
- Check that this product can save configuration information referring to the corrective action given in "Message number 41127."

Check whether the value of "auto-boot?" set for the guest domain has been returned to the value before migration.

When the preset value of "auto-boot?" differs from the value before migration, perform the ["Procedure that restores the preset value of "auto-boot?""](#) of "Message number 67375", and revert the value of "auto-boot?".

When *error_number* is "534"

Check if the target VM host name is correct.

When *error_number* is "535"

Check whether the server specified as the destination has a configuration that allows migration referring to "9.2 Configuring Server Virtualization Software" in the "Design Guide VE". Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

67388

FJSVrcx:ERROR:67388:vmguest in lserver is registered as a VM Host(vmhost).

[Cloud Edition]

Description

A VM guest currently assigned to L-Server for deletion is registered as a VM host.

The name of the L-Server for deletion is displayed in *lserver*.

The name of the VM guest currently assigned to *lserver* is displayed on *vmguest*.

The name of the registered VM host is displayed in *vmhost*.

Corrective Action

Perform deletion of *Iserver* after canceling VM host's registration to *vmguest*.

67389

FJSVrcx:ERROR:67389:*value* is already in use on *obj*

Description

- When *value* is "Server Role(Manager)"
The specified server role (Manager) is already configured in *obj*.
The name of the VM guest is displayed for *obj*.

Corrective Action

- When *value* is "Server Role(Manager)"
After cancelling the settings of *obj*, perform the operation again.

[Cloud Edition]

Description

- When *value* is "image"
The specified cloning image name *image* is already in use by another VM management software *obj*.
- When *value* is "Address"
The specified address is already in use on *obj*.
- When *value* is "*Network_resource_name (Network_interface_name)*"
The network interface corresponding to the specified network resource is already in use on *obj*.
The name of a VM host or VM guest is displayed for *obj*.
- When *value* is the role name
The specified role name has already been used.
In *obj*, the user name or the user group name is displayed.

Corrective Action

- When *value* is "image"
Perform the operation again after specifying another cloning image name.
- When *value* is "Address"
Specify another address, and then perform the operation again.
- When *value* is "*Network_resource_name (Network_interface_name)*"
Either specify a different network resource, or check and correct the virtual network definition file, and then perform the operation again.
- When *value* is the role name
Check the user or the user group *obj* that uses the specified role.
Perform one of the following corrective actions:
 - If *obj* is required, allocate another role.
 - If *obj* is not required, delete it.

The user or the user group name can be checked using a command.
For details, refer to "7.1 rcxadm user" or "7.2 rcxadm usergroup" in the "Reference Guide (Command/XML) CE".

67390

FJSVrcx:ERROR:67390:creating VM guest failed. detail=*detail*

[Cloud Edition]

Description

Failed to create a VM guest.

Take corrective action for the content displayed for *detail*.

If this message is displayed when creating an L-Server, and the operation fails, the VM guests being created on server virtualization software may remain. For the corrective action, refer to "[Corrective Action](#)".

- When *detail* is displayed in the "(message,vmerino=error_number,ip=IP_address)" format or the "(message,vmerino=error_number,ip=IP_address,host=VM_host_IP_address)" format

An error has occurred in control of the VM host, VM management software, VDI management server, or VDI management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"
- When *error_number* is "9", "104", or "105"
- When *error_number* is "11"
- When *error_number* is "13"
- When *error_number* is "15"
- When *error_number* is "16"
- When *error_number* is "17"
- When *error_number* is "99"
- When *error_number* is "100", "115", "178", "337", or "381"
- When *error_number* is "101", "110", "111", "112", "114", "116", "181", "249", "341", or "382 "
- When *error_number* is "104"

The following causes are possible:

- On VMware, an L-Server was created by specifying a Windows image
- The OS type specified for images when creating L-Servers and the OS type of the installed OS are different
- When *error_number* is "104", "105", "135", "136", "178", "509", "510", "511", "512", "513", "519", "520", "521", "531", "532", "550", or "556"
- When *error_number* is "113"
- When *error_number* is "170", "171", "172", "173", "174", "175", "176", "177", "179", or "180 "
- When *error_number* is "222"
- When *error_number* is "240", "335", or "603"
- When *error_number* is "241", "242", "244", or "332"
- When *error_number* is "245"
- When *error_number* is "246"
- When *error_number* is "330", "331", "333", "334", "336", "340", or "342"
- When *error_number* is "338"
- When *error_number* is "339"
- When *error_number* is "380"

- When error_number is "400"

[Citrix Xen]

- When "xe vm-param-set::Error code: MEMORY_CONSTRAINT_VIOLATION" is displayed

[KVM]

If "Error: LVM is not supported for VM guest." is displayed for *detail*, LVM cannot be used for cloning images. Use a non-LVM cloning image.

When cloning image is Windows, take the following corrective actions depending on the content of *detail*. The format of *detail* is "command'::"error message returned by command".

- When error message returned by command is "command not found"
- When error message returned by command is "no operating system was found on this disk"
- When "Packages for automatic OS setting not installed." is displayed for detail
- When "DefaultPassword registry not found." is displayed for detail
- When "timeout occurred while executing sysprep." is displayed for detail
- When "Error: libvirt-0.9.4-23.el6_2.4 or later is needed." is displayed in detail

[Solaris Zones]

- When "operation failed:creating directory" is displayed for detail
- When "operation failed:encrypting password" is displayed for detail
- When "operation failed:creating vm guest configuration" is displayed for detail
- When "operation failed:customizing vm guest" is displayed for detail
- When "operation failed:installing guest os" is displayed for detail
- When "operation failed:booting vm guest" or "operation failed:shutting down vm guest" is displayed for detail

[OVM for SPARC]

- When "failed to start os installation" is displayed for detail
- When "shutdown vm guest failed" is displayed for detail
- When error_number is "401"
- When error_number is "501" or "608"
- When error_number is "503"
- When error_number is "514"
- When error_number is "515" or "607"
- When error_number is "534"
- When error_number is "535"
- When error_number is "536", "538", or "546"
- When error_number is "537" or "539"
- When error_number is "548"
- When error_number is "552", "553", or "554"
- When error_number is "555"
- When error_number is "604"
- When error_number is "605"
- When error_number is "606"

- When error_number is "609"
- When error_number is "614"
- When error_number is "616"
- When error_number is "617"
- When error_number is "618"
- When error_number is "621"
- When error_number is "624"
- When error_number is "643"
- When error_number is "644"
- When error_number is "654"
- When error_number is "655"
- When error_number is "656"
- When error_number is "657"
- When error_number is "658"
- When error_number is "659"
- When error_number is "663"
- When error_number is "665"
- When error_number is "669"
- When error_number is "670"
- When error_number is "804"
- When error_number is "806"
- When error_number is "807"
- When error_number is "809" [Citrix Xen] [OVM for x86 3.x]
- When error_number is "812"
- When error_number is "820"

An error occurred while customizing the guest OS. Take corrective action for the content displayed for *detail*.

[Citrix-Xen]

- When detail is "Selected device number is already used(device number=number)"
- When detail is " sr name not found(sr name=SR_name),vmerrno=820,ip=IP_address,host= VM_host_IP_address" or "sr type is not iso(sr name=SR_name),vmerrno=820,ip=IP_address,host= VM_host_IP_address"
- When detail is "duplicate sr name found(sr name= SR_name),vmerrno=820,ip=IP_address,host= VM_host_IP_address"
- When detail is "timeout occurred while executing the customizing process.,vmerrno=820, ip=IP_address,host=VM_host_IP_address"
- When detail is "PowerShell script execution error : generate answer file failed : administrator password value not specified,vmerrno=820, ip=IP_address,host=VM_host_IP_address"
- When detail is "PowerShell script execution error : generate answer file failed : non-builtin account name cannot be specified,vmerrno=820, ip=IP_address,host=VM_host_IP_address"
- When detail is "PowerShell script execution error : generate answer file failed : non-builtin account name required,vmerrno=820, ip=IP_address,host=VM_host_IP_address"
- When error_number is "851"

- When error_number is "853"
- When error_number is "854"
- When error_number is "855"
- When error_number is "860"
- When error_number is "861"
- When error_number is "862"
- When error_number is "863"
- When error_number is "864"
- When error_number is "865"
- When error_number is "866"
- When error_number is "867"
- When error_number is "873"
- When error_number is "874"
- When error_number is "875"
- If detail is displayed in the "invalid parameter:parameter:value" format
- If detail is "timeout occurred"
- When detail is "(repositoryId: repository not found,vmerrno=244,ip=IP_address,host= VM_host_IP_address)"
- When detail is "(ftp error:Error_msg., vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(ftp error: 550 Failed to change directory.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(ftp error: 550 Permission denied.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(timeout occurred while executing the customizing process.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(PowerShell script execution error : Error_Msg,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is one of the following:
 - The "(vmware remote error,vmerrno=101,ip=*IP_address*)" format
 - The "(logout failed(remote error),vmerrno=116,ip=*IP_address*)" format
 - "timeout occurred"
- If detail is "invalid parameter:memory size:Memory_size_in_the_unit_of_MB"
- When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243] is displayed in the system event log

For the following OSs, allocation of the OS memory size, which is referred to as the desktop heap, failed.

- Windows Server 2008
- Windows Server 2012
- Windows Server 2016

Corrective Action

When *detail* is displayed in the "(message,vmerrno=*error_number*,ip=*IP_address*)" format or the "(message,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "9", "104", or "105"

When *detail* is the following, and one of the problems below occurs during L-Server creation or startup, creating or starting of the L-Server fails, but VM guests being created on server virtualization software may remain.

detail

- The "(message,vmerrno=9,ip=*IP_address*)" format
- The "(PowerShell script execution error : create_vmguest:task result error,vmerrno=104,ip=*IP_address*, host=*VM_host_IP_address*)" format
- The "(PowerShell script execution error : create_vmguest:task result timeout,vmerrno=105,ip=*IP_address*, host=*VM_host_IP_address*)" format
- The "(clone *image_name*:task result error,vmerrno=104,ip=*IP_address*)" format
- The "(create *VM_guest_name*:task result error,vmerrno=104,ip=*IP_address*)" format
- The "(Message:task result error,vmerrno=104,ip=*IP_address*, host=*VM_host_IP_address*)" format
- The "(PowerShell script execution error : create_vmguest:VM guest already exists,vmerrno=603,ip=*IP_address*, host=*VM_host_IP_address*)" format

Occurred Problems

- System failure, or reboot of the admin server or manager
- Job cancel or time out on VM management software
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

Corrective Action

Make sure that the manager is running, and use the following procedure for restoration:

1. When using VDI coordination, execute the following procedure on the View Administrator console of the VDI management server.
 - a. Delete the user qualifications assigned to the VM guest.
 - b. Release the VM guest registration from the VDI pool.
 - c. Shut down the VM guest.

Execute the following command from the VMware vSphere PowerCLI of the VDI management server.

```
>Connect-VIServer -Server vCenter_IP_address -User User_name -Password Password <RETURN>
>Get-VM -Name VM_guest_name | Shutdown-VMGuest -Confirm:$false <RETURN>
>Disconnect-VIServer -Confirm:$false <RETURN>
```

- d. Delete the user qualifications assigned to the VDI pool.
 - e. When no VMs are registered in the VDI pool, delete the VDI pool.
2. Check the VM guest name related to the error message above with the event log on the ROR console.

The VM guest name is displayed for the resource name in the event log.
3. Display the VM management console, and check if the VM guest checked in step 1 exists.

Also, confirm that an existing disk has been attached.

4. If a VM guest exists and an existing virtual disk has been attached in step 2, detach the virtual disk. For details on how to detach virtual disks, refer to the server virtualization software manual. (*1)

*1: When the server virtualization software is Hyper-V, select "No" for the "When a virtual hard disk file is removed from a virtual machine, it can also be removed from the virtual machine host. Do you want Virtual Machine Manager to do this for you?" displayed when deleting a virtual disk.

5. If there is a VM guest that meets the condition in step 2, delete it from the VM management console. For details on how to delete VM guests, refer to the server virtualization software manual. (*2)

*2: When server virtualization software is VMware, select "Delete from Disk", when deleting VM guests.

6. After confirming from the server tree or orchestration tree on the ROR console that the VM guest that was checked in step 1 does not exist, create or start the L-Server again.

When *error_number* is "11"

[KVM]

- When *detail* is "invalid format *key:val*", the value of *key* is invalid. After changing the "*val*" you entered, perform the operation again.
For how to check, refer to "8.6.8 [OS] Tab Configuration" in the "Setup Guide CE".
- When *detail* is "invalid value time_zone: *val*" The value of *time_zone* is invalid, please check the time zone value in the XML file which used by L-Server Create command.
- When *detail* is "invalid format of password" The value of password is invalid. Please check and correct the "password" you entered, and retry the operation.

When *error_number* is "13"

Accessing the file which is displayed in *message* failed.
Check the relevant file settings on the admin server.

[Solaris Zones]

Review the configuration of the relevant file, and perform the operation again.

For details on the image file storage location, refer to "8.7.5 Creating and Importing Cloning Images" in the "Setup Guide CE".

When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

[Solaris Zones]

A timeout has occurred in starting the OS of the VM guest.

Check the operation status and network settings of the VM host. When the settings are configured for using the custom script for the initial boot of an image, check that there are no incorrect descriptions in the custom script.

For details on the custom scripts for the first boot, refer to the Solaris OS manuals.

Also check the corrective action for the following situation, described in "Message number [62597](#)".

- When one of the following problems occurs during creation of an L-Server, creation fails and VM guests being created on server virtualization software may remain.

[OVM for SPARC]

The shutdown process after installing the OS in a guest domain may have timed out.

Perform the operation again.

When the created guest domain is not deleted, delete it referring to "[Deletion procedure for guest domains](#)" given in "Message number [67373](#)".

When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

When *error_number* is "17"

The image could not be found.

The virtual cloning images of the operation targets may have been deleted from the VM management software.

The tenant administrator or the tenant user must notify the infrastructure administrator of the message details, and the cloning image name and the version of the operation target.

The infrastructure administrator should check that maintenance mode is not configured for the virtual cloning image.

When the maintenance mode of the virtual cloning image is released

Based on the notified information, check if the virtual cloning image of the operation target (image_name_number@version_image) exists on the VM management software and Resource Orchestrator.

When the image does not exist, inform the notifier that the virtual cloning image has already been deleted.

When there are images on VM management software, collect troubleshooting information and contact Fujitsu technical staff.

When the maintenance mode of the virtual cloning image has been configured

Based on the notified information, check if the virtual cloning image of the operation target (image_name_number@version_image) exists on VM management software.

When the image does not exist, request the notifier to delete the virtual cloning image of the operation target from Resource Orchestrator.

When there are virtual cloning images on VM management software, collect troubleshooting information and contact Fujitsu technical staff.

[OVM for SPARC] [Solaris Zones]

The created VM guest was not found. Check if the created VM guest exists on the VM host.

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/ VM management software resulting from multiple operations, obtaining of information from VM host/ VM management software failed. Check the operating status of the VM host/ VM management software, and perform the operation again.

When *error_number* is "100", "115", "178", "337", or "381"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "101", "110", "111", "112", "114", "116", "181", "249", "341", or "382 "

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When using VDI coordination, communication between the admin server and the VDI management software has failed. Check the operating status and network settings of the admin server and the VDI management software.

[Solaris Zones]

- Transfer of the image file may have failed due to a lack of access authority. Check the VM guest name of the creation target in the event logs, and then check the access authority of the image file stored in the image file storage directory (/ror_zones/ VM_guest_name) on the VM host. When the VM host status cannot be updated by the user that registered the VM host, modify the settings to be updated.

- Processing that the admin server requested from a VM host has timed out.

There is a possibility the OS installation process took a long time due to the configuration (CPU, memory, etc.) of the virtual L-Server used for deployment, the response time of the repository server, the number of installation packages, the processing time of the initial boot service, etc.

Use the following definition file to change the timeout time for OS installation.

- The value of ZONE_INSTALL_TIMEOUT in the definition file for SPARC-specific functions

For details on the definition file, refer to "8.7.1 Creating Definition Files" in the "Setup Guide CE".

- Check the corrective action for the following situation, described in "Message number 62597".

"When one of the following problems occurs during creation of an L-Server, creation fails and VM guests being created on server virtualization software may remain."

When *error_number* is "104"

On VMware, an L-Server was created by specifying a Windows image

- Sysprep is not located on VMware vCenter Server.

If the OS type for the VM guest is Windows, installation of Sysprep is required.
Locate Sysprep on VMware vCenter Server.

- The Sysprep located on VMware vCenter Server is incorrect.

The correct Sysprep file, determined by the OS version of the VM guest and the CPU architecture (x86 and x64) is necessary.
When using Windows Server 2008 or later, Sysprep is not required because it is set up in the OS.
Confirm the OS version for the VM guest and CPU architecture, and locate Sysprep on VMware vCenter Server.

For details on the location for Sysprep, refer to the description for the Microsoft Sysprep tool in the "vSphere Virtual Machine Administration Guide" manual released by VMware, Inc.

Refer to the relevant version of document, referring to the following URL:

URL: http://www.vmware.com/support/pubs/vs_pubs.html
--

The OS type specified for images when creating L-Servers and the OS type of the installed OS are different

The OS type specified for images when creating L-Servers and the OS type of the installed OS may be different.

The OS type for images is inherited from the L-Server that is the source of image collection. Check if the OS type of the L-Server that is the source of collection and the installed OS type are the same.

If the OS types are not the same, collect images again after configuring the correct OS type of L-Server as the source for collection, and create an L-Server.

However, the type of OS for an L-Server created specifying images cannot be changed. When the OS type of the L-Server cannot be changed, use server virtualization software to collect images again after configuring the correct OS type for the VM guest, and then create the L-Server.

Delete collected images that have the wrong configurations.

For details on how to change the OS type of an L-Server, refer to "17.2.1 Modifying Specifications" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

For details on how to change the OS types of VM guests using server virtualization software, refer to the server virtualization software manual.

When *error_number* is "104", "105", "135", "136", "178", "509", "510", "511", "512", "513", "519", "520", "521", "531", "532", "550", or "556"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

If an image has been specified when executing the operation, the OS customization process may have failed. Check that the device path to the system disk of the specified image is the following:

- [Hyper-V]

IDE:0:0

- [VMware]

SCSI:0:0

When using a device other than the above, change the disk configuration of the image, and then perform the operation again. For details on how to change disk configurations, refer to the manual of the VM management software.

When domain participation has been specified, the domain participation process may have failed because the specified information is invalid. Check if the specified information is correct.

Check if the Active Directory can be connected to in the network configuration after L-Server deployment.

Windows OS versions before Windows Server 2003 are not supported.

DHCP servers may be required for the network which can be accessed from the guest OS.

[Hyper-V]

If *error_number* is "104", and the guest OS type is Windows, the product key may not be correct. Check that the correct product key has been specified. The product key cannot be omitted.

[VMware]

If the error number is "104" and the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details of the definition files, refer to "8.1.4 Definition Files when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

[OVM for x86 3.2]

The Virtual NICs created using Oracle VM Manager may be insufficient. Check whether the Virtual NICs created using Oracle VM Manager are sufficient.

[OVM for x86 3.3 or later]

The range of MAC addresses defined in Oracle VM Manager may be insufficient. Check whether the range of MAC addresses defined in Oracle VM Manager is sufficient.

When a VM host with [Inbound Migration Locked] configured is selected as the destination host for L-Server deployment, L-Server creation will fail.

After performing one of the following corrective actions, perform the operation again.

- Configure another VM host as the destination host of the L-Server
- Release the [Inbound Migration Locked] configured on the VM host

When using VDI coordination, processing of VDI management software tasks has failed.

As an inconsistency exists between the information held by Resource Orchestrator and the information held by the VDI management software, operation of the VM management software may have failed. Resolve the problem caused by the inconsistency, and then perform the operation.

When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When using VDI coordination, communication with the VDI management software using the login account information of the VDI management software is not possible.

Change the entered values (user name and password) for the login account information to the correct values.

When *error_number* is "170", "171", "172", "173", "174", "175", "176", "177", "179", or "180 "

The VM guest could not be created using an image. Check the cause of the error in the VM host/VM management software, and resolve the error.

When *error_number* is "222"

Check if there are any errors in the values used when creating an L-Server. When there are no problems in the setting values, check the operating status and network settings of the admin server, the VM host, and the VM management software.

[OVM for SPARC]

Check the following and then perform the operation again.

- There may be a guest domain with the same name as the one for creation on the VM host where the guest domain is to be created. Check whether a guest domain with the same name exists.
- The virtual switch specified as the virtual network definition file (`vnetwork_ovmforsparc.rcxprop`) may not exist. Check whether there is a virtual switch on the service domain.
- The disk added when creating the L-Server may no longer exist. Check that the target disk exists on the service domain.

In addition, if the manager fails during creation of an L-Server, this error number is output after the manager is restarted. In that case, take the following corrective action.

- Check whether the created guest domain has been deleted.

If it is not deleted, delete the guest domain referring to "[Deletion procedure for guest domains](#)" given in "Message number 67373".

- In BladeLogic Server Automation, there is possibility a provisioning job is being performed for a guest domain.

Check the run state of provisioning jobs referring to the "[Procedure for checking the run state of a job in BladeLogic Server Automation](#)" given in "When error_number is "400"".

If a job is being performed, cancel the job.

When *error_number* is "240", "335", or "603"

Failed to create a VM guest because the VM guest name is already in use. Change the VM guest name or the destination VM host.

When *error_number* is "241", "242", "244", or "332"

Could not create a VM guest in the definition file storage location of the VM guest. Check the status of the definition file storage location of the VM guest.

When *error_number* is "245"

The VM guest name is invalid. Change the VM guest name.

When *error_number* is "246"

The specified VM host cannot create a VM guest. Change the destination VM host.

When *error_number* is "330", "331", "333", "334", "336", "340", or "342"

Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

When *error_number* is "338"

Failed to modify the configuration because another operation was performed on the created VM guest. Perform the operation again after waiting a while.

When *error_number* is "339"

Too many devices were specified for creation in the VM guest. Perform the operation again after decreasing the numbers of disks or NIC.

When *error_number* is "380"

Failed to set the OS unique information for the VM guest again. Set the OS unique information for the created VM guest again.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[Citrix Xen]

When "xe vm-param-set::Error code: MEMORY_CONSTRAINT_VIOLATION" is displayed

There is a possibility XenServer is being used with a free license.

Resource Orchestrator does not support XenServer with free licenses.

Check the license of XenServer registered in the pool of CitrixXen, and apply for a paid license.

[Solaris]

The failure may have occurred because of conflicting remote commands. Execute the failed operation again.

[KVM]

When *error message returned by command* is "command not found"

The command was not found on the VM host.

Check that all of the necessary packages have been installed on the VM host.

When *error message returned by command* is "no operating system was found on this disk"

No guest operating system was found on the image disk.

This is probably because libguestfs-winsupport.x86_64 has not been installed on the VM host.

For the packages installed to a guest OS, refer to the "Preparations" of "When using a Windows cloning image" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE".

When "Packages for automatic OS setting not installed." is displayed for *detail*

The required packages for automatic OS configuration (ip, host name, etc.) of the VM on a VM host has have not been installed.

- Check that all of the packages for automatic OS setting in "Preparations" of the "When using a Linux (SELinux) cloning image" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE" have been installed.

- Check that all of the packages for automatic OS setting in "Preparations" of the "When using a Windows cloning image" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE" have been installed.

When "DefaultPassword registry not found." is displayed for *detail*

The "DefaultPassword" registry value was not found.

Check the following registry value on the L-Server that is the target of cloning image collection.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\Winlogon
\DefaultPassword
```

Or, check all of packages for automatic OS setting are installed in "Preparations" in "When using a Windows cloning image" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE".

Refer to the "Preparations" of "When using a Windows cloning image" in "8.6.7 Collecting Cloning Images" in the "Setup Guide CE".

When "timeout occurred while executing sysprep." is displayed for *detail*

There is a possibility that preparation was not performed correctly, or execution of sysprep failed.

Log in to the L-Server that is the target of cloning image collection and check the following registry value.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\Winlogon
\DefaultPassword
```

If there is a mistake in the administrator password, enter the administrator password again and then perform the operation that collects cloning images.

If this does not resolve the problem, there is possibility that execution of sysprep failed.

After removing the cause of the error of sysprep, collect the cloning image again, and create an L-Server.

As the sysprep logs are stored on the VM guest, it is necessary to log in to the VM guest linked with the virtual L-Server when collecting the sysprep logs.

The procedure to log in to the VM guest linked with the virtual L-Server of which creation failed, and to collect troubleshooting data is given below.

The procedure to log in to the VM guests differs depending on the type of disk resources that were to be allocated to the system volume of the virtual L-Server of which creation failed.

When allocating disk resources to the system volume of the virtual L-Server from virtual storage

The VM guest and the qcow2 format image file used for the system volume remain.

Collect the sysprep logs from the VM guest.

1. Identify the VM guest linked with the Virtual L-Server for which creation failed.

- For the VM host on which the VM guest is defined

"(message,vmerrno=error_number,ip=IP_address)",host=VM_host_IP_address)" is output for *detail* in the error message.

The VM guest linked with the virtual L-Server of which creation failed is defined in the VM host displayed in "VM_host_IP_address".

- For the VM guest name

For details on the VM guest name defined in the VM guest, refer to "Association of an L-Server Name with a VM Guest Name" in "16.1 Creation Using an L-Server Template" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

The VM guest name is displayed in the line of [Creating VM guest] in the Progress List for the virtual L-Server creation in the Recent Operations on the ROR Console.

2. Start the VM guest identified in step 1.

For details on how to start VM guests, refer to the following in the "Virtualization Administration Guide".

URL:
http://docs.redhat.com/docs/en-US/Red_Hat_Enterprise_Linux/6/html/Virtualization_Administration_Guide/index.html

3. Log in to the VM guest identified in step 2, and collect the troubleshooting data.

For details on collecting troubleshooting data, refer to the following:

URL: [http://technet.microsoft.com/ja-jp/library/dd744583\(v=ws.10\).aspx](http://technet.microsoft.com/ja-jp/library/dd744583(v=ws.10).aspx)

4. It is recommended to delete the qcow2 format image file used for the system volume and the VM guest identified in this procedure, after the collection of troubleshooting data is complete.

For details on how to delete the VM guest and the image file, refer to the "Virtualization Administration Guide".

URL:
http://docs.redhat.com/docs/en-US/Red_Hat_Enterprise_Linux/6/html/Virtualization_Administration_Guide/index.html

Note

When keeping the VM guest instead of deleting it, it will consume some of the memory and the CPU of the VM guest. When leaving the qcow2 image file without deleting it, it will consume some of the virtual storage capacity.

When allocating disk resources created in advance to the system volume of the virtual L-Server

The content of the cloning image remains in the disk resource that was to be allocated to the system volume.

Collect the sysprep log from this image.

1. Identify the disk resource created in advance that was to be allocated to the system volume of the virtual L-Server for which creation failed.
2. Check that the disk resources identified in step 1 are not allocated.

Note

Check that the disk resource has not been allocated to another L-Server.

If a virtual L-Server created after this step, while the disk resource is still allocated to another L-Server, the data on the disk resource may be damaged.

For details on how to check, refer to the line in the L-SERVER[*num*] column in "Table: Detailed Information for Disk Resources" in "3.3 rcxadm disk" in the "Reference Guide (Command/XML) CE".

Check that the disk resource is not allocated to a cloning image.

It is necessary to check if there are image resources stored on the disk resource.

For details on how to check, refer to the description in the -extend image section in "3.3 rcxadm disk" in the "Reference Guide (Command/XML) CE".

3. Create the virtual L-Server to which the disk resource from step 2 is to be allocated as the system volume.

At this time do not specify the cloning image to deploy.

For details on the method not to specify the cloning image, refer to "Image" in "16.3.1 [General] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

4. Log in to the VM guest linked with the virtual L-Server created in step 3, and collect the troubleshooting data. For details on collecting troubleshooting data, refer to the following:

URL: [http://technet.microsoft.com/ja-jp/library/dd744583\(v=ws.10\).aspx](http://technet.microsoft.com/ja-jp/library/dd744583(v=ws.10).aspx)

5. It is recommended to delete the virtual L-Server created in this procedure, after collection of troubleshooting data is complete.

Note

When keeping a virtual L-Server, it will consume some of the memory and the CPU of the VM host.

When "Error: libvirt-0.9.4-23.el6_2.4 or later is needed." is displayed in *detail*

This means the version of libvirt package installed on VM host in the migration destination is older than 0.9.4-23.el6_2.4. As there are non-compatible functions that can lead to security vulnerabilities, upgrade the libvirt package to 0.9.4-23.el6_2.4 or a later version.

[Solaris Zones]

When "operation failed:creating directory" is displayed for *detail*

Failed to create a directory for storing images on the VM host.

Referring to the event messages, resolve the cause of why a directory for storing images cannot be created on the VM host.

When "operation failed:encrypting password" is displayed for *detail*

Password encryption on the VM host failed.

Referring to the event messages, resolve the cause of why password encryption cannot be performed on the VM host.

When "operation failed:creating vm guest configuration" is displayed for *detail*

Failed to create a VM guest. Check the following and then perform the operation again.

- There may already be a VM guest with the same name as the one to be created on the destination VM host. Check whether a VM guest with the same name exists.
- Check that there are no incorrect details in the image.

When "operation failed:customizing vm guest" is displayed for *detail*

Failed to modify the configuration of the VM guest.

Check that there are no incorrect details in the image.

Information

When creating an L-Server, add or modify the following resources and attributes as necessary:

Therefore, do not describe resources or attributes which are in exclusive relationship with these attributes in zone.conf.

- zonpath
- pool
- capped-memory: physical
- capped-cpu: ncpus
- anet
- fs
- rootzpool

Combination examples of resources and attributes in exclusive relationships

- capped-cpu and dedicated-cpu

- anet and ip-type=shared

.....

When "operation failed:installing guest os" is displayed for *detail*

Installation of an OS on the VM guest failed.

Check that the access settings for the repository server on the VM host are correct, and that the repository server is running.

Also check the corrective action for the following situation, described in "Message number [62597](#)".

- When one of the following problems occurs during creation of an L-Server, creation fails and VM guests being created on server virtualization software may remain.

When "operation failed:booting vm guest" or "operation failed:shutting down vm guest" is displayed for *detail*

Performance of power operations on the VM guest failed.

There is an inconsistency between the value specified while creating the L-Server and the VM host settings.

Check the operation status and network settings of the VM host.

Also check the corrective action for the following situation, described in "Message number [62597](#)".

- When one of the following problems occurs during creation of an L-Server, creation fails and VM guests being created on server virtualization software may remain.

[OVM for SPARC]

When "failed to start os installation" is displayed for *detail*

This product might have been unable to connected to a URL defined in ovm_sparc_install_server.rcxprop.

Check that the value defined for ovm_sparc_install_server.rcxprop is correct.

In addition, when the created guest domain is not deleted, delete the guest domain referring to "[Deletion procedure for guest domains](#)" given in "Message number [67373](#)".

Also, in BladeLogic Server Automation, there is a possibility that a provisioning job for a guest domain is being performed.

Check the run state of provisioning jobs referring to the "[Procedure for checking the run state of a job in BladeLogic Server Automation](#)", and when a job is being performed, cancel it.

When "shutdown vm guest failed" is displayed for *detail*

The shutdown process after OS installation failed in the L-Server creation process for which a Solaris 10 image was specified. It may be because specification of the administrator password was omitted during L-Server creation.

In addition, when the created guest domain is not deleted, delete the guest domain referring to "[Deletion procedure for guest domains](#)" given in "Message number [67373](#)".

Also, in BladeLogic Server Automation, there is a possibility that a provisioning job for a guest domain is being performed.

Check the run state of provisioning jobs referring to the "[Procedure for checking the run state of a job in BladeLogic Server Automation](#)", and when a job is being performed, cancel it.

Re-create the L-Server after carrying out the above-mentioned actions, with the administrator password specified.

Procedure for checking the run state of a job in BladeLogic Server Automation

1. Start BladeLogic Server Automation Console.

Start BladeLogic ServerAutomation Console and enter the user name and password for connecting with the Application Server of BladeLogic Server Automation.

2. Check the run state of the job.

In the [Task under execution] view, check whether the provisioning job of the L-Server (guest domain) for which creation failed is displayed.

When the applicable job name is displayed, choose the job and click [Cancel].

The format of job names is as follows:

<i>The execution time of the job_control domain's IP address_guest domain name</i>
--

When *error_number* is "401"

[Solaris Zones]

Virtual L-Servers cannot be created in the global zone on physical servers.

Create a virtual L-Server using the global zone on the guest domain of OVM for SPARC.

When *error_number* is "501" or "608"

Make sure that the specified virtual network name exists on the VM host.

When *error_number* is "503"

There is no target operation image on VM management software.

Perform the operation again after checking that there are no differences between image information on Resource Orchestrator and the VM management software.

When *error_number* is "514"

After confirming if there is no trouble with the administrator account information, perform the operation again.

When *error_number* is "515" or "607"

Perform the operation again, after specifying a supported OS for VM host.

When *error_number* is "534"

Check if the target VM host name is correct.

When *error_number* is "535"

Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

When *error_number* is "536", "538", or "546"

There is a problem with the library of System Center Virtual Machine Manager. Check that the status of the library server or shared library is normal, then perform the operation again after waiting for a short time.

When *error_number* is "537" or "539"

Operation of the System Center Virtual Machine Manager library failed. Check the result of the job using System Center Virtual Machine Manager.

When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

When using VDI coordination, there may have been a problem with the installation of VMware Horizon View. Check that VMware Horizon View has been configured properly.

When *error_number* is "552", "553", or "554"

Remote WMI execution of Failover Cluster failed. Check that the remote WMI execution is not blocked by Windows Firewall or anything else. If it is not blocked, check that the status of the Failover Cluster is normal using Failover Cluster Manager, and then perform operation again after a while.

When *error_number* is "555"

Remote WMI execution of Failover Cluster failed. Register the login account of VM management software (which is entered when the VM management software is registered in Resource Orchestrator) in the Administrators groups of all VM hosts, and then perform the operation again.

When *error_number* is "604"

Specify a value smaller than the physical memory size of the VM host.

If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details of the definition files, refer to "8.1.4 Definition Files when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

When *error_number* is "605"

Specify a value smaller than the number of CPU cores of the VM host.

If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details of the definition files, refer to "8.1.4 Definition Files when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

When *error_number* is "606"

The number exceeds the number of available CPUs. Specify a value in the available range.

When *error_number* is "609"

The VLAN ID value is not in the available range of values. Specify the available range.

When *error_number* is "614"

The level exceeds that of available CPU performance. Specify the available range.

If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details of the definition files, refer to "8.1.4 Definition Files when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

When *error_number* is "616"

The specification format for the time zone is incorrect. Specify the correct format.

When *error_number* is "617"

The product ID specification format is incorrect. Specify the correct format.

When *error_number* is "618"

Administrator information is invalid. Specify valid information.

When *error_number* is "621"

There is an error in one of the following specified IP addresses:

- The IP address specified during creation of the L-Server
- The IP address specified in the OS property definition file

Confirm the following:

- That the format of the IP address is correct
- That the IP address is unique within the system

When *error_number* is "624"

The template of System Center Virtual Machine Manager corresponding to the specified image is either invalid or damaged. Check the image using System Center Virtual Machine Manager.

When *error_number* is "643"

The specified pass-through disk could not be found.

Check that the unique ID of the specified pass-through disk exists on the target VM host.

When *error_number* is "644"

The specified pass-through disk has already been used.

Specify the unique ID of a pass-through disk that has not been used.

When *error_number* is "654"

The MAC address pool was not found under the management of System Center Virtual Machine Manager at the IP address. Check if a MAC address pool available for use exists in the corresponding System Center Virtual Machine Manager.

When *error_number* is "655"

There are multiple MAC address pools that can be used.

Specify the name of the pool to use.

When *error_number* is "656"

A MAC address available for use could not be obtained from the MAC address pool specified in the definition file "scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_tenant_name.rcxprop".

Check the corresponding System Center Virtual Machine Manager to see if there are any MAC addresses available for use left in the specified MAC address pool.

When *error_number* is "657"

The MAC address pool specified in the definition file "scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_tenant_name.rcxprop" is not under management of System Center Virtual Machine Manager at the IP address.

Check if the specified MAC address pool exists in the corresponding System Center Virtual Machine Manager.

When *error_number* is "658"

The MAC address pool specified in the definition file "scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_tenant_name.rcxprop" cannot be used by the host group to which the VM host at *VM_host_IP_address* belongs.

Check the corresponding System Center Virtual Machine Manager to see if the specified MAC address pool can be used by the host group to which the target VM host belongs.

When *error_number* is "659"

Wait for a short while and then perform the operation again. If the retry failed, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check if all file paths in the message can be accessed on the VM host where the target VM guest exists. If not, take corrective action to make them accessible, and then request the user who reported the problem to perform the operation again.

When *error_number* is "663"

Waiting for a while, then perform the operation or check again.

When *error_number* is "665"

The virtual network connected to the virtual network adapter does not have a high availability attribute. Configure the virtual network definition file of Resource Orchestrator so that a high availability virtual network is defined as the destination. If there is no problem with the configuration defined in the virtual network definition file, the virtual network configuration information on the VM management software may have not been updated. Wait for a while or update the host cluster on the VM management software, and then perform the operation again.

When *error_number* is "669"

The specified VM network name could not be found.

Check that the specified VM network name exists on SCVMM.

When *error_number* is "670"

As there are multiple VM network names specified, the connection destination cannot be identified.

Modify the VM network name not to overlap with others on SCVMM.

When *error_number* is "804"

The data center cannot be found on the VM management software. Check if the data center name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

When *error_number* is "806"

VM host cluster is not configured on the VM management software. Configure the cluster, referring to the server virtualization software manual. If the cluster has been configured, check if the cluster name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

When *error_number* is "807"

High availability setting is disabled for the VM host cluster on the VM management software. Enable high availability setting, referring to the server virtualization software manual, and then perform the operation again.

When *error_number* is "809" [Citrix Xen] [OVM for x86 3.x]

The device nodes specified during L-Server creation are already used for CD-ROMs or Raw disks.

After specifying another device node, perform L-Server creation again.

When *error_number* is "812"

The format of the specified file is invalid. Check the format of the file assigned to the group qualifications.

When *error_number* is "820"

[Citrix-Xen]

When *detail* is "Selected device number is already used(device number=*number*)"

The specified disk number has already been used. Release connection with the device using the disk number, and perform the operation again.

When *detail* is "sr name not found(sr name=*SR_name*),vmerrno=820,ip=*IP_address*,host= *VM_host_IP_address*" or "sr type is not iso(sr name=*SR_name*),vmerrno=820,ip=*IP_address*,host= *VM_host_IP_address*"

There is a possibility a definition of the guest OS customization definition file is wrong. Confirm the content of the definition file, and perform the operation again. In addition, confirm whether the SR (storage repository) defined in the definition file exists in XenServer.

When *detail* is "duplicate sr name found(sr name= *SR_name*),vmerrno=820,ip=*IP_address*,host= *VM_host_IP_address*"

Two or more SRs with the same name are registered in XenServer. Change the *SR names* so they do not overlap, and perform the operation again.

When *detail* is "timeout occurred while executing the customizing process.,vmerrno=820, ip=*IP_address*,host=*VM_host_IP_address*"

There is a possibility that the disk configuration of the specified image is wrong. Confirm whether the system disk exists in the device "0". If there is no system disk in the device "0", change the disk configuration of the image and perform the operation again. Refer to the manual of the VM product for the change in the disk configuration.

- Check whether the customizing tool has been installed on the guest OS. If the customization tool has not been installed, install it and perform the operation again.

- There is a possibility that the product key is wrong. Confirm whether the correct product key has been specified.

When *detail* is "PowerShell script execution error : generate answer file failed : administrator password value not specified,vmerrno=820, ip=*IP_address*,host=*VM_host_IP_address*"

The administrator password of the guest OS is not specified. Specify the administrator password, and perform the operation again.

When *detail* is "PowerShell script execution error : generate answer file failed : non-builtin account name cannot be specified,vmerrno=820, ip=*IP_address*,host=*VM_host_IP_address*"

Something other than the name of the built-in administrator has specified for the administrator account of the guest OS. In server OS, it is necessary to specify the name of the built-in administrator. Confirm whether the content of the administrator account definition file is correct, and execute it again.

When *detail* is "PowerShell script execution error : generate answer file failed : non-builtin account name required,vmerrno=820, ip=*IP_address*,host=*VM_host_IP_address*"

The name of the built-in administrator has been specified for the administrator account of the guest OS. In the client OS, it is necessary to specify a name other than the name of the built-in administrator. Confirm whether the content of the account definition file is correct, and execute it again.

When *error_number* is "851"

Starting of an OS service on the VM guest failed.

[Solaris Zones]

Environment settings may be incorrect, for example, the IP address used for the VM guest is already used for the server. Check the operation status and network settings of the VM host.

Information

This message is also output when the SMF service cannot start correctly after completion of OS customization.

In this case, the troubleshooting data that contains the cause of the SMF service being started is stored in the following folder of the manager. After checking the details, resolve the cause, and perform the operation again.

Storage Location of Troubleshooting Data

[Windows Manager]

Installation_folder\SVROR\Manager\var\vm_customize_log\solaris_zone

[Linux Manager]

/opt/FJSVrcvnr/var/vm_customize_log/solaris_zone

File Name of Troubleshooting Data

Operation_start_date_and_time_Non_global_zone_name.log

Details of Troubleshooting Data

The log file of the relevant service in /var/svc/log on the non-global zone is output in the following format:

<i>Log file name</i> <i>Log file details</i>

Example

When the IP address configured in the non-global zone overlaps with the IP address configured in another server (when svc:/network/install:default is not started)

<pre>/var/svc/log/network-install:default.log [Feb 18 02:41:08 Enabled.] [Feb 18 02:41:35 Executing start method ("/lib/svc/method/net-install").] Error creating address on net2/v4: state = duplicate [Feb 18 02:41:43 Method "start" exited with status 95.] [Feb 18 02:41:43 Rereading configuration.]</pre>
--

Note

- As the troubleshooting data is not automatically deleted, manually delete it when it is no longer necessary.
- Troubleshooting data is not a migration target for backup and restore, or upgrade installations.

To retain the troubleshooting data after backup and restore, or an upgrade installation, manually back it up before the operation.

When *error_number* is "853"

[Solaris Zones]

When "publisher (*publisher_name*) not found." is displayed for *detail*

Check if the publisher *publisher_name* is registered on the global zone.

When *error_number* is "854"

[Solaris Zones]

When "MAC address not found in *Network_interface_name*" is displayed for *detail*

There are no available MAC addresses on the network interface of the global zone corresponding to the specified network resource. After reviewing the following, perform the operation again.

- If a sufficient number of factory MAC addresses (substitute MAC addresses of the virtual network device of the guest domain) is allocated to the network interface of the relevant global zone.
- If there are any incorrect definitions in the virtual network definition file (vnetwork_solariscontainer.rcxprop).

When *error_number* is "855"

[Solaris Zones]

When "VM guest disk(*diskpath*) already exists." is displayed for *detail*

The virtual disk *diskpath*, which is to be allocated to the VM guest, already exists. Delete the virtual disk displayed in *diskpath* from the VM host, and then perform the operation again.

If a virtual disk that was already allocated remains, delete it also from the VM host.

The virtual disk (ZFS file system) is created using the following path format:

Virtual_storage_resource_name/rcx/VM_guest_name/disk.XXX

For details on how to delete virtual disks, refer to the server virtualization software manual.

When *error_number* is "860"

Connection with the VMware Horizon View service failed. Check if the VMware Horizon View service of the VDI management server has been started.

When *error_number* is "861"

Connection from the VDI management server to the Active Directory has failed. Check if the Active Directory service of the domain is running.

When *error_number* is "862"

A domain user who is not included in the specified domain group account is to be registered as the VDI user. Check the domain configuration and the VDI user specification.

When *error_number* is "863"

There are already virtual machines of the specified VDI user in the specified VDI pool.

VDI users can only use one virtual machine per VDI pool. Do not register multiple virtual machines used by the same VDI user in a single VDI software pool.

When *error_number* is "864"

Obtaining of the virtual machine information failed. Check that the VDI management server is able to communicate with the VMware vCenter Server registered in VMware Horizon View.

When *error_number* is "865"

Failed to create the VDI pool. Check the specifications of the VDI pool.

When *error_number* is "866"

Assigning of VDI user qualifications for the VDI pool or the group account qualifications for the domain failed. Check the specifications of the VDI user or the domain group account.

When *error_number* is "867"

Assigning of VDI user qualifications for the virtual machine failed. Check the specifications of the VDI user.

When *error_number* is "873"

The VDI user name is incorrect. Specify the correct VDI user name.

When *error_number* is "874"

The domain group account described in the file assigned for the group qualifications is not on the Active Directory. Check the group account of the domain that was specified.

When *error_number* is "875"

The domain name is incorrect. Specify the correct domain name.

If *detail* is displayed in the "invalid parameter:*parameter.value*" format

The *parameter* value is invalid. Perform the operation again after modifying the entered *value*.

If *detail* is "timeout occurred"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

Due to hardware failure, L-Server creation may take an excessive amount of time.

When it takes a long time, L-Server creation may fail.

There is a possibility that the hardware of the server used for L-Server creation has failed.

Check the following:

- a. When the server used to create the L-Server is a blade server, if failure of the Fibre Channel switch blade has occurred
- b. When the server used to create the L-Server is a blade server, if failure of the LAN switch blade has occurred

When hardware failure has occurred, update the hardware information held by the server virtualization software.

For details on how to update hardware information, refer to the server virtualization software manual.

[Solaris Zones]

If an error occurs during L-Server creation, check the following:

- Check that a network interface that does not exist on the VM host has not been specified.
For details, refer to "8.7.4 Manual Network Configuration" in the "Setup Guide CE".
- Check that a network interface used by another zone has not been specified on the VM host.
For details, refer to "8.7.4 Manual Network Configuration" in the "Setup Guide CE".
- When configuring the L-Server network interface using the DHCP settings, check if the settings to allocate IP addresses from the DHCP server are configured.
- Check that the IP address allocated to the L-Server has not been allocated in duplicate.

When *detail* is "(repositoryId: repository not found,vmerrno=244,ip=IP_address,host= VM_host_IP_address)"

An error occurred while customizing the guest OS.

There may be incorrect definitions in the guest OS customization definition file (os_customize_ovmx86.rcxprop).

Confirm the content of the definition file, and perform the operation again. In addition, confirm whether the SR (storage repository) defined in the definition file exists in OVM for x86 3.x.

When *detail* is "(ftp error:Error_msg., vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

Logging-in to the FTP server has failed.

Confirm that the URL, user name, and password of the registered FTP server are correct, register the FTP server again, and then perform the operation again.

When *detail* is "(ftp error: 550 Failed to change directory.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

The directory for storing VCD on the FTP server does not exist.

Confirm that there is a directory for storing VCD in the registered FTP server.

Register the FTP server again, and then perform the operation again.

When *detail* is "(ftp error: 550 Permission denied.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

The user does not have permission for uploading, downloading, or deleting files on the FTP server.

Configure permission for uploading, downloading, and deleting files on the FTP server. Then perform the operation again.

When *detail* is "(timeout occurred while executing the customizing process.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

An error occurred while customizing the guest OS.

Check whether the customization tool has been installed on the guest OS.

If the customization tool has not been installed, install it and perform the operation again.

When the guest OS is Windows, there are the following possibilities:

- An incorrect system type may have been specified during image collection.
Check whether the system type is correct, and perform the operation again.

- There is a possibility that the executable frequency of sysprep (frequency at which the Windows delay time limit can be reset) is 0.

Execute the following command on the VM guest that is the source for image collection, and confirm the frequency that can be reset.

When the frequency that can be reset is 0, image collection cannot be executed. Prepare a new VM guest to use as the source for image collection.

```
>%systemroot%\system32\slmgr.vbs /dlv <RETURN>
```

When *detail* is "(PowerShell script execution error : Error_Msg,vmerrno=820,ip=*IP_address*,host=*VM_host_IP_address*)"

An error occurred while executing the PowerShell script during creation of the ISO for guest OS customization.

The administrator password of the guest OS is not specified. Specify the administrator password, and perform the operation again.

For details on how to set administrator passwords, refer to "8.10.8 [OS] Tab Configuration" in the "Setup Guide CE".

When *detail* is one of the following:

When *detail* is one of following, if system failure occurs on the VM management software server or VM management software while creating or starting the L-Server, creating or starting of the L-Server will fail.

- The "(vmware remote error,vmerrno=101,ip=*IP_address*)" format
- The "(logout failed(remote error),vmerrno=116,ip=*IP_address*)" format
- "timeout occurred"

Make sure that the VM management software is running, and use the following procedure for restoration.

1. Check the resource name related to the error message above with the event log on the ROR console. The VM guest name is displayed for the resource name.
2. Display the VM management console, and check if the VM guest checked in step 1 exists. Also, confirm that an existing disk has been attached.
3. If a VM guest exists and an existing virtual disk has been attached in step 2, detach the virtual disk. For details on how to detach virtual disks, refer to the server virtualization software manual. (*1)

*1: When the server virtualization software is Hyper-V, select "No" for the "When a virtual hard disk file is removed from a virtual machine, it can also be removed from the virtual machine host. Do you want Virtual Machine Manager to do this for you?" displayed when deleting a virtual disk.

4. If there is a VM guest that meets the condition in step 2, delete it from the VM management console.

For details on how to delete VM guests, refer to the server virtualization software manual. (*2)

*2: When server virtualization software is VMware, select "Delete from Disk", when deleting VM guests.

5. Check if the VM management software can communicate with the manager. Select the VM management software in the server resource tree of the ROR console, and check if the status displayed on the main panel is "normal".
6. After confirming from the server tree or orchestration tree on the ROR console that the VM guest that was checked in step 1 does not exist, create or start the L-Server again.

[OVM for x86 3.x]

When *detail* is "timeout occurred"

The response from VM host or VM management software to requests from the admin server timed out.

The setting of "VM Start Policy" for the Server Pool of Oracle VM Manager may be incorrect.

Check the setting of "VM Start Policy", and then perform the operation again.

For details on the setting of "VM Start Policy", refer to "Configuration of "VM Start Policy" for the Server Pool of Oracle VM Manager" in "8.10.12 Customization Function of Guest OS" in the "Setup Guide CE".

If *detail* is "invalid parameter:memory size:*Memory_size_in_the_unit_of_MB*"

The memory size allocated to the VM guest is incorrect. The value specified for MAXDefinableMemorySize must be the same as or larger than the value of MemorySize.

For details on the MAXDefinableMemorySize setting method, refer to "8.1.2 VM Specific Information Definition File" in the "Setup Guide CE".

When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243] is displayed in the system event log

For the corrective action, refer to "13.1 When the Desktop Heap is Exhausted" in "Troubleshooting".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67391

FJSVrcx:ERROR:67391:deleting VM guest failed. detail=*detail*

[Cloud Edition]

Description

Failed to delete the VM guest.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "*(message,vmerrno=error_number,ip=IP_address)*" format or the "*(message,vmerrno=error_number,ip=IP_address,host=VM_host_IP_address)*" format

An error has occurred in control of the VM host, VM management software, VDI management server, or VDI management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "17"

A VM guest was not found. Check the following:

- Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.
- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

The VM host, which the L-Server is running on, detects that the VM guest of the L-Server does not exist, so L-Server deletion fails. Check the name of the VM guest of the L-Server using the GUI or the CLI.

When using the GUI:

Display the ROR console.

1. Select the L-Server on the orchestration tree.
2. Select the [Resource Details] tab on the main panel, and check the guest name of the resource.

When using the CLI:

1. Execute the following command:

```
>rcxadm lserver show -name L-Server_name <RETURN>
```

2. Check the display of "VmGuest:".

If the VM guest name is not displayed, delete the L-Server again.

If the VM guest name is displayed, check that migration is not being performed from the management screen of the VM management software, and then delete the L-Server again.

When a message is output during deletion of the L-Server, check that the VM guest name of the L-Server is not displayed, and then delete the L-Server again.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "100", "115", "260", or "337"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", "116", "263", or "341"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When using VDI coordination, communication between the admin server and the VDI management software has failed. Check the operating status and network settings of the admin server and the VDI management software.

- When *error_number* is "104", "105", "135", "136", or "527"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

When using VDI coordination, processing of VDI management software tasks has failed.

As an inconsistency exists between the information held by Resource Orchestrator and the information held by the VDI management software, operation of the VM management software may have failed. Resolve the problem caused by the inconsistency, and then perform the operation.

Take corrective action when "104" has occurred due to an error during L-Platform cancellation. For details, refer to "Cancellation" in "H.3.1 VMware Horizon View" in the "Setup Guide CE".

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When using VDI coordination, communication with the VDI management software using the login account information of the VDI management software is not possible.

Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "261"

Failed to delete the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "262"
Failed to delete the VM guest. VM guests cannot be deleted while their power is ON. Check the power state of the VM guest.
- When *error_number* is "330", "331", "332", "333", "334", "335", "336", "339", "340", or "342 "
Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.
- When *error_number* is "338"
Failed to modify the configuration because another operation was performed on the VM guest. Perform the operation again after waiting a while.
- When *error_number* is "400"
Processing of a VM host remote command failed. Check the operation status and network settings of the VM host. If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[Solaris Zones]

- When "operation failed:uninstalling guest os" is displayed for *detail*
Uninstallation of the OS of the VM guest failed.
Change to a state where the VM guest can be deleted from the VM host, and perform the operation again.
- When "operation failed:deleting vm guest configuration" is displayed for *detail*
Failed to delete the VM guest.
Delete the VM guest from the VM host, and perform the operation again.

[KVM]

If the following message is contained in *detail*, check that the operations and settings on the VM host are correct.

```
libvir: QEMU error : Requested operation is not valid: Refusing to undefine while domain managed save image exists
```

- Operations on VM hosts
Execute the following command from the VM host where the target VM guest that could not be deleted exists.
After this command is complete, you can delete the VM guest.

```
# virsh managedsave-remove VM_guest_name <RETURN>
```

 **Example**

When specifying *vm_guest* for the *VM_guest_name*

```
# virsh managedsave-remove vm_guest <RETURN>
```

- Checking /etc/sysconfig/libvirt-guests Configuration
Check that /etc/sysconfig/libvirt-guests has been configured correctly.
For details, refer to "E.5.2 Preparations for Servers" in "Design Guide CE".
- When *error_number* is "548"
Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.
When using VDI coordination, there may have been a problem with the installation of VMware Horizon View. Check that VMware Horizon View has been configured properly.

- When *error_number* is "860"
Connection with the VMware Horizon View service failed. Check if the VMware Horizon View service of the VDI management server has been started.
- When *error_number* is "861"
Connection from the VDI management server to the Active Directory has failed. Check if the Active Directory service of the domain is running.
- When *error_number* is "864"
Obtaining of the virtual machine information failed. Check that the VDI management server is able to communicate with the VMware vCenter Server registered in VMware Horizon View.
- When *error_number* is "868"
Failed to delete the VDI pool. Check the specifications of the VDI pool.
- When *error_number* is "869"
Failed to delete the user or the user group of the VDI pool. Check the specifications of the user or the user group.
- When *error_number* is "870"
Failed to delete the user of the virtual machine. Check the specifications for the user.
- When *error_number* is "871"
Failed to delete the specified virtual machine from the VDI pool.
- When *error_number* is "872"
Connection from the VDI management server to the VMware vCenter Server has failed. Communication using the specified login account information is not possible. Check the values (user name and password) entered for the login account information.
- When *error_number* is "873"
The VDI user name is incorrect. Specify the correct VDI user name.
- When *error_number* is "874"
The domain group account described in the file assigned for the group qualifications is not on the Active Directory. Check the group account of the domain that was specified.
- When *error_number* is "875"
The domain name is incorrect. Specify the correct domain name.
- If *detail* is "timeout occurred"
The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.
- When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243] is displayed in the system event log
For the following OSs, allocation of the OS memory size, which is referred to as the desktop heap, failed.
 - Windows Server 2008
 - Windows Server 2012
 - Windows Server 2016

For the corrective action, refer to "13.1 When the Desktop Heap is Exhausted" in "Troubleshooting".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67392

FJSVrcx:ERROR:67392:modifying VM guest failed. detail=*detail*

[Cloud Edition]

Description

Failed to modify the configuration of the VM guest.

Take corrective action for the content displayed for *detail*.

If this message is displayed when modifying L-Server configuration, some information may have been modified. If you want to check modified information, wait for a while and then check the L-Server information.

If this message is displayed when creating an L-Server, and the operation fails, the VM guests being created on server virtualization software may remain. For the corrective action, refer to "[Corrective Action](#)".

- When detail is displayed in the "(message,vmerrno=error_number,ip=IP_address)" format or the "(message,vmerrno=error_number,ip=IP_address,host=VM_host_IP_address)" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When error_number is "6", "7", "8", or "9"
- When error_number is "9"
- When error_number is "15"
- When error_number is "16"
- When error_number is "17"
- When error_number is "20"
- When error_number is "99"
- When error_number is "100", "115", or "337"
- When error_number is "101", "110", "111", "112", "114", "116", or "341"
- When error_number is "104", "105", "135", "136", "512", "519", "520", "521", "523", "524", "525", "526", "528", "550", or "556"
- When error_number is "113"
- When error_number is "200"
- When error_number is "330", "331", "332", "333", "334", "335", "336", "339", "340", or "342 "
- When error_number is "338"
- When error_number is "400"

[Citrix Xen]

- When "xe vm-param-set::Error code: MEMORY_CONSTRAINT_VIOLATION" is displayed
- When error_number is "501" or "608"
- When error_number is "515" or "607"
- When error_number is "522"
- When error_number is "533"
- When error_number is "548"
- When error_number is "552", "553", or "554"
- When error_number is "555"
- When error_number is "604"
- When error_number is "605"
- When error_number is "606"
- When error_number is "609"

- When error_number is "611"
- When error_number is "612", "613", "663", or "664"
- When error_number is "614"
- When error_number is "643"
- When error_number is "644"
- When error_number is "655"
- When error_number is "659"
- When error_number is "660"
- When error_number is "665"
- When error_number is "669"
- When error_number is "670"
- When error_number is "804"
- When error_number is "806"
- When error_number is "807"
- When error_number is "809" [Citrix Xen] [OVM for x86 3.x]
- When error_number is "855"
- If detail is displayed in the "invalid parameter:parameter:value" format
- If detail is "timeout occurred"
- When detail is "(slot_number:assigned to another device,vmermo=809,ip=IP_address,host= VM_host_IP_address)"
- When detail is "(ftp error:Error_msg., vmermo=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(ftp error: 550 Failed to change directory.,vmermo=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(ftp error: 550 Permission denied.,vmermo=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(timeout occurred while executing the customizing process.,vmermo=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is one of the following:
 - The "(vmware remote error,vmermo=101,ip=*IP_address*)" format
 - The "(logout failed(remote error),vmermo=116,ip=*IP_address*)" format
- If detail is "operation failed:customizing vm guest (cpu settings)"
- If detail is "operation failed:customizing vm guest (memory settings)"
- If detail is "operation failed:customizing vm guest (properties settings)":
- When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243] is displayed in the system event log
 - Windows Server 2008
 - Windows Server 2012
 - Windows Server 2016

Corrective Action

When *detail* is displayed in the "(message,vmerrno=error_number,ip=IP_address)" format or the "(message,vmerrno=error_number,ip=IP_address,host=VM_host_IP_address)" format

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "9"

When *detail* is the following, and one of the problems below occurs during L-Server creation or startup, creating or starting of the L-Server fails, but VM guests being created on server virtualization software may remain.

detail

- The "(message,vmerrno=9,ip=IP_address)" format

Occurred Problems

- System failure, or reboot of the admin server or manager
- Job cancel or time out on VM management software
- Server switchover in which managers are operating using the HA function of cluster software or server virtualization software

Corrective Action

Make sure that the manager is running, and use the following procedure for restoration:

1. Check the VM guest name related to the error message above with the event log on the ROR console.

The VM guest name is displayed for the resource name in the event log.

2. Display the VM management console, and check if the VM guest checked in step 1 exists.

Also, confirm that an existing disk has been attached.

3. If a VM guest exists and an existing virtual disk has been attached in step 2, detach the virtual disk. For details on how to detach virtual disks, refer to the server virtualization software manual. (*1)

*1: When the server virtualization software is Hyper-V, select "No" for the "When a virtual hard disk file is removed from a virtual machine, it can also be removed from the virtual machine host. Do you want Virtual Machine Manager to do this for you?" displayed when deleting a virtual disk.

4. If there is a VM guest that meets the condition in step 2, delete it from the VM management console. For details on how to delete VM guests, refer to the server virtualization software manual. (*2)

*2: When server virtualization software is VMware, select "Delete from Disk", when deleting VM guests.

5. After confirming from the server tree or orchestration tree on the ROR console that the VM guest that was checked in step 1 does not exist, create or start the L-Server again.

When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

When *error_number* is "17"

A VM guest was not found. Check the following:

- Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.

- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

When *error_number* is "20"

The port group of the specified virtual switch was not found on VM management software.
Check that the port group exists on VM management software.

- If no port groups exist:

Create a port group for the virtual switch on VM management software.

- If port groups exist:

When using the virtual network definition file, check that all definitions are described correctly.
After checking the definition file, perform the operation again.

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/ VM management software resulting from multiple operations, obtaining of information from VM host/ VM management software failed. Check the operating status of the VM host/ VM management software, and perform the operation again.

When *error_number* is "100", "115", or "337"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "101", "110", "111", "112", "114", "116", or "341"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When *error_number* is "104", "105", "135", "136", "512", "519", "520", "521", "523", "524", "525", "526", "528", "550", or "556"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

[OVM for x86 3.3 or later]

When the HugePages setting is enabled, memory size modification for L-Servers may fail.

Perform either of the following corrective actions:

- Use OVM Manager to disable the HugePages configuration for the VM guest and then repeat the operation
- Use OVM Manager to modify the memory size of the VM guest

When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "200"

vSphere PowerCLI has not been installed on the admin server. Install and configure vSphere PowerCLI, and then perform the operation again.

When *error_number* is "330", "331", "332", "333", "334", "335", "336", "339", "340", or "342 "

Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

When *error_number* is "338"

Failed to modify the configuration because another operation was performed on the VM guest. Perform the operation again after waiting a while.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[Citrix Xen]

When "xe vm-param-set::Error code: MEMORY_CONSTRAINT_VIOLATION" is displayed

There is a possibility XenServer is being used with a free license.

Resource Orchestrator does not support XenServer with free licenses.

Check the license of XenServer registered in the pool of CitrixXen, and apply for a paid license.

When *error_number* is "501" or "608"

Make sure that the specified virtual network name exists on the VM host.

When *error_number* is "515" or "607"

Select an OS supported by the VM host and then perform the operation again.

When *error_number* is "522"

There is no target VM guest virtual disk on VM management software.

Perform the operation again after checking that there are no differences between virtual disk information on Resource Orchestrator and the VM management software.

When *error_number* is "533"

There is no virtual network adapter of the target VM guest on VM management software.

Perform the operation again after checking that there are no differences between virtual network adapter information on Resource Orchestrator and the VM management software.

When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM.

Check that SCVMM has been configured properly.

When *error_number* is "552", "553", or "554"

Remote WMI execution of Failover Cluster failed. Check that the remote WMI execution is not blocked by Windows Firewall or anything else. If it is not blocked, check that the status of the Failover Cluster is normal using Failover Cluster Manager, and then perform operation again after a while.

When *error_number* is "555"

Remote WMI execution of Failover Cluster failed. Register the login account of VM management software (which is entered when the VM management software is registered in Resource Orchestrator) in the Administrators groups of all VM hosts, and then perform the operation again.

When *error_number* is "604"

Specify a value smaller than the physical memory size of the VM host.

If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details of the definition files, refer to "8.1.4 Definition Files when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

When *error_number* is "605"

Specify a value smaller than the number of CPU cores of the VM host.

When *error_number* is "606"

The number exceeds the number of available CPUs. Specify the available range.

When *error_number* is "609"

The VLAN ID value is not in the available range of values. Specify the available range.

When *error_number* is "611"

This operation cannot be performed on VM guests that have not been stopped. Stop the specified VM guest and then perform the operation again.

When *error_number* is "612", "613", "663", or "664"

Wait for a while, then perform the operation or check again.

When *error_number* is "614"

The level exceeds that of available CPU performance. Specify the available range.

When *error_number* is "643"

The specified pass-through disk could not be found.

Check that the unique ID of the specified pass-through disk exists on the target VM host.

When *error_number* is "644"

The specified pass-through disk has already been used.

Specify the unique ID of a pass-through disk that has not been used.

When *error_number* is "655"

There are multiple MAC address pools that can be used.

Specify the name of the pool to use.

When *error_number* is "659"

Wait for a short while and then perform the operation again. If the retry failed, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check if all file paths in the message can be accessed on the VM host where the target VM guest exists. If not, take corrective action to make them accessible, and then request the user who reported the problem to perform the operation again.

If the file path in the message does not exist or has been deleted, unregister the specified disk resource for automatically created LUNs, using the `rcxadm disk unregister` command. For details on the `rcxadm disk` command, refer to "3.3 `rcxadm disk`" in the "Reference Guide (Command/XML) CE".

When *error_number* is "660"

Disks with snapshots cannot be detached. Perform the operation on disks without snapshots.

When *error_number* is "665"

The virtual network connected to the virtual network adapter does not have a high availability attribute. Configure the virtual network definition file of Resource Orchestrator so that a high availability virtual network is defined as the destination. If there is no problem with the configuration defined in the virtual network definition file, the virtual network configuration information on the VM management software may have not been updated. Wait for a while or update the host cluster on the VM management software, and then perform the operation again.

When *error_number* is "669"

The specified VM network name could not be found.

Check that the specified VM network name exists on SCVMM.

When *error_number* is "670"

As there are multiple VM network names specified, the connection destination cannot be identified.

Modify the VM network name not to overlap with others on SCVMM.

When *error_number* is "804"

The data center cannot be found on the VM management software. Check if the data center name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

When *error_number* is "806"

VM host cluster is not configured on the VM management software. Configure the cluster, referring to the server virtualization software manual. If the cluster has been configured, check if the cluster name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

When *error_number* is "807"

High availability setting is disabled for the VM host cluster on the VM management software. Enable high availability setting, referring to the server virtualization software manual, and then perform the operation again.

When *error_number* is "809" [Citrix Xen] [OVM for x86 3.x]

The device nodes specified during configuration changes are already used for CD-ROMs or Raw disks. After specifying different device nodes, change the configuration again.

When *error_number* is "855"

[Solaris Zones]

- When "VM guest disk(*diskpath*) already exists." is displayed for *detail*

The disk *diskpath*, which is to be allocated to the VM guest, already exists. Delete the disk displayed in *diskpath* from the VM host, and then perform the operation again.

If *detail* is displayed in the "invalid parameter:*parameter.value*" format

The *parameter* value is invalid. Perform the operation again after modifying the entered *value*.

If *detail* is "timeout occurred"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *detail* is "(*slot_number*:assigned to another device,vmerrno=809,ip=*IP_address*,host= *VM_host_IP_address*)"

When using the guest OS customization function, the ISO file must be allocated to *slot_number*.

Remove the device allocated to *slot_number*, and then perform the operation again.

When *detail* is "(ftp error:Error_msg., vmerrno=820,ip=*IP_address*,host=*VM_host_IP_address*)"

Logging-in to the FTP server has failed.

Confirm that the URL, user name, and password of the registered FTP server are correct, register the FTP server again, and then perform the operation again.

When *detail* is "(ftp error: 550 Failed to change directory.,vmerrno=820,ip=*IP_address*,host=*VM_host_IP_address*)"

The directory for storing VCD on the FTP server does not exist.

Confirm that there is a directory for storing VCD in the registered FTP server.

Register the FTP server again, and then perform the operation again.

When *detail* is "(ftp error: 550 Permission denied.,vmerrno=820,ip=*IP_address*,host=*VM_host_IP_address*)"

The user does not have permission for uploading, downloading, or deleting files on the FTP server.

Configure permission for uploading, downloading, and deleting files on the FTP server. Then perform the operation again.

When *detail* is "(timeout occurred while executing the customizing process.,vmerrno=820,ip=*IP_address*,host=*VM_host_IP_address*)"

An error occurred while customizing the guest OS.

Check whether the customization tool has been installed on the guest OS.

If the customization tool has not been installed, install it and perform the operation again.

When the guest OS is Windows, there are the following possibilities:

- An incorrect system type may have been specified during image collection.
Check whether the system type is correct, and perform the operation again.
- There is a possibility that the executable frequency of sysprep (frequency at which the Windows delay time limit can be reset) is 0.

Execute the following command on the VM guest that is the source for image collection, and confirm the frequency that can be reset.

When the frequency that can be reset is 0, image collection cannot be executed. Prepare a new VM guest to use as the source for image collection.

```
>%systemroot%\system32\slmgr.vbs /dlv <RETURN>
```

When *detail* is one of the following:

When *detail* is either one of the following, if system failure occurs on the VM management software server or VM management software while creating or starting the L-Server, creating or starting of the L-Server will fail.

- The "(vmware remote error,vmerrno=101,ip=*IP_address*)" format
- The "(logout failed(remote error),vmerrno=116,ip=*IP_address*)" format

Make sure that the VM management software is running, and use the following procedure for restoration.

1. Check the resource name related to the error message above with the event log on the ROR console. The VM guest name is displayed for the resource name.
2. Display the VM management console, and check if the VM guest checked in step 1 exists. Also, confirm that an existing disk has been attached.
3. If a VM guest exists and an existing virtual disk has been attached in step 2, detach the virtual disk. For details on how to detach virtual disks, refer to the server virtualization software manual. (*1)

*1: When the server virtualization software is Hyper-V, select "No" for the "When a virtual hard disk file is removed from a virtual machine, it can also be removed from the virtual machine host. Do you want Virtual Machine Manager to do this for you?" displayed when deleting a virtual disk.
4. If there is a VM guest that meets the condition in step 2, delete it from the VM management console.

For details on how to delete VM guests, refer to the server virtualization software manual. (*2)
*2: When server virtualization software is VMware, select "Delete from Disk", when deleting VM guests.
5. Check if the VM management software can communicate with the manager. Select the VM management software in the server resource tree of the ROR console, and check if the status displayed on the main panel is "normal".
6. After confirming from the server tree or orchestration tree on the ROR console that the VM guest that was checked in step 1 does not exist, create or start the L-Server again.

If *detail* is "operation failed:customizing vm guest (cpu settings)"

Failed to modify the CPU count/CPU performance of the VM guest.

- Check the operation status, network settings, and login account information of the admin server/VM host/VM management software from the ROR console or VM management console.

The manager may not be able to communicate with the VM host/VM management software. Check the status of the manager, and after restoring communication, perform the operation again.

- Check that the VM guest exists, and its operating status from the ROR console or the VM management console.

When another operation is being performed on the VM guest, wait for a while and then perform the operation again.

This operation is not possible on VM guests that are powered on. Either stop the specified VM guest or make changes to the VM guest options so that changes can be made while the power is on, and then retry.

- Check the physical CPU performance of the VM host on which the VM guest is operating using the ROR console and the VM management window.

When CPU performance values for the VM host registered in a VM pool and for the VM host registered in VM management software differ, refer to "3.10 Migration of a Virtual L-Server between Servers or Modification of Specifications Fails." in "Troubleshooting".

- When an operation for a powered on L-Server fails, the specified value might not have been correct.

Check the cause of the error on the VM host/VM management software from the VM management console.

If the cause was specification of an incorrect value, specify the correct value and then perform the operation.

If no problems are found when checking the above, check the cause of the error on the VM host/VM management software from the VM management console. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

If *detail* is "operation failed:customizing vm guest (memory settings)"

Failed to modify the memory size of the VM guest.

Refer to "If *detail* is "operation failed:customizing vm guest (cpu settings)"".

If *detail* is "operation failed:customizing vm guest (properties settings)":

Failed to modify the name or OS type of the VM guest.

Refer to "If *detail* is "operation failed:customizing vm guest (cpu settings)"".

When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243] is displayed in the system event log

For the corrective action, refer to "13.1 When the Desktop Heap is Exhausted" in "Troubleshooting".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67395

FJSVrcx:ERROR:67395:image operation failed. *detail*

[Cloud Edition]

Description

Image processing failed.

Corrective Action

Take corrective action for the content displayed for *detail*.

- If *detail* is "(Disk copy failed. No space left on disk[*LUN information*], ip = *VM_host_IP_address*)"

The disk copy operation failed as the size of the disk specified as the copy destination is smaller, relative to the size of the cloning image. Specify a disk with larger disk space than the size of the cloning image.

- If *detail* is "(Disk copy failed. No such disk[*LUN information*], ip = *VM_host_IP_address*)"

The disk copy operation failed as the disk specified by VM host cannot be found.

Check the connection between the VM host and storage so that the disk can be accessed by the VM host.

- If *detail* is "(Disk copy failed. from [*LUN information*] to [*LUN information*], ip = *VM_host_ip_address*)"

The copy operation to the specified disk failed. During the copy operation, access to storage from the VM host may have been rejected. Check the connection between the VM host and storage.

67397

FJSVrcx:ERROR:67397:failed to create image. *detail=detail*

[Cloud Edition]

Description

Failed to collect the image of the VM guest.

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "(message,vmerrno=error_number,ip=IP_address)" format or the "(message,vmerrno=error_number,ip=IP_address,host=VM_host_IP_address)" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

- When error_number is "15"
- When error_number is "17"
- When error_number is "19"
- When error_number is "99"
- When error_number is "100", "115", or "178"
- When error_number is "101", "110", "111", "112", "114", "116", "148", "181", or "263"
- When error_number is "104"
- When error_number is "104", "105", "135", "136", "147", "178", "506", "516", "518", "531", or "532 "
- When error_number is "113"
- When error_number is "141", "143", "144", "145", "146", "170", "171", "172", "173", "174", "175", "176", "177", "180", or "261"
- When error_number is "142" or "179"
- When error_number is "400"
- When error_number is "500" or "602"
- When error_number is "516"
- When error_number is "529"
- When error_number is "530"
- When error_number is "534"
- When error_number is "535"
- When error_number is "548"
- When error_number is "600"
- When error_number is "601"
- When error_number is "619"
- When error_number is "620"
- When error_number is "642"
- When error_number is "652"
- When error_number is "820"

An error occurred while customizing the guest OS. Take corrective action for the content displayed for *detail*.

[Citrix-Xen]

- When detail is "Selected device number is already used(device number=number)"
- When detail is " sr name not found(sr name=SR_name),vmerrno=820,ip=IP_address,host= VM_host_IP_address" or "sr type is not iso(sr name=SR_name),vmerrno=820,ip=IP_address,host= VM_host_IP_address"
- When detail is "duplicate sr name found(sr name= SR_name),vmerrno=820,ip=IP_address,host= VM_host_IP_address"
- When detail is "timeout occurred while executing the customizing process.,vmerrno=820, ip=IP_address,host=VM_host_IP_address"
- When detail is (PowerShell script execution error : create_image:create image failed. See details in the job result in System Center Virtual Machine Manager.,vmerrno=518,ip=IP_address,host=VM_host_IP_address)
- When detail is "(slot_number:assigned to another device,vmerrno=809,ip=IP_address,host= VM_host_IP_address)"
- When detail is "(repositoryId: repository not found,vmerrno=244,ip=IP_address,host= VM_host_IP_address)"

- When detail is "(ftp error:Error_msg., vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(ftp error: 550 Failed to change directory.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(ftp error: 550 Permission denied.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"
- When detail is "(timeout occurred while executing the customizing process.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

Corrective Action

When *detail* is displayed in the "(message,vmerrno=error_number,ip=IP_address)" format or the "(message,vmerrno=error_number,ip=IP_address,host=VM_host_IP_address)" format

When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

When *error_number* is "17"

A VM guest was not found. Check the following:

- Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.
- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

When *error_number* is "19"

There is no target operation image on server virtualization software.

Perform the operation again after checking that there are no differences between image information on the manager and snapshot information on the server virtualization software.

When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

When *error_number* is "100", "115", or "178"

The login account information for the VM management software entered during registration may not have the required privileges.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When *error_number* is "101", "110", "111", "112", "114", "116", "148", "181", or "263"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

When *error_number* is "104"

Make sure that the manager is running, and use the following procedure for restoration:

1. Check the resource name related to the error message above with the event log on the ROR console.

The image name is displayed for the resource name.
2. Wait until a "Message number 21161" containing the image name confirmed in step 1 is output in the event log.

This message displays the image name and generation.

3. Display the VM management console and check if the image of Image_name@Version exists.
4. If there was an image in step 3, delete it from the VM management console.
For details on how to delete images, refer to the server virtualization software manual.
5. Wait until a "Message number 21162" containing the image name deleted in step 4 is output in the event log.
After that, perform the collection of the image again.

[KVM]

- When *detail* is "Requested operation is not valid: Disk 'diskpath' does not support snapshotting"

The snapshot function is not supported in diskpath.

The snapshot of an L-Server connected only with a disk resource with the disk type "Virtual Disk" can be collected.

Delete the disk resource with the disk type "Raw Disk", and perform the operation again.

For details, refer to "8.6.9 Advisory Notes for RHEL-KVM Usage" in the "Setup Guide CE".

When *error_number* is "104", "105", "135", "136", "147", "178", "506", "516", "518", "531", or "532 "

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

When the VM management software is System Center 2016 Virtual Machine Manager or later, depending on the settings for virtual machine checkpoints, collection of checkpoints may fail. In this case, perform the following operation targeting the relevant virtual machine using the management console of SCVMM, and then perform the image creation operation again.

1. Repair the virtual machine.

For the [Repair] option, select [Ignore].

For details on repairing virtual machines, refer to the manuals of SCVMM.

2. Confirm the checkpoint settings of the virtual machine.

Check whether checkpoints are enabled for the virtual machine.

For details on checkpoints, refer to the manuals of SCVMM.

[Hyper-V]

When using MAK license authentication for activation of the following guest OSs, there is a chance that an error has occurred due to the limit on execution of Sysprep.

- Windows Server 2008
- Windows Server 2008 R2
- Windows Vista
- Windows 7

For these guest OSs, Sysprep can be executed a maximum of three times.

As Sysprep is executed when collecting cloning images, it is not possible to collect cloning images or create L-Servers with images specified more than three times. When Sysprep has already been executed three times, it is not possible to collect cloning images from that L-Server.

When a template created using VM management software has been registered as a cloning image, Sysprep will also be executed when the template is created using the VM management software.

When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.

Change the entered values (user name and password) for the login account information to the correct values.

When *error_number* is "141", "143", "144", "145", "146", "170", "171", "172", "173", "174", "175", "176", "177", "180", or "261"

An error occurred while collecting the image. Check the cause of the error in the VM host/VM management software, and resolve the error.

When *error_number* is "142" or "179"

Failed to collect the image because another operation was performed on the target VM guest. Perform the operation again after waiting a while.

When *error_number* is "400"

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

When *error_number* is "500" or "602"

Check if the specified library server has been started.

Check if the specified library server can perform name resolution.

Check the firewall configuration.

When *error_number* is "516"

During cloning image collection, if job cancellation or timeout occurs on the VM management software, cloning image collection may fail.

Use the following procedure to perform recovery.

1. Display the VM management console, and check if a VM guest whose name starts with "!temp_ror" exists.

2. If there is a VM guest that meets the condition in step 1, delete it from the VM management console.

For details on how to delete VM guests, refer to the server virtualization software manual.

3. Collect cloning images again.

When *error_number* is "529"

Specify the shared volume of the cluster.

When linking a virtual machine that is not highly available, cloning images cannot be collected. This is because the virtual machine does not exist on the Cluster Shared Volume.

When *error_number* is "530"

Check the available space on the disk.

When *error_number* is "534"

Check if the target VM host name is correct.

When *error_number* is "535"

Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM.

Check that SCVMM has been configured properly.

When *error_number* is "600"

Collection of cloning images cannot be performed from VM guests which are holding snapshots. Delete the snapshots of the specified VM guest and perform the operation again. Cloning images also cannot be collected when there are snapshots or checkpoints created by VM management software.

[Hyper-V]

When there are snapshots that have been collected using Resource Orchestrator or checkpoints created using VM management software, it is not possible to collect cloning images as VMs are operated on difference disks. For combining of difference disks, it is necessary to delete not only all snapshots collected using Resource Orchestrator, but also all checkpoints created using VM

management software. Combining of the disk is automatically performed by SCVMM, but depending on the status of the VM guest the operation may take a long time, because it is only performed while the target VM guest is stopped.

When *error_number* is "601"

This operation cannot be performed on VM guests that have not been stopped. Stop the specified VM guest and then perform the operation again.

When *error_number* is "619"

Operations cannot be performed for VM guests using RAW disks.

When *error_number* is "620"

Operations cannot be performed for VM guests with no system volumes.

When *error_number* is "642"

A cloning image with the specified name already exists. Specify a new name.

When *error_number* is "652"

The disk merge process was not completed during snapshot deletion.

Wait a couple of minutes until completion of the merge process, and then execute the command again.

When *error_number* is "820"

[Citrix-Xen]

When *detail* is "Selected device number is already used(device number=*number*)"

The specified disk number has already been used. Release connection with the device using the disk number, and perform the operation again.

When *detail* is "sr name not found(sr name=*SR_name*),vmerrno=820,ip=*IP_address*,host= *VM_host_IP_address*" or "sr type is not iso(sr name=*SR_name*),vmerrno=820,ip=*IP_address*,host= *VM_host_IP_address*"

There is a possibility a definition of the guest OS customization definition file is wrong. Confirm the content of the definition file, and perform the operation again. In addition, confirm whether the SR (storage repository) defined in the definition file exists in XenServer.

When *detail* is "duplicate sr name found(sr name= *SR_name*),vmerrno=820,ip=*IP_address*,host= *VM_host_IP_address*"

Two or more SRs with the same name are registered in XenServer. Change the *SR names* so they do not overlap, and perform the operation again.

When *detail* is "timeout occurred while executing the customizing process.,vmerrno=820, ip=*IP_address*,host=*VM_host_IP_address*"

There is a possibility that the disk configuration of the specified image is wrong. Confirm whether the system disk exists in the device "0". If there is no system disk in the device "0", change the disk configuration of the image and perform the operation again. Refer to the manual of the VM product for the change in the disk configuration.

- Check whether the customizing tool has been installed on the guest OS. If the customization tool has not been installed, install it and perform the operation again.

- There is a possibility that the wrong system type was specified when the image was collected. Check whether the system type is correct, and perform the operation again.

- There is a possibility that the executable frequency of sysprep (frequency at which the Windows delay time limit can be reset) is 0. Execute the following command on the VM guest that is the source for image collection, and confirm the frequency that can be reset. When the frequency that can be reset is 0, image collection cannot be executed. Prepare a new VM guest to use as the source for image collection.

```
>%systemroot%\system32\slmgr.vbs /dlv <RETURN>
```

When *detail* is (PowerShell script execution error : create_image:create image failed. See details in the job result in System Center Virtual Machine Manager.,vmerrno=518,ip=*IP_address*,host=*VM_host_IP_address*)

Make sure that the manager is running, and use the following procedure for restoration:

1. Check the resource name related to the error message above with the event log on the ROR console.
The image name is displayed for the resource name.
2. Wait until a "Message number 21161" containing the image name confirmed in step 1 is output in the event log.
This message displays the image name and generation.
3. Display the VM management console and check if the image of Image_name@Version exists.
4. If there was an image in step 3, delete it from the VM management console.
For details on how to delete images, refer to the server virtualization software manual.
5. Wait until a "Message number 21162" containing the image name deleted in step 4 is output in the event log.
After that, perform the collection of the image again.

When *detail* is "(slot_number:assigned to another device,vmerrno=809,ip=IP_address,host= VM_host_IP_address)"

When using the guest OS customization function, the ISO file must be allocated to *slot_number*.

Remove the device allocated to *slot_number*, and then perform the operation again.

When *detail* is "(repositoryId: repository not found,vmerrno=244,ip=IP_address,host= VM_host_IP_address)"

An error occurred while customizing the guest OS.

There may be incorrect definitions in the guest OS customization definition file (os_customize_ovmx86.rcxprop).

Confirm the content of the definition file, and perform the operation again. In addition, confirm whether the SR (storage repository) defined in the definition file exists in OVM for x86 3.x.

When *detail* is "(ftp error:Error_msg., vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

Logging-in to the FTP server has failed.

Confirm that the URL, user name, and password of the registered FTP server are correct, register the FTP server again, and then perform the operation again.

When *detail* is "(ftp error: 550 Failed to change directory.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

The directory for storing VCD on the FTP server does not exist.

Confirm that there is a directory for storing VCD in the registered FTP server.

Register the FTP server again, and then perform the operation again.

When *detail* is "(ftp error: 550 Permission denied.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

The user does not have permission for uploading, downloading, or deleting files on the FTP server.

Configure permission for uploading, downloading, and deleting files on the FTP server. Then perform the operation again.

When *detail* is "(timeout occurred while executing the customizing process.,vmerrno=820,ip=IP_address,host=VM_host_IP_address)"

An error occurred while customizing the guest OS.

Check whether the customization tool has been installed on the guest OS.

If the customization tool has not been installed, install it and perform the operation again.

When the guest OS is Windows, there are the following possibilities:

- An incorrect system type may have been specified during image collection.
Check whether the system type is correct, and perform the operation again.
- There is a possibility that the executable frequency of sysprep (frequency at which the Windows delay time limit can be reset) is 0.
Execute the following command on the VM guest that is the source for image collection, and confirm the frequency that can be reset.
When the frequency that can be reset is 0, image collection cannot be executed. Prepare a new VM guest to use as the source for image collection.

```
>%systemroot%\system32\slmgr.vbs /dlv <RETURN>
```


If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67398

FJSVrcx:ERROR:67398:failed to delete image. detail=*detail*

[Cloud Edition]

Description

Failed to delete the VM guest image.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is displayed in the "*(message,vmerrno=error_number,ip=IP_address)*" format or the "*(message,vmerrno=error_number,ip=IP_address,host=VM_host_IP_address)*" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "17"

The image could not be found. Click [Update] on the image list screen of the ROR console to refresh the screen, and check whether the image has been deleted.

- When *error_number* is "19", "503", or "504"

There is no target operation image on VM management software.

Perform the operation again after checking that there are no differences between image information on Resource Orchestrator and the VM management software.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "100", "115", "147", or "260"

The login account information for the VM management software entered during registration may not have the required privileges.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", "116", "148", or "263"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", "136", "505", or "507"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

[VMware]

- When *detail* is "snapshot *snapshot_name*:task result timeout,vmerrno=105,ip=*IP_address*"

The snapshot deletion process has not been completed within the prescribed time of Resource Orchestrator.

In this case, as consolidation of snapshots is necessary, the status of the virtual L-Servers that have the corresponding snapshots may become "warning".

Refer to the VMware web site and consolidate the snapshots.

URL: <https://kb.vmware.com/kb/2003638>

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.

Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "261"

An error occurred while deleting the image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "400" [Citrix Xen] [OVM for x86 3.x]

Processing of a VM host remote command failed. Check the operation status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "544"

Obtaining the information of the VHD file, which is a related file of the target image to be deleted, failed. Use System Center Virtual Machine Manager to check that the status of the shared library is normal. After waiting for a short time, perform the operation again.

- When *error_number* is "545"

Deletion of the related files of the target image to be deleted failed. Check the result of the job using System Center Virtual Machine Manager.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67399

FJSVrcx:ERROR:67399:failed to deploy image. detail=*detail*

[Cloud Edition]

Description

Failed to deploy the cloning image of the VM guest.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "(Message,vmerrno=*error_number*;ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".

- When *error_number* is "15"

The response from VM host or VM management software to requests from the admin server timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "17"

The VM guest/image could not be found. Check the following:

- Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted. Click [Update] on the cloning image list screen of the ROR console to refresh the screen, and check whether the image has been deleted.
- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "100", "115", "178", "260", "337", or "381"

The login account information for the VM management software entered during registration may not have the required privileges.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", "116", "181", "263", "341", or "382 "

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.

Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "170", "171", "172", "173", "174", "175", "176", "177", or "180"

An error occurred while deploying the image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "179"
Failed to deploy the image. The requested process could not be executed because the VM guest/image is being used by another process.
Check whether the VM guest/image is being used by another process from the VM management software.
- When *error_number* is "261"
An error occurred while deleting the image. Check the cause of the error in the VM host/VM management software, and resolve the error.
- When *error_number* is "262"
Failed to delete the VM guest. VM guests cannot be deleted while their power is ON. Check the power state of the VM guest.
- When *error_number* is "330", "332", "333", "334", "336", "340", "342", or "380"
Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.
- When *error_number* is "338"
Failed to modify the configuration because another operation was performed on the created VM guest or the destination VM guest for deployment. Perform the operation again after waiting a while.
- When *error_number* is "339"
The total number of devices for the destination VM guest for deployment and the image to deploy is too great. Perform the operation again after decreasing the numbers of disks or NIC in the image to deploy or the destination VM guest for deployment.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

4.6.4 674XX Series

This section explains the 674XX message series.

67400

FJSVrcx:ERROR:67400:*obj:parameter* cannot be specified for *type*

Description

Specifying *parameter* for *obj* is not supported.

The unsupported parameter is displayed for *parameter*.

The VM type of *obj* is displayed for *type*.

For the supported parameters and VM types, refer to "Table-List of Items Specified in XML Definitions for Virtual L-Servers" in "15.3.2 Definition Information for Virtual L-Servers (XML)" in the "Reference Guide (Command/XML) CE".

Corrective Action

Check and correct the specified tag name, attribute name, or option.

67401

FJSVrcx:ERROR:67401:*image:disk index value* is not included in the image.

Description

The disk index *value* that was specified in the XML file for the L-Server or the L-Server template was not found in the specified image.

When using the [Disk deployment settings during image specification (FitDiskSizeToImage)] function, the same disk configuration as set for the cloning image specified when creating the L-Server must be used.

Corrective Action

Delete the specified disk index *value*, and execute the command again.

When using the [Disk deployment settings during image specification (FitDiskSizeToImage)] function, change the disk configuration of the L-Server so that it matches the disk configuration set for the cloning image, and execute the command again.

67402

FJSVrcx:ERROR:67402: *function* of keystore file failed.

Description

function operations for keystore files of Resource Orchestrator or ServerView Operations Manager failed.

Corrective Action

Check the following:

- If ServerView Operations Manager is installed

When ServerView Operations Manager is not installed, this command cannot be used.

- If the keystore file exists

Check that the keystore file exists in the following directory.

- Keystore files for Resource Orchestrator

[Windows Manager]

```
Installation_folder\SVROR\Manager\runtime\jre6\lib\security\cacerts
```

[Linux Manager]

```
/etc/opt/FJSVrcvnr/runtime/jre6/lib/security/cacerts
```

- Keystore files for ServerView Operations Manager

- For ServerView Operations Manager V6.1 or later

[Windows]

```
ServerView_Suite_Installation_folder\jboss\standalone\svconf\pki\cacerts
```

[Linux]

```
/opt/fujitsu/ServerViewSuite/jboss/standalone/svconf/pki/cacerts
```

- For ServerView Operations Manager V6.0 or earlier

[Windows]

```
ServerView_Suite_Installation_folder\jboss\server\serverview\conf\pki\cacerts
```

[Linux]

```
/opt/fujitsu/ServerViewSuite/jboss/server/serverview/conf/pki/cacerts
```

If it does not exist, collect troubleshooting information and contact Fujitsu technical staff.

- If the keystore file can be accessed

Check that access to the keystore file is not limited.

If access is limited, cancel the settings and execute the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67403

FJSVrcx:ERROR:67403:synchronization of AuthManager failed.

Description

Synchronous processing of connection information of the directory server used in Resource Orchestrator failed.

Corrective Action

Obtaining information from ServerView Operations Manager may have failed. Check if the conditions for executed operations are satisfied. After checking, perform the operation again.

If the problem is still not resolved after performing the corrective actions above, configure the information of the directory server using the following procedure:

- When the directory server has been registered
rcxadm authctl modify
- When the directory server has not been registered
rcxadm authctl register

For details, refer to the following:

- Virtual Edition
"5.3 rcxadm authctl" in the "Reference Guide (Command) VE"
- Cloud Edition
"5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE"

4.6.5 677XX Series

This section explains the 677XX message series.

67740

FJSVrcx:ERROR:67740:obj:is locked(DR).

Description

The operation cannot be performed because locked resources are contained in *obj* which is to be used for the requested operation.

Corrective Action

Specify resources which are not locked and then perform the operation.

- When an error occurred while modifying the network configuration of a Physical L-Server
The configuration of the Physical L-Server cannot be changed because the configuration includes a locked network resource.
Specify a network resource which is not locked.

67741

FJSVrcx:ERROR:67741: sites of resources are not unique. detail=*site1, site2,...*

Description

A combination of resources with different site attributes has been specified as target resources.

Corrective Action

Select resources which have the same site attributes and then perform the operation again.

67742

FJSVrcx:ERROR:67742:*target* is not specified even though *resource1* is using *vstorage* other than *resource2*

Description

The virtual storage *vstorage* is being used not only by *resource2* which belongs to the tenant specified in the command or is contained in the resources ("global") that do not belong to any tenant, but also by *resource1*.

For the argument of the command, it is necessary to specify all tenants which have resources using the same virtual storage and resources which do not belong to any tenant ("global").

One of the following is displayed for *target*:

- tenant "*tenant_name*"
resource1 belongs to the tenant *tenant_name*.
- global
resource1 is the resource which does not belong to any tenant.

Corrective Action

Check if *target* has been specified for the command argument.

If it has not been specified, add the specification as shown below, and then execute the command again.

- When *target* is tenant "*tenant_name*"

Add `-tenant tenant_name` to the command.

- When target is "global"

Add `-global` to the command.

67743

FJSVrcx:ERROR:67743:failed to register cloning image because no selectable VM host is connected to *vstorage1, vstorage2,...*

Description

The cloning image cannot be registered with the VM software. The VM files of the cloning images are stored on the virtual storage *vstorage1, vstorage2, ...* Registration failed because no VM host connected to all virtual storage units can be found.

When this message occurs during DR switchover of virtual L-Servers (VM guests), it is possible that the batch command for switchover was executed without virtual storage mounted on VM hosts.

Corrective Action

Check if the virtual storage displayed in the message has been connected to a VM host which satisfies all of the following conditions:

- Power is ON
- Monitoring status is normal
- Maintenance mode is not set
- VM maintenance mode has not been set for the server virtualization software

Modify the settings of the VM host to satisfy these conditions, or connect the virtual storage to a VM host which satisfies these conditions.

When this message occurs during DR switchover of virtual L-Servers (VM guests), mount virtual storage on VM hosts as given in the DR switchover procedure, and then execute the batch command for switchover again.

4.6.6 678XX Series

This section explains the 678XX message series.

67801

FJSVrcx:ERROR:67801:The user (*user*) doesn't belong to any group.

[Cloud Edition]

Description

User authentication failed because the user registered in a directory service does not belong to a user group.

In *user*, the user ID is displayed.

When this message is displayed during operation, the directory service information may have been modified.

Corrective Action

Check the user information and user group information registered in the directory service, then set the displayed user as a member of an appropriate user group.

67802

FJSVrcx:ERROR:67802:The user (*user*) belongs to two or more groups. *detail=detail*

[Cloud Edition]

Description

User authentication failed because the user registered in a directory service belongs to multiple user groups.

In *user*, the user ID is displayed.

In *detail*, up to two user group names are displayed.

When this message is displayed during operation, the directory service information may have been modified.

Corrective Action

Check the user information and use group information registered in the directory service. Operation with a single user belonging to multiple user groups is not possible. Set the displayed user as a member of an appropriate user group.

67803

FJSVrcx:ERROR:67803:Resource information of the directory service is inconsistent with the manager's internal information. *detail=detail*

[Cloud Edition]

Description

The resource information of a directory service does not match the manager internal information.

In *detail*, the name of the problematic resource is displayed.

Corrective Action

Execute the `rcxadm authctl sync` command.

67804

FJSVrcx:ERROR:67804:Two or more roles in the same scope have been assigned to the user (*user*). *detail=detail*

[Cloud Edition]

Description

There is an error in the assignment of the role registered in the directory service. Multiple roles assigned to one user are pointing to the same access scope.

In *user*, the user ID or the name of the user group that the user belongs to is displayed.

In *detail*, the access scope is displayed in DN format.

Corrective Action

Check the role of the user registered in the directory service.

Operations using multiple roles that are assigned to one user and pointing to the same access scope cannot be allowed. Set a proper role for the user who is being displayed.

4.6.7 679XX Series

This section explains the 679XX message series.

67992

FJSVrcx:ERROR:67992:timeout error

[Virtual Edition]

Description

A timeout error occurred during execution of the command.

Corrective Action

- If this message is displayed during execution of the backup or the restore commands for manager resources of the admin server

There are the following two possibilities:

- Operations being executed on the admin server remain in the database
- The manager has been stopped or started during execution of the command

Take the following corrective actions for each command:

- When the rcxbackup command, the scwbackup command, or the rcxkeydefbackup command has been executed

Start the manager to complete the operations being executed on the admin server, or perform the operation again after restoring the collected configuration definition information.

Check that stopping or starting of the manager has not been performed, and then perform the operation again.

- When the rcxrestore command, the scwrestore command, or the rcxkeyrestore command has been executed

Check that stopping or starting of the manager has not been performed, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

If this message is displayed during the following operations, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

- VM Host
 - Registration
 - Release
- For cases other than the above

Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

Description

A timeout error occurred during command execution.

Corrective Action

When this message is displayed during execution of the backup and restore command for the manager properties of admin server, one of the following may apply:

- An operation being executed on the admin server remains in the database
- The manager was stopped or started during command execution

Perform the following corrective actions for each command:

- When the rcxbackup command, the scwbackup command, or the rcxkeydefbackup is executed

Start the manager and complete the operation being executed on the admin server, or restore the configuration definition information already collected, then perform the operation again.

Check that stopping or starting of the manager has not been performed, and then perform the operation again.

- When the rcxrestore command, the scwrestore command, or the rcxkeyrestore command has been executed

Check that stopping or starting of the manager has not been performed, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

If this message is displayed during the following operations, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

- Physical L-Servers
 - Image Operations
 - Registration
 - Deletion
 - Usage Changes
 - Power Operations
 - Conversion
 - Reversion
- VM Hosts
 - Registration
 - Release

Perform the following action, when VM type of a virtual L-Server is "OVM-SPARC", or this message is displayed when a VM guest is migrated.

- Perform the ["Procedure that restores the preset value of "auto-boot?"](#) of "Message number 67375".

When the VM type corresponds to the following conditions at the time of OVM for SPARC virtual L-Server creation, the serial L-Server creation process has failed.

- When multiple L-Servers with a Solaris 11 image specified are created simultaneously
- "true" is specified in the "Operation mode definition file for when simultaneously creating multiple L-Servers with a Solaris 11 image specified" in "8.8.1 Creating Definition Files" in the "Setup Guide CE"

A possible cause of the failure is that simultaneous creation of multiple L-Servers may not have finished. Refer to "3.7 Creation of a Virtual L-Server Does not Finish even after a Long Time." in "Troubleshooting", and check that there are no processes which have not finished after a long time.

When the created guest domain is not deleted, delete it referring to ["Deletion procedure for guest domains"](#) given in "Message number 67373".

67999

FJSVrcx:ERROR:67999:internal error, *details*.

[Virtual Edition]

Description

An internal error occurred during execution of the command.

Corrective Action

- This message may be output after execution of the rcxadm command is canceled by pressing [Ctrl+C].
Corrective action is not necessary because the execution has been canceled correctly.
- When this message is displayed after execution of the command for obtaining the troubleshooting information, note down the displayed message and contact Fujitsu technical staff.
- The detailed message may be output in the OS system log.
Check the message number displayed in the system log and take corrective action.
- Resource Orchestrator may have been installed in the wrong location.
Reinstall using the correct paths given in the following sections:
 - Installation location for managers
"2.1.1.6 Installation" in the "Setup Guide VE"
 - Installation location for agents
"2.2.2 Installation [Windows] [Hyper-V]" in the "Setup Guide VE"
- When *details* is "Service control timeout. service_name=Resource Coordinator Manager". [Windows Manager]
Check that the SNMP Trap Service, which is required software for managers, has been configured correctly.
For details on the configuration, refer to "2.1.1.2 Software Preparation and Checks" in the "Setup Guide VE".
- When *details* is "Service control timeout. service_name=ResourceCoordinatorWebServer(Apache)". [Windows Manager]
Check that the Microsoft Visual C++ 2008 Redistributable Package (x86) or Microsoft Visual C++ 2010 Redistributable Package (x86), which is the required software of the manager, has been installed.
- When backup or restore has been performed for manager resources of the admin server
 - The manager may have been stopped or started during execution of the command.
Check that the manager is not stopped or not started, then perform the operation again.
 - There is a possibility that the database could not be accessed.
Execute the command again.
 - This message may be output after execution of the command is canceled by pressing [Ctrl+C].
Corrective action is not necessary because the execution has been canceled correctly.
- When management software (ISM) has been registered
When there is an issue such as being unable to communicate with ISM, ISM may not operate normally. Reconfigure the settings so that ISM operates normally.
- When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243] is displayed in the system event log
For the following OSs, allocation of the OS memory size, which is referred to as the desktop heap, failed.
 - Windows Server 2008
 - Windows Server 2012
 - Windows Server 2016For the corrective action, refer to "13.1 When the Desktop Heap is Exhausted" in "Troubleshooting".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

Description

An error occurred in the following cases:

- Either an internal error has occurred or the XML file specified during the following operations has been loaded:
 - L-Server Creation or Configuration Modification
 - Importing an L-Server template
 - Importing for DR
 - Creating network resources
- When the command for backup and restore for manager properties of an admin server has already been executed
- When executing reflection of server NIC definition (rcxadm nicdefctl commit)
- When creating, modifying, or deleting network resources or when creating an L-Platform (including firewalls or server load balancers) or modifying its configuration, with auto-configuration for network devices enabled
- When collecting cloning images using a virtual L-Server with the VM Type "RHEL-Xen"
Collection of the cloning image failed.

- When *details* is antivirus software resources

An unknown error may have occurred in communication with the services of the Resource Coordinator manager on the admin server.

- In other cases

An internal error occurred during execution of the command.

Corrective Action

- When executing the following operations:
 - L-Server Creation or Configuration Modification
 - Importing an L-Server template
 - Importing for DR
 - Creating network resources

Review the content of the XML specified during operations, then perform the operation again.

- When backup or restore has been performed for manager resources of the admin server
 - The manager may have been stopped or started during execution of the command.
Check that the manager is not stopped or not started, then perform the operation again.
 - There is a possibility that the database could not be accessed.
Execute the command again.
 - This message may be output after execution of the command is canceled by pressing [Ctrl+C].
Corrective action is not necessary because the execution has been canceled correctly.
- When executing reflection of server NIC definition (rcxadm nicdefctl commit)
 - The contents of Resource Orchestrator are not correct. Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.

- When creating, modifying, or deleting network resources or when creating an L-Platform (including firewalls or server load balancers) or modifying its configuration, with auto-configuration for network devices enabled
 - The process which executes the script may have failed to start, or the process being executed may have been aborted.
Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.
- When *details* is "Service control timeout. service_name=Resource Coordinator Manager". [Windows Manager]
Check that the SNMP Trap Service, which is required software for managers, has been configured correctly.
For details on the configuration, refer to "2.1.1.2 Software Preparation and Checks" in the "Setup Guide CE".
- When *details* is "Service control timeout. service_name=ResourceCoordinatorWebServer(Apache)". [Windows Manager]
Check that the Microsoft Visual C++ 2008 Redistributable Package (x86) or Microsoft Visual C++ 2010 Redistributable Package (x86), which is the required software of the manager, has been installed.
- When collecting cloning images using a virtual L-Server with the VM Type "RHEL-Xen"
The character string specified for the -name option when collecting the cloning image may exceed the specifiable number of characters. Specify the name correctly and perform the operation again.
For details on the -name option, refer to "4.1 rcxadm image" in the "Reference Guide (Command/XML) CE".
- When *details* is antivirus software resources
Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.

Information

System Log Messages

The messages that are output to the system log on the admin server are as follows:

- Messages with the "application log" event type
 - Messages with source names starting with "JSE_SWRC_FJSVRCX"
-
- In other cases
 - This message may be output after execution of the rcxadm command is canceled by pressing [Ctrl+C].
Corrective action is not necessary because the execution has been canceled correctly.
 - When this message is displayed after execution of the command for obtaining the troubleshooting information, note down the displayed message and contact Fujitsu technical staff.
 - The detailed message may be output in the OS system log.
Check the message number displayed in the system log and take corrective action.
 - Resource Orchestrator may have been installed in the wrong location.
Reinstall using the correct paths given in the following sections:
 - Installation location for managers
"2.1.1.6 Installation" in the "Setup Guide CE"
 - Installation location for agents
"2.2.2 Installation [Windows] [Hyper-V]" in the "Setup Guide CE"
 - When management software (ISM) has been registered
When there is an issue such as being unable to communicate with ISM, ISM may not operate normally.
Reconfigure the settings so that ISM operates normally.
 - When the warning event [A desktop heap allocation failed.] with [Source: Win32k Event ID: 243][Event Source: Win32k Event ID: 243] is displayed in the system event log [A desktop heap allocation failed.]
For the following OSs, allocation of the OS memory size, which is referred to as the desktop heap, failed.

- Windows Server 2008
- Windows Server 2012
- Windows Server 2016

For the corrective action, refer to "13.1 When the Desktop Heap is Exhausted" in "Troubleshooting".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

4.7 68XXX Series

This section explains the following messages:

- [4.7.1 682XX Series](#)

4.7.1 682XX Series

This section explains the 682XX message series.

68204

FJSVrcx:ERROR:68204:*filename*:write failed

Description

Writing to the Resource Orchestrator file *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- If a message indicating file system quota limit or insufficient space has been output

68205

FJSVrcx:ERROR:68205:*obj*: can not create file or directory

Description

The file or directory *obj* cannot be created.

Corrective Action

Check the access authority for the directory.

68209

FJSVrcx:ERROR:68209:*filename*:rename failed

Description

Renaming of the Resource Orchestrator file *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output
- If a message indicating file system quota limit or insufficient space has been output

68212

FJSVrcx:ERROR:68212:*filename*:remove failed

Description

Deletion of the Resource Orchestrator file *filename* failed.

Corrective Action

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

68230

FJSVrcx:ERROR:68230:Failed to execute the given request during the image operation. *detail*

Description

Execution of the request during image operation failed.

Corrective Action

Check that the image file storage folder has not been located somewhere other than a network drive or a shared folder on the admin server. If the folder is not on the admin server, change the folder to one that is on the admin server.

68231

FJSVrcx:ERROR:68231:Failed to access a resource because it was locked in the image manager. *detail*

Description

The resource could not be accessed as it is locked.

Corrective Action

The resource may not have been able to be accessed due to a high load on the admin server. Perform the operation again after completing any other high-load processes.

68232

FJSVrcx:ERROR:68232:Failed to get power status from *physical_server*

Description

The power status could not be obtained from *physical_server*.

Corrective Action

Check the following items in order, resolve the cause of the problem, and perform the operation again.

- Whether communication with the server management unit is possible

Network cable checks

How to Check

Check if the network cable between the admin server and the server management unit is correctly connected.

Corrective Action

- If the network cable is damaged
 - Replace the cable.
- If the network cable is connected incorrectly
 - Reconnect the cable.

Check the power status of a chassis

How to Check

Check if the chassis is powered on.

Corrective Action

Power on the chassis.

For how to check the power status and power on a chassis, refer to the manual of the server being used.

Check the settings of network devices (e.g. LAN switch) being used

How to Check

Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

- Between the NIC of the admin server and the switch port
- Between the NIC of the server management unit and the switch port

Corrective Action

If the settings used for duplex mode configuration are incorrect, correct them.

For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

Check the Network Environment

How to Check

Execute the ping command on the server where a manager is installed to check the network status.

Check if communication with the server management unit is possible.

[Windows Manager]

```
>ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:

Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128

Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

[Linux Manager]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>


```
PING host name (ipaddr) 56(84) bytes of data.  
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms  
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms  
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.  
From ipaddr icmp_seq=1 Destination Host Unreachable  
From ipaddr icmp_seq=2 Destination Host Unreachable  
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

- For <Example: Normal communication>
["Port number checks"](#)
- For <Example: Abnormal communication>
["Network cable checks"](#)

Port number checks

How to Check

Refer to "Appendix A Port List" in the "Design Guide VE", and check the port numbers of the admin server based on the following.

- If port numbers are set
- If the same port number or service name is being used

Corrective Action

Change the port number to the proper number.

For how to change port numbers, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".

Check the load on the network of the admin LAN

How to Check

Check the network load of the admin LAN.

The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

Corrective Action

After the process that is causing the high network load finishes, perform the operation again.

- If the BIOS/firmware of the managed server is the newest

The BIOS/firmware of the managed server may not be the newest.

Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

- If the load of the admin server is high

Obtaining the power status may fail due to an increase in the load of the admin server. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

68233

FJSVrcx:ERROR:68233:operation failed on *physical_server*

Description

Execution of *operation* failed on *physical_server*.

Corrective Action

Check the corrective action of "Message number [68232](#)". If it does not apply, check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

1. Check the SNMP community name set from the ROR console.
2. Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

68250

FJSVrcx:ERROR:68250:Insufficient disk space on the manager. *detail*

Description

There is not enough disk space available on the manager.

Corrective Action

There is insufficient free disk space in the image file storage folder.

Delete any unnecessary files from the partition containing the image file storage folder.

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68251

FJSVrcx:ERROR:68251:No response from *physical_server* when *process* from disk. *detail*

Description

There was no response from *physical_server* during *process* on disk.

Corrective Action

Check the following:

- If an admin LAN network cable is connected
- If an error message is being displayed on the managed server

When using HBA address rename, check the console of the managed server.

When an error is output on the console of the managed server, take the corrective action for "Message number [61308](#)".

- If an ephemeral port number is conflicting

Check that the port number used for backup and restoration of system images or for collection and deployment of cloning images is not that of an ephemeral port. If the port number is conflicting, change the port number to one that does not conflict. For details, refer to the following:

- For Virtual Edition, refer to "2.1.1.4 Checking Used Port Numbers" in the "Setup Guide VE".
- For Cloud Edition, refer to "2.1.1.4 Checking Used Port Numbers" in the "Setup Guide CE".

- If the duplicate IP address of the managed server where the error occurred exists on the admin LAN network

When the IP address is duplicated, the managed server cannot communicate successfully. Change the IP address to avoid duplication.

- If both the primary server and the spare server have been started

When the server switchover method uses backup and restore, both the primary server and the spare server may have been started. In such cases, the processing of the duplicated IP address will fail. Power off the spare server.

- If both the DHCP server and the PXE server on the admin LAN have been started

If both the DHCP server and the PXE server on the admin LAN have been started, stop them.

When ServerView Deployment Manager is on the same server in the same subnet, it is necessary to uninstall the "Related Services". For details of the procedure, refer to the following:

- For Virtual Edition, refer to "5.1 deployment_service_uninstall" in the "Reference Guide (Command) VE".
- For Cloud Edition, refer to "5.1 deployment_service_uninstall" in the "Reference Guide (Command/XML) CE".
- If the load of the admin server is high
Communication during the image operation may have failed because the load of the admin server is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.
- If the load of the admin LAN network is high
Communication during the image operation may have failed because the load of the admin LAN network is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.
- If Watchdog has been enabled on the managed server
There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.
- If switching of the NIC used by the admin server for the admin LAN has occurred
If redundancy has been performed for the admin LAN of the admin server, check if switching has occurred.

After resolving the problem, perform the operation again following step 4 of "Message number 68295".

68252

FJSVrcx:ERROR:68252:Failed to establish a connection with *physical_server* in order to *process* from disk. *detail*

Description

Establishment of a connection to *physical_server* in order to perform *process* from the disk failed.

Corrective Action

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the corrective actions of "Message number 68251" and "Message number 68259".

If they do not apply, check the following:

- If the settings configured for the system BIOS boot sequence are correct
Check the settings of the system BIOS booting sequence. If the settings are incorrect, perform them again.
 - For Virtual Edition, refer to "6.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide VE".
 - For Cloud Edition, refer to "8.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide CE".
- If reconfiguration of hardware properties was performed after the server was switched

After checking using the following procedure, resolve the problem:

1. Use the UI of the server management unit (In the case of the PRIMERGY BX series use the Web UI of the management blade) to check the MAC address of the managed server.
2. Check the admin LAN (the MAC address) on the details of the managed server resources from the ROR console.
3. When the checked MAC addresses both differ, refer to the following, and reconfigure the hardware properties.
 - For Virtual Edition, refer to "6.2.2 Reconfiguration of Hardware Properties" and "6.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide VE".
 - For Cloud Edition, refer to "9.2.2 Reconfiguration of Hardware Properties" and "9.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide CE".

- If the admin LAN NIC was switched to the standby NIC

When redundancy has been performed for the admin LAN, log in to the managed server and check if admin LAN NIC was switched to the standby NIC.

If it has been switched, take the following corrective actions.

- When the operating NIC has failed
 - For Virtual Edition, perform "Replacing, Adding, and Deleting Network Interfaces (Admin LAN, Public LAN)" in "6.3.3 Replacing and Adding Server Components" in the "Operation Guide VE".
 - For Cloud Edition, perform "Replacing, Adding, and Deleting Network Interfaces (Admin LAN, Public LAN)" in "9.3.3 Replacing and Adding Server Components" in the "Operation Guide CE".
- When the operating NIC has not failed

After resolving the cause of the switching to the standby NIC, switch back to the active NIC.

- If the correct MAC address was specified for registration

For managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If the setting is incorrect, reconfigure the hardware properties.

The MAC address can be checked in the resource details of the physical server.

For how to check, refer to "A.6 [Resource Details] Tab" in the "User's Guide VE".

- That the Microsoft LAN Manager Module has been configured correctly [Windows Manager]

When configuring DOS as the boot agent, check if the Microsoft LAN Manager Module has been configured correctly.

If the Microsoft LAN Manager Module does not exist or has not been configured correctly, reconfigure it.

For details on how to configure the Microsoft LAN Manager Module, contact Fujitsu technical staff.

- That the correct Microsoft LAN Manager Module was specified during manager installation [Linux Manager]

Check that the correct Microsoft LAN Manager Module has been stored in the following folder.

```
/var/opt/FJSVscw-tftpsv/tftproot/agent/dos/boot/
```

For details on the LAN Manager Module, refer to the following:

- Refer to "Microsoft LAN Manager Module" in "2.1.2.2 Software Preparation and Checks" in the "Setup Guide VE".
- Refer to "Microsoft LAN Manager Module" in "2.1.2.2 Software Preparation and Checks" in the "Setup Guide CE".

When there are any errors in the Microsoft LAN Manager Module, refer to the following:

- Stop the manager referring to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and replace the Microsoft LAN Manager Module. After that, restart the manager.
- Stop the manager referring to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and replace the Microsoft LAN Manager Module. After that, restart the manager.

- If the port number settings are correct

Refer to "Appendix A Port List" in the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set
- If the same port number or service name is being used

If the port number is incorrect, change the port number to the proper number.

For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".
- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If there is a problem with the firewall settings

Check that there are no problems in the firewall settings for the admin server and the managed servers.
If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If switching of the NIC used by the admin server for the admin LAN has occurred

If redundancy has been performed for the admin LAN of the admin server, check if switching has occurred.

- If DHCP relay agent configuration has been performed on the router

If the subnets for the admin server and the managed server are different, check if DHCP relay agent configuration has been performed on the router.

For details, refer to the following:

- For Virtual Edition, refer to "7.6 Configuring the Network Environment" in the "Design Guide VE".
- For Cloud Edition, refer to "9.2.4 Settings for Unmanaged Network Devices" in the "Design Guide CE".

- If multicast routing settings are configured on the router

If the subnets of the admin server and the managed server are different, check if multicast routing configuration has been performed on the router.

For details, refer to the following:

- For Virtual Edition, refer to "7.6 Configuring the Network Environment" in the "Design Guide VE".
- For Cloud Edition, refer to "9.2.4 Settings for Unmanaged Network Devices" in the "Design Guide CE".

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68253

FJSVrcx:ERROR:68253:A timeout occurred during *process* the server(*physicalserver*) in the image operation. *detail*

Description

process timed out during image operation.

Corrective Action

Check the following:

When *process* is reboot, check the corrective action for "Message number [68257](#)".

- If the settings configured for the system BIOS boot sequence are correct

Check the settings of the system BIOS booting sequence. If the settings are incorrect, perform them again.

- For Virtual Edition, refer to "6.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide VE".
- For Cloud Edition, refer to "8.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide CE".

For servers with a system BIOS providing [Keep Void Boot Options] in their Boot menu, set [Enabled] for [Keep Void Boot Options]. Otherwise, the boot order may be changed.

- If an error message is being displayed on the managed server

When using HBA address rename, check the console of the managed server.

When an error is output on the console of the managed server, take the corrective action for "Message number [61308](#)".

- If the duplicate IP address of the managed server where the error occurred exists on the admin LAN network

When the IP address is duplicated, the managed server cannot communicate successfully. Change the IP address to avoid duplication.

- If both the primary server and the spare server have been started

When the server switchover method uses backup and restore, both the primary server and the spare server may have been started. In such cases, the processing of the duplicated IP address will fail. Power off the spare server.

- If both the DHCP server and the PXE server on the admin LAN have been started

If both the DHCP server and the PXE server on the admin LAN have been started, stop them.

When ServerView Deployment Manager is on the same server in the same subnet, it is necessary to uninstall the "Related Services". For details of the procedure, refer to "5.1 deployment_service_uninstall" in the "Reference Guide (Command) VE".

- If the load of the admin server is high

Communication during the image operation may have failed because the load of the admin server is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

- If the load of the admin LAN network is high

Communication during the image operation may have failed because the load of the admin LAN network is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

- That the Microsoft LAN Manager Module is correct [Windows Manager]

When configuring DOS as the boot agent, check if the Microsoft LAN Manager Module has been configured correctly.

If the Microsoft LAN Manager Module does not exist or has not been configured correctly, reconfigure it.

For details on how to configure the Microsoft LAN Manager Module, contact Fujitsu technical staff.

- That the correct Microsoft LAN Manager Module was specified during manager installation [Linux Manager]

Check that the correct Microsoft LAN Manager Module has been stored in the following folder.

```
/var/opt/FJSVscw-tftpsv/tftproot/agent/dos/boot/
```

For details on the LAN Manager Module, refer to the following:

- Refer to "Microsoft LAN Manager Module" in "2.1.2.2 Software Preparation and Checks" in the "Setup Guide VE".
- Refer to "Microsoft LAN Manager Module" in "2.1.2.2 Software Preparation and Checks" in the "Setup Guide CE".

If the Microsoft LAN Manager Module is incorrect, refer to the following:

- Stop the manager referring to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and replace the Microsoft LAN Manager Module. After that, restart the manager.
- Stop the manager referring to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and replace the Microsoft LAN Manager Module. After that, restart the manager.

- If the port number settings are correct

Refer to "Appendix A Port List" in the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set
- If the same port number or service name is being used

If the port number is incorrect, change the port number to the proper number.

For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".
- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If there is a problem with the firewall settings

Check that there are no problems in the firewall settings for the admin server and the managed servers.

If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If there is a mistake in the SNMP agent settings of the management blade

Check if there is a mistake in the SNMP agent settings of the management blade.

For how to perform settings, refer to the following:

- For Virtual Edition, refer to "6.2 Configuring the Server Environment" in the "Design Guide VE".
- For Cloud Edition, refer to "8.2 Configuring the Server Environment" in the "Design Guide CE".

- If failover has occurred

When operating managers in clusters, check if failover has occurred.

- If the correct MAC address was specified during server registration

In an environment with a redundant admin LAN, for managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If there is an error in the settings, reconfigure the hardware information and specify the correct MAC address.

The MAC address can be checked in the resource details of the physical server.

For how to check, refer to the following:

- For Virtual Edition, refer to "A.6 [Resource Details] Tab" in the "User's Guide VE".
- For Cloud Edition, refer to "A.7 [Resource Details] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

For reconfiguration of hardware properties, refer to the following:

- For Virtual Edition, refer to "6.2.2 Reconfiguration of Hardware Properties" and "6.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide VE".
- For Cloud Edition, refer to "9.2.2 Reconfiguration of Hardware Properties" and "9.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide CE".

- If the LAN switch has been registered

If the subnets for the primary server and spare server are different, check if the LAN switch blades connecting to each server have been registered.

- If the network settings can be changed for switchover

If the subnets for the primary server and spare server are different, check if the network settings have been configured to change during switchover.

When the settings have not been configured, configure them referring to "18.2 Settings for Server Switchover" in the "User's Guide VE".

- If the image with the by-id name is not deployed to a different disk

When the managed server is Linux, check that the image has not been deployed to a different disk, after collecting the image that recognizes the disk with the by-id name.

In this case, the OS may not be able to start, as the disk IDs after deployment are different.

Stop using the by-id name, and collect cloning images again.

- That there are no problems in the file system

Check that there are no problems in the file system.

For details on the file system, refer to "Table-Functions Available for Each Target Operating System" in "2.2 Function Overview" in the "Design Guide VE".

- Whether the amount of time taken by a power operation of a physical server exceeded the monitoring timeout value

The time taken by a power operation may have exceeded the monitoring timeout value. Measure the amount of time taken by the power operations of the managed server, and modify the timeout value accordingly.

For details on how to change timeout values, refer to the following:

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".
- Have the services of the admin server stopped?
 - For Virtual Edition

Services explained in "Related Services" in "2.1 Starting and Stopping Managers" in the "Operation Guide VE" may have stopped.

 - When you have configured ISM coordination with a DHCP server that is a server other than the admin server specified

The DHCP service of the DHCP server that was specified in the following section may have stopped.

 - "DHCP server IP address" in "7.1 Registering VIOM/ISM Coordination" in the "User's Guide VE"
 - For Cloud Edition

Services explained in "Related Services" in "2.1 Starting and Stopping Managers" in the "Operation Guide CE" may have stopped.

 - When you have configured ISM coordination with a DHCP server that is a server other than the admin server specified

The DHCP service of the DHCP server that was specified in the following section may have stopped.

 - "DHCP server IP address" in "5.1 Registering VIOM/ISM Coordination" in the "User's Guide for Infrastructure Administrators (Resource Management) CE"
 - Start any stopped services, and then perform the failed operation again.

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68254

FJSVrcx:ERROR:68254:A disk *process* operation failed on *physical_server*. *detail*

Description

The disk *process* failed.

Corrective Action

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the following:

- There is no problem with disk access on the admin server

Check if an error message regarding the disk or file system has been output to the system log of the admin server.
- If the managed server and the admin server can communicate

Check that communication between the managed server and the admin server is available using ping or telnet.

Based on the value of *process* check the following:

- When *process* is "read"
 - That the file system is not damaged

Check that the file system of the managed server has not been damaged.

[Windows]
Check using a tool such as chkdsk. If there are any errors, recover them.

[Linux]
Check if the following message is displayed on the console when the managed server is started.

"A "dirty shutdown" may have occurred. "Press Y to perform a filesystem check". If this message is displayed, enter "Y" within five seconds and perform "filesystem check".

- If the previous shutdown finished normally

Check if the previous shutdown finished normally.

If it did not finish normally, restart the managed server.

[Linux]

Restart using the following command:

```
# /sbin/shutdown -F -r now <RETURN>
```

- When *process* is "write"

- Does the disk of the managed server that is the target of deployment or restoration have sufficient space available

When the disk size of the destination for deployment of a cloning image is smaller than that of the boot disk used for the managed server from which the cloning image was collected, check that the size of the boot disk of the managed server to be added is the same or larger than that of the managed server from which the cloning image was collected.

- Can the disk be accessed

Check the BIOS settings of the managed server and confirm that the disk is accessible.

For managed server BIOS settings, refer to the following:

- For Virtual Edition, refer to "6.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide VE".
- For Cloud Edition, refer to "8.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide CE".

If the managed server uses SAN boot check the setting of the SAN devices.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68255

FJSVrcx:ERROR:68255:Failed to change the configuration of *physical_server*. *detail*

Description

An error was detected in the settings of the server.

Corrective Action

Check the following:

- If there are any unnecessary files remaining on the managed server

When network settings of a managed server are changed after collection of a cloning image fails, there is a chance that some unnecessary files may remain. Check if any of the following files remain on the managed server. If they are still on the managed server, delete them and check the network settings.

[Windows]

Installation_folder\Agent\var\tmp\ipcfg.nsh

Installation_folder\Agent\var\tmp\ipcfg_now.nsh

[Linux]

"/var/opt/FJSVrcxat/tmp/softm/ifcfg-e*XXX*" file (e*XXX* is the interface name of eth0, eno0, etc.)

The folder specified in Choose Destination Location of "2.2.2 Installation [Windows] [Hyper-V]" in the "Setup Guide VE".

- Does the netsh command operate normally

[Windows]

If collection of a cloning image failed, check the following.

1. The fixed IP has been changed to DHCP during collection of the cloning image. If the network settings have been changed, return them to those before collection of the cloning image.
2. Check if any of the following files remain on the managed server. If they do remain, delete the files.

Installation_folder\Agent\var\tmp\ipcfg.nsh

Installation_folder\Agent\var\tmp\ipcfg_now.nsh

3. Execute the following command and check the return value.

```
>netsh interface ip set address Interface_name dhcp <RETURN>
>echo %errorlevel% <RETURN>
```

If the return value is something other than 0, remove the cause of the problem.

4. Return the network settings to those before collection of the cloning image.

- Check the storage configuration of the managed server.

You may have attempted to backup or collect a system image from an unsupported storage configuration. Confirm the supported storage configuration. For details, refer to "Chapter 8 Deciding and Configuring the Storage Environment" in the "Design Guide VE".

- There is a mistake in the method for collecting an image from the managed server.

Refer to the advance preparation in "17.2 Collecting" in the "User's Guide VE"

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68256

FJSVrcx:ERROR:68256:*physical_server* was rebooted unexpectedly during cloning process. *detail*

Description

An unexpected reboot occurred during the cloning process.

Corrective Action

Check the following:

- If operations that affect power control status are being executed simultaneously on the failed managed server

If they were being executed simultaneously, wait until the operations finish.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If failover has occurred

When operating managers in clusters, check if failover has occurred.

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68257

FJSVrcx:ERROR:68257:A timeout occurred when changing the configuration of *physical_server*. *detail*

Description

A timeout was detected during setting of the server.

Corrective Action

Check the corrective actions of "Message number 68251" and "Message number 68259".

If they do not apply, check the following:

- If the settings of the image file operation module are correct

Resolve the problem referring to "4.1 An Error Occurs When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V]" in "Troubleshooting".

- If the managed server has been restarted after registration

When the agent was installed before registering the managed server and the managed server has not been rebooted since registration took place, reboot the server.

- If NetBIOS is enabled

[Windows]

Execute the following command and check that the NetBIOS of the admin network interface is valid (the status where "NetBIOS over Tcpi. : Disabled" is not displayed).

When NetBIOS is disabled, enable it according to the Windows manual.

```
>ipconfig /all <RETURN>
```

- If reconfiguration of hardware properties was performed after the server was switched

After checking using the following procedure, resolve the problem:

1. Use the UI of the server management unit (In the case of the PRIMERGY BX series use the Web UI of the management blade) to check the MAC address of the managed server.
2. Check the admin LAN (the MAC address) on the details of the managed server resources from the ROR console.
3. When the checked MAC addresses both differ, refer to the following and reconfigure the hardware properties.
 - For Virtual Edition, refer to "6.2.2 Reconfiguration of Hardware Properties" and "6.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide VE".
 - For Cloud Edition, refer to "9.2.2 Reconfiguration of Hardware Properties" and "9.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide CE".

- If the admin LAN NIC was switched to the standby NIC

When redundancy has been performed for the admin LAN, log in to the managed server and check if admin LAN NIC was switched to the standby NIC.

If it has been switched, take the following corrective actions.

- When the operating NIC has failed
 - For Virtual Edition, perform "Replacing, Adding, and Deleting Network Interfaces (Admin LAN, Public LAN)" in "6.3.3 Replacing and Adding Server Components" in the "Operation Guide VE".
 - For Cloud Edition, perform "Replacing, Adding, and Deleting Network Interfaces (Admin LAN, Public LAN)" in "9.3.3 Replacing and Adding Server Components" in the "Operation Guide CE".
- When the operating NIC has not failed

After resolving the cause of the switching to the standby NIC, switch back to the active NIC.

- If the correct MAC address was specified for registration

For managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If the setting is incorrect, reconfigure the hardware properties.

The MAC address can be checked in the resource details of the physical server.

For how to check, refer to the following:

- Refer to "A.6 [Resource Details] Tab" in the "User's Guide VE".
- Refer to "A.7 [Resource Details] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If the network interface name is one of a consecutive sequence that starts from 0

[Linux]

Check that the numeral of the managed server's network interface name (eth X) is one of a consecutive sequence starting from 0. If the sequence does not start from 0 or is not a consecutive sequence, change the network interface name.

- If the settings of the public network interface are correct

[Linux]

Refer to the public network interface configuration file `/etc/sysconfig/network-scripts/ifcfg-e XXX` file (e XXX is the interface name of eth0, eno0, etc.) and check that the setting is set as `ONBOOT=no`.

- If the settings of the admin network interface are correct

[Linux]

Refer to the following network configuration file which is the admin network interface configuration file, and check that the values of `IPADDR` and `NETMASK` are set correctly.

- Red Hat Enterprise Linux

`/etc/sysconfig/network-scripts/ifcfg-e XXX` file (e XXX is the interface name of eth0, eno0, etc.)

- SUSE Linux Enterprise Server

`/etc/sysconfig/network/ifcfg-eth X` file (the X of eth X can be any desired letter)

- If the port number settings are correct

Refer to "Appendix A Port List" in the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set
- If the same port number or service name is being used

If the port number is incorrect, change the port number to the proper number.

For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".
- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If there is a problem with the firewall settings

Check that there are no problems in the firewall settings for the admin server and the managed servers.

If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If failover has occurred

When operating managers in clusters, check if failover has occurred.

- Whether the amount of time taken by a power operation of a physical server exceeded the monitoring timeout value

The time taken by a power operation may have exceeded the monitoring timeout value. Measure the amount of time taken by the power operations of the managed server, and modify the timeout value accordingly.

For details on how to change timeout values, refer to the following:

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68258

FJSVrcx:ERROR:68258:Failed to boot *physical_server* during the image operation. *detail*

Description

Booting of *physical_server* during image operation failed.

Corrective Action

Check the following:

- If the hardware configuration of the managed server is uniform

The hardware configuration of the managed server that the cloning image was collected from differs from that of the managed server it is being deployed to.

Check the hardware configuration of the managed server.

- If the Windows product key is correct

Check the managed server that has failed to deploy. If it has stopped at the screen for entry of the Windows key, the Windows product key is incorrect. Correct the license information file on the managed server the cloning image was collected from and collect a new cloning image.

For details, refer to the following:

- For Virtual Edition, refer to "17.2 Collecting" in the "User's Guide VE".
- For Cloud Edition, refer to "17.5.1 Collecting and Registering" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

Cloning images which were not deployed successfully cannot be used.

- If the managed server the cloning image was collected from was the domain controller

When Windows cloning images have been deployed, the managed server they were collected from may have been the domain controller. If the managed server images were collected from was the domain controller, release the settings and collect the cloning image again.

Cloning images which were not deployed successfully cannot be used.

- If the settings of the license information file are correct

When Windows Server 2008 or Windows Server 2012 cloning images have been deployed, the setting details of the license information file may contain a mistake. Check the setting details of the license information file on the managed server the cloning image was collected from or deployed to.

If the setting details contain a mistake, correct the license information file on the managed server the cloning image was collected from and collect a new cloning image.

For details, refer to the following:

For Virtual Edition, refer to "17.2 Collecting" in the "User's Guide VE".

For Cloud Edition, refer to "17.5.1 Collecting and Registering" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

Cloning images which were not deployed successfully cannot be used.

- If an error message is being displayed on the managed server

When using HBA address rename, check the console of the managed server.

When an error is output on the console of the managed server, take the corrective action for "Message number [61308](#)".

- If the managed server and the admin server can communicate

Check that communication between the managed server and the admin server is available using ping or telnet.

- If the settings of the public network interface are correct

[Linux]

Refer to the public network interface configuration file `"/etc/sysconfig/network-scripts/ifcfg-eXXX"` file (eXXX is the interface name of eth0, eno0, etc.) and check that the setting is set as `ONBOOT=no`.

- If the settings of the admin network interface are correct

[Linux]

Refer to the following network configuration file which is the admin network interface configuration file, and check that the values of IPADDR and NETMASK are set correctly.

- Red Hat Enterprise Linux

`/etc/sysconfig/network-scripts/ifcfg-eXXX` file (eXXX is the interface name of eth0, eno0, etc.)

- SUSE Linux Enterprise Server

`/etc/sysconfig/network/ifcfg-ethX` (the X of ethX can be any desired letter)

- If there are any unnecessary files remaining on the managed server

When network settings of a managed server are changed after collection of a cloning image fails, there is a chance that some unnecessary files may remain. Check if any of the following files remain on the managed server. If they are still on the managed server, delete them and check the network settings.

[Windows]

`Installation_folder\Agent\var\tmp\ipcfg.nsh`

`Installation_folder\Agent\var\tmp\ipcfg_now.nsh`

[Linux]

`/var/opt/FJSVrcxat/tmp/softm/ifcfg-eXXX` file (eXXX is the interface name of eth0, eno0, etc.)

The folder specified in Choose Destination Location of "2.2.2 Installation [Windows] [Hyper-V]" in the "Setup Guide VE".

- If there is a mistake in the network settings of the managed server the cloning image was collected from

Check that the value of the IP address for the NIC allocated to the admin LAN matches the one set in "7.3.2 Registering Blade Servers" or "7.4.1 Registering Rack Mount or Tower Servers" in the "User's Guide VE".

To check the values entered in "7.3.2 Registering Blade Servers" or "7.4.1 Registering Rack Mount or Tower Servers" in the "User's Guide VE", refer to "A.6 [Resource Details] Tab" in the "User's Guide VE".

[Linux]

When using SUSE Linux Enterprise Server, check whether the settings given in "When Using SUSE Linux Enterprise Server" in "2.2.1.1 Software Preparation and Checks" in the "Setup Guide VE" have been performed.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If Sysprep has been executed more than four times in total

When using the following OSs, cloning image that uses MAK license authentication for its activation method is deployed, check if Sysprep has been executed more than four times in total.

- Windows Server 2008

- Windows Server 2008 R2

If Sysprep has been executed more than four times in total, an error log may have been created with the following path.

- Log file name:

`Setupper.log`

- Path:

`\Windows\System32\Sysprep\Panther`

For details, refer to the following web site.

URL: <http://support.microsoft.com/kb/929828>

As Sysprep is executed when cloning images are deployed, it is not possible to collect and deploy cloning images more than three times.

When Sysprep has been executed four or more times, it is necessary to collect a new cloning image. Collect a cloning image from a managed server on which Sysprep has been executed twice or less, and deploy that cloning image.

Cloning images which were not deployed successfully cannot be used.

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

If above items do not apply, check the following:

- If the managed server configuration is in an iSCSI disk configuration

When the managed server operating on an iSCSI disk is Linux, cloning images cannot be collected.

If cloning has been performed, perform restoration of a system image and recover the environment.

68259

[Virtual Edition]

FJSVrcx:ERROR:68259:Disk *process* was aborted on *physical_server*. *detail*

Description

The *process* on disk was aborted.

Corrective Action

Check the following:

- If the disk or storage device attached to the managed server is operating normally
- If the RAID device attached to the managed server is operating normally
- If the managed server is in a SAN boot environment, is there a problem with the wiring between the storage device and the managed server
- If the managed server is in a SAN boot environment, is the fibre channel switch operating normally
- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

[Cloud Edition]

Description

The *process* on disk was aborted.

Corrective Action

Check the following:

- If the disk or storage device attached to the managed server is operating normally
- If the RAID device attached to the managed server is operating normally
- If the managed server is in a SAN boot environment, is there a problem with the wiring between the storage device and the managed server
- If the managed server is in a SAN boot environment, is the fibre channel switch operating normally
- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- When a managed server is configured for iSCSI boot:

Check that there are no problems in the connection between the storage unit and the managed server.

After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68260

FJSVrcx:ERROR:68260:Image operation was cancelled. *detail*

Description

An image operation was canceled.

Corrective Action

The manager service may have stopped.

Refer to the following:

- Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and restart the services.
 - Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and restart the services.
- After resolving the problem, perform the operation again following step 4 of "Message number [68295](#)".

68261

FJSVrcx:ERROR:68261:A timeout has occurred while canceling the image operation.

Description

Process timed out during cancellation processing of the image operation.

Corrective Action

Communication during the cancellation process for the image operation may have failed because the load of the admin server was high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

68262

FJSVrcx:ERROR:68262:A process executed after the cancellation of the image operation has failed.

Description

An error occurred during the process after cancellation of the image operation.

Corrective Action

Perform the following procedure if necessary to restore the target server.

- When the backup was canceled
 - If the managed server has been started
Restart the managed server.
 - If the managed server has been stopped
Power on the managed server.
- When collection of cloning images was canceled
 1. Take the following corrective actions depending on the managed server's status:
 - If the managed server has been started
Restart the managed server.

- If the managed server has been stopped

Power on the managed server.

2. Network settings may have been modified. In that case, return the network settings to those before collection of the cloning image, referring to the following file. For details on settings, refer to the manual for the OS.

[Windows]

Installation_folder\Agent\var\tmp\ipcfg.nsh

Installation_folder\Agent\var\tmp\ipcfg_now.nsh

[Linux]

"/var/opt/FJSVrcxat/tmp/softm/ifcfg-e*XXX*" file

(e*XXX* is the interface name, such as eth0, eno0, etc.)

3. Delete the file that you used in step 2.
4. Configure automatic starting settings for the following agent services. For details on settings, refer to the manual for the OS.

[Windows]

Resource Coordinator Agent

[Linux]

SCruiserAgent

5. Start the agent. For details, refer to the following:

- Refer to "2.2 Starting and Stopping Agents" in the "Operation Guide VE".
- Refer to "2.2 Starting and Stopping Agents" in the "Operation Guide CE".
- When restoration of system images or deployment of cloning images was canceled
 1. If the managed server has been started, power it off.
 2. Perform the operation that was canceled again, or deploy another image.
- When server switchover or failback was canceled

If the managed server has been started, power it off.

[Cloud Edition]

Description

An error occurred during the process after cancellation of the image operation.

Corrective Action

Perform the following procedure if necessary to restore the target server.

- When creation of a physical L-Server was canceled:

Power off the managed server if it is powered on.

68295

FJSVrcx:ERROR:68295:deployment engine error:*detail*

Description

An internal command error occurred during one of the following operations.

- Backup or restoration of a system image
- Collection or deployment of a cloning image
- Server switchover using backup or restore

During cloning image deployment, if errors occur on some of the servers when deploying the same cloning image to multiple managed servers, deployment to the other servers is stopped.

Corrective Action

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

If nothing is displayed for *detail*, take corrective action referring to "Message number [68253](#)" and perform the operation again.

Check the following and take corrective action.

1. Check the settings

a. Check the redundancy of the admin LAN

When redundancy configuration has been performed for the admin LAN, take corrective action based on the following. After removing the cause of the error, refer to step 4 and execute the failed operation again.

- When a cloning image could not be collected

If the operating NIC of the managed server is not available due to use of the redundant admin LAN, cloning images cannot be collected.

Remove the cause of the switch to the standby NIC, switch from the standby NIC back to the operating NIC, and release the redundancy configuration of the admin LAN.

- When a cloning image could not be deployed

Check if the cloning image has been deployed with the redundancy configuration of the admin LAN set.

Cloning images with the redundancy configuration of the admin LAN set cannot be deployed to managed servers other than the one from which the cloning image was collected.

Deploy a cloning image that does not have the redundancy configuration of the admin LAN set.

Check if the operating NIC is available.

Remove the cause of the switch to the standby NIC, switch from the standby NIC back to the operating NIC, release the redundancy configuration of the admin LAN, and then deploy the cloning image again.

b. Check the status of the admin server service

- For Virtual Edition

Services explained in "Related Services" in "2.1 Starting and Stopping Managers" in the "Operation Guide VE" may have stopped.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE", and restart the services.

After removing the cause of the error, refer to step 4 and execute the failed operation again.

- For Cloud Edition

Services explained in "Related Services" in "2.1 Starting and Stopping Managers" in the "Operation Guide CE" may have stopped.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE", and restart the services.

After removing the cause of the error, refer to step 4 and execute the failed operation again.

c. Check Watchdog on the managed server

When the managed server has been powered off, there is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period) has been enabled on the managed server.

Check the Watchdog settings on the managed server, and disable them if they have been enabled.

After removing the cause of the error, refer to step 4 and execute the failed operation again.

d. Check preparatory settings

Check that the settings given in "Check the Network Interface Definition File" in "2.2.1.1 Software Preparation and Checks" in the "Setup Guide VE" or "Setup Guide CE" have been performed.

When using SUSE Linux Enterprise Server, check that the managed server has been configured so that only the NIC used for the admin LAN is active when the server is started.

If the settings have not been performed, perform them and then perform the operation again.

2. Error information collection

Check *detail* in the error message.

When "rid=*request_ID*" is displayed for *detail*, log in to the admin server using OS administrator authority and execute the following command using the *request_ID*.

[Windows Manager]

```
>cd "Installation_folder(*)\SVROR\ScwPro\support" <RETURN>
>scwhelp.bat --output output_file_name.html request_ID <RETURN>
```

[Linux Manager]

```
# cd /opt/FJSVscw-utils/sbin <RETURN>
# scwhelp --output output_file_name.html request_ID <RETURN>
```

* Note: The folder specified in Choose Destination Location of "2.1.1.6 Installation" in the "Setup Guide VE".

Information

When the admin server is Windows 2008 x64 Edition or Windows 2012 x64 Edition, open the command prompt using the following procedure.

Select [start]-[Run], and execute the following.

```
"Installation_folder\SysWoW64\cmd.exe"
```

Installation_folder is the installation folder of Windows.

The error information will be output in HTML format. Use a Web browser to display the output file.

3. Cause determination and response

Refer to the output error information and perform the following corrective action.

If the "Troubleshoot" column is displayed

Take the corrective action indicated in the "Todo" of the "Troubleshoot" column.

If error log files are created

- If the following is displayed in the "Todo" of the "Troubleshoot" column, check error codes and detailed codes referring to the content of the error log file (FJIMGBRS.ERR) stored in the "Error Logs Directory" of the "Detail Information" column.

```
Detail logs are stored in [Error_Logs_Directory].
```

Example

Abstract of error log files

```
Date          : Tue Apr 25 19:48:33 2006
Error Data    : 00130100 00000011
Error Code    : 161 000a0805
Message      : 0161 The size of the disk is small. Change the size of the
partition.
```

The first half of the Error Code line is the error code. In this case, the code is "161".

The second half of the Error Code line is the detailed code. In this case, the code is "000a0805".

b. Check the error code, and choose one of the following corrective actions:

- When the error code is "199"

Cause

The managed server has not been shut down normally.

Corrective Action

Reboot the system and shut down the managed servers.

- When the error code is something other than 199, collect troubleshooting information and contact Fujitsu technical staff.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

4. Recovery

When this does resolve the problem, perform the failed operation again using the following procedure.

When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

a. Booting the managed server

When a managed server on which an error occurred during backup of a system image or collection of a cloning image has been powered off, power it on.

If the managed server has been started, perform the following steps.

If the managed server has not been started, check if the following message is displayed on the screen.

If the message is displayed, press the [ESC] key.

If the message is not displayed, power off the server directly.

Error has occurred!!
Press ESC key to stop Agent. Then turn off this computer and retry your deployment task or investigate the error log.

...

ESC key was pressed. Agent is stopping.
Please wait a moment...

After pressing the [ESC] key, enter "Y" and power it off. After that, power it on again.

If the server does not power off when the [ESC] key is pressed, power off the server directly.

Would you like to turn off this computer? [Y/N]

b. Starting agents of Resource Orchestrator

Only perform this operation when an error occurred during collection of cloning images.

During the collection of cloning images, the automatic starting of agents is stopped.

Restart the managed server where the error occurred, and then start the agent.

For details on how to start agents, refer to the following:

- Refer to "2.2 Starting and Stopping Agents" in the "Operation Guide VE".
- Refer to "2.2 Starting and Stopping Agents" in the "Operation Guide CE".

[Windows]

When the managed server is Windows, the type of agent startup may be changed to "Disabled". In such cases, use the following procedures to set the startup type to "Automatic", before starting the agent.

1. Open [Services] from [Administrative Tools] on the Control Panel.
The [Services] window will be displayed.
2. Right-click the "Resource Coordinator Agent" service and select [Properties] from the displayed menu.
The [Resource Coordinator Agent Properties] window will be displayed.
3. Select [Automatic] from the [Startup type] of the [General] tab.

4. Click the [OK] button.

c. Delete temporary files

If an error occurred during collection of a cloning image, and the network settings of the managed server have been changed after the error occurred, the following files might remain. If they do remain, delete them.

[Windows]

Installation_folder\Agent\var\tmp\ipcfg.nsh

Installation_folder\Agent\var\tmp\ipcfg_now.nsh

[Linux]

"/var/opt/FJSVrcxat/tmp/softrm/ifcfg-eXXX" file (eXXX is the interface name of eth0, eno0, etc.)

d. Re-execute

Execute the failed operation again.

68296

FJSVrcx:ERROR:68296:deployment engine cli error:*detail*

[Virtual Edition]

Description

An error has occurred during execution of a manager command.

Corrective Action

When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4 of "Message number 68295".

When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- Backup of a system image
- Restoration of a system image
- Collection of a cloning image
- Deployment of a cloning image
- Auto-Recovery of a managed server for which server switchover uses the backup and restore method
- Manual switchover or fallback to a managed server for which server switchover uses the backup and restore method

When this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.

- When "code=100"
 - One of the services in "Related Services" of "2.1 Starting and Stopping Managers" in the "Operation Guide VE" may have stopped on the admin server.
On the admin server, check that the "Related Services" have been started, and if there are any services that have stopped, start them.
For how to check and start services, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
 - When starting the manager, communication using the admin LAN may not have been possible.
Check if communication with the agent is possible using the admin LAN, then stop and restart the manager.
For how to stop and start managers, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide VE".
- When "code=105" or "code=107"

When the load of the admin server is high, the internal connection process of a manager may time out.

After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

[Cloud Edition]

Description

- When creating a physical L-Server
Deployment of the cloning image failed. The backup/restore procedure for the admin server may have been performed incorrectly.
- When not creating a physical L-Server:
An error has occurred during execution of a manager command.

Corrective Action

- When creating a physical L-Server
If a message not related to the above actions is output, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.
- When not creating a physical L-Server:
When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4 of "Message number 68295".
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.
 - Backup of a system image
 - Restoration of a system image
 - Collection of a cloning image
 - Deployment of a cloning image
 - Auto-Recovery of a managed server for which server switchover uses the backup and restore method
 - Manual switchover or fallback to a managed server for which server switchover uses the backup and restore methodWhen this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.
 - When "code=100"
 - One of the services in "Related Services" of "2.1 Starting and Stopping Managers" in the "Operation Guide CE" may have stopped on the admin server.
On the admin server, check that the "Related Services" have been started, and if there are any services that have stopped, start them.
For how to check and start services, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".
 - When starting the manager, communication using the admin LAN may not have been possible.
Check if communication with the agent is possible using the admin LAN, then stop and restart the manager.
For how to stop and start managers, refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE".
 - When "code=105" or "code=107"
When the load of the admin server is high, the internal connection process of a manager may time out.
After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

68297

FJSVrcx:ERROR:68297:power control error: *detail*

Description

An error has occurred during power control of a managed server.
A detailed message is displayed for *detail*.

Corrective Action

When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4 of "Message number 68295".

When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- Backup of a system image
- Restoration of a system image
- Collection of a cloning image
- Deployment of a cloning image
- Auto-Recovery of a managed server for which server switchover uses the backup and restore method
- Manual switchover or failback to a managed server for which server switchover uses the backup and restore method

When this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.

- When *detail* is "another process is running"

Perform the operation again after the other process is complete.

When another process is not being executed, wait a short while and then perform the operation again.

- When performing operations to a managed server (or resources being used in managed server) simultaneously

The following operations cannot be performed simultaneously on a managed server (or resources being used on managed servers). In that case, after the processes executed are complete, perform the operation again.

- Settings, changes, and deletion of the LAN switch
- VLAN settings and changes of the LAN switch
- Settings and changes of HBA address rename
- Power operation
- Turning maintenance LEDs ON and OFF
- Reconfiguration of hardware properties
- Reading of the system configuration file (Import)

4.8 69XXX Series

This section explains the following message series:

- [4.8.1 691XX Series](#)
- [4.8.2 693XX Series](#)

4.8.1 691XX Series

This section explains the 691XX message series.

69103

FJSVrcx:ERROR:69103:failed to send SNMPTrap to *host*

Description

SNMP trap transmission failed.

The communication destination of the SNMP trap is displayed for *host*.

The SNMP trap transmission failure indicated by this message does not affect the event operation or its results.

For details of the event that is the target of the SNMP trap, refer to the following:

- For Virtual Edition, refer to "Appendix G Sending SNMP Traps" in the "Setup Guide VE".
- For Cloud Edition, refer to "Appendix F Sending SNMP Traps" in the "Setup Guide CE".

Corrective Action

- For Virtual Edition, refer to "Appendix G Sending SNMP Traps" in the "Setup Guide VE", and check if there is a problem with the SNMP trap sending settings.
- For Cloud Edition, refer to "Appendix F Sending SNMP Traps" in the "Setup Guide CE", and check if there is a problem with the SNMP trap sending settings.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69111

FJSVrcx:ERROR:69111:communication error. target=*target* detail=*detail*

Description

An error occurred during communication with the target *target*.

Corrective Action

When *target* is the admin IP address of the admin server, take the following corrective actions depending on the content of *detail*.

- "configuration error"
For the correction method, refer to the corrective action of "Message number [67350](#)".
- "SSL certification error"
For the correction method, refer to the corrective action of "Message number [67351](#)".
- "connection timeout"
For the correction method, refer to the corrective action of "Message number [67352](#)".
- "read timeout"
For the correction method, refer to the corrective action of "Message number [67353](#)".
- "write timeout"
For the correction method, refer to the corrective action of "Message number [67354](#)".
- "connection error"
For the correction method, refer to the corrective action of "Message number [67355](#)".
- "no route to host"
For the correction method, refer to the corrective action of "Message number [67356](#)".
- "IO error"
For the correction method, refer to the corrective action of "Message number [67357](#)".
- "internal error"
For the correction method, refer to the corrective action of "Message number [67358](#)".

When *target* is the IP address of a server management unit, take the following corrective actions depending on the content of *detail*.

- "snmp communication error"
Use the following methods to check if SNMP communication with the server management unit is possible.
 - Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
If a cable is disconnected from the LAN connector, connect it.
 - Check whether connection to the admin UI of the server management unit (In the case of the PRIMERGY BX series, the Web UI or telnet) is possible.
 - Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

- Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.
- Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.
 - Check the SNMP community name set from the ROR console.
If it was omitted, "public" will be specified.
 - Check that the server management unit of the managed server has Write (reference and updating) authority for the SNMP community name specified.
If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

For details of checks and the setup method, refer to the manual of the server being used.

When *target* is the IP address of a power monitoring device, take the following corrective actions depending on the content of *detail*.

- "snmp communication error"

Use the following methods to check if SNMP communication with the power monitoring device is possible.

- Check if there is a problem with the network environment between the admin server and the power monitoring device using the ping command or another method.
If a cable is disconnected from the LAN connector, connect it.
- Check that connection to the power monitoring device is possible using Web UI or telnet.
- Check that the SNMP community name set in the power monitoring device has not been changed from the value specified during registration.
- Check that Read (reference) authority is possessed for the SNMP setting of the power monitoring device.
 - Check the SNMP community name set from the ROR console.
If it was omitted, "public" will be specified.

For details of checks and the setup method, refer to the manual of the power monitoring device.

- "ping timeout"

Timeout has occurred during ping monitoring of the server *target*.

As the recovery process is performed automatically based on the configured monitoring information, there is no need to take corrective action.

For the method of configuring monitoring information, refer to "Chapter 8 Configuring Monitoring Information" in the "Setup Guide VE".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

Description

An error occurred during communication with the target *target*.

Corrective Action

Perform the following corrective action depending on the value of *target*.

- If the IP address of VM management software is displayed:

Check whether communication with the VM management software is possible.

- Use a ping command, etc. to check whether there is a problem with the network environment between the admin server and the VM management software.
- If a LAN cable has become disconnected, reconnect it.
- If the VM management product has VM management software, check whether there is a problem with connecting to the VM management product from the VM management software.

Perform the following corrective action depending on the value of *detail*.

- For "VMware vCenter Server communication error(*Virtual_storage_resource_name*)"

Check the status of the virtual storage resources registered in the storage pool.

When the status is something other than "unknown", corrective action is not necessary as a communication error has occurred but recovery is complete.

When the status is "unknown", perform the following corrective actions.

 - Check that "VMware vCenter Server" is operating correctly on the IP address output for *target*.
For details on the check method, refer to the manual of the "VMware vCenter Server".
 - Check that communication is possible with the IP address output for *target*.
For the correction method, refer to the corrective action of "Message number 67192".
- For "VMware vCenter Server communication error"
 - Check that VMware vCenter Server is operating correctly on the IP address output for *target*.
For details on the check and configuration method, refer to the VMware vCenter Server manual.
 - Check that communication is possible with the IP address output for *target*.
For the correction method, refer to the corrective action of "Message number 67192".
- For "System Center Virtual Machine Manager communication error(*Virtual_storage_resource_name*)"

Check the status of the virtual storage resources registered in the storage pool.

When the status is something other than "unknown", corrective action is not necessary as a communication error has occurred but recovery is complete.

When the status is "unknown", perform the following corrective actions.

 - Check that SCVMM is operating correctly on the IP address output for *target*.
For details on the check method, refer to the SCVMM manual.
 - Check that communication is possible with the IP address output for *target*.
For the correction method, refer to the corrective action of "Message number 67192".
- For "System Center Virtual Machine Manager communication error"

Perform the following corrective actions:

 - Check that SCVMM is operating correctly on the IP address output for *target*.
For details on the check method, refer to the SCVMM manual.
 - Check that communication is possible with the IP address output for *target*.
For the correction method, refer to the corrective action of "Message number 67192".
- For "Oracle VM Manager communication error(*Virtual_storage_resource_name*)"

Check the status of the virtual storage resources registered in the storage pool.

When the status is something other than "unknown", corrective action is not necessary as a communication error has occurred but recovery is complete.

When the status is "unknown", perform the following corrective actions.

 - Check that Oracle VM Manager is operating correctly on the IP address output for *target*.
For details on the check and configuration method, refer to the Oracle VM Manager manual.
 - Check that communication is possible with the IP address output for *target*.
For the correction method, refer to the corrective action of "Message number 67192".

- For "Oracle VM Manager communication error"
 - Check that Oracle VM Manager is operating correctly on the IP address output for *target*.
For details on the check and configuration method, refer to the Oracle VM Manager manual.
 - Check that communication is possible with the IP address output for *target*.
For the correction method, refer to the corrective action of "Message number [67192](#)".
 - If the IP address of storage management software is displayed:
Perform the following corrective actions:
 - The necessary settings for the storage management software may not have been completed. For details, refer to "D.3 Storage Preparations" in the "Design Guide CE".
 - Check that communication is possible with the IP address output for *target*.
For the correction method, refer to the corrective action of "Message number [67192](#)".
 - When target is the IP address of NS appliance or the physical L-Server on which NS appliance is deployed.
 - When the rcxnetworkservice setup command has not been executed
Restart after executing the rcxnetworkservice setup command.
 - When the rcxnetworkservice setup command has been executed
Confirm that there is no error in *target* login information.

When there are no errors in login information, confirm that the network configuration is one that allows communication between the manager and the physical L-Server corresponding to *target* or the NS Appliance.
- If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

69112

FJSVrcx:ERROR:69112:SNMP communication failed. target=*target*

Description

SNMP communication with *target* failed.

If a chassis has been registered, check the following and take corrective action.

- [The SNMP community name settings of the chassis](#)

If the basic information of the chassis or managed server has been changed, check the following and take corrective action.

- [If the chassis is powered on](#)
- [When the IP address of the chassis has been changed](#)
- [When the SNMP community name of the chassis has been changed](#)
- [When the IP address of a managed server has been changed](#)

In cases other than the above, check the following and take corrective action.

- [When registering the rack mount or tower servers on VMware ESXi](#)
- [When reconfiguring the hardware information of rack mount or tower servers on VMware ESXi](#)
- [Network cable checks](#)
- [Check the settings of network devices \(e.g. LAN switch\) being used](#)
- [Check the Network Environment](#)
- [Port number checks](#)
- [Power status checks](#)

- ServerView Agents checks
- SNMP service checks
- ServerView Agents SNMP community name checks
- Server SNMP community name checks
- Admin LAN IP address checks
- Write (reference and updating) checks
- Admin LAN network load checks
- BIOS/firmware checks
- Admin server load checks

Corrective Action

The SNMP community name settings of the chassis

The specified value may be different from the value specified in the device.

Check that the SNMP community name specified matches the one set on the management board and managed servers.

If the chassis is powered on

The specified value may be different from the value specified in the device.

Power on the chassis.

For how to check the power status and power on a chassis, refer to the manual of the server being used.

When the IP address of the chassis has been changed

The specified value may be different from the value specified in the device.

Check that the specified IP address matches the one set on the management blade.

When the SNMP community name of the chassis has been changed

The specified value may be different from the value specified in the device.

Check that the SNMP community name specified matches the one set for the management blade and managed servers.

When the IP address of a managed server has been changed

The specified value may be different from the value specified in the device.

Check that the specified IP address matches the one set on the managed server.

When registering the rack mount or tower servers on VMware ESXi

The [Register agent] checkbox may be checked.

Clear the [Register agent] checkbox, and register the agent after completing server registration.

When reconfiguring the hardware information of rack mount or tower servers on VMware ESXi

The server may be powered on.

Power off the server and then reconfigure the hardware information.

Network cable checks

How to Check

Check if the network cable between the admin server and the server management unit is correctly connected.

Corrective Action

- If the network cable is damaged
 - Replace the cable.
- If the network cable is connected incorrectly
 - Reconnect the cable.

Check the settings of network devices (e.g. LAN switch) being used

How to Check

Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

- Between the NIC of the admin server and the switch port
- Between the NIC of the server management unit and the switch port

Corrective Action

If the settings used for duplex mode configuration are incorrect, correct them.

For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

Check the Network Environment

How to Check

Execute the ping command on the server where a manager is installed to check the network status.

Check if communication with the server management unit is possible.

[Windows Manager]

```
>ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:

Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128

Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

[Linux Manager]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.  
From ipaddr icmp_seq=1 Destination Host Unreachable  
From ipaddr icmp_seq=2 Destination Host Unreachable  
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

For <Example: Normal communication>

- "[Port number checks](#)"

For <Example: Abnormal communication>

- "[Network cable checks](#)"

Port number checks

How to Check

Refer to "Appendix A Port List" in the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set
- If the same port number or service name is being used

Corrective Action

If the port number is incorrect, change it to a suitable number.

For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".
- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

Power status checks

How to Check

Check the power status of the managed server.

Corrective Action

If the status is OFF, power on the managed server.

ServerView Agents checks

How to Check

Check that the ServerView Agents of the managed server have been started.

Corrective Action

If they have not been started, refer to the ServerView Agents manual and start them.

SNMP service checks

How to Check

Check that the SNMP service of managed server has been started.

Corrective Action

If the SNMP service has not been started, start it.

[Windows] [Hyper-V]

1. Log in to the managed server using OS administrator authority.
2. Open [Services] from [Administrative Tools] on the Windows Control Panel, and check that the status of the SNMP Service is "Started" on the [Services] window.
3. When the service is stopped, start the service.

[Linux] [VMware] [Xen] [Citrix Xen]

1. Log in to the admin server using OS administrator authority.

2. Execute the following command, and check that the SNMP daemon is operating.

```
# /etc/init.d/snmpd status <RETURN>
```

3. When SNMP daemon is stopped, execute the following command and start the daemon.

```
# /etc/init.d/snmpd start <RETURN>
```

ServerView Agents SNMP community name checks

Check that the SNMP community name set for the ServerView Agents matches the one set in the management blade.

Server SNMP community name checks

Check that the SNMP community name specified during server registration matches the one set for the ServerView Agents.

Admin LAN IP address checks

Check that the admin LAN IP address specified during server registration matches the one that has been set on the managed server.

Write (reference and updating) checks

Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

Admin LAN network load checks

How to Check

Check the network load of the admin LAN.

The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

Corrective Action

After the process that is causing the high network load finishes, perform the operation again.

BIOS/firmware checks

How to Check

The BIOS/firmware of the managed server may not be the newest.

Corrective Action

Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

Admin server load checks

How to Check

Check if the load on the admin server is high.

Obtaining the power status may fail due to an increase in the load of the admin server.

Corrective Action

After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69113

FJSVrcx:ERROR:69113:LED operation not possible for target server model. target=*server_name*

Description

The managed server is a model for which LED operation cannot be performed.

Corrective Action

Refer to the following, and check that the server meets the requirements.

- Refer to "6.2.1 All Editions" in the "Overview".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69114

FJSVrcx:ERROR:69114:no blade mounted in slot *slot_number*

Description

A blade has not been mounted in slot *slot_number*.

Corrective Action

Mount a blade in the slot.

When a blade is mounted in the relevant slot, check the following:

- If the MAC address of the blade is recognized correctly on the management blade Web UI
If the MAC address of the blade is not recognized correctly, mount the blade again, and power it on.
- When slave slot information of multi-slot servers has been set in the system configuration file, has the file been imported
If slave slot information of multi-slot servers has been set in the system configuration file, delete the configuration information.
- On differing types of servers, if hardware reconfiguration has not been performed, or the blade type differs before and after replacing servers, delete the registered server, replace hardware and then perform server registration again.
If the blade type after server replacement differs that of before replacement, delete the registered server, replace the hardware and then perform server registration again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69115

FJSVrcx:ERROR:69115:failed to get information from server management unit

Description

Obtaining the information from the server management unit failed. The following causes are possible:

- Communication with the server management unit failed.
- The IP address of the server management unit to register is wrong.
- When registering a managed server, the wrong model of managed server was selected on the server resource tree on the ROR console.

Check whether communication with the server management unit is possible.

- [If the chassis is powered on](#)
- [Network cable checks](#)
- [Server management unit connection checks](#)
- [Write \(reference and updating\) checks](#)
- [Check the type of the Remote Management Controller](#)
- [Remote Management Controller IP address, user name, and password checks](#)
- [Check the settings of network devices \(e.g. LAN switch\) being used](#)
- [Check the Network Environment](#)
- [Port number checks](#)
- [Admin LAN network load checks](#)
- [BIOS/firmware checks](#)
- [Admin server load checks](#)
- [Check the monitoring time-out values of SPARC M10-4S/M12-2S power operations](#)

If this message is displayed when the following operations are executed, check that the specified IP address matches that of the server management unit. Also, check that the correct model of server was selected on the server resource tree of the ROR console when registering the managed server.

- Chassis registration
- Changing of a chassis admin IP address
- Chassis remote server management information checks
- Managed server registration
- Changing of a managed server's Remote Management Controller information

If no problems are found, a temporary loss of communication may have occurred due to rebooting of the server management unit, etc. Wait for 2 or 3 minutes and then repeat the failed operation.

Corrective Action

If the chassis is powered on

Power on the chassis.

For how to check the power status and power on a chassis, refer to the manual of the server being used.

Network cable checks

How to Check

Check if the network cable between the admin server and the server management unit is correctly connected.

Corrective Action

- If the network cable is damaged
Replace the cable.
- If the network cable is connected incorrectly
Reconnect the cable.

Server management unit connection checks

How to Check

Use the Web UI or telnet to check that connection to the server management unit is possible.

Corrective Action

Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

Write (reference and updating) checks

Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

Check the type of the Remote Management Controller

Check if the type of the Remote Management Controller has been correctly specified.

Remote Management Controller IP address, user name, and password checks

Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.

Also, check that the user of the Remote Management Controller has administrator authority.

Check the settings of network devices (e.g. LAN switch) being used

How to Check

Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

- Between the NIC of the admin server and the switch port
- Between the NIC of the server management unit and the switch port

Corrective Action

If the settings used for duplex mode configuration are incorrect, correct them.

For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

Check the Network Environment

How to Check

Execute the ping command on the server where a manager is installed to check the network status.

Check if communication with the server management unit is possible.

[Windows Manager]

```
>ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
```

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
```

```
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:
```

```
Request timed out.
```

```
Request timed out.
```

```
Request timed out.
```

```
Request timed out.
```

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

[Linux Manager]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
```

```
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
```

```
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
```

```
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
```

```
From ipaddr icmp_seq=1 Destination Host Unreachable
```

```
From ipaddr icmp_seq=2 Destination Host Unreachable
```

```
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

For <Example: Normal communication>

- "Port number checks"

For <Example: Abnormal communication>

- "Network cable checks"

Port number checks

How to Check

Refer to "Appendix A Port List" in the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set
- If the same port number or service name is being used

Corrective Action

If the port number is incorrect, change it to a suitable number.

For how to change port numbers, refer to the following:

For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".

For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

Admin LAN network load checks

How to Check

Check the network load of the admin LAN.

The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

Corrective Action

After the process that is causing the high network load finishes, perform the operation again.

BIOS/firmware checks

How to Check

The BIOS/firmware of the managed server may not be the newest.

Corrective Action

Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

Admin server load checks

How to Check

Check if the load on the admin server is high.

Obtaining the power status may fail due to an increase in the load of the admin server.

Corrective Action

After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

Check the monitoring time-out values of SPARC M10-4S/M12-2S power operations

How to Check

Measure the duration of server power operations of managed servers

Corrective Action

The monitoring time-out values of power operations may have exceeded.

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of SPARC M10-4S/M12-2S Power Operations" in "6.1.5 Setting Values for SPARC Enterprise M4000/M5000/M8000/M9000 and SPARC M10-4S/M12-2S" in the "Design Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of SPARC M10-4S/M12-2S Power Operations" in "8.1.5 Setting Values for SPARC Enterprise M4000/M5000/M8000/M9000 and SPARC M10-4S/M12-2S" in the "Design Guide CE".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69116

FJSVrcx:ERROR:69116:no server found in *type number*

Description

There is no server in the *number* of *type*.

Corrective Action

Take corrective action for the content displayed for *type*.

- When *type* is "partition"

The *number* partition may have been deleted.

After configuring the *number* partition, perform the action again.

69117

FJSVrcx:ERROR:69117:target server may not be registered. target=*server_name*

Description

The server may not exist or an incorrect name might have been specified.

Corrective Action

Update the information of the ROR console, and check if the relevant server exists.

To update the information, right-click the chassis on the ROR console server resource tree and select [Update] from the displayed menu.

Updating of the information may take around 30 seconds. Check in the resource details that information for the server has changed.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69118

FJSVrcx:ERROR:69118:target server model does not support forced power off. target=*server_name*

Description

The server is a model which does not support forced power off.

Corrective Action

Refer to the following, and check that the server meets the requirements.

- Refer to "6.2.1 All Editions" in the "Overview".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69119

FJSVrcx:ERROR:69119:target server model does not support power operation. target=*server_name*

Description

The server is a model which does not support power operations.

Corrective Action

Refer to the following, and check that the server meets the requirements.

- Refer to "6.2.1 All Editions" in the "Overview".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69120

FJSVrcx:ERROR:69120:timeout occurred while executing internal command. (command=*command*)

Description

Timeout has occurred during the execution of the internal command *command*.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

69121

FJSVrcx:ERROR:69121:timeout occurred while getting status after power off

Description

Power operation has been executed normally, but timeout has occurred during obtaining the information for the status of post-power off.

Corrective Action

The server may have not been powered off.

Check the power status of the server.

69122

FJSVrcx:ERROR:69122:timeout occurred while executing power control modules

Description

Timeout has occurred during the execution of the power control module.

Power operation may have been performed directly on the hardware of the managed server or the chassis while it was being started or stopped.

In that case, perform the operation again.

If power operation has not been performed directly, take the following corrective actions.

- [When deploying cloning images](#)
- [When backup and restoration of a system image has been performed](#)
- [When a managed server with an agent registered has been powered on](#)
- [When a power operation of a managed server has been performed](#)
- [When a managed server using HBA address rename does not start](#)
- [When server switchover or failback has been performed](#)
- [When chassis power operations have been performed](#)
- [When managed servers are PRIMERGY BX series servers](#)
- [When the managed server is a SPARC Enterprise or SPARC M10/M12](#)

Corrective Action

When deploying cloning images

- There may be a mistake in the SNMP community name settings.
 - When this occurs on PRIMERGY BX series servers

When the following blade server is mounted in a different chassis, check that the SNMP community names of the chassis are the same.

- The blade server the cloning image was collected from
- The blade server the cloning image is being deployed to

- When this occurs on rack mount servers or tower servers

Check that the SNMP community names of the server the cloning image was collected from and the server the cloning image was deployed to are the same.

- The time taken by a power operation of a physical server may have exceeded the monitoring timeout value.

Measure the amount of time taken by the power operations of the managed server, and modify the timeout value accordingly.

For details on how to change timeout values, refer to the following:

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".

When backup and restoration of a system image has been performed

The time taken by a power operation of a physical server may have exceeded the monitoring timeout value.

Measure the amount of time taken by the power operations of the managed server, and modify the timeout value accordingly.

For details on how to change timeout values, refer to the following:

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".

When a managed server with an agent registered has been powered on

The settings of the OS may be incorrect.

Log in, check the following, and take corrective action.

- If the settings of the admin network interface are correct
 - Whether the network settings are valid, and if the admin server and managed server can communicate correctly.
- Whether an agent has been started
 - Refer to "2.2 "unknown" Server Status" in "Troubleshooting", and take the relevant corrective action.

When a power operation of a managed server has been performed

The time taken by a power operation of a physical server may have exceeded the monitoring timeout value.

Measure the amount of time taken by the power operations of the managed server, and modify the timeout value accordingly.

For details on how to change timeout values, refer to the following:

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".

When a managed server using HBA address rename does not start

Refer to "2.1 OS Startup Issues (with I/O Virtualization)" in "Troubleshooting", and take the relevant corrective action.

When server switchover or failback has been performed

Check the resource name of the event log, determine whether the primary server or spare server has been affected, and then take the following corrective action.

- When the primary server has been affected (the spare server in the case of failback)
 - Check if the primary server has been powered off. If it has not been powered off, directly (physically) power off the server hardware and then perform the operation again.
 - The time taken by a power operation of a physical server may have exceeded the monitoring timeout value.
 - Measure the amount of time taken by the power operations of the managed server, and modify the timeout value accordingly.
 - For details on how to change timeout values, refer to the following:

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".
- When the spare server has been affected (the primary server in the case of failback)
 - Whether the BIOS or OBP settings are correct

Check if the BIOS or OBP settings of the spare server correspond with those of the operational environment. After changing any necessary settings, perform the operation again.

For details of BIOS settings and OBP settings, refer to the following:

 - For Virtual Edition, refer to "6.2 Configuring the Server Environment" in the "Design Guide VE".
 - For Cloud Edition, refer to "8.2 Configuring the Server Environment" in the "Design Guide CE".
 - Whether an HBA has been mounted

When using HBA address rename, check if the server has an HBA mounted, and if there is no HBA mounted, mount one. Then perform the operation again.
 - Whether communication is possible using the admin LAN

Check that the settings of network devices (LAN switches, ports, etc.) enable communication using the admin LAN. If communication is not possible using the admin LAN, either replace the devices or change the settings, and the repeat the operation.

Alternatively, in an environment with a redundant admin LAN, for managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If there is an error in the settings, reconfigure the hardware information and specify the correct MAC address.

The MAC address can be checked in the resource details of the physical server.

For how to check, refer to the following:

 - For Virtual Edition, refer to "A.6 [Resource Details] Tab" in the "User's Guide VE".
 - For Cloud Edition, refer to "A.7 [Resource Details] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

For reconfiguration of hardware properties, refer to the following:

 - For Virtual Edition, refer to "6.2.2 Reconfiguration of Hardware Properties" and "6.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide VE".
 - For Cloud Edition, refer to "9.2.2 Reconfiguration of Hardware Properties" and "9.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide CE".

When using the storage affinity switchover method, check whether communication is possible with the remote management controller (XSCF, ILOM). If communication is not possible, review the settings of the remote management controller.

 - For XSCF, refer to the manual of the remote management controller (XSCF), and confirm the values defined in "6.1.5 Setting Values for SPARC Enterprise M4000/M5000/M8000/M9000 and SPARC M10-4S/M12-2S" in the "Design Guide VE".
 - For ILOM, refer to the manual of the remote management controller (ILOM), and confirm the values defined in "6.1.4 Setting Values for SPARC Enterprise (M3000/T5120/T5140/T5220/T5240/T5440) and SPARC M10-1/M10-4/M12-1/M12-2" in the "Design Guide VE".
 - If the LAN switch has been registered

If the subnets for the primary server and spare server are different, check if the LAN switch blades connecting to each server have been registered.
 - If the network settings can be changed for switchover

When the managed server is a PRIMERGY BX series and if the subnets for the primary server and spare server are different, check if the network settings have been configured to change during switchover.

When the settings have not been configured, configure them referring to "18.2 Settings for Server Switchover" in the "User's Guide VE".
 - Whether preparatory settings were performed correctly
 - For Virtual Edition, check that the settings given in "Check the Network Interface Definition File" in "2.2.1.1 Software Preparation and Checks" in the "Setup Guide VE" have been performed.
 - For Cloud Edition, check that the settings given in "Check the Network Interface Definition File" in "2.2.1.1 Software

Preparation and Checks" in the "Setup Guide CE" have been performed.

If the settings have not been performed, perform them and then perform the operation again.

- When the spare server has been affected (the primary server in the case of failback)

- Whether the amount of time taken by a power operation of a physical server exceeded the monitoring timeout value.

The time taken by a power operation may have exceeded the monitoring timeout value. Measure the amount of time taken by the power operations of the managed server, and modify the timeout value accordingly.

For details on how to change timeout values, refer to the following:

- For Virtual Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide VE".
- For Cloud Edition, refer to "Changing Monitoring Timeout Values of Physical Server Power Operations" in "Appendix A Notes on Operating ServerView Resource Orchestrator" in the "Operation Guide CE".

In cases other than the above, manually perform server switchover or failback again, and check the console of the spare server. If the OS of the spare server boots, the settings of the OS may be incorrect. Log in, check the following, and take corrective action. If the status of the agent is not normal after a given length of time, it will automatically return to its previous state. After it does, perform the operation again.

- Whether the SNMP community name settings of the chassis are correct

When the primary server and spare server are mounted in different chassis, ensure that the SNMP community names of both chassis are the same.

- Whether the SNMP community name settings of the server are correct

When this occurs on rack mount servers or tower servers, check that the SNMP community name settings of the primary server and the spare server are the same.

- Whether an agent has been started

Refer to "2.2 "unknown" Server Status" in "Troubleshooting", and take the relevant corrective action.

- If the settings of the admin network interface are correct

When the settings to bind admin network interfaces to MAC addresses have been performed, change the settings so as not to bind them.

When chassis power operations have been performed

There may be a mistake in the SNMP settings. Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

If an operation to stop the chassis is performed while the OS of the server blade is starting, the server blade will not shut down and stopping of the chassis will fail. In such cases, perform the operation to stop the chassis again.

When managed servers are PRIMERGY BX series servers

There is a chance that the correct settings have not been configured for the SNMP agent on the management blade. For how to perform settings, refer to the following:

- For Virtual Edition, refer to "6.2 Configuring the Server Environment" in the "Design Guide VE".
- For Cloud Edition, refer to "8.2 Configuring the Server Environment" in the "Design Guide CE".

When the managed server is a SPARC Enterprise or SPARC M10/M12

Automatic starting settings may not be correctly configured. Configure the following settings so that the OS automatically starts when the power is turned on.

When using the SPARC Enterprise M series or SPARC M10/M12

- Set the mode switch of operator panel to "Locked"
- Configure the domain automatic boot as valid
- Set "true" in OpenBoot auto-boot?

When using the SPARC Enterprise T series

- Set "true" in OpenBoot auto-boot?

There is a chance that the WWN information (WWPN of the HBA, target CA) configured is not correct. Use the storageadm zone info command of ESC to check that the WWPN of the HBA and the target CA are correct.

If WWN information is not correct, change the information to the correct values.

For details on how to use the storageadm zone command, refer to the "ETERNUS SF Storage Cruiser Operation Guide".

[Cloud Edition]

FJSVrcx:ERROR:69122:timeout occurred while executing power controlmodules

Description

Timeout has occurred during the execution of the power control module.

Power operation may have been performed directly on the hardware of the managed server or the chassis while it was being started or stopped.

In that case, perform the operation again.

If power operation has not been performed directly, take the following corrective actions.

- [If an L-Server has been stopped](#)
- [If a physical L-Server has been deleted:](#)
- [When a dedicated server for NS Appliances has been stopped or restarted](#)

Corrective Action

If an L-Server has been stopped

Timeout occurs because shutdown of the OS running on the L-Server takes a long time.

Use the following procedure to change the wait time for stopping the L-Server.

1. Change the wait time.

Change the parameter value given in the following file, according to your environment.
Specify the parameter value in seconds. Do not change other parameters.

- The target file
 - [Windows Manager]
Installation_folder\SVROR\Manager\rails\config\rcx\vm_guest_params.rb
 - [Linux Manager]
/opt/FJSVrcvnr/rails/config/rcx/vm_guest_params.rb
- Parameter
SHUTDOWN_TIMEOUT



Example

When you change the wait time from 5 minutes to 15 minutes

Before changing: SHUTDOWN_TIMEOUT = 300

After changing: SHUTDOWN_TIMEOUT = 900

2. Restart the Manager.

The changed value is enabled.

[Windows Manager]

```
>Installation_folder\SVROR\Manager\bin\rcxadm mgrctl stop <RETURN>
>Installation_folder\SVROR\Manager\bin\rcxadm mgrctl start <RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvnr/bin/rcxadm mgrctl stop <RETURN>
# /opt/FJSVrcvnr/bin/rcxadm mgrctl start <RETURN>
```

If a physical L-Server has been deleted:

There may be an error in the HBA BIOS settings.
Perform the following check and corrective action:

- Check whether spin up delay has been set

If spin up delay has been set in HBA BIOS settings, cancel the setting and perform the operation again.

When a dedicated server for NS Appliances has been stopped or restarted

- When the operation was performed after stopping all NS Appliances on the dedicated server for NS Appliances

An error may have occurred in the network between the manager and the dedicated server for NS Appliances or in the dedicated server for NS Appliances itself.

Check the status of the network between the manager and the dedicated server for NS Appliances and of the dedicated server for NS Appliances itself, and then perform the operation again.

- When the operation was performed without stopping all NS Appliances on the dedicated server for NS Appliances

Timeout has occurred while waiting for the dedicated server for NS Appliances to be stopped or restarted because it took time to stop the NS Appliances that were operating.

As the stopping or restarting operation of the dedicated server for NS Appliances is still being processed, wait for a while and then check the status of the dedicated server for NS Appliances from the manager.

When stopping or restarting a dedicated server for NS Appliances, ensure that all NS Appliances operating on that server are stopped in advance.

For details, refer to "4.2.2 Stopping NS Appliances" and "4.2.3 Restarting NS Appliances" in the "NS Option Instruction".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

69123

FJSVrcx:ERROR:69123:another command is running

Description

An internal command for obtaining server information may be being executed in another process.

Corrective Action

Wait a couple of minutes and then execute the command again.

69124

FJSVrcx:ERROR:69124:operation of server management unit failed.

Description

The operation of the server management unit failed.

Corrective Action

Check the following and take corrective action.

- Whether communication with the management blade is possible
 - Check if there is a problem with the network environment between the admin server and the management blade using the ping command or another method.
If a cable is disconnected from the LAN connector, connect it.
- Whether Write (reference and updating) authority is possessed for the SNMP setting of the management blade
 - Check the SNMP community name set from the ROR console.
If it was omitted, "public" will be specified.

- Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.

If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

For details of checks and the setup method, refer to the management blade manual.

- Whether the hardware status is correct

When the server blade has not been inserted into chassis correctly, re-insert it and perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

69128

FJSVrcx:ERROR:69128:turning on of maintenance LED failed(detail=*error_number*)

Description

Powering on of the maintenance LED failed because of the error displayed in the detailed information *error_number*.

Corrective Action

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

69129

FJSVrcx:ERROR:69129:turning off of maintenance LED failed(detail=*error_number*)

Description

Powering off of the maintenance LED failed because of the error displayed in the detailed information *error_number*.

Corrective Action

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

69131

FJSVrcx:ERROR:69131:server power off failed (detail=*error_number*)

Description

Powering off of the managed server failed because of the error displayed in the detailed information *error_number*.

Corrective Action

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

69132

FJSVrcx:ERROR:69132:target server is not in maintenance mode. target=*server_name*

Description

The managed server is not in maintenance mode.

Corrective Action

Place the server into maintenance mode.

69133

FJSVrcx:ERROR:69133:operation not possible because power is OFF

Description

Power control failed because the power status is OFF.

Corrective Action

This message is displayed when the server for power control operation is powered OFF. Check that the correct server is the target of the operation.

When the server for operation is correct, turn ON the power and perform the operation again.

When this message is displayed during the setting of HBA address rename, restarting the server enables HBA address rename setup.

69140

FJSVrcx:ERROR:69140:chassis power control failed. detail=*detail*

Description

Chassis power control failed.

- When *detail* is "rc manager found in chassis"

As there is a manager installed on a server blade mounted in the chassis that is the target of power operation, it is not possible to stop the chassis.

Corrective Action

Take corrective action for the content displayed for *detail*.

- When *detail* is "rc manager found in chassis"

When stopping the chassis, please do so without using Resource Orchestrator.

69199

FJSVrcx:ERROR:69199:internal error has occurred

Description

An internal error has occurred.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

4.8.2 693XX Series

This section explains the 693XX message series.

69303

FJSVrcx:ERROR:69303:The port number for SNMPTrap daemon is already in use.

Description

The port number used for the SNMP trap daemon is already in use.

Corrective Action

Check the port number, and change it as necessary.

For details, refer to the following:

- Refer to "Appendix A Port List" in the "Design Guide VE".
- Refer to "Appendix A Port List" in the "Design Guide CE".

69305

FJSVrcx:ERROR:69305:An internal error occurred in SNMPTrap daemon.

Description

An internal error occurred in the SNMP trap daemon.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

69306

FJSVrcx:ERROR:69306:Failed to execute command.

Description

The command for execution by the manager service was not executed.

Corrective Action

Collect troubleshooting information and contact Fujitsu technical staff.

69307

FJSVrcx:ERROR:69307:SNMPTrap daemon has stopped.

Description

The SNMP trap daemon has been stopped.

Corrective Action

The SNMP trap daemon is not operating.

If the same message is displayed again after executing the restarting command of the SNMP trap daemon, collect troubleshooting information and contact Fujitsu technical staff.

[Windows]

1. Log in to the admin server using OS administrator authority.
2. Open "Services" from "Administrative Tools" on the Windows Control Panel, and then select SystemWalker MpWksttr on the [Services] window.
3. Right-click the window, and select [Restart] from the displayed menu.

[Linux]

1. Log in to the admin server using OS administrator authority.
2. Execute the following command:

```
# /opt/FJSVswstt/bin/mpnm-trapd stop <RETURN>
# /opt/FJSVswstt/bin/mpnm-trapd start <RETURN>
```

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Chapter 5 Messages Starting with AAPI

This chapter explains the messages that are output by the accounting API.

5.1 Messages AAPI00000 to AAPI00302

This section explains messages starting from AAPI00000.

AAPI00000

Process completed.

Description

Processing was successful.

Corrective Action

No action is required.

AAPI00100

Authentication error.

Description

An authentication error has occurred.

Corrective Action

Confirm the user ID and password.

AAPI00101

Privilege error.

Description

A permissions error has occurred. The user does not have the required permissions for this operation.

AAPI00200

Required parameter is missing. (parameter:{0})

Description

A required parameter has not been specified.

Parameter

{0}: Parameter name

Corrective Action

Check the parameter and specify a valid value.

AAPI00201

Invalid value for the parameter is specified. (parameter:{0} value:{1})

Description

An incorrect value has been specified for the parameter.

Parameter

{0}: Parameter name

{1}: Specified value

Corrective Action

Check the parameter and specify a valid value.

A-API00202

Request body format is invalid.

Description

Request body format is invalid.

Corrective Action

Specify using a valid format.

A-API00203

XML format is invalid.

Description

The XML format is invalid.

Corrective Action

Specify using a valid format.

A-API00300

Data is already registered. (date:{0})

Description

Specify using a valid format.

Parameter

{0}: Date

Corrective Action

Check the specified content and retry.

A-API00301

Data not found.

Description

The specified data does not exist.

Corrective Action

Check the specified content and retry.

A-API00302

Database access error.

Description

A database access error has occurred.

Corrective Action

Ensure that the service is running.

5.2 Messages AAPI80000 to AAPI80099

This section explains messages starting from AAPI80000.

AAPI80099

System error.

Description

A system error has occurred.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

Chapter 6 Messages Starting with BKRS

This chapter explains the messages output by maintenance commands.

6.1 Messages BKRS10000 to BKRS10011

This section explains messages starting from BKRS10000.

BKRS10000

Backup completed.

Description

Backup is complete.

Exit status

0

Corrective Action

There is no need to take any action.

BKRS10001

No privilege to use this command.

Description

You do not have the required privileges.

Exit status

1

Corrective Action

Execute the command as a user with administrator privileges (Windows) or as the superuser (Linux).

BKRS10002

usage: cfmg_backup <backup_directory>

Description

The start parameter is not correct.

Exit status

2

Corrective Action

Correct the parameter and then re-execute the command.

BKRS10004

Failed to create directory.

Description

The save destination directory could not be created.

Exit status

4

Corrective Action

Ensure that a valid path has been specified.

BKRS10006

Failed to backup configuration.

Description

An error occurred during the backup of the various setup files.

Exit status

6

Corrective Action

Take the appropriate action for the following displayed command messages:

- robocopy command (in Windows environments having the robocopy command)
 - xcopy command (in Windows environments that do not have the robocopy command)
 - tar command (Linux)
-

BKRS10011

Specified directory already contains backup data.

Description

Earlier backup data exists in the save destination directory.

Exit status

11

Corrective Action

Specify a different save destination directory.

6.2 Messages BKRS20000 to BKRS20006

This section explains messages starting from BKRS20000.

BKRS20000

Restoration completed.

Description

Restore is complete.

Exit status

0

Corrective Action

There is no need to take any action.

BKRS20001

No privilege to use this command.

Description

You do not have the required privileges.

Exit status

1

Corrective Action

Execute the command as a user with administrator privileges (Windows) or as the superuser (Linux).

BKRS20002

usage: cfmg_restore <*backup_directory*>

Description

The start parameter is not correct.

Exit status

2

Corrective Action

Correct the parameter and then re-execute the command.

BKRS20004

Specified directory doesn't contain required backup file.

Description

The directory that was specified does not contain a required backup file.

Exit status

4

Corrective Action

Specify the correct directory where the files were backed up.

BKRS20006

Failed to restore configuration.

Description

An error occurred during the restore of the various setup files.

Exit status

6

Corrective Action

Take the appropriate action for the following displayed command messages:

- robocopy command (in Windows environments having the robocopy command)
- xcopy command (in Windows environments that do not have the robocopy command)
- tar command (Linux)

Chapter 7 Messages Starting with BRPG

This chapter explains the messages output by maintenance commands.

7.1 Messages BRPG10000 to BRPG10104

This section explains messages starting from BRPG10000.

BRPG10000

Succeeded in getting base-backup. file="{0}"

Description

The backup command has executed successfully.

Parameter

{0}: Path to the backup file

Exit status

0

Corrective Action

No action is required.

BRPG10001

Failed to get base-backup.

Description

An attempt to execute the backup command has failed.

Exit status

The exit status of the other message output in conjunction with this message (a value from 1 to 13).

Corrective Action

Take action according to the message that was displayed immediately before this message.

BRPG10002

The argument for the configurations file is not specified.

Description

The configuration file for the command has not been specified in the parameter.

Exit status

1

Corrective Action

Check for any problem with the content of the configuration file for the command.
If the above does not apply, contact Fujitsu technical staff.

BRPG10003

The argument for the backup directory is not specified.

Description

The backup directory has not been specified in the parameter.

Exit status

2

Corrective Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG10004

The configuration file does not exist. - "{0}"

Description

The configuration file for the specified command does not exist.

Parameter

{0}: Path to the configuration file for the command

Exit status

3

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG10005

The specified directory does not exist. - "{0}"

Description

The specified backup directory does not exist.

Parameter

{0}: Path to the backup directory

Exit status

4

Corrective Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG10006

The database is not running.

Description

The database is not running.

Exit status

6

Corrective Action

Check the operational status of the database.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG10007

Failed to get the PostgreSQL setting 'archive_mode'.

Description

The operation settings information for PostgreSQL could not be acquired.

Exit status

7

Corrective Action

Check whether the database is running. If the database is stopped, start the database before executing the command again.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG10008

This command can be used when PostgreSQL setting 'archive_mode' is set 'on'.

Description

The operation settings information for PostgreSQL is not appropriate.

Exit status

5

Corrective Action

There are errors in the settings of operational settings file for the database.
Enable the WAL saving settings in the operational settings file for the database.
Refer to "10.1.5 Online Backup Settings for Metering" in the "Operation Guide CE" for information on enabling the WAL saving settings.

BRPG10009

Failed to execute SQL for starting backup. return code={0}

Description

An attempt to execute the backup start SQL has failed.

Parameter

{0}: Exit status of the internal program

Exit status

8

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG10010

Failed to create the base-backup file.

Description

An attempt to generate a backup file has failed.

Exit status

9

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG10011

Failed to execute SQL for stop backup. return code={0}

Description

An attempt to execute the backup stop SQL has failed.

Parameter

{0}: Exit status of the internal program

Exit status

10

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG10012

Failed to move WAL files to the previous generation backup directory. return code={0}

Description

An attempt to move the WAL files has failed.

Parameter

{0}: Exit status of the internal program

Exit status

11

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG10013

Failed to delete the old generation backup directory. return code={0}

Description

An attempt to delete old backup data has failed.

Parameter

{0}: Exit status of the internal program

Exit status

12

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG10014

Failed to execute SQL for getting WAL write location. return code={0}

Description

An attempt to execute the SQL for getting the WAL file write position has failed.

Parameter

{0}: Exit status of the internal program

Exit status

13

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG10101

Another backup process is running.

Description

Duplicate backup commands have been started.

Exit status

101

Corrective Action

Multiple backup commands cannot be started simultaneously. Ensure that duplicate commands are not started.

BRPG10102

The restore command is running.

Description

Restore command execution is in progress.

Exit status

102

Corrective Action

Do not start the backup command while execution of the restore command is in progress.

BRPG10103

Timeout error has occurred in executing the backup command.

Description

The backup command was waiting for completion of the WAL file switch command, but a timeout occurred.

Exit status

103

Corrective Action

Execute the backup command again after completion of the WAL file switch command.

BRPG10104

Failed to execute the backup command.

Description

The backup command failed to start.

Exit status

104

Corrective Action

The following might apply:

- The command was executed by a user that does not have system administrator privileges.
- There are insufficient execution environment resources.

If none of the above applies, contact Fujitsu technical staff.

7.2 Messages BRPG20000 to BRPG20103

This section explains messages starting from BRPG20000.

BRPG20000

Succeeded to restore the database.

Description

The restore command has executed successfully.

Exit status

0

Corrective Action

No action is required.

BRPG20001

Failed to restore the database.

Description

An attempt to execute the restore command has failed.

Exit status

The exit status of the other message output in conjunction with this message (a value from 1 to 15).

Corrective Action

Take action according to the message that was displayed immediately before this message.

BRPG20002

The argument for the configurations file is not specified.

Description

The configuration file for the command has not been specified in the parameter.

Exit status

1

Corrective Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20003

The argument for the backup directory is not specified.

Description

The backup directory has not been specified in the parameter.

Exit status

2

Corrective Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20004

The configuration file does not exist. - "{0}"

Description

The configuration file for the specified command does not exist.

Parameter

{0}: Path to the configuration file for the specified command

Exit status

3

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG20005

The specified directory does not exist. - "{0}"

Description

The specified backup directory does not exist.

Parameter

{0}: Path to the backup directory

Exit status

4

Corrective Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20006

The backup history file does not exist.

Description

The backup history file does not exist.

Exit status

6

Corrective Action

There is no suitable backup data in the specified directory.

If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20007

The latest base-backup file does not exist. - "{0}"

Description

The backup file does not exist.

Parameter

{0}: Path to the backup file

Exit status

7

Corrective Action

There is no suitable backup data in the specified directory.

If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20008

The database is running.

Description

The database is running.

Exit status

5

Corrective Action

Check the operational status of the database.

If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20009

The directory for the database cluster does not exist. - "{0}"

Description

The directory for restoring the backup files for the database does not exist.

Parameter

{0}: Path to the database cluster

Exit status

8

Corrective Action

The directory for restoring the backup files for the database does not exist.

The product may not have been installed properly.

If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20010

Failed to extract the base-backup archive file.

Description

An attempt to extract the backup file for the database has failed.

Exit status

9

Corrective Action

Check whether the access permissions for the directory where the database will be restored are appropriate.
Ensure that the command was executed by a user that has administrator privileges (Windows) or by a superuser (Linux).
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG20012

Failed to execute SQL for getting WAL write location. return code={0}

Description

An attempt to execute the SQL for getting the WAL file write position has failed.

Parameter

{0}: Exit status of the internal program

Exit status

11

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG20013

The specified restore time is the future.

Description

The specified restoration time is in the future.

Exit status

12

Corrective Action

Specify a time that is after the backup was taken but before the current time.

BRPG20014

The specified restore time is too old.

Description

The specified restoration time is prior to the time when the backup was taken.

Exit status

13

Corrective Action

Specify a time that is after the backup was taken but before the current time.

BRPG20015

Failed to wait completion of restoration.

Description

The processing for monitoring the completion of restoration has failed.

Exit status

14

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG20016

Failed to stop the database service.

Description

An attempt to stop the database has failed.

Exit status

15

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG20101

Another restore process is running.

Description

Duplicate restore commands have been started.

Exit status

101

Corrective Action

Multiple restore commands cannot be started simultaneously. Check that duplicate commands are not started.

BRPG20102

The backup command or switch WAL command is running.

Description

Execution is in progress for a backup command or a WAL file switch command.

Exit status

102

Corrective Action

Do not start the restore command while execution of a backup command or a WAL file switch command is in progress.

BRPG20103

Failed to execute the restore command.

Description

The restore command failed to start.

Exit status

103

Corrective Action

The following might apply:

- The command was executed by a user that does not have system administrator privileges.
- There are insufficient execution environment resources.

If none of the above applies, contact Fujitsu technical staff.

7.3 Messages BRPG30000 to BRPG30103

This section explains messages starting from BRPG30000.

BRPG30000

Succeeded in switching WAL file.

Description

The WAL file switch command has executed successfully.

Exit status

0

Corrective Action

No action is required.

BRPG30001

Failed to switch WAL file.

Description

An attempt to execute the WAL file switch command has failed.

Exit status

The exit status of the other message output in conjunction with this message (a value from 1 to 8).

Corrective Action

Take action according to the message that was displayed immediately before this message.

BRPG30002

The argument for the configurations file is not specified.

Description

Take action according to the message that was displayed immediately before this message.

Exit status

1

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG30003

The configurations file does not exist. - "{0}"

Description

The configuration file for the command does not exist.

Parameter

{0}: Path to the configuration file for the command.

Exit status

2

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG30004

The database is not running.

Description

The database is not running.

Exit status

3

Corrective Action

Check whether the database is running. If the database is stopped, start the database before executing the command again.

BRPG30005

Failed to get the PostgreSQL setting 'archive_mode'.

Description

The operation settings information for PostgreSQL could not be acquired.

Exit status

5

Corrective Action

Check whether the database is running. If the database is stopped, start the database before executing the command again.
If the cause of the problem is other than the above, contact Fujitsu technical staff.

BRPG30006

This command can be used when PostgreSQL setting 'archive_mode' is set 'on'.

Description

The operation settings information for PostgreSQL is not appropriate.

Exit status

6

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG30007

Failed to read the file. - {0}

Description

Reading the file has failed.

Parameter

{0}: Path to the temporary file

Exit status

7

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG30008

Failed to execute SQL for getting WAL write location. return code={0}

Description

An attempt to execute the SQL for getting the WAL file write position has failed.

Parameter

{0}: Exit status of the internal program

Exit status

4

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG30009

The database is not updated.

Description

The database has not been updated since the last time the WAL file switch command was executed.

Exit status

0

Corrective Action

No action is required.

BRPG30010

Failed to execute SQL for switching WAL. return code={0}

Description

An attempt to execute the WAL file switch SQL has failed.

Parameter

{0}: Exit status of the internal program

Exit status

8

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

BRPG30101

Another switch WAL process is running.

Description

Duplicate WAL file switch commands have been started.

Exit status

101

Corrective Action

Multiple WAL file switch commands cannot be started simultaneously. Check that duplicate commands are not started.

BRPG30102

The backup command or restore command is running.

Description

Backup command or restore command execution is in progress.

Exit status

102

Corrective Action

Do not start the WAL file switch command while execution of the backup command or restore command is in progress.

BRPG30103

Failed to execute the switch WAL command.

Description

The WAL file switch command failed to start.

Exit status

103

Corrective Action

The following might apply:

- The command was executed by a user that does not have system administrator privileges.
- There are insufficient execution environment resources.

If none of the above applies, contact Fujitsu technical staff.

Chapter 8 Messages Starting with ctact

This chapter explains the messages that are output by usage charge files delivery.

8.1 Messages ctact0000 to ctact0603

This section explains messages starting from ctact0000.

ctact0107

Accounting calculation cannot be used.

Description

Usage charge calculation is disabled.

Corrective Action

Modify the configuration file to enable usage charge calculation.

ctact0161

Usage charge files delivery process started.

Description

Usage charge files delivery process has started.

Corrective Action

No action is required.

ctact0162

Usage charge files delivery process finished.

Description

Usage charge files delivery process has finished.

Corrective Action

No action is required.

ctact0163

Usage charge files were sent to the accounting mail address. tenant name:{0}

Description

Usage charge file has been sent to the email address.

Parameter

{0}: Tenant name

Corrective Action

No action is required.

ctact0351

Failed to read the configuration file. file name:{0}

Description

Failed to read the configuration file.

Parameter

{0}: File name

Corrective Action

Ensure that the configuration file settings are valid.

ctact0402

DB error occurred.

Description

An error has occurred in the database.

Corrective Action

Ensure that the manager is running.

ctact0601

Failed to send the usage charge file mail.

Description

Failed to send usage charge file email.

Corrective Action

Ensure that the set SMTP server is running correctly.

ctact0603

SMTP server is not specified.

Description

SMTP server has not been specified.

Corrective Action

Modify the configuration file to specify an SMTP server.

Chapter 9 Messages Starting with ctchg

This chapter explains messages resulting from the [Accounting] tab and messages that are output by the following commands:

- Metering log output command
- Change periodic log schedule settings command
- Product master maintenance command

Note that the "Parameter" contained in the message output by the product master maintenance command will also display supplementary information if the event requires.

The following items are displayed in "Target column name" in the supplementary information.

product Id

Displays the "Product ID" column in the accounting information file.

priority

Displays the "priority" column in the accounting information file.

start Date

Displays the "Start of applicable date" column in the accounting information file.

end Date

Displays the "End of applicable date" column in the accounting information file.

category Code

Displays the "category code" column in the accounting information file.

resource Info

Displays the "resource identifier" column in the accounting information file.

unit Code

Displays the "unit code" column in the accounting information file.

unit_price

Displays the "unit price" column in the accounting information file.

name

Displays the "Name" column in the accounting information file.

description

Displays the "Description" column in the accounting information file.

9.1 Messages ctchg0000 to ctchg0703

This section explains messages starting from ctchg0000.

ctchg0100

Export succeeded.

Description

Export was successful.

Parameter

"result:" accounting information file name

Corrective Action

No action is required.

ctchg0101

Import succeeded.

Description

Import was successful.

Parameter

"result:" No. of items processed

Corrective Action

No action is required.

ctchg0102

Command succeeded.

Description

The following possible causes exist:

- It succeeded in outputting the metering log file.
- The change (or reference) of the periodic log registration command schedule was successful.

Corrective Action

No action is required.

ctchg0103

Data is not found.

Description

There is no information on the specified metering log.

Corrective Action

In the options, specify an interval that has metering log information and the log type, and then execute the command again.

ctchg0150

Unit prices of products whose unit code is specified as "year" are automatically divided by 12 and charged every month as monthly fee in the accounting calculation. It is recommended to use the unit code "month" for monthly fee registration.

Description

This message is output if "year" is specified for unit code. In usage fee calculation, if "year" is specified for the unit code of a product, the monthly fee (unit price/12) is charged every month to tenants that use the resources.

Corrective Action

To register monthly fees, it is recommended to use the unit code "month".

ctchg0200

The number of parameters is illegal.

Description

The number of parameters in the command is invalid. Review the parameter.

Parameter

"count:" [No. of parameters]

Corrective Action

Check the parameter used at the time the command started, and re-execute.

ctchg0201

The parameter 'Action' specified an unknown value.

Description

Parameter action of the command is invalid. An unknown value is specified.

Parameter

"Action:" [Parameter contents of the action]

Corrective Action

Specify the following values in the first argument of the parameter and re-execute.

"import": Registration function

"export": Output function

ctchg0202

It is not an absolute path.

Description

The absolute path is not used for the accounting information file name of the command parameter.

Parameter

"filename:" accounting information file name

Corrective Action

Specify the second argument of the parameter [accounting information file name] using the absolute path and re-execute.

ctchg0203

Required parameter is not found.

Description

Required parameter is not found.

Parameter

"param:" [parameter]

Corrective Action

Correct the [parameter], and execute it again.

ctchg0204

Invalid parameter exists.

Description

Invalid parameter exists.

Parameter

"param:" [Invalid parameter]

Corrective Action

Confirm how the command is used and execute again using the correct format.

ctchg0205

Date is invalid format.

Description

Date is invalid format.

Parameter

"param:" [parameter]

Corrective Action

Correct the [parameter], and execute it again.

ctchg0300

input the required item.

Description

No value is specified in Target column name of the number of row row of accounting information file name.

Parameter

"filename:" accounting information file name

"row:" No. of rows

"target Name:" Target column name

Corrective Action

Specify a value in the Target column name column of the number of row, and re-execute.

ctchg0301

value is too long.

Description

The number of columns in the Target column name and value of the Product ID row in accounting information file name is excessive.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

"target Name:" Target column name

"target Value:" Target column value

Corrective Action

Correct the Target column name column of the Product ID row, and re-execute.

ctchg0303

The number of necessary column doesn't suffice.

Description

The required number of columns does not match.

Parameter

"filename:" accounting information file name

"row:" No. of rows

"The number of necessary column:" No. of required columns

"The number of column:" No. of columns

Corrective Action

Check the column on the No. of rows row, and re-execute.

ctchg0304

The number format is illegal.

Description

Numeric value is invalid.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

"target Name:" Target column name

"target Value:" Target column value

Corrective Action

Amend the Target column value of the Product ID row to the numerical format, and re-execute.

ctchg0305

The CSV file is not found.

Description

The accounting information file cannot be found.

Parameter

"filename:" accounting information file name

Corrective Action

Ensure that the accounting information file name exists when the registration function is used, and re-execute.

Ensure that the accounting information file name can be written to when the output function is used, and re-execute.

ctchg0306

The CSV file read failed.

Description

Reading the accounting information file failed.

Parameter

"filename:" accounting information file name

Corrective Action

Open Accounting information file name, ensure that there is no blank row, and re-execute.

ctchg0307

It failed in the acquisition of the value.

Description

Specified value is invalid.

Parameter

"target Name:" Target column name

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0309

The CSV file write failed.

Description

Writing to the accounting information file failed.

Parameter

"filename:" accounting information file name

Corrective Action

Disk space in the target disk of accounting information file name may be insufficient.

Secure disk space, and re-execute.

ctchg0310

The start date is the future from the end date.

Description

The start Date is the future from the end Date.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

"start Date:" start date for the application

"end Date:" end date for the application

Corrective Action

Correct the [product Id] line [end Date] and execute it again.

ctchg0311

The Date is illegal.

Description

The Date is illegal.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

"target Name:" target column name

"target Value:" target column value

Corrective Action

Correct the [product Id] line [target Value] and execute it again.

ctchg0312

Value did not exist in the category.

Description

Value did not exist in the category.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

"target Value:" target column value

Corrective Action

Correct the [product Id] line category code and execute it again.

ctchg0313

Value did not exist in the unit.

Description

Value did not exist in the unit.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

"target Value:" target column value

Corrective Action

Correct the [productId] line unit code and execute it again.

ctchg0314

The product Id is illegal.

Description

The Product ID is illegal.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

Corrective Action

Correct the [productId] and execute it again.

ctchg0315

Categories of product Id are not united.

Description

Categories of Product ID are not united.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

Corrective Action

Correct the [productId] line category code and execute it again.

ctchg0316

Resource Info of product Id are not united.

Description

Resource identifiers of Product ID are not united.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

Corrective Action

Correct the [product Id] line resource identifier and execute it again.

ctchg0317

Product Ids of resource Info are not united.

Description

Product IDs of resource identifiers are not united.

Parameter

"filename:" accounting information file name

"category Code:" category code

"resource Info:" resource identifier

Corrective Action

Correct the [resource Info] line Product ID and execute it again.

ctchg0318

Product Id,priority overlaps.

Description

Product ID,priority overlaps.

Parameter

"filename:" accounting information file name

"product Id:" Product ID

"priority:" priority

Corrective Action

Corrected [productId] or [priority] not for overlap and execute it again.

ctchg0319

File already exists.

Description

File already exists.

Parameter

"filename:" filename (full path)

Corrective Action

Either change the output file name or delete the existing file, and execute again.

ctchg0320

Failed to write file.

Description

Failed to write file.

Parameter

"filename:" filename (full path)

Corrective Action

The file's path might not exist, or there may be insufficient disk space. Check the write destination and execute again.

ctchg0400

permission denied.

Description

No authority to execute.

Corrective Action

Re-execute using the super user authorities.

ctchg0401

The config file is not found.

Description

The config file cannot be found.

Parameter

"filename:" filename (full path)

Corrective Action

The product may not have been installed correctly.

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ctchg0402

The config file read failed.

Description

Reading the config file failed.

Parameter

"filename:" filename (full path)

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

ctchg0403

System error occurred.

Description

System error (cannot continue)

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0404

DB error occurred.

Description

Database update error (cannot continue)

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0500

It failed in the connection.

Description

Database connection has failed.

Parameter

"JNDI URL:" JNDI URL

"USER ID:" User ID required for database connection

Corrective Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel]-[management tool]-[service]) by the user who has administrator privileges. And start the [Systemwalker Service Catalog Manager DB Service (Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical staff.

ctchg0501

It failed in the connection because the JDBC driver did not exist.

Description

Database connection failed because no JDBC driver was found.

Parameter

"PROVIDER:" JDBC PROVIDER

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0502

It failed in close.

Description

Database disconnection has failed.

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0503

It failed in the acquisition of the value.

Description

Specified value is invalid.

Parameter

"target Name:" Target item name

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0504

Failed to connect database.

Description

Failed to connect database.

Parameter

"JNDI URL:" JNDI URL

"USER ID:" User ID required for database connection

Corrective Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel]-[management tool]-[service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Resource Service Catalog Manager DB Service (Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical staff.

ctchg0505

Failed to disconnect database.

Description

Failed to disconnect database.

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0601

The config file is not found.

Description

The config file was not found.

Parameter

"file name:" [config file name]

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0602

The config file read failed.

Description

The config file read failed.

Parameter

"file name:" [config file name]

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0603

It failed in the acquisition of the value.

Description

It failed in the acquisition of the value.

Parameter

"key:" [item name]

"value:" [item value]

Corrective Action

Ensure that there are no problems in the config file format.

ctchg0604

It failed in the change in the schedule.

Description

The schedule change failed.

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0605

It failed in the output of the schedule.

Description

The schedule reference failed.

Corrective Action

[Windows Manager]

This error may occur when the display language is not English. Use the following procedure to confirm the current settings.

1. Log on to the admin server.
2. Open the Task Scheduler.
3. Click Task Scheduler Library in the tree view.
4. Check the Trigger information for the task whose Name is RCXCTMG_metering_batch.

The trigger for the task is set according to the `periodic_log_schedule_time`, `periodic_log_schedule_type`, and `periodic_log_schedule_day` specified in the definition file.

Note the following points when checking:

- The start time for the task is 5 minutes before the time specified in `periodic_log_schedule_time`.
- The task execution frequency will be Daily when either of the following conditions is met even if MONTHLY is specified in `periodic_log_schedule_type`:
 - When a time from 00:00 to 00:05 is specified in `periodic_log_schedule_time` and 1 is specified in `periodic_log_schedule_day`.
 - When LASTDAY is specified in `periodic_log_schedule_day`.

When the above does not apply, collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0606 [Linux Manager]

Two or more schedules are registered.

Description

Two or more schedules are registered.

Corrective Action

A user has manually registered execution of the periodic log creation command (`/opt/FJSVctchg/bin/meteringbatch.sh`) in cron without using the relevant command. Delete the manually registered schedule, and then execute the command again.

ctchg0607

It failed in the execution of the command that operated the schedule.

Description

It failed in the execution of the command (Windows:schtasks.exe, Linux:crontab) that operated the schedule.

Parameter

"command:" [name of schedule operation command (Windows:schtasks.exe, Linux:crontab)]

"param:" [parameter of schedule operation command]

Corrective Action

Collect the console message and the investigation data, and then contact Fujitsu technical staff.

ctchg0700

Invalid currency code is specified.

Description

Invalid currency code is specified.

Parameter

" param:" [Invalid currency code]

Corrective Action

Specify an ISO4217 currency code.

ctchg0701

Failed to update the configuration file.

Description

Failed to modify the configuration file.

Parameter

"filename:" filename (full path)

Corrective Action

The user might not have write privileges to the file. Execute the command as a user with write privileges to the file.

Note that if this error occurs, the settings file may have become corrupt. Accordingly, execute "initialize currency unit for charges" prior to executing this command again.

ctchg0702

A directory is specified for the filename parameter. param:{0}

Description

A directory was specified in the file name parameters.

Parameter

"param:" Specified directory

Corrective Action

Specify a file name.

ctchg0703

Failed to reset the currency setting.

Description

Failed to initialize the currency unit for charges.

Corrective Action

Check if the files below are locked - if they are, unlock them and execute the command again.

[Windows Manager]

```
Installation_folder\RCXCTMG\Charging\rails\sop_resource\config\environment.rb
```

[Linux Manager]

```
/etc/opt/FJSVctchg/rails/sop_resource/config/environment.rb
```

If the above files are not locked, the product might not have been installed correctly.

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

9.2 Messages ctchg2000 to ctchg2999

This section explains messages starting from ctchg2000.

ctchg2101

System error: Contact the system administrator. (Error code={0})

Description

Failed to read the definition file.

Parameter

{0}: Error message code

Corrective Action

Ensure that the definition file is correct.

If the above does not apply, contact Fujitsu technical staff.

ctchg2201

System error: Contact the system administrator. (Error code= {0})

Description

There has been an error with the connection to the product master and with getting data with the REST API.

Parameter

{0}: Error message code

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

ctchg2202

System error: Contact the system administrator. (Error code= {0})

Description

The following possible causes exist:

- An error has occurred in the charge management REST API.
- Failed to get the search results.

Parameter

{0}: Error message code

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

ctchg2203

System error: Contact the system administrator. (Error code= {0}:{1})

Description

An error occurred when executing the charge management REST API.

Parameter

{0}: Error message code

{1}: Charge REST API message

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

ctchg2301

Invalid [Time period].

Description

The period start has been specified at a time after the period end.

Corrective Action

Specify the period start so that it comes before the period end and search again.

ctchg2302

Stopped searching for the number of results exceeded the maximum value.

Description

The search results have exceeded the limit.

Corrective Action

Change the search criteria to further filter the search results.

ctchg2999

A system error occurred. (Error code= {0})

Description

A system error has occurred.

Parameter

{0}: Error message code

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

Chapter 10 Messages Starting with ctsec

This chapter explains the messages output by the [Tenants] tab.

10.1 Messages ctsec20000 to ctsec20999

This section explains messages starting from ctsec20000.

ctsec20101

Failed to load the definition file. ({0})

Description

Definition file read failed.

Parameter

{0}: Filename

Corrective Action

Ensure that the following files exist:

[Windows Manager]

```
Installation_folder\RCXCTMG\SecurityManagement\conf\sop_user_manager.properties  
Installation_folder\RCXCTMG\SecurityManagement\conf\portal.properties  
Installation_folder\RCXCTMG\SecurityManagement\conf\ctmg.properties
```

[Linux Manager]

```
/etc/opt/FJSVctsec/conf/sop_user_manager.properties  
/etc/opt/FJSVctsec/conf/portal.properties  
/etc/opt/FJSVctsec/conf/ctmg.properties
```

ctsec20201

Failed to connect to the Resource Management. ({0})

Description

Connection to Resource Management failed.

Parameter

{0}: Detailed information

Corrective Action

Ensure that Resource Management is operating normally.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the start method.

If the error persists, contact Fujitsu technical staff.

ctsec20202

Failed to connect to the L-Platform Management. ({0})

Description

Connection to L-Platform management function failed.

Parameter

{0}: Detailed information

Corrective Action

Ensure that L-Platform management is operating normally.
Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the start method.
If the error persists, contact Fujitsu technical staff.

ctsec20203

Failed to connect to the LDAP. ({0})

Description

Connection to the directory server failed.

Parameter

{0}: Detailed information

Corrective Action

Ensure that setting of directory server is correct.
Refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE" for information on the confirm method.
Please confirm whether the directory server works normally when the setting is correct.
If the error persists, contact Fujitsu technical staff.

ctsec20204

Failed to create the EJB.

Description

An EJB generation error occurred.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

ctsec20205

Failed to remove the EJB

Description

An error occurred during EJB deletion.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

ctsec20207

Failed to execute to the Accounting Management.

Description

An error has occurred in the accounting management REST API.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

ctsec20301

Failed to send mail. ({0})

Description

E-mail send failed.

Parameter

{0}: Detailed information

Corrective Action

Ensure that the Setting of Mail Sending contains an error.

Refer to "9.1 Settings for Sending Email" in the "Setup Guide CE" for information on the confirm method.

Please confirm whether the mail server operates normally when the setting is correct

If the error persists, contact Fujitsu technical staff.

ctsec20401

One of the following messages is output:

- An error occurred in the Resource Management. ({0})
- Can not get a response

Description

- If "An error occurred in the Resource Management. ({0})" is output:

A Resource Management error occurred.

- If "Can not get a response" is output:

A Resource Management timeout error occurred.

Parameter

{0}: Detailed information

Corrective Action

- If "An error occurred in the Resource Management. ({0})" is output:

Refer to the detailed information to resolve the Resource Management error. Detailed information is output in the following format:

[Resource Management message ID: Error message]

Refer to "[Part 1 Messages Displayed by Virtual Edition and Cloud Edition](#)" for information on the Resource Management message ID.

- If "Can not get a response" is output:

Wait few minutes and perform the operation again.

ctsec20999

A system error occurred. ({0})

Description

An unexpected error occurred.

Parameter

{0}: Detailed information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

Chapter 11 Messages Starting with DELP

This chapter explains the messages output by maintenance commands.

11.1 Messages DELP00000 to DELP00303

This section explains messages starting from DELP00000.

DELP00001

Failed to execute the command.

Description

Execution has stopped due to an unexpected error.

Exit status

2

Corrective Action

If the cause can be determined from the previously displayed error information, take the action for that cause.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

DELP00101

The specified option is wrong. (*Option name*)

Description

The format of the option parameter is not correct.

Exit status

3

Corrective Action

Ensure that the length and characters of the option parameter are correct.

DELP00102

'Option name' option is not specified.

Description

A required option is missing.

Exit status

3

Corrective Action

Execute the command again with the option.

DELP00105

The wrong option is specified. (*Option name*)

Description

The specified option is unknown.

Exit status

3

Corrective Action

Execute the command again with the option name corrected or removed.

DELP00106

Two or more '*option name*' options are specified.

Description

The option is specified more than once.

Exit status

3

Corrective Action

Execute the command again with the redundant options removed.

DELP00201

Failed to communicate with server.

Description

An error occurred during communication with the L-Platform management function.

Exit status

4

Corrective Action

Ensure that the L-Platform management function is running.
If it is stopped, start it and then execute the command again.
Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details.

DELP00202

The L-Platform has not been undeployed.

Description

Deletion is not executed because the status of the L-Platform is not returned on the L-Platform management.

Exit status

4

Corrective Action

Use this command for an L-Platform that has been returned on the L-Platform management and is remaining on the resource management.

DELP00301

Failed to get configuration information. (*Error code*)

Description

An error occurred while getting definition information from the L-Platform management.

Exit status

5

Corrective Action

Take the action for the displayed error code.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

DELP00302

Failed to get L-Platform details. (*Error code*)

Description

An error occurred while getting information of the L-Platform.

Exit status

5

Corrective Action

Take the action for the displayed error code.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

DELP00303

Failed to delete the L-Platform. (*Error code*)

Description

An error occurred while requesting to delete the L-Platform.

Exit status

5

Corrective Action

Take the action for the displayed error code.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

Chapter 12 Messages Starting with DRC

This chapter explains the messages that are output when commands for Disaster Recovery are executed.

These messages are output due to internal processing with the rcxmgreexport command and the rcxrecovery command. Refer to "B.1 rcxmgreexport" and "B.2 rcxrecovery" in the "DR Option Instruction" for information on the rcxmgreexport command and rcxrecovery command.

12.1 Messages DRC10000 to DRC10099

This section explains messages starting from DRC10000.

DRC10001

"-dir" option is not specified.

Description

The "-dir" option is not specified.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC10009

Unknown option is specified.

Description

An unknown option is specified.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC10010

The specified directory does not exist.

Description

The specified directory does not exist.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC10011

The exported data already exists in the specified directory.

Description

The exported configuration information already exists in the specified output destination directory.

Corrective Action

Specify an empty directory, then execute the command.

DRC10020

Failed to access the database.

Description

Database connection failed.

Corrective Action

Check whether the manager is running. Start the manager if it is stopped, then re-executes.
If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC10021

Unexpected error has occurred in database access.

Description

An unexpected error occurred with the database connection.

Corrective Action

The database might have stopped during command execution. Start the manager if it is stopped, then re-executes.
If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC10030

Unexpected error has occurred in I/O.

Description

An unexpected error occurred in I/O processing.

Corrective Action

File I/O processing has failed. Check the file system, then re-execute.
If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC10099

Unexpected error has occurred.

Description

An unexpected error occurred.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

12.2 Messages DRC20000 to DRC20099

This section explains messages starting from DRC20000.

DRC20001

"-dir" option is not specified.

Description

The "-dir" option is not specified.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20004

"-sync" option must be specified alone.

Description

The "-sync" option must be specified independently.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20005

"-tenant" and "-global" options are mutually exclusive.

Description

The "-tenant" and "-global" options cannot be specified simultaneously.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20006

"-report" option is specified without "-active" option.

Description

The "-report" option has been specified without the "-active" option.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20007

There is already the file that specified by "-report" option.

Description

A file of the same name as specified with the "-report" option has already existed.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20008

The file that is specified by "-excludelplatformfile" option does not exist.

Description

The file that is specified by "-excludelplatformfile" option does not exist.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20009

Unknown option is specified.

Description

An unknown option is specified.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20010

The specified directory does not exist.

Description

The specified directory does not exist.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20011

The data in the specified directory is incorrect.

Description

The data in the specified directory is invalid.

Corrective Action

Specify the directory in which the exported configuration information exists, then execute the command.
If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20012

The environment setting of L-Platform Management at export and import is different.

Description

The L-Platform management function environment settings are different for the export and the import.

Corrective Action

The L-Platform management function environment settings are different for the export and the import, therefore the exported configuration information cannot be imported.
Collect this message, the investigation data, and the disaster recovery switchover information, and then contact Fujitsu technical staff.

DRC20013

The version of database structure is not corresponding. export={0} import={1}

Description

The database configurations are different, therefore the exported configuration information cannot be imported.

Parameter

{0}: Database configuration version for the export

{1}: Current database configuration version

Corrective Action

Install a version of the product which is the same as the version of the product used in the environment which was used for the export, then execute the import.

DRC20014

The tenant does not exist, or there is no information to be imported under the tenant.

Description

Either the tenant with the specified name does not exist or there is no information to be imported under the tenant.

Corrective Action

If the wrong tenant name has been specified, execute the command specifying the correct one.

If the correct tenant name has been specified, there is no information, such as template information or L-Platforms that need to be imported under the tenant. In this case, no action is required.

This may be an internal error if the above does not apply. Collect this message, the investigation data, and the disaster recovery switchover information, and then contact Fujitsu technical staff.

DRC20015

Failed in reading the file that is specified by "-excludelplatformfile" option.

Description

It failed in reading the file that is specified by "-excludelplatformfile" option.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20016

"-tenant" option requires a tenant name.

Description

"-tenant" option requires a tenant name.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20020

Failed to access the database.

Description

Failed to connect to the database.

Corrective Action

Check whether the manager is running. Start the manager if it is stopped, then re-executes.

If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20021

Unexpected error has occurred in database access.

Description

An unexpected error occurred in database processing.

Corrective Action

The database may have stopped while the command was running. Start the manager if it is stopped, then re-executes.

If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20030

Unexpected error has occurred in I/O.

Description

An unexpected error occurred in I/O processing.

Corrective Action

File I/O processing has failed. Check the file system, then re-execute.

If the error persists, collect this message, the investigation data, and the disaster recovery switchover information, and then contact Fujitsu technical staff.

DRC20040

The data already exists. tenant={0} table={1}

Description

Configuration information for the same key is already registered.

Parameter

{0}: Tenant name

{1}: Table name (for example, vsys_software or vsys_template)

Corrective Action

The same configuration information cannot be imported twice.

Check whether the recovery procedure was executed appropriately. If it was not, re-execute the recovery procedure from the start.

If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20041

The deploy master exists. L-Platform ID={0}

Description

The configuration of the additional recovery target L-Platform has been saved or is in the process of the L-Platform reconfiguration.

Parameter

{0}: L-Platform ID of the additional recovery target L-Platform

Corrective Action

Either finish the reconfiguration, delete the saved configuration, or cancel the process of the reconfiguration.

Then, perform the operation again.

DRC20050

Error has occurred in synchronizing Resource ID.

Description

Resource ID synchronization processing failed.

Corrective Action

There may be inconsistencies between the Resource management and L-Platform management function information.

Check whether the recovery procedure was executed appropriately. If it was not, re-execute the recovery procedure from the start.

If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC20099

Unexpected error has occurred.

Description

An unexpected error occurred.

Corrective Action

Collect this message, the investigation data, and the disaster recovery switchover information, and then contact Fujitsu technical staff.

12.3 Messages DRC30000 to DRC30099

This section explains messages starting from DRC30000.

DRC30001

"-tenant" option requires a tenant name.

Description

"-tenant" option requires a tenant name.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC30009

Unknown option is specified.

Description

An unknown option is specified.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC30020

Failed to access the database.

Description

The database connection failed.

Corrective Action

Check whether the manager is running. Start the manager if it is stopped, then re-executes.

If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC30021

Unexpected error has occurred in database access.

Description

An unexpected error has occurred with the database processing.

Corrective Action

The database may have stopped while the command was running. Start the manager if it is stopped, then re-executes.

If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC30030

Failed to delete information of the application process. code={0}

Description

Failed to delete the application process information.

Parameter

{0}: Internal error code

Corrective Action

Check whether the manager is running. Start the manager if it is stopped, then re-executes.
If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC30099

Unexpected error has occurred.

Description

An unexpected error occurred.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

12.4 Messages DRC50000 to DRC50099

This section explains messages starting from DRC50000.

DRC50001

"-prefix" option requires the prefix string.

Description

A prefix must be specified for the "-prefix" option

Corrective Action

Specify the prefix used in the software ID to be changed for the "-prefix" option from among the currently registered software IDs and perform the operation again.

DRC50002

"-prefix" option requires different prefix string from the prefix specified in vsys_config.xml.

Description

A prefix that differs from the one set in vsys_config.xml must be specified for the "-prefix" option.

Corrective Action

Specify the prefix of the target software ID for the "-prefix" option and perform the operation again.

DRC50003

Failed to get the software ID prefix from vsys_config.xml.

Description

Obtaining of the software ID prefix settings failed.

Corrective Action

Check that the software ID prefix settings have been configured correctly.
Check if any other processes have used the vsys_config.xml file.

DRC50004

The specified option parameter is wrong.

Description

The string specified for the "-prefix" option is invalid.

Corrective Action

Specify the string correctly and perform the operation again.

DRC50005

Two or more {0} options are specified.

Description

The same option has been specified more than once.

Parameter

{0}: Option name

Corrective Action

Check the command format, specify valid options and perform the operation again.

DRC50009

Unknown option is specified.

Description

An unknown option is specified.

Corrective Action

Check the command format, specify valid options and perform the operation again.

DRC50020

Failed to access the database.

Description

Failed to connect to the database.

Corrective Action

Check whether the manager is running. Start the manager if it is stopped, then re-executes.
If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC50021

Unexpected error has occurred in database access.

Description

An unexpected error occurred in database processing.

Corrective Action

The database may have stopped while the command was running. Start the manager if it is stopped, then re-executes.
If the error persists, collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC50022

Failed to change IDs because a new ID conflicts with an existing ID. table={0}, original ID={1}, new ID={2}:

Description

Changing of IDs failed due to a duplicated ID.

Parameter

{0}: Table name

{1}: Software ID before the change

{2}: Software ID after the change

Corrective Action

A data inconsistency might have been detected in the database.

Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC50030

Unexpected error has occurred in I/O.

Description

An unexpected error occurred in I/O processing.

Corrective Action

I/O processing has failed.

Collect this message and the investigation data, and then contact Fujitsu technical staff.

DRC50099

Unexpected error has occurred.

Description

An unexpected error occurred.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

Chapter 13 Messages Starting with meter

This chapter explains the messages output by metering periodic log creation processing and metering log deletion processing.

13.1 Messages meter0000 to meter0602

This section explains messages starting from meter0000.

meter0101

One of the following messages is output:

- Get Status succeeded.
- Command succeeded.

Description

- If "Get Status succeeded." is output:
Metering periodic log creation succeeded.
- If "Command succeeded." is output:
Deleting the metering log was successful.

Corrective Action

No action is required.

meter0401

The config file is not found.

Description

The metering log deletion property file (metering_log.properties) cannot be found.

Corrective Action

Recreate the metering log deletion property file (metering_log.properties).
Refer to "8.7.3 Metering Log Settings" in the "Operation Guide CE" for information on the metering log operation config file.

meter0402

The config file read failed.

Description

Reading the metering log deletion property file (metering_log.properties) was failure.

Corrective Action

Recreate the metering log deletion property file (metering_log.properties).
Refer to "8.7.3 Metering Log Settings" in the "Operation Guide CE" for information on the metering log operation config file.

meter0502

Obtain imageName failed.

Description

L-Platform management function has stopped.

Corrective Action

Check L-Platform management function start and can be connected.

meter0503

One of the following messages is output:

- REST error occurred.
- It failed in the acquisition of the value.

Description

- If "REST error occurred." is output:
L-Platform management function has stopped.
- "It failed in the acquisition of the value." is output:
The metering log operation config file (metering_log.properties) settings contain an error.

Corrective Action

Ensure that there are no errors in the metering log operation config file (metering_log.properties).
Refer to "8.7.3 Metering Log Settings" in the "Operation Guide CE" for information on the metering log operation config file.

meter0504

DB error occurred.

Description

Writing in the metering database was failure.

Corrective Action

Check whether the metering database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel]-[management tool]-[service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Service Catalog Manager DB Service (Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical staff.

meter0602

It failed in the connection.

Description

Connecting to the metering database failed.

Corrective Action

Check whether the metering database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel]-[management tool]-[service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Service Catalog Manager DB Service (Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solved by the above-mentioned action method, collect the command log and contact Fujitsu technical staff.

Chapter 14 Messages Starting with MGRV

This chapter explains the messages output to myportal_trace.log.

14.1 Messages MGRV10000 to MGRV12001

This section explains messages starting from MGRV10000.

MGRV10001

<API name>- [*<User ID>*] Unjust access. Referer= [*<Referer>*]

Description

The referrer information in the HTTP request header is incorrect.

Parameter

<User ID>: ID of the login user

<Referer>: Referrer information for the HTTP request header

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV10002

<API name>- [*<User ID>*] [*<Status>*] *<Detailed error information>*

Description

L-Platform management internal process returned an error with detailed error information.

Parameter

<User ID>: ID of the login user.

<Status>: Status returned by the L-Platform management internal process

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV11001

<API name>-*<Parameter name>* not found in session. key=[*<Key name>*]

Description

A parameter required to call the L-Platform management internal process cannot be found in the session information.

Parameter

<Key name>: Key name for identifying the parameter within the session information

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV12001

Exception while reading *<File name>*. *<Exception information>*

Description

An exception has been thrown while the settings file was being read.

Corrective Action

1. If the file name is custom_config.xml

Check whether there are any problems with the access permissions or the content of the following file, and correct any problems.

[Windows Manager]

```
Installation_folder\RCXCTMG\MyPortal\config\custom_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/custom_config.xml
```

Use the Interstage Management Console to check whether "-Dmanagerview.customconfiguration = "<the file above>" has been specified for the JavaVM option in the environment settings for the RCXCT_MyPortal WorkUnit, and add this setting if has not been specified already. Then stop the WorkUnit and start it again.

2. If the file name is managerview_config.xml

Check whether there are any problems with the access permissions or the content of the following file, and correct any problems.

[Windows Manager]

```
Installation_folder\RCXCTMG\MyPortal\config\managerview_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/managerview_config.xml
```

Use the Interstage Management Console to check whether "-Dmanagerview.configuration = "<the file above>" has been specified for the JavaVM option in the environment settings for the RCXCT_MyPortal WorkUnit, and add this setting if has not been specified already. Then stop the WorkUnit and start it again.

14.2 Messages MGRV20000 to MGRV21209

This section explains messages starting from MGRV20000.

MGRV20001

<Exception information>

Description

An exception has been thrown during request processing.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV21001

[<User ID>] <Parameter content> not found in request parameter. key=[<Parameter name>]

Description

There is a missing request parameter.

Parameter

<User ID>: ID of the login user

<Parameter name>: Name of the missing parameter

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV21002

[<User ID>] <Data name> data is change error (String to OMElement).

Description

An error has occurred while XML for the request data was being parsed.

Parameter

<User ID>: ID of the login user

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV21003

[<User ID>] File download error. <Exception information>

Description

An exception has been thrown during file transmission.

Parameter

<User ID>: ID of the login user

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV21201

[<User ID>] Unjust access. Referer= [<Referer>]

Description

The referrer information in the HTTP request header is incorrect.

Parameter

<User ID>: ID of the login user

<Referer>: Referrer information for the HTTP request header

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV21205

[<User ID>] Session not found in request

Description

Session information failed to be obtained.

Parameter

<User ID>: ID of the login user

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV21206

User ID not found in request header.

Description

The HTTP request header does not contain user ID information.

Corrective Action

Check the following, and correct any problems.

- Has the admin server been registered on the ServerView Single Sign-On business system?
- Has Notify User Information under Linkage with Web applications in the environment settings for the business system been enabled?
- Have the admin server and "/myportal/" been defined in the protected resources?

MGRV21207

[<User ID>] Role not found in request header.

Description

The HTTP request header does not contain role information.

Parameter

<User ID>: ID of the login user

Corrective Action

Check the ssoRoleName attribute in the user definitions for the ServerView Single Sign-On repository, and then set this attribute if it has not been set already.

MGRV21208

[<User ID>] Organization ID not found in request header.

Description

The HTTP request header does not contain tenant name information.

Parameter

<User ID>: ID of the login user

Corrective Action

Check whether "o" has been set for the extended user information in the environment settings for the ServerView Single Sign-On repository server, and whether "o" has been selected in the "/myportal/" settings for the protected resources, and correct any problems. Check the o attribute in the user definitions for the repository, and then set this attribute if it has not been set already.

MGRV21209

[<User ID>] No role to use Manager View. role list=[<Role list>]

Description

The role required to use the [L-Platforms] tab of the ROR console does not exist.

Parameter

<User ID>: ID of the login user

<Role list>: List of the roles for the login user

Corrective Action

Check the ssoRoleName attribute in the user definitions for the ServerView Single Sign-On repository, and then add any missing role information.

14.3 Messages MGRV30000 to MGRV31102

This section explains messages starting from MGRV30000.

MGRV30001

<API name> - [*<User ID>*] [*<Status>*] *<Exception information>*

Description

An exception has been thrown during the L-Platform management internal process.

Parameter

<User ID>: ID of the login user

<Status>: Status returned by the L-Platform management internal process

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV30101

<API name> - User id not found in session.

Description

There is no user ID in the session information.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV30102

<API name> - [*<User ID>*] OrgId not found in session.

Description

There is no tenant name in the session information.

Parameter

<User ID>: ID of the login user

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV30103

<API name> - [*<User ID>*] Role not found in session.

Description

There is no role in the session information.

Parameter

<User ID>: ID of the login user

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV31001

<API name> - [*<User ID>*] Service id is not found in WebServiceConfig file. serviceId=[*<Name of the L-Platform management internal process>*]

Description

Information about the L-Platform management internal process could not be found in the definition file.

Parameter

<User ID>: ID of the login user

<Name of the L-Platform management internal process>: Name identifying the L-Platform management internal process

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV31002

<API name> - [*<User ID>*] Http send error. serviceId=[*<Name of the L-Platform management internal process>*] http status=[*<Status>*]

Description

An HTTP error occurred while the L-Platform management internal process was being invoked.

Parameter

<User ID>: ID of the login user

<Name of the L-Platform management internal process>: Name identifying the L-Platform management internal process

<Status>: HTTPS status

Corrective Action

Check whether the L-Platform management function is running normally.

If the L-Platform management function is not running, take the corrective action for the L-Platform management function.

MGRV31101

<API name> - [*<User ID>*] Exception while sending request. serviceId=[*<Name of the L-Platform management internal process>*]
<Exception information>

Description

An exception was thrown while the L-Platform management internal process was being invoked.

Parameter

<User ID>: ID of the login user

<Name of the L-Platform management internal process>: Name identifying the L-Platform management internal process

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

MGRV31102

<API name> - [*<User ID>*] VSYS returned an error. serviceId=[*<Name of the L-Platform management internal process>*]
status=[*<Status>*]

Description

An error was returned while the L-Platform management internal process was being invoked.

Parameter

<*User ID*>: ID of the login user

<*Name of the L-Platform management internal process*>: Name identifying the L-Platform management internal process

<*Status*>: Status returned by the L-Platform management internal process

Corrective Action

Check whether an error has occurred with the L-Platform management function.

If so, take the corrective action for the L-Platform management function.

Chapter 15 Messages Starting with PAPI

This chapter explains the messages output by L-Platform API.

15.1 Messages PAPI00000 to PAPI06002

This section explains messages starting from PAPI00000.

PAPI00000

Processing was completed.

Description

Processing has completed successfully.

Corrective Action

No action is required.

PAPI00001

The locale[{0}] doesn't exist.

Description

The specified locale is invalid.

Parameter

{0}: Specified locale

Corrective Action

Specify "en" for the locale.

PAPI00008

The vsysId is not specified.

Description

The L-Platform ID has not been specified.

Corrective Action

Check whether the L-Platform ID has been specified.

PAPI00009

The vsserverId is not specified.

Description

The server ID has not been specified.

Corrective Action

Check whether the server ID has been specified.

PAPI00010

The vsserverType[{0}] doesn't exist.

Description

The specified machine type does not exist.

Parameter

{0}: Specified machine type

Corrective Action

Check whether the specified machine type has been registered on Resource Management.

PAPI00011

The vserverType is not specified.

Description

The machine type has not been specified.

Corrective Action

Check whether the machine type has been specified.

PAPI00014

System Error Occurred.id={0}

Description

Invoking the L-Platform management internal process has failed.

Parameter

{0}: Name of the L-Platform management internal process

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

PAPI00100

A required parameter is not set.:{0}

Description

A required parameter has not been specified.

Parameter

{0}: Parameter name

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI00102

The version[{0}] is invalid.

Description

The specified version is illegal.

Parameter

{0}: Specified version

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI00103

Authorization failed for the user[{0}].

Description

It failed in the user's attestation.

Parameter

{0}: Specified user ID

Corrective Action

Ensure that user ID and password is correct.

PAPI00104

The tenant[{0}] not found.

Description

The specified tenant does not exist or there is no right of access.

Parameter

{0}: Specified tenant name

Corrective Action

Ensure that the specified tenant name is correct.

PAPI00200

System Error Occurred.[{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed error information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

PAPI05009

The vserverId[{0}] doesn't exist.

Description

There are no servers with the specified vserverId.

Parameter

{0}: Specified vserverId

Corrective Action

Check the target server ID, specify the correct value, and try again.

PAPI05010

SYSVOL[{0}] cannot used.

Description

The specified disk is a system disk, which cannot be changed or deleted.

Parameter

{0}: Specified vdiskId

Corrective Action

No operation can be performed on a system disk. Check whether the specified disk ID is the disk ID of a system disk.

PAPI05011

The vdiskId[{0}] doesn't exist.

Description

There are no extension disks with the specified vdiskId.

Parameter

{0}: Specified vdiskId

Corrective Action

Check the target disk ID, specify the correct value, and try again.

PAPI05021

Only the lserverType[{0}] can be used.

Description

Only the L-Server type [{0}] can be used.

Parameter

{0}: Server Type (Physics or virtual)

Corrective Action

Check the specified server Type.

PAPI05022

The imagePool[{0}] not found.

Description

Either the specified image pool does not exist, or there are no access permissions.

Parameter

{0}: Specified imagePool name

Corrective Action

Ensure that the specified imagePool name is correct.

PAPI05023

The storagePool[{0}] not found.

Description

Either the specified storage pool does not exist, or there are no access permissions.

Parameter

{0}: Specified storagePool name

Corrective Action

Ensure that the specified storagePool name is correct.

PAPI05024

At least one needs to be specified out of these parameters[{0}].

Description

At least one needs to be specified out of displayed parameters.

Parameter

{0}: Parameter list

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI05025

The VmType[{0}] is invalid.

Description

The specified L-Platform API is unavailable with the displayed VM type server.

Parameter

{0}: VM Type

Corrective Action

Refer to "Chapter 8 Configuration when Creating Virtual L-Servers" in the "Setup Guide CE" and check whether the VM type for the server is supported by the specified API.

PAPI05033

The server of Solaris Container is included in this L-Platform[{0}].

Description

The Solaris Zones server is included in the L-Platform.

Parameter

{0}: L-Platform ID

Corrective Action

Confirm that the Solaris Zones server is included in the L-Platform.

PAPI05034

This parameter[{0}] can be specified only for this VmType[{1}].

Description

Parameter[{0}] can be specified only for VmType[{1}].

Parameter

{0}: Parameter name

{1}: VM Type

Corrective Action

Confirm that the target server is the displayed VM type.

PAPI05035

The Parameter[{0}] doesn't exist.

Description

The specified parameter does not exist.

Parameter

{0}: Parameter name of the ruleset

Corrective Action

Ensure that the specified parameter name exists in the parameters of the ruleset.

PAPI05036

The SLB[{0}] doesn't exist.

Description

The specified server load balancer does not exist.

Parameter

{0}: Server load balancer name

Corrective Action

Check whether the specified server load balancer exists.

PAPI05037

The Ruleset[{0}] doesn't exist.

Description

The specified ruleset does not exist or it is not a ruleset for operations.

Parameter

{0}: Ruleset name

Corrective Action

Check whether the specified ruleset exists and if it is a ruleset for operations.

PAPI05038

The Parameter[{0}] is not specified.

Description

A parameter has not been specified.

Parameter

{0}: Parameter name

Corrective Action

Check whether the parameter has been specified.

PAPI05039

The Parameter value[{0}] is not correct. [Parameter name:[{1}]]

Description

The format of the value of the parameter is incorrect.

Parameter

{0}: Value of the parameter

{1}: Parameter name

Corrective Action

Check whether the format of the value of the parameter is correct.

PAPI05040

Firewall doesn't exist in this L-Platform[{0}].

Description

The specified firewall does not exist in the L-Platform.

Parameter

{0}: L-Platform ID

Corrective Action

Check whether the firewall exists in the L-Platform.

PAPI05041

When [{0}] is specified, [{1}] cannot be specified.

Description

{1} cannot be specified when {0} is specified.

Parameter

{0}, {1}: Parameter name

Corrective Action

Do not specify {1} when {0} is specified.

PAPI05042

Neither the resourceId nor the networkCategory is not specified.

Description

Neither the resource ID nor the network type has been specified.

Corrective Action

Specify either the resource ID or the network type.

PAPI05043

The Parameter[{0}] cannot change the value.

Description

The value of the parameter cannot be modified.

Parameter

{0}: Parameter name

Corrective Action

Check whether the value of the parameter can be modified.

PAPI05044

Operation doesn't exist.[RulesetName:{0}][Operation-ID{1}]

Description

The operation does not exist.

Parameter

{0}: Ruleset name

{1}: Operation ID

Corrective Action

Check whether the ruleset name and operation ID are correct.

Obtain the correct ruleset name and operation ID with GetLPlatformConfiguration.

Refer to "2.2.6 GetLPlatformConfiguration (Gets Configuration Information for an L-Platform)" in the "Reference Guide (API) CE" for information on the GetLPlatformConfiguration.

PAPI05045

Operation is running.

Description

The operation is now running.

Corrective Action

Wait a few moments, then try again.

PAPI05046

Failed to operate SLB. [Result Code:{0}]

Description

The operation failed.

Parameter

{0}: Result code of the operation

Corrective Action

If "4" is displayed, check the following, and then try the operation again:

- Is there an error in the parameters specified for the operation?
- Is there an error in the parameters set in the server load balancer?

If a value other than "4" is displayed, contact the infrastructure administrator.

PAPI05047

ROR doesn't manage the container resource pool.

Description

This product is not managing the container resource pool.

Corrective Action

Check whether this product is managing the container resource pool where the specified server is running.

PAPI05048

The server of Solaris Containers is included in this L-Platform[{0}], and Blade Logic doesn't exist.

Description

There is a Solaris Zones server in the L-Platform and Blade Logic does not exist.

Parameter

{0}: L-Platform-ID

Corrective Action

The specified API cannot be executed because there is a Solaris Zones server in the L-Platform and Blade Logic does not exist.

PAPI05049

The Operation log not acquired exists or Operation is running.

Description

There are operation logs that have not yet been obtained or an operation is in progress.

Corrective Action

Obtain the operation logs if there are operation logs that have not yet been obtained.

If an operation is in progress, obtain the operation log once the operation is complete, then retry.

PAPI05050

Specifying only one of cpuPerf and numOfCpu is not allowed if their maximum values are not set.

Description

If a maximum has not been set for both CPU performance and the number of CPUs, it is not permissible to specify only one or the other.

Corrective Action

Take one of the following actions:

- Specify both CPU performance and the number of CPUs.
 - Specify neither CPU performance nor the number of CPUs.
 - Specify the server type.
-

PAPI05051

The [Disk-Size: {0}] exceed the max disk size according to the image Id assigned.

Description

The disk size exceeds the maximum set for the image.

Parameter

{0}: Disk size

Corrective Action

Change the value so that it does not exceed the maximum image disk size.

PAPI05052

The [Disk-Size:{0}] of less than or equal is specified.

Description

The specified value is less than or equal to the current disk size.

Parameter

{0}: Disk size

Corrective Action

Specify a value larger than the current disk size.

PAPI05053

Some servers do not satisfy conditions for the operation in this L-Platform[{0}].

Description

The L-Platform contains servers that do not satisfy operating conditions.

Parameter

{0}: L-Platform-ID

Corrective Action

Check the VM type and the OS of the server, and the status of the server management product in the L-Platform.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

PAPI05055

Cannot update the firewall in the L-Platform[{0}].

Description

The parameters for the firewall of the specified L-Platform cannot be set in the L-Platform API.

Corrective Action

The parameters for firewalls that do not use rulesets cannot be set in the L-Platform API.
Use the [L-Platforms] tab of the ROR console.

PAPI05056

Cannot find the disk resource[{0}].

Description

The specified disk could not be found.

Parameter

{0}: Disk resource ID

Corrective Action

Check whether the specified disk resource ID is correct.

PAPI05057

Cannot specify the parameter[{0}].

Description

This parameter cannot be specified.

Parameter

{0}: Parameter name

Corrective Action

Check the specified parameter.

PAPI05058

The server cannot be updated or deleted. [LServer-ID:{0}]

Description

The specified server cannot be reconfigured or deleted.

Parameter

{0}: Server ID

Corrective Action

This server cannot be manipulated by this product.
Contact the infrastructure administrator to reconfigure or delete this server if necessary.

PAPI05059

The disk cannot be deleted or detached. [Disk-ID:{0}]

Description

The specified disk cannot be deleted or detached.

Parameter

{0}: Disk ID

Corrective Action

The disk cannot be deleted or detached using this software.
If deleting or detaching the disk is necessary, contact the infrastructure administrator.

PAPI05060

Cannot use the disk attached to another server. [Disk-ResourceID:{0}]

Description

The specified disk is attached to another server.

Parameter

{0}: Disk resource ID

Corrective Action

Specify another disk.

PAPI05061

The Parameter[diskResourceId] cannot be specified for the image. [Store Type:Virtual Disk]

Description

"diskResourceId" cannot be specified if the storage location type for the image is "Virtual Disk".

Corrective Action

Reexecute the command without specifying "diskResourceId".

PAPI05065

The L-Platform template contains 2 or more images for VDI. [Template-ID:{0}]

Description

An L-Platform with two or more images for VDI coordination cannot be created.

Parameter

{0}: L-Platform template ID

Corrective Action

Specify an L-Platform template with one or less image for VDI coordination.

PAPI05066

The key[vdi-user-domain-name] is not set in the file[vsys_config.xml].

Description

The domain name of VDI user is not set in the setting file.

Parameter

Set the domain name of VDI user.

Refer to "8.5.14.2 Settings for VDI User Names" in the "Operation Guide CE" for information on this setting.

Or re-execute specifying "-vdiUser".

PAPI05070

When VmPool[{0}] is specified, the VmHost[{1}] not found.

Description

The VM host was not found in the specified VM pool.

Parameter

{0}: VM pool name

{1}: VM host name

Corrective Action

Ensure that the specified VM pool name and VM host name are correct.

PAPI05071

When StoragePool[{0}] is specified, the VirtualStoragePool[{1}] not found.

Description

The virtual storage resource was not found in the specified storage pool.

Parameter

{0}: Storage pool name

{1}: Virtual storage name

Corrective Action

Ensure that the specified storage pool name and virtual storage name are correct.

PAPI05072

The server does not exist in the specified template. [Template-ID:{0}]

Description

There are no servers in the specified L-Platform template.

Parameter

{0}: L-Platform template ID

Corrective Action

Execution is not possible using an L-Platform template that contains no servers.

PAPI05073

The network segment does not exist in the specified template. [Template-ID:{0}]

Description

There are no network segments in the specified L-Platform template.

Parameter

{0}: L-Platform template ID

Corrective Action

Execution is not possible using an L-Platform template that contains no network segments.

PAPI06000

The request body XML is invalid[{0}].

Description

Request body XML is invalid.

Parameter

{0}: Detailed message

Corrective Action

Ensure that the XML set in the request body or the XML input to the file is correct.

PAPI06001

Failed to parse the request body XML.

Description

Failed to parse the XML.

Corrective Action

Ensure that the XML set in the request body or the XML input to the file is correct.

PAPI06002

The element[{0}] is not set correctly in the request body.

Description

{0} is not set in the request body XML.

Parameter

{0}: Detailed message

Corrective Action

Ensure that the XML set in the request body or the XML input to the file is correct.

15.2 Messages PAPI40000 to PAPI40109

This section explains messages starting from PAPI40000.

PAPI40000

An required parameter is not set.:{0}

Description

A required parameter has not been specified.

Parameter

{0}: Parameter name

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI40001

An unnecessary parameter is set.:{0}

Description

An inappropriate parameter has been specified.

Parameter

{0}: Unnecessary parameter name

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI40002

API({0}) doesn't exist.

Description

The specified L-PLATFORM API does not exist.

Parameter

{0}: Specified L-PLATFORM API (the value specified in "Corrective Action")

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI40003

Type conversion({1})of parameter({0}) was not possible to do.

Description

Parameter conversion has failed.

Parameter

{0}: Specified parameter

{1}: Parameter class

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI40100

User [{0}] is not found.

Description

The specified user (*) cannot be found.

* Note: The user specified for basic authentication.

Parameter

{0}: User ID

Corrective Action

Check whether there is a problem with the user information specified for basic authentication, and whether the user for L-Platform API authentication has been registered.

PAPI40101

User [{0}] [{1}] is not equal to userId [{2}].

Description

The value {1} of user attribute {0} does not match the user ID {2}.

Parameter

{0}: User attribute (*)

{1}: User attribute value

{2}: User ID

* Note: "sn" is displayed for {0}.

Corrective Action

Check whether the user for L-Platform API authentication has been registered correctly.

The same value must be set for "sn" and "cn" (user ID).

PAPI40102

Password is empty.

Description

The password has not been specified.

Corrective Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40103

AuthenticationException while binding user DN [{0}].

Description

An authentication error has occurred.

Parameter

{0}: DN value

Corrective Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40104

Can't bind user DN [{0}]: [{1}]

Description

Authentication has failed.

Parameter

{0}: DN value

{1}: Detailed error information

Corrective Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40105

User DN [{0}] doesn't contain ssoRoleName=.

Description

The specified user does not have the necessary role.

Corrective Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40106

Exception while accessing LDAP server.: [{0}]

Description

An error has occurred during communications with the authentication server.

Parameter

{0}: Detailed error information

Corrective Action

Check the status of the L-Platform API server and the authentication server, and try again.

PAPI40107

Role Name is invalid.

Description

The role name is invalid.

Corrective Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40108

Parameter [{0}] is invalid.

Description

Parameter {0} in the configuration file is invalid.

Parameter

{0}: Parameter name

Corrective Action

Check whether parameter {0} has been specified correctly in the configuration file for the L-Platform API (api_config.xml).

PAPI40109

Authorization Required.

Description

Authentication information has not been specified.

Corrective Action

Check whether basic authentication has been specified in the request.

15.3 Messages PAPI60000 to PAPI60010

This section explains messages starting from PAPI60000.

PAPI60000

[[0]] is required.

Description

Either a mandatory parameter has not been specified, or the value of a mandatory parameter is empty.

Parameter

{0}: Parameter name

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60001

[[0]] max size validation error. maxsize={1} value={2}

Description

The specified value exceeds the maximum number of characters.

Parameter

{0}: Parameter name

{1}: Maximum number of characters

{2}: Specified value

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60002

[[0]] decimal digit validation error. integerPartDigit={1} decimalPartDigit={2} value={3}

Description

The specified value exceeds the maximum number of digits.

Parameter

{0}: Parameter name

{1}: Maximum number of digits in the integer part

{2}: Maximum number of digits in the decimal part

{3}: Specified value

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60003

[[{0}]] range validation error. value={1}

Description

The specified value exceeds the allowable range.

Parameter

{0}: Parameter name

{1}: Specified value

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60004

[[{0}]] integer validation error. value={1}

Description

The specified value is not an integer.

Parameter

{0}: Parameter name

{1}: Specified value

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60005

[[{0}]] decimal validation error. value={1}

Description

The specified value is not a decimal.

Parameter

{0}: Parameter name

{1}: Specified value

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60006

[[{0}]] character validation error. value={1}

Description

The specified value contains invalid characters.

Parameter

{0}: Parameter name

{1}: Specified value.

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60007

[[{0}]] ascii validation error. value={1}

Description

The specified value is not an ASCII character string.

Parameter

{0}: Parameter name

{1}: Specified value

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI60010

[[{0}]] invalid value. value={1} available={2}

Description

The specified value is invalid.

(This message is output when the values that can be specified are multiple-choice.)

Parameter

{0}: Parameter name

{1}: Specified value

{2}: Value that can be specified

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

15.4 Messages PAPI80000 to PAPI80099

This section explains messages starting from PAPI80000.

PAPI80000

The specification of the parameter is wrong. : {0}

Description

The specified parameter is illegal.

Parameter

{0}: Parameter name

Corrective Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API CE)" and specify a suitable value.

PAPI80001

Failed to communicate with the manager. {0}

Description

Communication with the admin server failed.

Parameter

{0}: Detailed information

Corrective Action

Ensure that the content of the configuration file is correct.
Ensure that the admin server is operating normally.

PAPI80002

Invalid value [{0}], key=[{1}]

Description

An invalid value is set in the L-Platform CLI configuration file.

Parameter

{0}: Set value

{1}: configuration file key name

Corrective Action

Ensure that the content of the configuration file is correct.

PAPI80003

Failed to access the configuration file. [{0}]

Description

It failed in the access to the L-Platform CLI configuration file.

Parameter

{0}: path to the configuration file

Corrective Action

Please confirm whether to be stored in the place where the configuration file is correct.
Ensure that the content of the configuration file is correct.

PAPI80004

Validation error of PAPI response. [{0}]

Description

It failed in reading the response data.

Parameter

{0}: Detailed information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

PAPI80006

[[0]] is not exist.

Description

The file does not exist.

Parameter

{0}: File path

Corrective Action

Check whether the specified file exists.

PAPI80098

The value of configuration file[command_config.xml] is illegal. [{0}]{1}}

Description

The values specified in the configuration file for L-Platform API commands are invalid.

Parameter

{0}: Key name

{1}: Set value

Corrective Action

Check the values specified in the configuration file for L-Platform API commands.

PAPI80099

System error occurred. [{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed error information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

Chapter 16 Messages Starting with PCS

This chapter explains the application process messages.

When an error occurs during application process forwarding, a message is output to the following container log.

[Windows Manager]

```
Installation_folder\IJEE\nodes\localhost-domain1\CTSV_MyPortal\logs\server.log
```

[Linux Manager]

```
/var/opt/FJSVctmg-isas/fjje6/nodes/localhost-domain1/CTSV_MyPortal/logs/server.log
```

16.1 Messages PCS0000 to PCS0001

This section explains messages starting from PCS0000.

PCS0001

Description

The request is invalid.

Corrective Action

The request does not contain information required to process the application process.

- When "Certificate error" is displayed in the Web browser
Install the certificate in the Web browser. Refer to "Chapter 5 Importing a Certificate to a Browser" in the "Setup Guide CE" for information on installing the certificate in the Web browser. Even if the certificate is installed, "Certificate error" is displayed if "Appendix B HTTPS Communications" in the "Design Guide CE" is not correctly set. In that case, this error occurs if it clicks warning message two or more times. Refer to "Appendix B HTTPS Communications" in the "Design Guide CE" for information on how to configure the settings. Alternatively, do not click the warning message more than once.
- Case other than the above
Ensure that the request is from the [L-Platforms] tab of the ROR console.

16.2 Messages PCS1000 to PCS1002

This section explains messages starting from PCS1000.

PCS1002

Description

Either the assessor has not been registered or connection with the directory server is not possible.

Corrective Action

- Check whether a tenant administrator or a dual-role administrator is registered on the [Resources] tab of the ROR console.
- Ensure that the settings of the directory server are correct. Refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE" for information on how to check the settings. If the settings are valid, check whether the directory server is running normally.

16.3 Messages PCS2000 to PCS2001

This section explains messages starting from PCS2000.

PCS2001

Description

The SSO settings contain an error.

Corrective Action

Refer to "Chapter 12 Configuring Single Sign-On" in the "Design Guide CE" and ensure that the settings are correct.

16.4 Messages PCS3000 to PCS3003

This section explains messages starting from PCS3000.

PCS3001

Description

An exception occurred in ModelAPI of the application process.

Corrective Action

Check a detailed message and execute the following correspondences.

- When ModelInternalException occurred

Failed to make the process instance.

In case the detail message includes VSYSAPIConnectionException, ensure that L-Platform management function is started and if it can be connected.

If VSYSAPIResponseException appears in the message details, check "[Chapter 19 Messages Starting with VSYS](#)" for the error content and take the indicated action.

- Case other than the above

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

PCS3002

Description

The application process setting file contains an error.

Corrective Action

Ensure that the application process setting file contains an error.

[Windows Manager]

```
Installation_folder\RCXCTMG\MyPortal\config\application_process.properties
```

[Linux Manager]

```
/etc/opt/FJSVctmyp/config/application_process.properties
```

PCS3003

Description

The process definition contains an error.

Corrective Action

Check the application processes configuration file in the following.

[Windows Manager]

```
Installation_folder\RCXCTMG\MyPortal\config\application_process.properties
```

[Linux Manager]

```
/etc/opt/FJSVctmyp/config/application_process.properties
```

16.5 Messages PCS4000 to PCS4002

This section explains messages starting from PCS4000.

PCS4001

Description

A problem has occurred in the connection with the Resource Management.

Corrective Action

- Check whether the Resource Management settings of the following files are valid.

[Windows Manager]

```
Installation_folder \RCXCTMG\SecurityManagement\conf\sop_user_manager.properties
```

[Linux Manager]

```
/etc/opt/FJSVctsec/conf/sop_user_manager.properties
```

Confirm setting

- ror.rest.url
- Ensure that the Resource Management is operating normally. Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the start method.
- If applying as a tenant user or tenant administrator, check that the tenant administrator specified as the forward destination in the Forward screen exists on the [Tenants] tab of the ROR console.
- If applying as a dual-role administrator, check that the dual-role administrator specified as the forward destination in the Forward screen exists in the [Resources] tab.

PCS4002

Description

There is no approver registered.

Corrective Action

Check whether a tenant administrator is registered on the [Tenants] tab of the ROR console.

16.6 Messages PCS5000 to PCS5002

This section explains messages starting from PCS5000.

PCS5001

Description

L-Platform management function cannot be connected.

Corrective Action

Connection to L-Platform management function must be checked for an error.
Check L-Platform management function start and can be connected.

PCS5002

Description

An error occurred during internal processing with the L-Platform management function.

Corrective Action

Check the message details and checks "[Chapter 19 Messages Starting with VSYS](#)" for the error content, and then take the indicated action.

After taking action, execute the recoverService (L-Platform Application Invalidation) command, if required.

Refer to "10.13 recoverService (Disable L-Platform Application)" in the "Reference Guide (Command/XML) CE" for information on the command.

Chapter 17 Messages Beginning with swsag or ssmgr

This chapter explains the messages that are output or displayed due to EMC storage or Storage Server on which FalconStor NSS operates. The main cause to which the message is output and the relevant corrective action are as follows.

- For EMC CLARiiON Storage or EMC VNX Storage
 - The Navisphere CLI security file does not exist
Create the Navisphere CLI security file, and then perform the operation again.
 - The Navisphere CLI security file does not contain user information
Register user information in the Navisphere CLI security file, and then perform the operation again.
 - When the definition file for EMC Storage is incorrect
Correct the definition file for EMC Storage, and then perform the operation again.
 - When a mistake is found in the value specified for -ip option of the rcxadm storagemgr command
Correct the -ip option value, and then perform the operation again.
- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage
 - When the definition file for EMC Storage is incorrect
Correct the definition file for EMC Storage, and then perform the operation again.
- For Storage Server on which FalconStor NSS operates
 - When the definition file for FalconStor NSS is incorrect
Correct the definition file for FalconStor NSS, and then perform the operation again.
 - When a mistake is found in the value specified for -ip, -user_name, -passwd, or -passwd_file option of the rcxadm storagemgr command
Correct the option value, and then perform the operation again.

Replace the following terms with the expressions given below for each storage model as you read this section.

Term	EMC CLARiiON or EMC VNX	EMC Symmetrix DMX or EMC Symmetrix VMAX	Storage Server on which FalconStor NSS operates
HostAffinity	The connection path between the HBA of the host to be registered in Storage Group and SP ports	The connection path between HBA of the host to be registered in device group and SP ports	The connection path between the HBA of the host to be registered in SAN Client and the NSS target port or NSS dual port.
RAID group	RAID group or Storage pool	disk group	Physical Device or Storage Pool
Volume	ALU	Device	Virtual Device
AffinityGroup	Storage Group	device group	SAN Client
Port	SP port	DIRECTOR port	NSS target port or NSS dual port

17.1 swsag0491

swsag0491

syntax error. detail=%DETAIL

Description

There is an error in the format of the command. usage is displayed.

One of the following is displayed in *%DETAIL*:

- command is not specified.
The command has not been specified.
- command[*value*] is invalid.
The specified command is incorrect, or was not found.
- parameter is invalid.
There is an error in the specified parameter.
- option[*value*] is invalid or duplicated.
The specified option is incorrect, not found, or defined repeatedly.
- option[*value*] is invalid value or format.
The value specified for the option is incorrect, or the format is wrong.

Corrective Action

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

17.2 swsag2320

swsag2320

No access path has been set up.

Description

The access path has not been specified.

Corrective Action

The error may be the result of one of the following:

- The cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)"
- HostAffinity cannot be registered because the number of HostAffinity that can be registered in the port has reached its limit
Check the number of HostAffinity registered in the port. To register a new HostAffinity, specify other ports, or delete unnecessary HostAffinity.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

17.3 ssmgr3302 to ssmgr3800

ssmgr3302

Failed to obtain the raidgroup information.

Description

Failed to obtain the RAID group.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3305

Failed to obtain the volume information.

Description

Failed to obtain the volume.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3309

Failed to obtain the affinitygroup.

Description

Failed to obtain the AffinityGroup.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3310

Failed to create the affinitygroup.

Description

Failed to create the AffinityGroup.

Corrective Action

The following might apply:

- The cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)"
- A new AffinityGroup cannot be created because the number of AffinityGroup has reached its upper limit

To create a new AffinityGroup, delete an existing AffinityGroup, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3311

Failed to delete the affinitygroup.

Description

Failed to delete the AffinityGroup.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3312

Failed to modify the affinitygroup.

Description

Failed to modify the AffinityGroup.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3320

Failed to obtain the port information.

Description

Failed to obtain the port information.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3322

Failed to obtain the device information.

Description

Failed to obtain the device information.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3420

Specified AffinityGroup({0}) does not exist.

Description

The specified AffinityGroup does not exist.

The AffinityGroup number is displayed in {0}.

Corrective Action

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3424

As for volume({0}) of specified AffinityGroup({1}), the mapping is not done.

Description

Mapping is not performed for volume {0} of the specified AffinityGroup {1}.

The AffinityGroup number is displayed in {1}.

The volume number is displayed in {0}.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3426

All mappings of specified AffinityGroup({0}) cannot be deleted.

Description

All mappings of the specified AffinityGroup cannot be deleted.

The AffinityGroup number is displayed in {0}.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

ssmgr3800

Failed to obtain the storagepool information.

Description

Failed to get the storage pool information.

Corrective Action

Refer to the cause and corrective action shown in "[Chapter 17 Messages Beginning with swsag or ssmgr](#)".

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.3 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

Chapter 18 Messages Starting with TPLC

This chapter explains the messages output by the L-Platform template management commands and L-Platform management commands.

18.1 Messages TPLC00001 to TPLC00605

This section explains messages starting from TPLC00000.

TPLC00001

Failed to execute the command.

Description

An internal error occurred.

Exit status

1

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

TPLC00002

Failed to output information.

Description

An internal error occurred.

Exit status

1

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

TPLC00003

Failed to input a file. (<File name>)

Description

Failed to read the file.

Exit status

1

Corrective Action

Ensure that the specified file exists or can be accessed.
If it is an XML file, ensure that the format is correct.

TPLC00004

Failed to output file. (<File name>)

Description

Failed to write to the file.

Exit status

1

Corrective Action

Ensure that the specified file exists or can be accessed.

TPLC00011

JAVA_HOME isn't set.

Description

JAVA_HOME is not set.

Exit status

2

Corrective Action

Specify the JDK installation directory in the environment variable (JAVA_HOME).

TPLC00012

JAVA_HOME is wrong.

Description

"java.exe" cannot be found.

Exit status

2

Corrective Action

Check whether the directory specified in the environment variable (JAVA_HOME) is the directory that JDK was installed in.

TPLC00101

The specified option is wrong. (<option name>)

Description

The specified option is wrong.

Exit status

3

Corrective Action

Check whether the length of the parameter or the character type specified for the option is wrong.

TPLC00102

<option name> option is not specified.

Description

A required option has not been specified.

Exit status

3

Corrective Action

Specify the option.

TPLC00103

Failed to analyze the option. (<Error code>)

Description

The specified option parameter is wrong.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

3

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00104

The specified file doesn't exist. (<File name>)

Description

The specified file does not exist.

Return value

3

Corrective Action

Check whether the specified file exists.

TPLC00105

The wrong option is specified. (<option name>)

Description

An invalid option has been specified.

Exit status

3

Corrective Action

Correct the option.

TPLC00106

Two or more <option name> options are specified.

Description

The same option has been specified more than once.

Exit status

3

Corrective Action

Execute the command again with the redundant options removed.

TPLC00107

ID can't be specified in the specified file. (<File name>)

Description

The ID tag of the specified file cannot be specified.

Exit status

3

Corrective Action

Check that the ID tag of the specified file has been specified.

TPLC00108

ID isn't specified in the specified file. (<File name>)

Description

The ID tag of the specified file has not been specified.

Exit status

3

Corrective Action

Check that the ID tag of the specified file has been specified.

TPLC00109

The image name isn't specified in the specified file. (<File name>)

Description

The image name has not been specified for the specified file.

Exit status

3

Corrective Action

Confirm that the image name for the specified file is valid.

TPLC00110

The format of the specified file is wrong. (<File name>)

Description

The specified file content or format is invalid.

Exit status

3

Corrective Action

Check the specified file content and format.

TPLC00111

The specified directory doesn't exist. (<Directory name>)

Description

The specified directory does not exist.

Exit status

3

Corrective Action

Confirm that the specified directory exists.

TPLC00201

Failed to communicate with server.

Description

Could not connect to server.

Exit status

4

Corrective Action

It is not possible to communicate with the L-Platform management function. The L-Platform management function may have stopped, so check whether the WorkUnit for the L-Platform management function is running normally. Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the start method.

TPLC00202

Failed to get configuration information. (<Error code>)

Description

An error occurred while obtaining definition information from the L-Platform management function.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

4

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00301

Failed to obtain the list of software information. (<Error code>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00302

Failed to register software information. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYS*nnnnn* ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00303

Failed to delete software information. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYS*nnnnn* ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00305

The specified software information doesn't exist.

Description

The software information corresponding to the specified ID does not exist.

Exit status

6

Corrective Action

The software information does not need to be deleted because it has already been deleted.

TPLC00401

Failed to obtain the list of virtual image. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00402

Failed to obtain the list of image information. (<Error code >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00403

Failed to register image information. (<Error code>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00404

Failed to delete image information. (<Error code >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00405

The specified image information doesn't exist.

Description

The image information corresponding to the specified image name does not exist.

Exit status

6

Corrective Action

The image information does not need to be deleted because it has already been deleted.

TPLC00406

Failed to update image information. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00407

The specified image information doesn't exist.

Description

The image information corresponding to the image name specified in the image information file has not been registered.

Exit status

5

Corrective Action

Specify the correct image name in the image information file, and then re-execute the command.

TPLC00501

Failed to obtain the template list. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00502

Failed to register the template. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYS*nnnnn* ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00503

Failed to delete the template. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYS*nnnnn* ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00504

The specified template ID is already registered.

Description

The specified ID has already been used.

Exit status

5

Corrective Action

Specify a template ID that has not been registered.

TPLC00505

The specified template doesn't exist.

Description

The specified ID template does not exist.

Exit status

6

Corrective Action

The template does not need to be deleted because it has already been deleted.

TPLC00506

It can't be deleted because the template is published.

Description

The specified template cannot be deleted because it has been made public.

Exit status

5

Corrective Action

Set the template to be hidden then delete it.

TPLC00507

The specified template doesn't exist.

Description

The specified ID template does not exist.

Exit status

5

Corrective Action

Check whether the specified template ID is correct, or whether the template exists.

TPLC00508

Failed to set the template to publish. (<Error code>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00509

Failed to set the template to be private. (<Error code >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00510

The template is published.

Description

The template that corresponds to the specified ID has already been made public.

Exit status

6

Corrective Action

The template does not need to be changed to a public setting because it has already been made public.

TPLC00511

The template isn't published.

Description

The template that corresponds to the specified ID has not been made public.

Exit status

6

Corrective Action

The template does not need to be set hidden because it has not been made public.

TPLC00601

Failed to obtain the virtual network list. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00602

Failed to obtain the segment list. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00603

Failed to register the segment. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00604

Failed to delete the segment. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC00605

The specified segment doesn't exist.

Description

The segment information corresponding to the specified ID does not exist.

Exit status

6

Corrective Action

The segment information does not need to be deleted because it has already been deleted.

18.2 Messages TPLC10000 to TPLC10701

This section explains messages starting from TPLC10000.

TPLC10101

Failed to delete the system. (<Error code >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC10102

A resource exists.

Description

The specified resource exists on Resource Management.

Exit status

5

Corrective Action

Check the status of the specified resource.

To forcibly delete the system, the server or the disk, execute the command again with the "-n" option specified.

TPLC10103

The specified resource doesn't exist.

Description

The specified resource information does not exist.

Exit status

6

Corrective Action

The specified resource has already been returned, so there is no need to delete it.

TPLC10104

Failed to set system status. (<Error code >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC10105

System does not exist.

Description

Processing within the server failed.

Exit status

6

Corrective Action

Check whether there is an error with the specified system.

TPLC10106

The system status cannot be set to specified status from current status.

Description

Cannot change from the current system status to the specified status.

Exit status

6

Corrective Action

Check the status of the specified system.
Check whether there is an error with the specified status.

TPLC10107

The status option has been omitted.

Description

The status option has not been specified.

Exit status

3

Corrective Action

Specify the status option

TPLC10201

Failed to import L-Server. (<error code>)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC10202

Failed to delete L-Platform or L-Server. (<*error code*>)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC10301

Failed to get the list of serial numbers for host name settings. (<*error code*>)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC10401

Failed to reset the serial numbers for host name settings. (<*error code*>)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC10402

The serial number for the specified key name does not exist.

Description

The serial number for the specified key name does not exist.

Exit status

6

Corrective Action

Ensure that the specified key name is correct.

TPLC10601

Failed to synchronize server status. (%s)

Description

An error was returned while the L-Platform management function was being invoked.

Parameter

error code: VSYSnnnnn ("*nnnnn*" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

TPLC10602

Some servers could not be synchronized.

Description

Some servers had errors during batch synchronization of server power status, but processing continued.

Exit status

6

Corrective Action

Check the following and if there is a problem, take the appropriate action, then re-execute the command.

- Is there a problem with the power status of the server in the [Resources] tab of the ROR console?
- Are all the servers in the [L-Platforms] tab also in the [Resources] tab?

If this error has occurred while executing the rcxrecovery command of the DR option, there is a possibility that some of the L-Servers have been deleted using the "rcxadm config filter" command.

In that case, the servers corresponding to the deleted L-Servers remain on the [L-Platforms] tab, so they need to be deleted with the following procedure. After that, execute the rcxrecovery command again.

1. With the previously recorded resource name, use the orchestration tree of the [Resources] tab to find the tenant and L-Platform where the deleted L-Server existed.

At the same time, check if there are other L-Servers in the L-Platform.

2. Find the L-Platform corresponding to the step 1 from the [L-Platforms] tab.

The name of the L-Platform in the orchestration tree of the [Resources] tab follows "9.5 Setting the Method for Setting Resource Names" in the "Setup Guide CE".

3. Depending on the existence of L-Servers under the L-Platform checked in the step 1, perform one of the following procedures.

- If L-Servers exist under the L-Platform

Open the [L-Platform Details] page on the [L-Platforms] tab, and find the L-Platform ID and the server name corresponding to the deleted L-Server.

Delete the server from the [L-Platforms] tab by using the `cfmg_deletesysdata` command.

```
cfmg_deletesysdata -id L-Platform_ID -server server_name
```

- If L-Servers do not exist under the L-Platform

Open the [L-Platform Details] page of the L-Platform on the [L-Platforms] tab, and find the L-Platform ID.

Delete the L-Platform from the [L-Platforms] tab by using the `cfmg_deletesysdata` command.

Make sure to execute the command with the "-n" option.

```
cfmg_deletesysdata -n -id L-Platform_ID
```

Then, delete the L-Platform from the [Resources] tab by using the `cfmg_deletelplatform` command.

```
cfmg_deletelplatform -id L-Platform_ID
```

For information about the `cfmg_deletesysdata` and `cfmg_deletelplatform` commands, refer to "10.3 `cfmg_deletesysdata` (Unnecessary Data Deletion)" and "10.1 `cfmg_deletelplatform` (Delete L-Platform)" in the "Reference Guide (Command/XML) CE".

TPLC10701

Failed to update VDI parameters. (<error code>)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

Chapter 19 Messages Starting with VSYS

This chapter explains the messages output to the following logs.

- vsys_trace_log
- vsys_batch_log
- Event log

If this message is displayed when using the [L-Platforms] tab, also check the message output to the log.

Refer to "16.2 Operation Logs (Activity)" in the "Operation Guide CE" for information on the output destination for log files.

19.1 Messages VSYS00000 to VSYS00011

This section explains messages starting from VSYS00000.

VSYS00000

Failed to connect to the database. Retrying...

Description

An attempt to connect to the database has failed. The system is retrying now.

Corrective Action

If this message is repeatedly output and eventually followed by the VSYS00001 message, then take the action required by the VSYS00001 message.

If this message is repeatedly output and eventually followed by the VSYS00004 message, then no action is required.

VSYS00001

Failed retry. The database may not be ready.

Description

An attempt to reconnect to the database has failed. The database is not running.

Corrective Action

Ensure that the service has been started properly as described in "2.1 Starting and Stopping Managers" in the "Operation Guide CE".
If the service has not been started, start the service.

VSYS00002

Database error.

Description

An error occurred when trying to connect to the database.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS00003

VSYS API Startup is terminated.

Description

An attempt to connect or reconnect to the database has failed. The startup process for the L-Platform management function will be terminated.

Corrective Action

Take the action required by the VSYS00001 message.
Then, restart the Manager using either the Interstage Management Console or the `isstopwu` and `isstartwu` commands.
Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS00004

Succeeded in the connection to the database.

Description

The connection to the database succeeded.

Corrective Action

No action is required.

VSYS00010

Failed to execute "*<batch file name>*"

Description

The batch processing for the L-Platform management function failed to start.

Corrective Action

Check whether the file "`vsys_batch.bat`" (Windows) or "`vsys_batch.sh`" (Linux) exists in the batch file directory which is specified by the parameter "batch-folder" in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If there is an error with the settings in `vsys_config.xml`, then correct the file and reactivate the manager.
Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS00011

An unexpected error occurred in executing "*<batch file name>*"

Description

An unexpected error occurred when the batch processing for the L-Platform management function was started.

Corrective Action

Check whether the file "`vsys_batch.bat`" (Windows) or "`vsys_batch.sh`" (Linux) exists in the batch file directory which is specified by the parameter "batch-folder" in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If there is an error with the settings in `vsys_config.xml`, then correct the file and reactivate the manager.
Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

19.2 Messages VSYS10000 to VSYS12508

This section explains the following messages:

- [19.2.1 Messages VSYS10000 to VSYS10099](#)
- [19.2.2 Messages VSYS10100 to VSYS10152](#)
- [19.2.3 Messages VSYS10200 to VSYS10290](#)
- [19.2.4 Messages VSYS10300 to VSYS10383](#)
- [19.2.5 Messages VSYS10400 to VSYS10412](#)
- [19.2.6 Messages VSYS10500 to VSYS10599](#)
- [19.2.7 Messages VSYS10600 to VSYS10697](#)
- [19.2.8 Messages VSYS10700 to VSYS10799](#)
- [19.2.9 Messages VSYS10900 to VSYS10907](#)
- [19.2.10 Messages VSYS11100](#)
- [19.2.11 Messages VSYS11200 to VSYS11213](#)
- [19.2.12 Messages VSYS11400 to VSYS11420](#)
- [19.2.13 Messages VSYS12500 to VSYS12508](#)

19.2.1 Messages VSYS10000 to VSYS10099

This section explains messages starting from VSYS10000.

VSYS10000

[*<itemName>*] validation error. value=[*<value>*]

Description

The parameter is required.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10001

[*<itemName>*] max size validation error. maxsize=[*<maxsize>*] =[*<value>*]

Description

There is an error in the maximum number of digits in the parameter.

Parameter

<itemName>: Item name of the parameter

<maxsize>: Maximum value for the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10002

[<itemName>] size validation error. size=[<size>] value=[<value>]

Description

There is an error in the number of digits in the parameter.

Parameter

<itemName>: Item name of the parameter

<size>: Size of the specified parameter value

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10003

[<itemName>] halfNumber validation error. Value=[<value>]

Description

There is a numerical error in the parameter.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10004

[<itemName>] alpha validation error. value=[<value>]

Description

There is an alphabetic error in the parameter.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10005

[<itemName>] alphaSpace validation error. value=[<value>]

Description

There is a space error in the parameter.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10006

[<itemName>] alphaNumber validation error. value=[<value>]

Description

There is an alphanumeric error in the parameter.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10007

[<itemName>] ascii validation error. value=[<value>]

Description

There is an alphabetic error in the parameter.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10008

[<itemName>] fullKana validation error. value=[<value>]

Description

This is a double-byte kana error with a request parameter.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10009

[<itemName>] format validation error. format=[<format>] value=[<value>]

Description

There is a format error in the parameter.

Parameter

<itemName>: Item name of the parameter

<format>: Entry format of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10010

[*<itemName>*] class validation error. class=[*<class>*] value=[*<value>*]

Description

There is a class error in the parameter.

Parameter

<itemName>: Item name of the parameter

<class>: Specified class of the parameter

<value>: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10018

User doesn't have the right of access. [Org-ID:{0}, User-ID:{1}, Resource-ID:{2}, Action-ID:{3}]

Description

The user does not have access authority to perform the operation.

Parameter

{0}: Tenant name

{1}: User ID

{2}: Resource ID

{3}: Operation ID

Corrective Action

The operation cannot be performed because the user with the user ID indicated does not have sufficient access authority.

Refer to "Chapter 3 Configuring Users and Customizing Roles" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10020

EJB connection failed.

Description

There is an EJB connection error.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10021

Could not set VlanId.

Description

There is a VLAN ID setting error.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10022

Could not reset VlanId.

Description

There is a VLAN ID deletion error.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10024

Status[{0}] returned from CHARGELOG is illegal. [message:{1}]

Description

Failed to execute the metering log registration API.

Parameter

{0}: Error status

{1}: Error message

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10025

"execution_number" returned from CHARGELOG is illegal. [send:{0}][returned:{1}]

Description

The execution result of the metering log registration API is invalid.

Parameter

{0}: Number of sent items

{1}: Number of processed items

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10026

Not found CHARGELOG host in configuration file.

Description

The metering log API call destination host name has not been set in the configuration file.

Corrective Action

Add the following entry to the configuration file (vsys_config.xml):

```
<entry key="charge-log-host">metering log registration API call destination host name or IP address</entry>
```

VSYS10027

Resource [FW] doesn't exit. [System-ID:{0}]

Description

FW resources do not exist.

Parameter

{0}: L-Platform ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10028

The status of Server[{0}] is [ERROR].

Description

There is an error with the server.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10029

The status of Server[{0}] is [EXECUTE_IPCOM].

Description

The server is executing IPCOM.

Parameter

{0}: Server ID

Corrective Action

Check the status of the IPCOM, and then try again.

VSYS10030

Task-Element is null.

Description

The task information for the Resource Management function return value is null.

Corrective Action

Ensure that the Resource Management function is operating normally.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10031

Arg column related to Task-ID [{0}] doesn't exist in table ['task'].

Description

The "task" table cannot be updated.

Parameter

{0}: Task ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10032

Duplicate entry Task-ID [{0}] from CBRM.

Description

The task ID returned from the Resource Management function has already been registered.

Parameter

{0}: Task ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10033

Status related to Task-ID [{0}] doesn't exist in table ['task'].

Description

There is no status code associated with the task ID.

Parameter

{0}: Task ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10035

Can't get message from CNM-Response. [key:{0}]

Description

A value cannot be obtained from the Resource Management function response using the specified key.

Parameter

{0}: Specified key

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10036

Returned from CBRM is illegal. [System-ID:{0} Server-ID:{1}]

Description

The response status code from the Resource Management function is invalid.

Parameter

{0}: L-Platform ID

{1}: Server ID

Corrective Action

Refer to the VSYS10095 or VSYS10096 message displayed after this message.

VSYS10037

Status[{0}] returned from CHARGE is illegal.

Description

The response status code from the product master reference API is invalid (with no error information).

Parameter

{0}: Status code

Corrective Action

Ensure that the product master has been set up correctly.

Refer to "15.2 Manage Accounting Information" in the "Operation Guide CE" for information on setting up the product master.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10038

Status[{0}] returned from CHARGE is illegal. [message:{1}]

Description

The response status code from the product master reference API is invalid.

Parameter

{0}: Status code

{1}: Error message

Corrective Action

Ensure that the product master has been set up correctly.

Refer to "15.2 Manage Accounting Information" in the "Operation Guide CE" for information on setting up the product master.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10039

A timeout occurred during communication. [Target={0} Host={1} Port={2}]

Description

A timeout has occurred during communications.

Parameter

{0}: Identifier of the other party

{1}: Host name or IP address of the other party

{2}: Port number of the other party

Corrective Action

- If "CBRM" is displayed in {0}, ensure that the Resource Management function is running normally.
- If "CHARGE" is displayed in {0}, ensure that the metering function is operating normally.
- Check whether it is possible to communicate normally with the host name or IP address or port number output for "{1}" or "{2}".

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10040

SLB_Virtual_Address [Server-ID:{0}] doesn't exist.

Description

The server load balancer virtual address has not been registered.

Parameter

{0}: Server ID

Corrective Action

Register the server load balancer virtual address.

VSYS10041

SLB_Real_Address [Server-ID:{0}] doesn't exist.

Description

The server load balancer real address has not been registered.

Parameter

{0}: Server ID

Corrective Action

Register the server load balancer real address.

VSYS10042

SLB_Virtual_Address [Server-ID:{0}] has been registered.

Description

The server load balancer virtual address has already been registered.

Parameter

{0}: Server ID

Corrective Action

Check whether there is a problem with the specified server load balancer virtual address.

VSYS10043

There is not becoming empty in SLB_Virtual_Address [Network-ID:{0}]

Description

There is no vacant server load balancer virtual address.

Parameter

{0}: Network ID

Corrective Action

Register the required number of server load balancer virtual addresses.

VSYS10044

Global-IP exists by {0} pieces now. Can't get Global-IP any more. [Org-ID:{1}, System-ID:{2}]

Description

The maximum number of global IP addresses has been reached.

Parameter

{0}: Maximum number of global IP addresses

{1}: Tenant name

{2}: L-Platform ID

Corrective Action

Register the required number of global IP addresses.

VSYS10045

Global-IP [{0}] has already detached.

Description

The global IP address has already been detached form L-Platform.

Parameter

{0}: Global IP address

Corrective Action

Check the status of the global IP address.

VSYS10046

Global-IP [{0}] hasn't attached by Resource [System-ID: {1}].

Description

The global IP address has not been attached to the specified L-Platform.

Parameter

{0}: Global IP address

{1}: L-Platform ID

Corrective Action

Check the status of the global IP address.

VSYS10047

System-ID related to Resource [Global-IP: {0}] doesn't exist in table.

Description

The L-Platform ID for the global IP address cannot be looked up.

Parameter

{0}: Global IP address

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10048

Resource [Global-IP: {0}] doesn't exist.

Description

Global IP resources do not exist.

Parameter

{0}: Global IP address

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10049

Because the backup disk exists, the disk can't be released. [Disk-ID: {0}].

Description

The disks cannot be released because one of them is a backup disk.

Parameter

{0}: Existing disk ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10050

Resource [System-ID: <System-ID>] doesn't exist.

Description

An error was detected while the existence of the L-Platform ID was being checked.

Parameter

<System-ID>: L-Platform ID

Corrective Action

Check whether there is a problem with the specified L-Platform ID.

VSYS10051

System [<System-ID>] is locked by another user [<org_id> : <user_id>].

Description

The system is currently locked by another user.

Parameter

<System-ID>: L-Platform ID

<org_id>: Tenant name

<user_id>: User ID

Corrective Action

Check the status of the lock, and then try again.

VSYS10052

The status of Instance [<System-ID>] is [RECONFIG_ING].

Description

L-Platform is currently being reconfigured.

Parameter

<System-ID>: L-Platform ID

Corrective Action

Check the status of the L-Platform, and then try again.

VSYS10053

The status of Instance [*<System-ID>*] is [DEPLOYING].

Description

The L-Platform is currently being deployed.

Parameter

<System-ID>: L-Platform ID

Corrective Action

Check the status of the L-Platform, and then try again.

VSYS10054

The status of Instance [*<System-ID>*] is [UNDEPLOYING].

Description

The L-Platform is currently being undeployed.

Parameter

<System-ID>: L-Platform ID

Corrective Action

Check the status of the L-Platform, and then try again.

VSYS10055

The status of Instance [*<System-ID>*] is [RESTORING].

Description

The L-Platform is currently being restored.

Parameter

<System-ID>: L-Platform ID

Corrective Action

Check the status of the L-Platform, and then try again.

VSYS10056

The status of Instance [*<System-ID>*] is [BACKUP_ING].

Description

The L-Platform is currently being backed up.

Parameter

<System-ID>: L-Platform ID

Corrective Action

Check the status of the L-Platform, and then try again.

VSYS10057

The status of Instance [*<System-ID>*] is [ILLEGAL_STATE].

Description

The status of the system is unknown.

Parameter

<*System-ID*>: L-Platform ID

Corrective Action

Check the status of the L-Platform, and then try again.

VSYS10058

Image-ID of Server [{0}] doesn't exist.

Description

There is no image ID for server {0}.

Parameter

{0}: Server ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10060

Resource [SERVER-ID:{0}] doesn't exist.

Description

An error was detected while the existence of the server ID was being checked.

Parameter

{0}: Server ID

Corrective Action

Check whether there is a problem with the specified server ID.

VSYS10061

The status of Server [{0}] is [DEPLOYING].

Description

The server is currently being deployed.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10062

The status of Server [{0}] is [ALREADY_STARTED].

Description

The server is already running.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

Ensure that the settings for the overcommit function have not been changed since starting to use the software.

Refer to "9.6 Settings for the Overcommit Function" in the "Setup Guide CE" for information on the settings for the overcommit function.

VSYS10063

The status of Server [{0}] is [STOPPING].

Description

The server is currently stopping.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10064

The status of Server [{0}] is [ALREADY_STOPPED].

Description

The server has been stopped.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10065

The status of Server [{0}] is [STARTING].

Description

The server is currently starting.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10066

The status of Server [{0}] is [FAILOVER].

Description

The server has failed over.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10067

The status of Server [{0}] is [ALREADY_STOPPED].

Description

The server has been stopped (via a console connection).

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10068

The status of Server [{0}] is [UNDEPLOYING].

Description

The server is currently being undeployed.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10069

The status of Server [{0}] is [RESOURCE_NOT_FOUND].

Description

The server has been undeployed.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10070

The status of Server [{0}] is [RESTORING].

Description

The server is currently being restored.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10071

The status of Server [{0}] is [BACKUP_ING].

Description

The server is currently being backed up.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10072

The status of Server [{0}] is [ILLEGAL_STATE].

Description

The status of the server is unknown.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10073

The status of Server [{0}] is [UNALLOCATED].

Description

Resource IDs have not been allocated to the server.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10074

The status of Server [{0}] is [START_ERROR].

Description

The server has failed to start.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10075

The status of Server [{0}] is [STOP_ERROR].

Description

The server has failed to stop.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10076

The status of Server [{0}] is [RUNNING].

Description

The server is running.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10079

Disk-ID related to Server-ID [{0}] doesn't exist in table.

Description

There is no disk ID associated with the server.

Parameter

{0}: Server ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10080

Can't update column ['status'] in table [vdisk#instance]. Because Disk-ID [{0}] doesn't exist.

Description

The "status" column cannot be updated because the disk does not exist.

Parameter

{0}: Disk ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10081

Can't update column ['server_id'] in table [vdisk#instance]. Because Disk-ID [{0}] doesn't exist.

Description

The "server_id" column cannot be updated because the disk does not exist.

Parameter

{0}: Disk ID.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10082

Can't update column ['disk_name'] in table [vdisk#instance]. Because Disk-ID [{0}] doesn't exist.

Description

The 'disk_name' column cannot be updated because the disk does not exist.

Parameter

{0}: Disk ID.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10083

Can't get resourceId from return value of CBRM (/address_sets/rid?name={0}#GET).

Description

The resource ID cannot be obtained from the return value from the Resource Management function (/address_sets/rid?name={0}#GET).

Parameter

{0}: Resource name

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10084

Network doesn't unique in table ['vnet#instance'] [orgId:{0}, System-ID:{1}, networkCategory:{2}].

Description

Multiple network IDs were obtained when only one unique network ID was expected.

Parameter

{0}: Tenant name

{1}: L-Platform ID

{2}: Network type

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10085

Network-Id related to Org-ID [{0}], System-ID [{1}] and Network-Category [{2}] doesn't exist in table ['vnet#instance'].

Description

The network ID cannot be looked up.

Parameter

{0}: Tenant name

{1}: L-Platform ID

{2}: Network type

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10086

Resource-Id related to Network-Id [{0}] doesn't exist in table.

Description

The resource ID cannot be looked up.

Parameter

{0}: Network ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10087

Can't get Global-IP from return value of CBRM (/ip_addresses/rid#GET).

Description

The global IP address cannot be obtained from the return value from the Resource Management function (/ip_addresses/rid#GET).

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10088

Return value of CBRM (/address_sets/rid?name={0}#GET) is null.

Description

The return value from the Resource Management function (/ip_addresses/rid#GET) is null.

Parameter

{0}: Resource name

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10089

Return value of CBRM (/ip_addresses/rid#GET) is null.

Description

The return value from the Resource Management function (/ip_addresses/rid#GET) is null.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10090

ResourceId related to Org-ID [{0}], and Global-IP [{1}] doesn't exist in table ['gip#instance'].

Description

The resource ID for the global IP address cannot be obtained.

Parameter

{0}: Tenant name

{1}: Global IP address

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10091

Server isn't unique in table ['gip#instance']. [resourceId:{0}]

Description

Multiple server IDs were obtained when only one unique server ID was expected.

Parameter

{0}: Resource ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10092

Failed to send mail. User-ID=[{0}], System-ID=[{1}], Detail=[{2}]

Description

An attempt to send email has failed.

Parameter

{0}: User ID of the email destination

{1}: L-Platform ID of the operation target

{2}: Detailed error information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10095

Status [{0}] returned from CBRM is illegal.

Description

The response status code from the Resource Management function is invalid (contains no error information).

Parameter

{0}: Status code

Corrective Action

Check whether the Resource Management function is operating normally.

If the message has been output by executing one of the L-Platform template management commands, ensure that the user executing the

command has OS administrator privileges.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10096

Status[{0}] returned from CBRM is illegal.[code:{1}][message:{2}]

Description

The response status code from the Resource Management function is invalid (contains error information).

Parameter

{0}: Status code

{1}: Message ID for the Resource Management function

{2}: Message for the Resource Management function

Corrective Action

Refer to "[Part 1 Messages Displayed by Virtual Edition and Cloud Edition](#)" for the actions described for the message ID ({1} in the parameters).

When this error has occurred in the environment recovered by Disaster Recovery, take the following actions:

- Return the L-Platform that contains server or disk that has no resource and deploy a new instance again.
- If the same error has occurred in returning the L-Platform, delete the L-Platform by `cfmg_deletesysdata` command.
Refer to "10.3 `cfmg_deletesysdata` (Unnecessary Data Deletion)" in the "Reference Guide (Command/XML) CE" for details.



When output at the time of server deployment, the following parameters specified for the server may be incorrect:

- Type
- VM pool
- Server pool
- Storage pool
- Segment
- Software information license
- Initial password for the image information

Ensure that the correct parameters are specified for the server.

VSYS10097

AxisFault[<url>].[<trace>]

Description

An axis fault has occurred.

Parameter

<url>: URL

<trace>: Trace information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10098

SQL error. [*<trace>*]

Description

An SQL exception occurred while the database was being accessed.
Either there is a problem with the information that has been entered into the database, or the database is not running.

Parameter

<trace>: Trace information

Corrective Action

If this message is output when the L-Platform Template Management Command is executed, check whether there is a problem with the specified input file.
If the input file is correct or the message has not been output by an L-Platform template management command, ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details), and if not started, start the service.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10099

Unexpected error. [*<trace>*]

Description

An unexpected error has occurred.

Parameter

<trace>: Trace information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

19.2.2 Messages VSYS10100 to VSYS10152

This section explains messages starting from VSYS10100.

VSYS10100

Failed to acquire authorization information from the access controller. Org-ID=[{0}], User-ID=[{1}], Detail=[{2}]

Description

An attempt to obtain authorization information from access control has failed.

Parameter

{0}: Tenant name
{1}: User ID
{2}: Detailed information

Corrective Action

Check whether the User ID exists.
Refer to "Chapter 3 Configuring Users and Customizing Roles" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10101

Invalid folder name. [System-ID: {0}][Folder-Name: {1}]

Description

An invalid folder name has been specified.

Parameter

{0}: L-Platform ID

{1}: Folder name

Corrective Action

Check whether the folder name has been specified correctly.

VSYS10102

Invalid L-Server name. [Server-ID: {0}][L-Server-Name: {1}]

Description

An invalid L-Server name has been specified.

Parameter

{0}: Server ID

{1}: L-Server name

Corrective Action

Check whether the L-Server name has been specified correctly.

VSYS10103

Configuration [key=hostname-header] error. [System-ID:{0}]

Description

An attempt to set the host name has failed because there is an error with the definition file.

Parameter

{0}: L-Platform ID

Corrective Action

Check for any error with the "hostname-header" settings in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

VSYS10104

Counter has overflowed. [System-ID: {0} counter: {1}]

Description

The serial number counter for the host name setup function has overflowed.

Parameter

{0}: L-Platform ID

{1}: Key name of the counter

Corrective Action

Reset the serial numbers.

Alternatively, change the definitions for the host name settings.

VSYS10105

Duplicate host names. [System-ID: {0} Server Name: {1}]

Description

A host name is specified more than once.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Specify a server name that does not duplicate the name of an existing server, and then execute the deployment again.

VSYS10106

Invalid host name. [System-ID: {0} Server Name:{1}]

Description

The host name is invalid.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

When the method for setting the virtual server host name is set to "server name", ensure that invalid characters for the host name are not used in the server name.

When the method for setting the virtual server host name is set to "prefix + serial number", ensure that invalid characters for the host name are not used in the prefix settings.

When the method for setting the virtual server host name is set to "tenant name + serial number", ensure that invalid characters for the host name are not used in the tenant name.

Characters that can be used for the host name are alphanumeric characters and hyphens (-). Names consisting solely of numbers are not allowed.

Refer to "9.4 Setting the Host Names for Virtual Servers" in "Setup Guide CE" for information on setting the host name for the virtual server.

VSYS10107

Key not found. [Key: {0}]

Description

The specified key name does not exist.

Parameter

{0}: Key name

Corrective Action

Specify a valid key name in `cfmg_resethostnamecounter` (Reset Serial Numbers for Host Name Settings) command, and then re-execute the command.

VSYS10108

Configuration [key=default-import-os] error. [L-Server Name: {0}]

Description

An attempt to import an L-Server has failed because there is an error with the definition file.

Parameter

{0}: L-Server name

Corrective Action

Check for any error with the "default-import-os" settings in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

VSYS10109

The status of Server[{0}] is [CLONING]

Description

The server is currently cloning.

Parameter

{0}: Server ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10110

User doesn't have the right of access. [Org-ID:{0}, User-ID: {1}, API:{2}, Status{3}, Code:{4}, Message:{5}]

Description

The user does not have the operated access authority.

Parameter

{0}: Tenant name

{1}: User ID

{2}: API

{3}: Status

{4}: Code

{5}: Message

Corrective Action

It is not possible to operate it because there is no access authority in the User ID.

Refer to "Chapter 3 Configuring Users and Customizing Roles" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10111

There are no normal status systems in the tenant. [Org-ID:{0}]

Description

There is no normal status L-Platforms within the tenant.

Parameter

{0}: Tenant name

Corrective Action

Check the L-Platform status and re-execute.

VSYS10112

There are no servers to be started in the system. [System-ID:{0}]

Description

There are no servers ready to be started in the L-Platform.
The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the server in the L-Platform and re-execute.
To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10113

There are no servers to be stopped in the system. [System-ID:{0}]

Description

There are no servers ready to be stopped in the L-Platform.
The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the server and re-execute.
To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10114

There are no servers to be started in the tenant. [Org-ID:{0}]

Description

There are no servers ready to be started in the tenant.
The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: Tenant name

Corrective Action

Check the status of the server and re-execute.
To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10115

There are no servers to be stopped in the tenant. [Org-ID:{0}]

Description

There are no servers ready to be stopped in the tenant.
The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: Tenant name

Corrective Action

Check the status of the server and re-execute.
To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10116

Status returned from CBRM is illegal. [System-ID:{0}]

Description

The response status code received from the resource management function is incorrect.

Parameter

{0}: L-Platform ID

Corrective Action

Continue by implementing measures in accordance with the displayed messages VSYS10095 or VSYS10096.

VSYS10117

Status returned from CBRM is illegal. [Org-ID:{0}]

Description

The response status code received from the resource management function is incorrect.

Parameter

{0}: Tenant name

Corrective Action

Continue by implementing measures in accordance with the displayed messages VSYS10095 or VSYS10096.

VSYS10118

Starting all servers in all tenants is not supported.

Description

Batch server start-up for all tenants is not supported.

Corrective Action

Specify a particular tenant and re-execute

VSYS10119

Stopping all servers in all tenants is not supported.

Description

Batch server shutdown for all tenants is not supported.

Corrective Action

Specify a particular tenant and re-execute

VSYS10120

All servers that can be started in the system are already running. [System-ID:{0}]

Description

All servers that can be started within the L-Platform are already running.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the server and re-execute.

VSYS10121

All servers that can be stopped in the system are already stopped. [System-ID:{0}]

Description

All servers that can be stopped within the L-Platform are already stopped.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the server and re-execute.

VSYS10122

All servers that can be started in the tenant are already running. [Org-ID:{0}]

Description

All servers that can be started within the tenant are already running.

Parameter

{0}: Tenant name

Corrective Action

Check the status of the server and re-execute.

VSYS10123

All servers that can be stopped in the tenant are already stopped. [Org-ID:{0}]

Description

All servers that can be stopped in the tenant are already stopped.

Parameter

{0}: Tenant name

Corrective Action

Check the status of the server and re-execute.

VSYS10124

Target resource is busy. [code:{0}][message:{1}]

Description

The target is busy.

Parameter

{0}: Resource management function message ID

{1}: Resource management function message

Corrective Action

Wait for a brief period and then try again.

VSYS10125

The server of Solaris Container is included in this L-Platform[{0}].

Description

The Solaris Zones server is included in the L-Platform.

Parameter

{0}:L-Platform ID

Corrective Action

Confirm that the Solaris Zones server is not included in the displayed L-Platform.

VSYS10126

ServerType [{0}] isn't found.

Description

The specified L-Server template cannot be found.

Parameter

{0}: L-Server Template name

Corrective Action

Check whether the specified L-Server template exists.

VSYS10127

Network[{0}] does not exist in this L-Platform[{1}].

Description

The specified network does not exist in the L-Platform.

Parameter

{0}: Network ID

{1}: L-Platform ID

Corrective Action

Check whether the network exists.

VSYS10128

System disk isn't specified. [Image-ID:{0}]

Description

The disk size of the image is not specified.

Parameter

{0}: Image ID

Corrective Action

Ensure that the disk size of the image is specified.

VSYS10129

Management software is not registered. [Software:{0}]

Description

The required server management product has not been registered.

Parameter

{0}: Name of the server management product

Corrective Action

Check the status of the server management product.

VSYS10130

NIC[NIC-NO:{1}] does not exist in this L-Server[SERVER-ID:{0}].

Description

An NIC with the specified number does not exist in the L-Server.

Parameter

{0}: Server ID

{1}: NIC number

Corrective Action

Ensure that the specified server or NIC is correct.

VSYS10131

NIC or NIC GROUP exists on the network[{0}].

Description

NIC or NIC GROUP exists on the specified segment.

Parameter

{0}: Network ID

Corrective Action

Ensure that the specified segment is correct.

VSYS10132

These parameters cannot be specified at a time[{0},{1}].

Description

These specified parameters cannot be specified at the same time.

Parameter

{0}: Specified parameter

{1}: Specified parameter

Corrective Action

Ensure that the specified parameter is correct.

VSYS10134

Some servers do not satisfy conditions for the operation in this L-Platform[{0}].

Description

The L-Platform contains servers that do not satisfy operating conditions.

Parameter

{0}: L-Platform ID

Corrective Action

Check the VM type and the OS of the server, and the status of the server management product in the L-Platform.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10135

Target resource is locked. [code:{0}][message:{1}]

Description

The processing failed because the operation target contains locked resources.

Parameter

{0}: Resource management function message ID

{1}: Resource management function message

Corrective Action

Specify resources that are unlocked, and perform the processing.

VSYS10136

The server[Server-ID:{0}] is one of the SLB backend servers.

Description

The specified server is a target for distribution by the server load balancer.

Parameter

{0}: Server ID

Corrective Action

Check whether the specified server is correct.

VSYS10137

The nic[Server-ID:{0} nic-No:{1}] is attached to one of the SLB backend servers.

Description

The specified NIC is connected to a server that is target for distribution by the server load balancer.

Parameter

{0}: Server ID

{1}: NIC number

Corrective Action

Check whether the specified NIC is correct.

VSYS10138

Snapshot[Resource-ID:{1}] does not exist in this L-Server[SERVER-ID:{0}].

Description

The snapshot with the specified resource ID does not exist in the L-Server.

Parameter

{0}: Server ID

{1}: Resource ID

Corrective Action

Ensure that the specified server or resource ID is correct.

VSYS10139

Resource[Global-IP:{0}] does not exist in this L-Platform[{1}].

Description

The specified global IP address does not exist in the L-Platform.

Parameter

{0}: Global IP address

{1}: L-Platform ID

Corrective Action

Ensure that the specified L-Platform and global IP address are correct.

VSYS10140

Resource[Global-IP:{0}] already exists in this L-Platform[{1}].

Description

The specified global IP address already exists in the L-Platform.

Parameter

{0}: Global IP address

{1}: L-Platform ID

Corrective Action

Ensure that the specified L-Platform and global IP address are correct.
If the above does not apply, contact Fujitsu technical staff.

VSYS10141

Snapshot[Resource-ID:{1}][Disk-ID:{2}] already exists in this L-Server[SERVER-ID:{0}].

Description

The snapshot with the specified resource ID and disk ID already exists.

Parameter

{0}: Server ID

{1}: Resource ID

{2}: Disk ID

Corrective Action

Ensure that the specified snapshot is correct.
If the above does not apply, contact Fujitsu technical staff.

VSYS10142

Backup history[Task-ID:{0}] already exists.

Description

The backup history with the specified task ID already exists.

Parameter

{0}: Task ID

Corrective Action

Ensure that the specified backup history is correct.
If the above does not apply, contact Fujitsu technical staff.

VSYS10143

User doesn't have the right of access. [Org-ID:{0}, User-ID:{1}, L-Platform ID:{2}, OperationGroup:{3}]

Description

The user does not have the operated access authority.

Parameter

{0}: Tenant name

{1}: User ID

{2}: L-Platform ID

{3}: Operation privileges

Corrective Action

It is not possible to operate it because there is no access authority in the User ID.
Refer to "Chapter 3 Configuring Users and Customizing Roles" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10144

User doesn't have the right of access. [User-ID:{0}, OperationGroup:{1}]

Description

The user does not have the operated access authority.

Parameter

{0}: User ID

{1}: Operation privileges

Corrective Action

It is not possible to operate it because there is no access authority in the User.
Refer to "Chapter 3 Configuring Users and Customizing Roles" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10145

Deleting the specified server[Server-ID:{0}] is not supported.

Description

The specified server cannot be deleted.

Parameter

{0}: Server ID

Corrective Action

Check the VM type and the OS of the server, and the status of the server management product.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10146

Deleting the specified disk[Disk-ID:{0}] is not supported.

Description

The specified disk cannot be deleted.

Parameter

{0}: Disk ID

Corrective Action

Check the VM type and the OS of the server, and the status of the server management product.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10147

The disk[Disk-Name:{0}] cannot be attached because it is used by another server.

Description

The specified disk is already used by another server.

Parameter

{0}: Disk resource name

Corrective Action

A disk already used by another server cannot be attached.

Detach it from that server, or attach another disk.

VSYS10148

Raw disk is attached to the server[Server-ID:{0}].

Description

A disk with the type "Raw Disk" is connected to the server.

Parameter

{0}: Server ID

Corrective Action

Delete the existing disk, and reexecute the command.

VSYS10149

The value of VDI User is invalid.

Description

An invalid VDI user name is specified.

Corrective Action

Check if the user name specified for the VDI user is correct.

VSYS10150

A VM of the VDI User already exists in the VDI pool.

Description

The VDI user's virtual machine exists in the specified VDI pool.

Corrective Action

Two or more virtual machines of one VDI user cannot be registered in a VDI pool.
Check whether the VDI user name or the VDI pool has been specified correctly.

VSYS10151

Operations of the server[Server-ID: {0}] is not supported.

Description

No operations are supported for the specified server.

Corrective Action

Check whether the specified server is correct.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10152

The domain name of VDI User is invalid.

Description

The domain name of the VDI user is invalid.

Corrective Action

Check if the domain name of the VDI user is correct.

19.2.3 Messages VSYS10200 to VSYS10290

This section explains messages starting from VSYS10200.

VSYS10200

Server instance does not exist. Server-ID= [{0}]

Description

The server instance corresponding to the specified server ID does not exist.

Parameter

{0}: Server ID

Corrective Action

Ensure that the server ID is correct.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10201

Image does not exist. Image-ID=[{0}]

Description

The cloning image corresponding to the specified ID does not exist.

Parameter

{0}: Image ID

Corrective Action

Ensure that the image ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10202

XML validation error. Image meta file=[{0}]

Description

An error occurred with the XML validation for the image information file.

Parameter

{0}: Image information file name

Corrective Action

Ensure that the settings in the image information file are correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10203

Authority error. Image-ID=[{0}]

Description

You do not have permission to use the cloning image corresponding to the specified image ID.

Parameter

{0}: Image ID

Corrective Action

Ensure that the image ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10207

Image meta file is not found. imageMetaFilePath=[{0}]

Description

An error was detected while the path to the image information file was being checked.

Parameter

{0}: Path to the image information file

Corrective Action

Check whether the image information file exists at the specified location.

VSYS10209

Only 'GENERAL' or 'OTHER' can be set to serverCategory. value=[{0}]

Description

An error was detected while the server category parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Ensure that the server category is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10210

Only 'true' or 'false' can be set to verbose. value=[{0}]

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Ensure that the verbose parameter is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10212

Software does not exist. Software-ID=[{0}]

Description

The software does not exist.

Parameter

{0}: Software ID

Corrective Action

Ensure that the software ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10213

Image meta file is invalid. imageMetaFilePath=[{0}] id=[{1}] order=[{2}]

Description

Either the software ID or the display order in the image information file is invalid.

Parameter

{0}: Path to the image information file

{1}: Software ID in the image information file

{2}: Display order

Corrective Action

Check whether the software ID (the <id> tag under the <software> tag) and the display order (the <order> tag under the <software> tag) in the image information file are correct.

VSYS10214

The software.os_category is null. Software_id=[{0}]

Description

The operating system category is null.

Parameter

{0}: Software ID

Corrective Action

Check whether the operating system category for the operating system specified in the image information file has been specified correctly.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10215

Server Type does not exist. serverType=[{0}]

Description

The server type does not exist.

Parameter

{0}: Server type

Corrective Action

Ensure that the server type is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10216

Image meta file is invalid. Order 0 is not operating system (softwares/software). imageMetaFilePath=[{0}]

Description

The image information file is invalid.

The first software listed (order=0) is not an operating system.

Parameter

{0}: Path to the image information file

Corrective Action

Check whether the software whose display order in the image information file is "0" (the <software> tag where the value of the <order> tag is "0") is an operating system.

VSYS10217

Task does not found. Task-Group-Id=[{0}]

Description

The task for the specified task group ID does not exist.

Parameter

{0}: Task group ID

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10218

Task was completed. Task-Group-Id=[{0}]

Description

The task for the specified task group ID has completed.

Parameter

{0}: Task group ID

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10250

Image already exists. Image-ID=[{0}]

Description

The cloning image with the specified ID has been registered.

Parameter

{0}: Image ID

Corrective Action

Ensure that the image ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10251

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified parameter

Corrective Action

Check whether "2.0" has been specified for the "version" element.

VSYS10252

The content of the image-element is invalid.

Description

The content of the "image" element is incorrect.

Corrective Action

Ensure that each of the elements within the "image" element has been specified correctly.

VSYS10254

Only "true" or "false" can be set to all. value=[{0}]

Description

A value other than "true" or "false" has been set for the "all" request parameter.

Parameter

{0}: Specified parameter

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10258

The image can not be unregistered. It is used by Templates. Image-ID=[{0}] Template-ID=[{1}]

Description

The cloning image cannot be deleted because it is being used by one or more templates.

Parameter

{0}: Image ID

{1}: Template ID

Corrective Action

To delete the cloning image, first delete the template that is using the cloning image.

VSYS10260

The image can not be unregistered. It is used by Systems. Image-ID=[{0}] Server=[{1}]

Description

The cloning image cannot be deleted because it is being used by one or more L-Platform.

Parameter

{0}: Image ID

{1}: Server

Corrective Action

To delete the cloning image, first return the L-Platform that is using the cloning image.

VSYS10262

The specification of imageId-element or imageName-element is exclusion.

Description

The "imageId" element cannot be specified together with the "imageName" element.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10263

It is necessary to specify imageId-element or imageName-element.

Description

Either the "imageId" element or the "imageName" element must be specified.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10264

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified value

Corrective Action

Check whether "2.0" has been specified for the "version" element.

VSYS10265

The specification of imageId and imageName in request is exclusion.

Description

The "imageId" and "imageName" request parameters cannot be specified at the same time.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10266

It is necessary to specify imageId or imageName in request.

Description

Either "imageId" or "imageName" must be specified as a request parameter.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10267

The image does not exist on CBRM. Resource -ID=[{0}] Image-Name=[{1}]

Description

The cloning image corresponding to the specified ResourceID or image name does not exist on Resource Management.

Parameter

{0}: Resource ID

{1}: Image name

Corrective Action

Ensure that the Resource ID and image name are correct.

Obtain the correct Resource ID and image name using the cfmg_listvmimage command.

Refer to "9.13 cfmg_listvmimage (Displaying a Cloning Image List)" in the "Reference Guide (Command/XML) CE" for information on the cfmg_listvmimage command.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10268

Only "true" or "false" can be set to error. value=[{0}]

Description

A value other than "true" and "false" has been set for the "error" request parameter.

Parameter

{0}: Specified value

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10269

The registered serverType does not exist on CBRM. Image-Name=[{0}]

Description

An attempt has been made to register an L-Server Template by specifying for "serverType" that does not exist on Resource Management.

Parameter

{0}: Enumeration of the image name that caused the error

Corrective Action

Delete the image information that caused the error.

Specify the correct L-Server Template name for "serverType" and then reregister the image information again.

VSYS10270

Only 'true' or 'false' can be set to nocheck. value=[{0}]

Description

A value other than "true" or "false" has been specified for the "nocheck" element.

Parameter

{0}: Specified value

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10271

Only 'true' or 'false' can be set to showAuto. value=[{0}]

Description

A value other than "true" or "false" has been specified for the "showAuto" request parameter.

Parameter

{0}: Specified value

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10272

The image related to user's own organization can be managed. orgId=[{0}] ownerOrg=[{1}]

Description

Operations are possible only for the cloning images related to the user's tenant.

Parameter

{0}: Tenant name

{1}: Tenant name of owner's

Corrective Action

Check the image ID.

Check permissions.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10273

The image information of the same name exists. name=[{0}]

Description

There is already a cloning image with the same image information name.

Parameter

{0}: Image information name

Corrective Action

Specify a different name that does not conflict with the other cloning images.

VSYS10274

The image can not be updated. It is used by opened Templates. Image-ID=[{0}] Template-ID=[{1}]

Description

The cloning image cannot be updated because it is used by a published template.

Parameter

{0}: Image ID

{1}: Template ID

Corrective Action

Hide the template, and then update the image information.

VSYS10275

The {0} tag is not updatable.

Description

It is tag that cannot be renewed.

Parameter

{0}: Tag name

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10276

The value of ownerOrg tag does not match to the tenant of the resource. ownerOrg=[{0}] resourceId=[{1}]

Description

The value of the ownerOrg tag is not corresponding to the tenant of the resource.

Parameter

{0}: Tenant name

{1}: Resource ID

Corrective Action

Ensure that the value of the ownerOrg tag is correct.
Ensure that the value of Resource ID is correct.

VSYS10277

The value of dataDiskFlag tag does not match to the contents of vdisks tag.

Description

There is a mismatch between the value of the dataDiskFlag tag and the content of the vdisks tag.

Corrective Action

Check the value of the dataDiskFlag tag and the content of the vdisks tag.

VSYS10278

The image cannot be registered. The specified OS category is not supported. osCategory=[{0}]

Description

The image of the specified OS category cannot be registered.

Parameter

{0}: OS category

Corrective Action

Check the category of the OS included in the image information.

VSYS10290

Can not start process (status is Running).

Description

The process cannot be started.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

19.2.4 Messages VSYS10300 to VSYS10383

This section explains messages starting from VSYS10300.

VSYS10300

Template-ID is already used. Template-ID=[{0}]

Description

The template ID is already being used.

Parameter

{0}: Template ID

Corrective Action

Ensure that the template ID is correct.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10301

Template does not exist. Template-ID=[{0}]

Description

The template corresponding to the specified ID does not exist.

Parameter

{0}: Template ID

Corrective Action

Ensure that the template ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10302

Xml validation error. Template meta file=[{0}]

Description

An error has occurred with the XML validation for the template information file.

Parameter

{0}: Template information file name

Corrective Action

Ensure that the settings in the template information file are correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10303

Authority error. Template-ID=[{0}]

Description

You do not have permission to use the template corresponding to the specified template ID.

Parameter

{0}: Template ID

Corrective Action

Ensure that the template ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10304

Xml validation error. Image meta file=[{0}]

Description

An error has occurred with the XML validation for the image information file.

Parameter

{0}: Image information file name

Corrective Action

Ensure that the settings in the image information file are correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10305

Instance does not exist. System-ID=[{0}] Org-ID=[{1}]

Description

The instance does not exist.

Parameter

{0}: L-Platform ID

{1}: Tenant name

Corrective Action

Ensure that the L-Platform ID and the tenant name are correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10306

Template meta file is not found. templateMetaFilePath=[{0}]

Description

An error was detected while the path to the template information file was being checked.

Parameter

{0}: Path to the template information file

Corrective Action

Check whether the template information file exists at the specified location.

VSYS10307

Only 'true' or 'false' can be set to verbose. value=[{0}]

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Ensure that the verbose parameter is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10308

Value is out of range. (range is 0-9999999999.9999) {0}=[{1}]

Description

An invalid value was specified.

Parameter

{0}: Item name of the parameter

{1}: Specified parameter

Corrective Action

Ensure that the estimate amount is correct.

VSYS10309

Can't set only one. estimateFrom=[{0}] estimateTo=[{1}]

Description

An error was detected while the relationship between the "FROM" and "TO" parameters for the estimate amount was being checked.

Parameter

{0}: Specified parameter

{1}: Specified parameter

Corrective Action

Ensure that the range of the estimate amount is correct.

VSYS10310

Only '0' or '1' can be set to showFlag. value=[{0}]

Description

An error was detected while the show flag parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Ensure that the show flag is correct.

VSYS10311

Server instance does not exist. Server-ID=[{0}]

Description

The server instance corresponding to the specified ID does not exist.

Parameter

{0}: Server ID

Corrective Action

Ensure that the server ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10312

Server instance does not exist. Server-ID=[{0}] System-ID=[{1}]

Description

The server instance corresponding to the specified server ID and system ID does not exist.

Parameter

{0}: Server ID

{1}: L-Platform ID

Corrective Action

Ensure that the server ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10313

Can not start process (status is Running).

Description

The process is currently running within the same organization.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10314

Server Type does not exist. no=[{0}] serverType=[{1}]

Description

The server type does not exist.

Parameter

{0}: Server serial number

{1}: Server type

Corrective Action

Ensure that the server type is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10315

Template Name does not exist. Template-ID=[{0}] LCID=[{1}]

Description

The template name does not exist.

Parameter

{0}: Template ID

{1}: Locale

Corrective Action

Ensure that the template name is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10316

Image does not exist. no=[{0}] Image-ID=[{1}]

Description

The cloning image specified for the server does not exist.

Parameter

{0}: Server serial number

{1}: Image ID

Corrective Action

Ensure that the image ID specified for the server is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10317

illegal networkId(template/servers/server/vnics/vnic/networkId). server/no={0} vnic/no={1} vnic/networkId={2}

Description

The information for the connected network is incorrect.

Parameter

{0}: Server serial number

{1}: NIC serial number

{2}: Network ID of the connected network

Corrective Action

Ensure that the information for the connected network is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10319

Only 'true' or 'false' can be set to showAll. value={0}

Description

A value other than "true" or "false" has been set for the "showAll" request parameter.

Parameter

{0}: Specified value

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10331

Network resource is not found [Template-ID:{0} resourceName:{1}].

Description

The network resource corresponding to the resource name could not be found.

Parameter

{0}: Template ID

{1}: Network resource name

Corrective Action

Ensure that the "resourceName" element is correct.

VSYS10332

Failed auto-creation of Template-ID.

Description

Automatic generation of a template ID has failed.

Corrective Action

Register the L-Platform template again.

If an error still occurs after several attempts, there may be an internal error.

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10333

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified parameter

Corrective Action

Check whether "2.0" has been specified for the "version" element.

VSYS10334

The specification of locale is required.

Description

A locale must be specified in either the request body or the template information.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10335

The specification of template's name is required.

Description

A template name must be specified in either the request body or the template information.

Corrective Action

Ensure that the template name is specified correctly.

VSYS10336

Xml validation error.

Description

An XML validation error has occurred with the template information included in the request body.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10337

A vnics/management-element is required.

Description

A "vnics/management" element is mandatory if there are multiple NICs.

Corrective Action

Check whether a "vnics/management" element has been specified.

VSYS10338

The vnics/management-element is invalid.

Description

A non-existent NIC number has been specified in the "vnics/management" element.

Corrective Action

Ensure that the specification for the "vnics/management" element is correct.

VSYS10340

The Disk-No of the shared vdisk is invalid.

Description

The disk serial number for the shared disk must be the same for all servers.

Corrective Action

Check whether the disk serial number for the shared disk is correct.

VSYS10341

The Disk-Size of the shared vdisk is invalid.

Description

The disk size of the shared disk must be the same for all servers.

Corrective Action

Ensure that the specified disk size of the shared disk is correct.

VSYS10342

A copy-element of the non-shared vdisk is invalid.

Description

The "copy" element cannot be specified for non-shared disks.

Corrective Action

Check whether a "copy" element has been specified for a non-shared disk.

VSYS10343

A copy-element of the highest-priority server's shared vdisks is required.

Description

A "copy" element is mandatory for the shared disk for the server that has the highest priority.

Corrective Action

Check whether a "priority" element has been specified for the server and a "copy" element has been specified for a shared disk.

VSYS10344

The open template can not be deleted. Template-ID={0}

Description

Templates that have been published cannot be deleted.

Parameter

{0}: Template ID

Corrective Action

To delete a template that has been published, first delist it.

VSYS10345

The template can not be deleted. It is used in the saved system configuration. Template-ID=[{0}] System-ID=[{1}]

Description

It is not possible to delete templates that are used by L-Platform for which a configuration has been temporarily stored.

Parameter

{0}: Template ID

{1}: L-Platform ID

Corrective Action

To delete such a template, first delete the L-Platform that uses it (for which a configuration has been temporarily stored).

VSYS10346

The template can not be deleted. It is used by the valid system. Template-ID=[{0}] System-ID=[{1}]

Description

It is not possible to delete templates that are used by L-Platform that have not been returned.

Parameter

{0}: Template ID

{1}: L-Platform ID

Corrective Action

To delete such a template, first return the L-Platform that uses it.

VSYS10347

The template is already open. Template-ID=[{0}]

Description

The template has already been published.

Parameter

{0}: Template ID

Corrective Action

Check the publication status of the template.

If the publication status of the template has to be changed, perform the operation again.

VSYS10348

The template is already closed. Template-ID=[{0}]

Description

The template has already been hidden.

Parameter

{0}: Template ID

Corrective Action

Check the publication status of the template.
If the publication status of the template has to be changed, perform the operation again.

VSYS10349

Only 'true' or 'false' can be set to showAuto. value=[{0}]

Description

A value other than "true" or "false" has been set for the "showAuto" request parameter.

Parameter

{0}: Specified value

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10380

The template does not belong to the user's organization. orgId=[{0}] ownerOrg=[{1}]

Description

The specified template does not belong to the user tenant, therefore the operation is not possible.

Parameter

{0}: Tenant name of user's

{1}: Name of the tenant which the template belongs to

Corrective Action

Check permissions.

VSYS10381

Template-ID is not specified.

Description

The update target template ID is not specified.

Corrective Action

Specify the ID in the templateId parameter or the template id tag.

VSYS10382

The template violates one of its requirements. ({0})

Description

The template content does not satisfy one of the required conditions.

Parameter

{0}: Condition

Corrective Action

Check whether the template satisfies the displayed condition.

VSYS10383

Tried to change an unchangeable element. element=[{0}] from=[{1}] to=[{2}]

Description

In the template update, an attempt was made to change an element that cannot be changed.

Parameter

{0}: Element name

{1}: Value before change

{2}: Value after change

Corrective Action

For the displayed element, specify the same value as the update target template.

19.2.5 Messages VSYS10400 to VSYS10412

This section explains messages starting from VSYS10400.

VSYS10400

Deploy master does not exist. System-ID=[{0}]

Description

The data saving the configuration corresponding to the specified L-Platform ID does not exist.

This is output if another user has deleted the data saving the configuration at the same time as you tried to manipulate the data, or if you clicked the [Reconfiguration] button for the L-Platform while there is no data with the configuration saved.

Parameter

{0}: L-Platform ID

Corrective Action

No action required.

VSYS10402

Template does not exist. Template-ID=[{0}]

Description

The template corresponding to the specified template ID does not exist.

Parameter

{0}: Template ID

Corrective Action

Ensure that the template ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10403

Base Template does not exist. Template-ID=[{0}]

Description

No template exists for the template ID used.

Parameter

{0}: Template ID

Corrective Action

Ensure that the template ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10404

Image,software,software_link does not exist(Can't get information of license and support). Image-ID=[{0}]

Description

The software information registered in the image cannot be obtained.

Parameter

{0}: Image ID

Corrective Action

Check whether there is an error in the software information registered in the image.

When using the L-Platform API, Ensure that the locale has been specified correctly.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10405

vnet#template does not exist. Network-ID=[{0}]

Description

vnet#template does not exist.

Parameter

{0}: Network ID

Corrective Action

Ensure that the network ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10406

vnet#template does not exist. Template-ID=[{0}] Network-ID=[{1}]

Description

vnet#template does not exist.

Parameter

{0}: Template ID

{1}: Network ID

Corrective Action

Ensure that the network ID is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10407

Only 'true' or 'false' can be set to verbose. value=[{0}]

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Ensure that the verbose parameter is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10408

Only '0' or '1' can be set to estimateFlag. value=[{0}]

Description

An error was detected while the estimate flag parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Ensure that the estimate flag is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10409

Only 'true' or 'false' can be set to create. value=[{0}]

Description

An error was detected while the creation flag parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Ensure that the creation flag is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10410

System name already exists. System name=[{0}]

Description

The L-Platform name already exists.

Parameter

{0}: L-Platform name

Corrective Action

If the same L-Platform name is used in an already-deployed L-Platform, specify a different L-Platform name, and then execute again.

If the same L-Platform name is used in the data whose configuration is being saved, either delete the saved configuration information or specify a different L-Platform name, and then execute again.

If the same L-Platform name is used in the data of an application process that is in progress, either delete the application process data or specify a different L-Platform name, and then execute again.

VSYS10411

{0} exceeds {1}.

Description

A range error has occurred (with the number of virtual networks or the number of virtual machines).

Parameter

{0}: Specified parameter value

{1}: maximum value that can be specified

Corrective Action

Ensure that the number of networks or servers is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10412

Instance does not exist. System-ID=[{0}]

Description

The instance does not exist.

Parameter

{0}: L-Platform ID

Corrective Action

Ensure that the network or server specification is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

19.2.6 Messages VSYS10500 to VSYS10599

This section explains messages starting from VSYS10500.

VSYS10500

System-ID[{0}] has already been deployed.

Description

The L-Platform with the specified L-Platform ID has already been deployed.

Parameter

{0}: L-Platform ID

Corrective Action

Check whether there is a problem with the L-Platform ID of the L-Platform to be deployed.

If the L-Platform ID is correct, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10501

The server operating in the system [{0}] exists.

Description

The L-Platform includes a server that is currently running.

Parameter

{0}: L-Platform name

Corrective Action

Stop the managed server that is running, and then return the system again.

VSYS10502

These servers [{0}] operating in the system [{1}] exists.

Description

The L-Platform includes a server that is currently running.

Parameter

{0}: Server ID

{1}: L-Platform ID

Corrective Action

Stop the managed server that is running, and then reconfigure the L-Platform.

VSYS10503

Resource_id [server#deploy_master] of a new server is not null. {0}

Description

In server#deploy_master, the resource_id of the new server information to be added is not null.

Parameter

{0}: Exception information

Corrective Action

The configuration cannot be changed because there is a problem with the information for the managed server being added.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10504

Resource_id [vdisk#deploy_master] of a new disk is not null. {0}

Description

In vdisk#deploy_master, the Resource_id of the information for the new disk to be added is not null.

Parameter

{0}: Exception information

Corrective Action

The configuration cannot be changed because there is a problem with the information for the managed disk being added.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10505

Nic of a new server is missed [vnic#deploy_master]. {0}

Description

The NIC information (vnic#deploy_master) for the new server is missing.

Parameter

{0}: Exception information

Corrective Action

Check whether there is a problem with the settings for the <vnic> tag in the registered template information file.
If there are no problems with the template information file, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10506

VNet:{0} is not registered in [vnet#deploy_master].

Description

The "vent" used by the "vnic#deploy_master" has not been registered with the "vnet#deploy_master".

Parameter

{0}: Network ID

Corrective Action

Check whether there are any problems with the <vnet> tag in the registered template information file.

If there are no problems with the template information file, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10507

Status that related Image-ID [SERVER-ID: {0}] doesn't exist in table [<image>].

Description

The image ID associated with SERVER-ID: {0} does not exist in the image table.

Parameter

{0}: Server ID

Corrective Action

Check whether image information that is being used by the L-Platform that has been deployed has been deleted.

If the image information has been deleted, register it again, and then try again.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10508

Resource_id [{0}] is null. {1}.

Description

The "rid" for the table is null.

Parameter

{0}: Table name

{1}: Resource ID

Corrective Action

Ensure that Resource Management function is operating normally.

If Resource Management function is operating normally, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10509

A server being backed up exists in the system [{0}].

Description

The L-Platform includes a server that is currently being backed up.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10510

The server restoring in the system [{0}] exists.

Description

The L-Platform includes a server that is currently being restored.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10511

A disk being backed up exists in the system [{0}].

Description

The L-Platform includes a disk that is currently being backed up.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10512

The disk restoring in the system [{0}] exists.

Description

The L-Platform includes a disk that is currently being restored.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10513

[{0}] was not able to be acquired from CBRM.

Description

{0} could not be obtained from the Resource Management function.

Parameter

{0}: Item name of the return value

Corrective Action

Ensure that the Resource Management function is operating normally.

If the Resource Management function is operating normally, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10514

Status that related IP Pool doesn't exist in table [{0}].

Description

The IP Pool information associated with [tenant name:{0}] does not exist in the table.

Parameter

{0}: Tenant name

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10515

System name already exists. System name=[{0}]

Description

The -Platform name already exists.

Parameter

{0}: L-Platform name

Corrective Action

Specify a different L-Platform, and then try again.

VSYS10520

Network resource is not found. System name=[{0}].

Description

A network resource did not exist when the subnet was selected automatically.

Parameter

{0}: L-Platform name

Corrective Action

Check whether the network resource has been registered with Resource Management function.

VSYS10521

IP addresses are missing. System name=[{0}].

Description

There were not enough IP addresses when the subnet was selected automatically.

Parameter

{0}: L-Platform name

Corrective Action

Add the number of IP addresses required to deploy the L-Platform using Resource Management function.

VSYS10522

Network resource is not found [System-ID:{0} Template-ID:{1} resourceName:{2}].

Description

The network resource corresponding to the network resource name specified in the template meta-information could not be obtained when the L-Platform was deployed.

Parameter

{0}: L-Platform ID

{1}: Template ID

{2}: Network resource name

Corrective Action

Check whether the network resource name specified by the <resourceName> tag under the <vnet> tag for the registered L-Platform template information.

VSYS10523

There is no network that can be selected. System name={0}

Description

There were no automatic selection target network resources, therefore the L-Platform distribution failed.

Parameter

{0}: L-Platform ID

Corrective Action

Check whether the category and segment identifier information setting of the segment information and template information is valid.

VSYS10524

There is no effective L-Server template. [L-Server Name:{0}]

Description

Import of the L-Server failed because a valid L-Server template is not registered.

Parameter

{0}: L-Platform name

Corrective Action

Check that there is a registered L-Server template satisfying all the following conditions:

- There is one or fewer definitions for disk (<Disk> tag)
- The definition for the server type (<ServerType> tag) matches the L-Server being imported
- The CPU (<CPU> tag) and memory (<Memory> tag) are defined
(CPU and memory must also be defined if it is a physical server.)

VSYS10525

The number of segments cannot exceed maximum number of segments set to this L-Platform[{0}].

Description

The number of segments cannot exceed the maximum number of segments set for the L-Platform.

Parameter

{0}: L-Platform ID

Corrective Action

Check the maximum number of segments set for the L-Platform.

VSYS10526

The segment that is the controlled system for the firewall cannot be deleted.

Description

Segments controlled by a firewall cannot be deleted.

Corrective Action

Ensure that the network is controlled by a firewall.

VSYS10527

Because there is only one segment in this L-Platform[{0}], it cannot be deleted.

Description

There is only one segment in this L-Platform so it cannot be deleted.

Parameter

{0}: L-Platform ID

Corrective Action

Delete the segment by either returning the L-Platform or creating another new segment first.

VSYS10528

The segment where NIC exists cannot be deleted.

Description

The segment cannot be deleted because there is an NIC in it.

Corrective Action

Delete the NIC that is in the segment.

VSYS10529

Network resource[{0}] does not exist.

Description

The network resource does not exist.

Parameter

{0}: Network resource ID

Corrective Action

Ensure that the network resource exists or if it is registered in the Resource Management function.

VSYS10530

Resource [System-ID:{0}] doesn't exist.

Description

The instance for the specified L-Platform ID did not exist during the processing that sets up middleware parameters.

Parameter

{0}: L-Platform ID

Corrective Action

A conflict has occurred with the internal processing.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10532

The system has been already set to SETUP. [{0}]

Description

The specified L-Platform has already been set to SETUP status.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the L-Platform.
Check whether there is an error with the specified L-Platform ID.

VSYS10533

The system has not been set to SETUP. [{0}]

Description

The specified L-Platform has not been set to SETUP status.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the L-Platform.
Check whether there is an error with the specified L-Platform ID.

VSYS10534

Unsupported operation. [Server-ID:{0}] is [vm_type:{1}]

Description

This operation is not supported.

Parameter

{0}: Server ID
{1}: Server's VM type

Corrective Action

Check whether the VMType of the specified L-Server is valid.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10535

Control NIC cannot be deleted.

Description

The control NIC cannot be deleted.

Corrective Action

Check whether there is a problem with the specified NIC.

VSYS10536

Network Category is not specified.

Description

Network type has not been specified.

Corrective Action

Make sure that the network type is specified.

VSYS10537

Configuration has been updated. [System-ID:{0}]

Description

The configuration of the specified L-Platform was modified after the application.

Parameter

{0}: L-Platform ID

Corrective Action

Apply to have the configuration modified again.

VSYS10538

Resource[NETWORK-ID:{0}] already exist.

Description

The specified network ID segment already exists.

Parameter

{0}: Network ID

Corrective Action

Ensure that the specified segment is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10540

The maximum number of systems that can be deployed simultaneously has been exceeded. [System-ID:{0} deploying:{1} request:{2} limit:{3}]

Description

The maximum number of the L-Platform that can be deployed simultaneously has been reached.

Parameter

{0}: L-Platform ID

{1}: Number of the L-Platform that are being deployed

{2}: Requested number of the L-Platform to be deployed

{3}: Maximum number of the L-Platform that can be deployed

Corrective Action

Wait for a few moments, and then make another deployment request.

VSYS10541

The maximum number of servers that can be deployed simultaneously has been exceeded. [System-ID:{0} deploying:{1} request:{2} limit:{3}]

Description

The maximum number of servers that can be deployed simultaneously has been reached.

Parameter

- {0}: L-Platform ID
- {1}: Number of servers that are being deployed
- {2}: Requested number of servers to be deployed
- {3}: Maximum number of servers that can be deployed

Corrective Action

Wait for a few moments, and then make another deployment request.

VSYS10542

Operation cannot be executed because there is unread operation log. [System-ID:{0}][SLB:{1}]

Description

Operation cannot be executed because there is unread operation log.

Parameter

- {0}: L-Platform ID
- {1}: Server load balancer identifier information

Corrective Action

Refer to the log and then try again.

VSYS10543

The snapshot exists in this server[{0}].

Description

There is a snapshot on the server.

Parameter

- {0}: Server ID

Corrective Action

Redo the operation after deleting the snapshots.

VSYS10544

The network resource is locked. [ID:{0}]

Description

The processing failed because the network resource is locked.

Parameter

- {0}: Network resource ID

Corrective Action

Specify a network resource that is unlocked, and perform the processing.

VSYS10545

The server with the same name already exists. [Org-ID:{0} L-Server Name:{1}]

Description

The server with the same name already exists in the destination.

Parameter

{0}: Tenant name

{1}: L-Server name

Corrective Action

Rename the L-Server in the tenant or move it to another folder, and then execute the L-Server release (cfmg_deletelserver) command again.

VSYS10546

The server with the same name already exists. [System-ID:{0} L-Server Name:{1}]

Description

The server with the same name already exists in the destination.

Parameter

{0}: L-Platform ID

{1}: L-Server name

Corrective Action

Rename the target L-Server, and then execute the L-Server import (cfmg_importlserver) command again.

VSYS10547

Importing the L-Server is unsupported. [L-Server Name:{0} vm_type:{1}]

Description

Cannot import the specified L-Server to the L-Platform.

Parameter

{0}: L-Server name

{1}: Server VM type

Corrective Action

Check if the specified L-Server is correct.

VSYS10548

A storage pool cannot be specified for this server. [System-ID:{0} Server-Name:{1}]

Description

A storage pool cannot be configured in the specified server.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Execute the command again without specifying a storage pool.

VSYS10549

The RDM disk exists in this server[{0}].

Description

An RDM (Raw Device Mapping) or other type of disk that is not managed by ROR is connected to the server.

Parameter

{0}: Server ID

Corrective Action

Using the server virtualization software, remove the disk that is not managed by ROR from the server, and then reexecute the command.

VSYS10550

Value is illegal. {0}=[{1}]

Description

There is an error with the specified parameter value.

Parameter

{0}: Item name of the parameter

{1}: Specified parameter

Corrective Action

A conflict has occurred with the internal processing.

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10551

The status of the deploy master is {0}. [System-ID:{1} User-ID:{2} Org-ID:{3}]

Description

The status of the deployment master is invalid.

Parameter

{0}: Status of the deployment master

{1}: L-Platform ID

{2}: User ID

{3}: Tenant name

Corrective Action

A conflict has occurred with the internal processing.

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10552

The server of [Server Name:{0}] doesn't exist.

Description

Either there is a problem with the server name, or the server has already been returned.

Parameter

{0}: Server name

Corrective Action

Ensure that the server name is correct.

VSYS10553

The unknown error from the ROR when you try to check the system [System-ID:{0}] on ROR.

Description

The response status code from the Resource Management function is invalid (contains no error information).

Parameter

{0}: L-Platform ID

Corrective Action

Ensure that Resource Management function is operating normally.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10554

The unknown error from the ROR when you try to check the server [SERVER-ID:{0}] on ROR.

Description

The response status code from the Resource Management function is invalid (contains no error information).

Parameter

{0}: Server ID

Corrective Action

Ensure that Resource Management function is operating normally.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10555

The system of [System-ID:{0}] is existing in ROR. Its status cannot be changed to [undeploy].

Description

The L-Platform with the specified L-Platform ID exists on Resource Management.

Parameter

{0}: L-Platform ID

Corrective Action

Check the L-Platform status.

To forcibly remove the L-Platform, execute the command again with the "-f" option specified.

VSYS10556

The server of [SERVER-ID:{0}] is existing in ROR. Its status cannot be changed to [undeploy].

Description

The server with the specified server name exists on Resource Management.

Parameter

{0}: Server ID

Corrective Action

Check the server status.

To forcibly remove the server, execute the command again with the "-f" option specified.

VSYS10557

The flow status of instance is {0}. [System-ID:{1}]

Description

The L-Platform is in the middle of an application to return it.

Parameter

{0}: Submission status

{1}: L-Platform ID

Corrective Action

Go to the list of applications and either approve, assess, or cancel the application to unsubscribe the L-Platform.

If you cannot find the application in the list, release the application status with the recoverService command.

Refer to "10.13 recoverService (Disable L-Platform Application)" in the "Reference Guide (Command/XML) CE" for information on the recoverService command.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10560

Resource[Org-ID:{0} System Name:{1}] doesn't exist.

Description

The L-Platform ID that corresponds to the L-Platform name could not be obtained when the L-Platform recovery was launched.

Parameter

{0}: Tenant name

{1}: L-Platform name

Corrective Action

Check whether the L-Platform name of the information saved in the configuration when the recovery was launched, and the L-Platform name specified in the recovery command input file, is valid.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10561

Settings[{0}] do not match. [System-ID:{1}]

Description

An input information error was discovered when the L-Platform recovery was launched.

Parameter

{0}: Location of error discovery

{1}: L-Platform ID

Corrective Action

- If "SERVER" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file server definition, is valid.
- If "IPADDRESS" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file IP address definition, is valid.
- If "DISK" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file disk definition, is valid.
- If "NETWORK" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file network definition, is valid.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10562

The disk of [DISK-ID:{0}] is existing in ROR. Its status cannot be changed to [undeploy].

Description

A disk with the specified disk ID already exists.

Parameter

{0}: Disk ID

Corrective Action

Check the disk status.

To delete the disk by force, specify the "-f" option then re-execute the command.

VSYS10563

The disk of [DiskName:{0}] doesn't exist.

Description

The disk with the specified disk name does not exist.

Parameter

{0}: Disk ID

Corrective Action

Check whether the disk name specified in the unnecessary data deletion command data is valid.

VSYS10564

Value is illegal. [{0}]

Description

There is an error with the value specified in the server specification.

Parameter

{0}: Parameter name in the server specification

Corrective Action

Check for any errors with the values in the server specification that were specified at deployment time.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10565

Resource ID is null. [L-Server Name:{0}]

Description

The resource ID cannot be obtained.

Parameter

{0}: L-Server name

Corrective Action

Ensure that the L-Server name specified for the L-Server import (cfmg_importlserver) command is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10566

Image does not exist. [Image ID:{0}]

Description

The image information does not exist.

Parameter

{0}: Image ID

Corrective Action

Ensure that the image ID specified for the L-Server import (cfmg_importlserver) command is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10567

The server is already imported. [L-Server Name:{0}]

Description

The L-Server has already been imported.

Parameter

{0}: L-Server name

Corrective Action

Ensure that the L-Server name specified for the L-Server import (cfmg_importlserver) command is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10570

No NIC on the server. [L-Server Name:{0}]

Description

The L-Server does not have a NIC.

Parameter

{0}: L-Server name

Corrective Action

L-Servers that do not have NICs cannot be imported.

VSYS10571

Pool does not exist. [Pool Name:{0}]

Description

The specified pool does not exist.
VM pools cannot be specified for the spare pool.

Parameter

{0}: Pool name

Corrective Action

Ensure that the pool name specified for the L-Server import (cfmg_importlserver) command is correct.
Specify a server pool for the spare pool.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10572

Invalid Software-ID. [L-Server Name:{0}]

Description

The software ID is invalid.

Parameter

{0}: L-Server name

Corrective Action

Check whether the software ID specified for the L-Server import (cfmg_importlserver) command is correct, and whether software information for an operating system has been specified.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10573

The input value is illegal. [Tag name: {0}]

Description

There is a problem with an input value in the firewall or the server load balancer update process.

Parameter

{0}: Tag name

Corrective Action

An inconsistency occurred in internal operations.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10574

LNetDev resource id is null. [System-ID:{0}][LNetDev Name:{1}]

Description

Could not obtain the resource ID for the firewall or the server load balancer.

Parameter

{0}: L-Platform ID

{1}: LNetDev name

Corrective Action

An inconsistency occurred in internal operations.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10575

The server cloning in the system[{0}] exists.

Description

The server cloning in the L-Platform exists.

Parameter

{0}: L-Platform ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10576

Network resource does not exist. [Network Resource Name:{0}]

Description

Network resource does not exist.

Parameter

{0}: Network resource name

Corrective Action

Check whether the network resource set for the import target L-Server specified in the L-Server import (cfmg_importlserver) command exists in the import destination tenant.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10577

Because the number of servers in the system became 0, the server cannot be deleted. [System-ID:{0}]

Description

If the add and remove server operations are executed at the same time and the attempt to add the server fails, server deletion processing is cancelled because there are no servers in the L-Platform.

Parameter

{0}: L-Platform ID

Corrective Action

Eliminate the cause of the failure to add the server, and then re-execute the operation to remove the server.

VSYS10578

No interface definition on the LNetDev. [System-ID:{0}]

Description

An interface is not defined in the firewall or the server load balancer.

Parameter

{0}: L-Platform ID

Corrective Action

Check whether the L-Platform template firewall or the server load balancer settings are valid.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10579

Can't move the system. [System-ID:{0}][Reason:{1}]

Description

The specified L-Platform cannot be moved.

Parameter

{0}: L-Platform ID

{1}: Cause

Corrective Action

Confirm the cause which is displayed.

VSYS10580

Folder name is duplicated. [Tenant-Name:{0}][System-ID:{1}]

Description

A folder with the same name as the L-Platform folder you tried to move to the specified move destination tenant already exists.

Parameter

{0}: Tenant name

{1}: L-Platform name

Corrective Action

Check whether a folder with the same name as the L-Platform folder you tried to move to the move destination tenant already exists.

VSYS10581

The state of L-Server is illegal. [L-Server Name:{0}]

Description

Invalid L-Server power source status.

Parameter

{0}: L-Server name

Corrective Action

Check the import target L-Server power source status that is specified in the L-Server import (cfmg_importlserver) command.
If the import target L-Server exists outside the tenant, it will be necessary to set the power source of the import target L-Server to OFF.

VSYS10582

User doesn't belong to the tenant. [Tenant-Name:{0}][User-ID:{1}]

Description

The user does not belong to the specified tenant.

Parameter

{0}: Tenant name

{1}: User ID

Corrective Action

Confirm which tenant the specified user belongs to.

VSYS10583

The specified tenant name is illegal. [Org-ID:{0}]

Description

The tenant name is illegal.

Parameter

{0}: Tenant name

Corrective Action

Check whether the tenant name specified in the L-Server import (cfmg_importlserver) command is valid.

VSYS10584

The specified user does not exist. [Org-ID:{0}][User-ID:{1}]

Description

The user does not exist.

Parameter

{0}: Tenant name

{1}: User ID

Corrective Action

Check whether the user or tenant name specified in the L-Server import (cfmg_importlserver) command is valid.

VSYS10585

Template does not exist. [System-ID: {0}][Template-ID: {1}][Template-Name: {2}]

Description

The L-Platform template does not exist.
Alternatively, there are multiple L-Platform templates using the same name.

Parameter

{0}: L-Platform ID

{1}: L-Platform Template ID

{2}: L-Platform Template name

Corrective Action

If an L-Platform template with the displayed name does not exist, retry after creating an L-Platform template.
If multiple L-Platform templates are using the displayed name, correct the template ID in the additional information file and retry.

VSYS10586

The state of the power supply of the server cannot be acquired. [System-ID: {0}]

Description

The state of the power supply of the server in the specified L-Platform cannot be acquired.

Parameter

{0}: L-Platform ID

Corrective Action

Check whether the specified L-Platform ID is valid.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10588

Cannot start servers of the tenant [{0}]: {1}

Description

The servers of a specified tenant cannot be started because of one of the following causes.

- There is an L-Platform being deployed or reconfigured, or there is no L-Platform in normal state.
- There is an L-Platform locked by another user.
- There is an L-Platform in an application process.
- There is a server being started, stopped, backed up, restored, or cloned.
- There is no stopped server that is subject to collective power operation.

Parameter

{0}: Tenant name

{1}: Cause

Corrective Action

Retry the operation after the cause is removed.

VSYS10589

All the specified tenants have some errors.

Description

There is no tenant of which the servers can be started or stopped because all the specified tenants have some errors.

Corrective Action

Deal with VSYS10588 or VSYS10590 messages output for each tenants.

VSYS10590

Cannot stop servers of the tenant [{0}]: {1}

Description

The servers of a specified tenant cannot be stopped because of one of the following causes.

- There is an L-Platform being deployed or reconfigured, or there is no L-Platform in normal state.
- There is an L-Platform locked by another user.
- There is an L-Platform in an application process.
- There is a server being started, stopped, backed up, restored, or cloned.
- There is no running server that is subject to collective power operation.

Parameter

{0}: Tenant name

{1}: Cause

Corrective Action

Retry the operation after the cause is removed.

VSYS10591

Because there is only one server in the system, the server cannot be deleted. [System-ID:{0}][Server Name:{1}]

Description

There is only one L-Server on the L-Platform, so the specified server cannot be deleted.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Delete the server by either returning the L-Platform or creating another new server first.

VSYS10592

The number of L-Servers exceeds the limit. [System-ID:{0}][Server-Name:{1}]

Description

The server cannot be imported because doing so would exceed the maximum number of L-Servers for the L-Platform.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Check the maximum number of L-Servers set for the L-Platform.

VSYS10593

The number of NICs exceeds the limit. [System-ID:{0}][Server-Name:{1}]

Description

The server cannot be imported because doing so would exceed the maximum number of NICs for the segment on the L-Platform.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Check the maximum number of NICs set for segments on the L-Platform.

VSYS10594

The number of segments exceeds the limit. [System-ID:{0}][Server-Name:{1}]

Description

The server cannot be imported because doing so would exceed the maximum number of segments on the L-Platform.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Check the maximum number of segments set for the L-Platform.

VSYS10597

The system status cannot be set to specified status. [{0}]

Description

Cannot change the specified status.

Parameter

{0}: Specified status string

Corrective Action

Ensure that there are no errors in the specified status string.

VSYS10598

Deploying the L-Platform is unsupported. [System-ID:{0}]

Description

Deployment of Solaris Zones servers is not supported.

Parameter

{0}: L-Platform ID

Corrective Action

Check whether the VMType of the L-Server template is valid.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10599

Resource [Task-ID:{0}] does not exist.

Description

The task for the server load balancer operation does not exist.

Parameter

{0}: Task ID

Corrective Action

A conflict has occurred with the internal processing.

Collect this message and the investigation data, and then contact Fujitsu technical staff.

19.2.7 Messages VSYS10600 to VSYS10697

This section explains messages starting from VSYS10600.

VSYS10604

Resource [NETWORK-ID:{0}] doesn't exist.

Description

The network resource does not exist.

Parameter

{0}: Network ID

Corrective Action

A conflict has occurred with the internal processing.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10609

Status that related Image-ID [SERVER-ID:{0}] doesn't exist in table[image].

Description

The image_id associated with the server_id for the "image" table cannot be obtained.

Parameter

{0}: Server ID

Corrective Action

Check whether there is a problem with the specified server ID.
Check whether there are any problems with the <initialPassword> tag in the image information file that has been registered.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10610

Resource [ORG-ID:{0}] doesn't exist.

Description

The management function resource does not exist.

Parameter

{0}: Tenant name

Corrective Action

Check whether there is a problem with the specified tenant name.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10617

GIP doesn't complete detach exists. [System-ID:{0}]

Description

There is a global IP address that has not been completely detached.

Parameter

{0}: L-Platform ID

Corrective Action

Detach the global IP address for the firewall, and then try again.

VSYS10624

The [Disk-Size:{0}] of less than or equal is specified.

Description

The specified value is less than or equal to the current disk size.

Parameter

{0}: Disk size

Corrective Action

Specify a value greater than the current disk size.

VSYS10626

Can not specify a storage pool of the server [vm_type:{0}].

Description

The storage pool cannot be specified.

Parameter

{0}: Server virtualization software

Corrective Action

Make the storage pool [Automatic].

VSYS10630

Unsupported operation. [Server-ID:{0}] is [vm_type:{1}]

Description

The operation is not supported.

Parameter

{0}: Server ID

{1}: Server VM type

Corrective Action

Snapshot and restore are not possible if the server virtualization software is RHEL-KVM.

If the above does not apply, check whether the default VM type specification (default-vmtype) in the following configuration file is correct.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If there is an error with the settings in vsys_config.xml, correct the file and then restart the RCXCF_VSYS WorkUnit by using either the Interstage Management Console or the isstopwu command and the isstartwu command.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on how to start WorkUnits.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10631

Resource [Software-ID:{0} Patch-ID{1}] doesn't exist in server[Server-ID:{2}].

Description

The patch information corresponding to the specified patch ID does not exist.

Parameter

{0}: Software ID

{1}: Patch ID

{2}: Server ID

Corrective Action

Ensure that the specified patch ID is correct.

VSYS10640

When the type of VM is the "RHEL-Xen", the MAC Address must be assigned.

Description

If the VM type is "RHEL-Xen", a MAC address must be specified.

Corrective Action

Ensure that the L-Server template VM type setting is correct.

VSYS10641

When the type of VM is the "VMware" or "Hyper-V", the MAC Address can't be assigned.

Description

If the VM type is either "VMware" or "Hyper-V", the MAC address cannot be specified.

Corrective Action

Do not specify a MAC address.

VSYS10642

Only one vnic can be set to control NIC.

Description

No more than one control NIC can be specified.

Corrective Action

Specify only one control NIC.

VSYS10643

The vnics' number can't exceed the max number of nics according to the image Id assigned.

Description

The number of NICs exceeds the maximum number of NICs that has been set for the specified image ID.

Corrective Action

Check the maximum number of NICs that has been set for the specified image ID, and change the number of NICs so that it does not exceed the maximum number.

VSYS10644

Overflow seqNum or the [System-ID: {0}] has a problem. Can't create VDISK-ID.

Description

A disk ID cannot be created, either because there has been an overflow for the number of digits of the disk ID serial number that is assigned automatically, or because there is a problem with the system.

Parameter

{0}: L-Platform ID

Corrective Action

Check whether adding one to the last disk ID serial number already on the L-Platform causes a digit overflow. (The disk ID serial number that is assigned automatically can have up to four digits.)

VSYS10645

The [Disk-Size:{0}] assigned overflowed its range.

Description

Specify the disk capacity so that it does not exceed the maximum capacity. The maximum value for the disk capacity is 99999.9 GB.

Parameter

{0}: Disk capacity

Corrective Action

Specify the disk capacity so that it does not exceed the maximum capacity.

VSYS10646

The disk name can't be the same.

Description

The specified disk name already exists.

Corrective Action

Specify a disk name that does not exist.

VSYS10647

The vdisks' number can't exceed the max number of disks according to the image Id assigned.

Description

The specified number of disks exceeds the maximum number of disks that has been set for the specified image ID.

Corrective Action

Check the maximum number of disks that has been set for the specified image ID, and change the number of disks so that it does not exceed the maximum number.

VSYS10648

The [Disk-Size:{0}] exceed the max disk size according to the image Id assigned.

Description

The specified disk capacity exceeds the maximum disk capacity that has been set for the specified image ID.

Parameter

{0}: Disk capacity

Corrective Action

Check the maximum disk capacity that has been set for the specified image ID, and change the disk capacity so that it does not exceed the maximum capacity.

VSYS10650

The [Image-ID:{0}] doesn't exist in the table software_link.

Description

The specified image ID does not exist in the "software_link" table.

Parameter

{0}: Image ID

Corrective Action

Ensure that the specified image ID is correct.

VSYS10651

The [Image-ID:{0}] doesn't have the OS.

Description

The specified image ID does not contain operating system information.

Parameter

{0}: Image ID

Corrective Action

Specify an image ID that contains operating system information.

VSYS10652

Because the VM type is "RHEL-Xen", the Mac Address must be assigned.

Description

If the VM type is "RHEL-Xen", a MAC address must be specified.

Corrective Action

Ensure that the L-Server template VM type setting is correct.

VSYS10653

The Image-ID of the [SERVER-ID: {0}] doesn't exist.

Description

The cloning image specified in server {0} does not exist.

Parameter

{0}: Server ID

Corrective Action

Ensure that the specified Image-ID is correct.

VSYS10654

At least one of the cpuPerf, numOfCpu or memorySize should be assigned.

Description

None of CPU performance, CPU number, or memory size is specified.

Corrective Action

Specify at least one of CPU performance, CPU number, or memory size

VSYS10655

The VM-Type of the [SERVER-ID:{0}] doesn't exist.

Description

The VM type specified in server {0} does not exist.

Parameter

{0}: Server ID

Corrective Action

Ensure that the specified VM-Type is correct.

VSYS10656

Because there is only one server in the system[{0}], it can't be released.

Description

Because there is only one server in the L-Platform, the server cannot be returned.

Parameter

{0}: L-Platform ID

Corrective Action

Either return the L-Platform, or create a new server before returning this server.

VSYS10657

Failed to get Lserver-Type. [SERVER-ID:{0}]

Description

The processing to get the L-Server type failed.

Parameter

{0}: Server ID

Corrective Action

A conflict has occurred with the internal processing.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10660

Resource[SERVER-ID:{0}] doesn't exist.

Description

When the server recovery was launched, the specified server could not be found.

Parameter

{0}: Server ID

Corrective Action

Check whether there is any error with the file that was imported using the disaster recovery function.
When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10661

Resource [DISK-ID:{0}] doesn't exist.

Description

When the server recovery was launched, the specified disk could not be found.

Parameter

{0}: Disk ID

Corrective Action

Check whether there is any error with the file that was imported using the disaster recovery function.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10662

Resource [SERVER-ID:{0}] already exist.

Description

A server with the specified server ID already exists when the server recovery is launched.

Parameter

{0}: Server ID

Corrective Action

Check whether there is any error with the file that was imported using the disaster recovery function.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10663

Resource [DISK-ID:{0}] already exist.

Description

A disk with the specified disk ID already exists when the server recovery is launched.

Parameter

{0}: Disk ID

Corrective Action

Check whether there is any error with the file that was imported using the disaster recovery function.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10664

Resource [Disk Index:{0}] doesn't exist.

Description

No disk with the specified disk number exists.

Parameter

{0}: Disk number

Corrective Action

Check whether there is any error with the file that was imported using the disaster recovery function.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10670

Failed to get snapshot ID. [SERVER-ID:{0}]

Description

An attempt to get a snapshot ID has failed.

Parameter

{0}: Server ID

Corrective Action

A conflict has occurred with the internal processing.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10671

Failed to get cloningmaster ID. [SERVER-ID:{0}]

Description

The processing to get the cloning master ID failed.

Parameter

{0}: Server ID

Corrective Action

A conflict has occurred with the internal processing.
Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10672

The number of servers exceeded the max number of template.

Description

The maximum number of servers was exceeded.

Corrective Action

Check the number of servers deployed in the L-Platform.

VSYS10673

The number of servers exceeded the max number of network. [NETWORK-ID:{0}]

Description

The maximum number of servers in the network was exceeded.

Parameter

{0}: NetworkID

Corrective Action

Check the number of servers deployed in the displayed network.

VSYS10674

The image can't use the pool. [POOL-NAME: {0}]

Description

The server using the specified image cannot be deployed to the displayed pool.

Parameter

{0}: Pool name

Corrective Action

Ensure that an appropriate image or pool has been specified.

VSYS10675

Can't find the specified pool. [POOL-NAME: {0}]

Description

The specified Pool could not be found.

Parameter

{0}: Pool name

Corrective Action

Ensure that the specified Pool name is correct.

VSYS10676

The state of the power supply of the server cannot be acquired. [Server-ID: {0}]

Description

The state of the power supply of the specified server cannot be acquired.

Parameter

{0}: Server ID

Corrective Action

Check whether the specified server ID is valid.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10677

Tag [{0}] is required in the request XML.

Description

The specified XML file does not contain a required tag.

Parameter

{0}: Tag name

Corrective Action

Ensure that the XML file is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10678

Pool must be specified when using RHEL-KVM.

Description

A pool must be specified when using KVM.

Corrective Action

Specify a Pool, and then try again.

VSYS10679

Storage Pool must be specified when using RHEL-KVM.

Description

A storage pool must be specified when using KVM.

Corrective Action

Specify a Storage Pool, and then try again.

VSYS10681

Only existing disk can be attached when using RHEL-KVM.

Description

Only an existing disk can be attached when using KVM.

Corrective Action

Use an existing disk.

VSYS10682

The server name[{0}] is illegal.

Description

The specified server name is invalid.

Parameter

{0}: Server name

Corrective Action

If server name has been selected as the method for setting L-Server names when setting the method for setting resource names in the following file, it is not possible to deploy a Solaris Zones server if the following server names are specified.

- Solaris 10: Server names starting with "SUNW"
- Solaris 11: Server names starting with "SYS"

Specify a name other than those listed above.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

VSYS10683

Resource[SERVER-ID:{0},NIC-NO:{1}] already exist.

Description

An NIC with the specified server ID and NIC number already exists.

Parameter

{0}: Server ID

{1}: NIC number

Corrective Action

Ensure that the specified server or NIC is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10685

One of the NIC of the physical server must connect to admin LAN.

Description

One of the NICs of a physical server needs to be connected to the admin LAN.

Corrective Action

Connect one NIC to the admin LAN.

When creating a physical server by using "CreateLServer" of the L-Platform API, it is necessary to specify the admin LAN for controlNetworkId.

VSYS10686

Only existing disk can be attached to the server. [SERVER-ID:{0} vm_type:{1}]

Description

Only existing disks can be attached to the specified server.

Parameter

{0}: Server ID

{0}: VM type

Corrective Action

Use an existing disk.

VSYS10687

The disk attached to another server cannot be attached to the server[Server-ID:{0} vm_type:{1}].

Description

A disk attached to another server cannot be attached to the specified server.

Parameter

{0}: Server ID

{0}: VM type

Corrective Action

The disk cannot be attached using this software.

If attaching the disk is necessary, contact the infrastructure administrator.

VSYS10689

The image for VDI cannot be used. [Image-ID:{0}].

Description

Images for which VDI coordination is enabled cannot be specified.

The image for VDI cannot be specified.

Parameter

{0}: Image ID

Corrective Action

Specify an image that does not have VDI coordination enabled.

VSYS10690

The connect info[{0}] is already set another server.

Description

The specified VDI management server connection information is configured for another server.

Parameter

{0}: VDI management server connection information

Corrective Action

To change the connection information to the same as that set on another server, the force option must be specified.
Check that the specified VDI management server connection information is correct.

VSYS10692

All parameters [vdiServer, vdiConnectInfo, vdiPool, vdiUser] must be specified.

Description

The VDI management server, VDI management server connection information, VDI pool name, and VDI user name must all be specified.

Corrective Action

When setting parameters for VDI coordination for servers for which VDI coordination is not enabled, the VDI management server, VDI management server connection information, VDI pool name, and VDI user name must all be specified.

VSYS10693

The host name[{0}] is illegal.

Description

The specified host name is invalid.

Parameter

{0}: Host name

Corrective Action

If host name has been selected as the method for setting L-Server names when setting the method for setting resource names in the following file, it is not possible to deploy a Solaris Zones server if the following host names are specified.

- Solaris 10: Host names starting with "SUNW"
- Solaris 11: Host names starting with "SYS"

Specify a name other than those listed above.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

VSYS10694

The VM host cannot be found in the pool. [VM Host:{0}][Pool:{1}]

Description

The VM host was not found in the specified VM pool.

Parameter

{0}: VM pool name

{1}: VM host name

Corrective Action

Ensure that the specified VM pool name and VM host name are correct.

VSYS10695

The VM host cannot be found. [VM Host:{0}]

Description

The specified VM host does not exist.

Parameter

{0}: VM host name

Corrective Action

Ensure that the specified VM host name is correct.

If the VM pool in which the specified VM host is registered is a global pool, check whether the operating user has access authority for the tenant that is the deployment destination.

VSYS10696

The Virtual Storage cannot be found in the pool. [Virtual Storage:{0}][Pool:{1}]

Description

The virtual storage resource was not found in the specified storage pool.

Parameter

{0}: Storage pool name

{1}: Virtual storage name

Corrective Action

Ensure that the specified storage pool name and virtual storage name are correct.

VSYS10697

The Virtual Storage cannot be found. [Virtual Storage:{0}]

Description

The specified virtual storage was not found.

Parameter

{0}: Virtual storage name

Corrective Action

Ensure that the specified virtual storage name is correct.

If the storage pool in which the specified virtual storage is registered is a global pool, check whether the operating user has access authority that is the tenant of the deployment destination.

19.2.8 Messages VSYS10700 to VSYS10799

This section explains messages starting from VSYS10700.

VSYS10700

Resource[Disk-ID:{0}] doesn't exist.

Description

The specified disk does not exist.

Parameter

{0}: Disk ID

Corrective Action

Ensure that the specified disk is correct.

VSYS10702

Disk-ID[{0}] has already detached.

Description

The specified disk has already been detached.

Parameter

{0}: Disk ID

Corrective Action

Ensure that the specified disk is correct.

VSYS10703

Disk-ID [{0}] hasn't attached by Server-ID[{1}].

Description

The specified disk has been attached to another server.

Parameter

{0}: Disk ID

{1}: Server ID

Corrective Action

Ensure that the specified disk is correct.

VSYS10705

Overflow seqNum. Can't create Disk-ID anymore. [seqNum:{0}].

Description

No more disks can be attached to the specified server.

Parameter

{0}: Disk ID serial number

Corrective Action

Check whether adding one to the last disk ID serial number on the L-Platform causes a digit overflow. (The disk ID serial number that is assigned automatically can have up to four digits.)

VSYS10706

Disk-Name [{0}] already exists in the server[{1}].

Description

The specified disk name already exists.

Parameter

{0}: Disk name

{1}: Server ID

Corrective Action

Ensure that the specified disk name exists in the server.

VSYS10707

Server-ID [{0}] is not {1} type.

Description

The specified server type is invalid.

Parameter

{0}: Server ID

{1}: Server type

Corrective Action

Ensure that the specified server is correct.

VSYS10710

Server-ID related to Disk-ID: {0} doesn't exist in table[vdisk#instance].

Description

There are no servers with the specified disk.

Parameter

{0}: Disk ID

Corrective Action

Ensure that the specified disk is correct.

VSYS10750

Resource [Task-ID: {0}] doesn't exist.

Description

A backup or restoration resource does not exist.

Parameter

{0}: Task ID

Corrective Action

Check whether there is a problem with the specified task ID.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10760

BoDisk-ID that related Task-ID [{0}] doesn't exist in table [backup_restore].

Description

The disk ID for the backup disk cannot be looked up.

Parameter

{0}: Task ID

Corrective Action

Check whether there is a problem with the specified task ID.

VSYS10770

Status of BackupRestore [{0}] is WAITING.

Description

The task is currently waiting.

Parameter

{0}: Task ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10771

Status of BackupRestore [{0}] is RUNNING.

Description

The task is currently running.

Parameter

{0}: Task ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10772

Status of BackupRestore [{0}] is COMPLETED.

Description

The task has completed.

Parameter

{0}: Task ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10773

Status of BackupRestore [{0}] is CANCELLED.

Description

The task has been canceled.

Parameter

{0}: Task ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10774

Status of BackupRestore [{0}] is UNKNOWN.

Description

The status of the task is unknown.

Parameter

{0}: Task ID

Corrective Action

Check the status of the managed server, and then try again.

VSYS10780

Can't update column ['error_cancel_flag'] in table ['backup_restore']. Because Task-ID [{0}] doesn't exist.

Description

The "error_cancel_flag" column cannot be updated because the task does not exist.

Parameter

{0}: Task ID

Corrective Action

Check whether there is a problem with the specified task ID.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10785

Can't get empty Disk-Index of Server[{0}].

Description

No more disks can be attached to the specified server.

Parameter

{0}: Server ID

Corrective Action

Delete unnecessary disks, and then execute the command again.

VSYS10786

Disk-ID related to Server-ID[{0}] and Disk-Index[{1}] doesn't exist in table[disk_index].

Description

The disk is not attached to the specified server.

Parameter

{0}: Server ID

{1}: Disk index number

Corrective Action

Ensure that there are no errors on the specified server.

VSYS10794

The disk isn't found. [resourceId:{0}]

Description

The specified disk does not exist.

Parameter

{0}: Disk resource ID

Corrective Action

Check whether the specified disk exists.

VSYS10795

The snapshot exists in this server[{0}].

Description

There is a snapshot on the server.

If the server has snapshots, NICs cannot be added or deleted and the size of the system disk cannot be increased.

Parameter

{0}: Server ID

Corrective Action

Redo the operation after deleting the snapshots.

VSYS10796

Deployment a server of Solaris Container is not supported.

Description

Solaris Zones servers are not supported.

Parameter

{0}: L-Server template name

Corrective Action

Check whether the VMType of the L-Server template is valid.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10797

The vnics' number cannot exceed the max number of nics according to the segment assigned.

Description

The number of NICs cannot exceed the maximum number of NICs set for the segment.

Corrective Action

Check the maximum number of NICs set for the segment.

VSYS10798

Resource[NIC-NO:{0}] does not exist. [Server-ID:{1}]

Description

The specified NIC on the specified server does not exist.

Parameter

{0}: NIC number

{1}: Server ID

Corrective Action

Check whether the NIC exists.

VSYS10799

Control NIC cannot be deleted.

Description

The control NIC cannot be deleted.

Corrective Action

Check whether there is a problem with the specified NIC.

19.2.9 Messages VSYS10900 to VSYS10907

This section explains messages starting from VSYS10900.

VSYS10900

Resource [Server-ID:{0}] doesn't exist.

Description

The server resource does not exist.

Parameter

{0}: Server ID

Corrective Action

Check whether the "01_event_cfm_hook.rb" script has been registered correctly.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10901

Server-ID related to Resource-ID[{0}] doesn't exist in table[server#instance].

Description

The server ID cannot be looked up.

Parameter

{0}: Resource ID

Corrective Action

This message can be safely ignored if it is displayed when starting or stopping a server that has not been deployed by this product.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10902

Org-ID related to Server-ID [{0}] doesn't exist in table [server#instance].

Description

The server tenant name cannot be looked up.

Parameter

{0}: Server ID

Corrective Action

Check whether the "01_event_cfmg_hook.rb" script has been registered correctly.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10906

Failed to update pool. [Server-ID:{0}] [Detail:{1}]

Description

Failed to update pool information of the server.

Parameter

{0}: Server ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS10907

Ignored the added disk [Disk-Name:{0}] of the server [Server-ID:{1}] because the disk index exceeded the max disk number.

Description

A disk was added to the configuration, but this could not be completed because the maximum number of disks has been exceeded.

Parameter

{0}: Disk name

{1}: Server ID

Corrective Action

No action is required.

19.2.10 Messages VSYS11100

This section explains messages VSYS11100.

VSYS11100

Specified event log does not exist. seqno=[{0}]

Description

The specified message does not exist.

Parameter

{0}: Sequence number

Corrective Action

Check whether there is a problem with the specified sequence number.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

19.2.11 Messages VSYS11200 to VSYS11213

This section explains messages starting from VSYS10200.

VSYS11200

Xml validation error. Software meta file={0}

Description

An error has occurred with the XML validation for the software information file.

Parameter

{0}: Software information file name

Corrective Action

Check whether there are any problems with the information that has been entered in the software information file.

VSYS11201

Software does not exist. Software-ID={0}

Description

The software corresponding to the specified software ID does not exist.

Parameter

{0}: Software information ID

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS11202

Software meta file is not found. softwareMetaFilePath={0}

Description

An error was detected when the existence of the software information file was being checked.

Parameter

{0}: Path to the software information file

Corrective Action

Check whether there is a problem with the pathname of the software information file.

VSYS11203

Only 'true' or 'false' can be set to verbose. value={0}

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Corrective Action

Check whether there is a problem with the specified parameter.

VSYS11204

Software name does not exist. Software-ID=[{0}] LCID=[{1}]

Description

The software name does not exist.

Parameter

{0}: Software ID

{1}: Locale ID

Corrective Action

Check whether there is a problem with the specified software name.

VSYS11206

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified parameter

Corrective Action

Check whether "2.0" has been specified for the "version" element.

VSYS11207

The specification of locale is required.

Description

A locale must be specified in either the request body or the software information.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS11208

The specification of software's name is required.

Description

A software name must be specified in either the request body or the software information.

Corrective Action

Ensure that the software name is specified correctly.

VSYS11209

The content of software-element is invalid.

Description

The content of the "software" element is incorrect.

Corrective Action

Check whether the specifications for each of the elements within the "software" element are correct.

VSYS11210

The software is used by Images. Software-ID=[{0}] Image-ID=[{1}]

Description

The cloning image has already been registered with the specified image name.

Parameter

{0}: Software ID

{1}: Image ID

Corrective Action

Ensure that the image name is correct.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS11211

The software related to user's own organization can be managed. orgId=[{0}] ownerOrg=[{1}]

Description

Only software associated with the tenant user can be operated.

Parameter

{0}: Tenant name

{1}: Tenant name of owner's

Corrective Action

Check the software ID.

Check permissions.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS11212

Information on this software is not found. Software-ID=[{0}] Org-ID=[{1}]

Description

Detailed information concerning this software cannot be found.

Parameter

{0}: Software ID

{1}: Tenant name

Corrective Action

Check the software ID.

Check permissions.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS11213

The software is used by Public Template. Software-ID=[{0}]

Description

This software is being used by a published template.

Parameter

{0}: Software ID

Corrective Action

Check the software ID.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

19.2.12 Messages VSYS11400 to VSYS11420

This section explains messages starting from VSYS10400.

VSYS11418

Network resource doesn't exist. [resourceId:{0}]

Description

The network resource specified for "resourceId" does not exist.

Parameter

{0}: Network resource ID

Corrective Action

Ensure that the network resource ID is correct.

VSYS11419

The specified value is invalid. [{0}]{1}}

Description

The segment information (XML file) content contains an error.

Parameter

{0}: Tag name

{1}: Set value

Corrective Action

Ensure that the segment information (XML file) content is correct.

VSYS11420

There is no authority to register information. [Org-ID:{0}] [Tenant Name:{1}]

Description

The user does not have permission to register segment information.

Parameter

{0}: Tenant name of registered user

{1}: Tenant name of registration destination

Corrective Action

Ensure that the segment information (XML file) content is correct.

19.2.13 Messages VSYS12500 to VSYS12508

This section explains messages starting from VSYS12500.

VSYS12500

The parameters {0} and {1} cannot be specified at once.

Description

The specified parameters are mutually exclusive.

Parameter

{0}: Specified parameter

{1}: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS12501

One of the parameter {0} or {1} is required.

Description

One of the parameters must be specified.

Parameter

{0}: parameter

{1}: parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS12502

The L-Server is registered as VM host. [L-Server Name:{0}]

Description

The L-Server registered as the VM host cannot be imported.

Parameter

{0}: L-Server name

Corrective Action

Check whether the specified L-Server is correct.

VSYS12505

The L-Server has a nic without valid network links. [{0}]

Description

It is not possible to import an L-Server that has NIC without valid network links.

Parameter

{0}: L-Server name

Corrective Action

An L-Server cannot be imported if it has a NIC not linked to network resources.

VSYS12506

Disk resources cannot be specified for a virtual disk image. [System-ID:{0} Server-Name:{1}]

Description

When deploying the server using an image with the storage location type "Virtual Disk", an existing disk cannot be specified.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

When deploying the server using an image with the storage location type "Virtual Disk", deploy the server without specifying an existing disk.

VSYS12508

There is a conflict of L-Server names. System-ID=[{0}] L-Server Name=[{1}]

Description

An L-Server with the same name already exists.

Parameter{0}: L-Platform ID

{1}: L-Server name

Corrective Action

When L-Server name settings have been configured to change when server names or host names are changed while modifying the configuration, specify a name that differs from that of the other servers within the L-Platform. If a server is added at the same time as an L-Server name is changed, change the L-Server name beforehand in case the L-Server names conflict.

19.3 Messages VSYS20000 to VSYS20107

This section explains messages starting from VSYS20000.

VSYS20000

Unexpected HTTP status code of CBRM response. expected={0}, actual={1}, message={2}, object={3}, method={4}

Description

An unexpected HTTP status code was returned from the Resource Management function.

Parameter

{0}: Expected status code

{1}: Status code of the return value

{2}: Message

{3}: Object name

{4}: Method name

Corrective Action

Ensure that the Resource Management function is operating normally.

When operating normally, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20001

Validation error of CBRM response. message={0}, object={1}, method={2}

Description

There is a problem with the content of the response returned from the Resource Management function.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Corrective Action

Ensure that Resource Management function is operating normally.

When operating normally, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20002

Unexpected exception occurred during calling CBRM. message={0}, object={1}, method={2}

Description

An unexpected error occurred when the Resource Management function was called.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Corrective Action

Ensure that Resource Management function is operating normally.

When operating normally, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20003

Status of task is error in CBRM response. task_id={0}, error_code={1}, message={2}

Description

The response returned by the Resource Management function is an error status.

Parameter

{0}: Task ID of the Resource Management function

{1}: Message ID for the Resource Management function

{2}: Message for the Resource Management function

Corrective Action

If {1} is "00000", refer to the message that was output immediately before this message.

In other cases, refer to "[Part 1 Messages Displayed by Virtual Edition and Cloud Edition](#)" and follow the Corrective Actions described for the message ID.

When this message is output on cancel an L-Platform, use the `cfmg_deletelplatform` command to delete the L-Platform after removing the cause of the error.

Refer to the "10.1 `cfmg_deletelplatform` (Delete L-Platform)" in the "Reference Guide (Command/XML) CE" for information on the `cfmg_deletelplatform` command.

VSYS20005

Unexpected HTTP status code of product registration response. expected={0}, actual={1}, message={2}, object={3}, method={4}

Description

An unexpected HTTP status code was returned while product information was being registered.

Parameter

{0}: Expected status code

{1}: Status code of the return value

{2}: Message

{3}: Object name

{4}: Method name

Corrective Action

Check whether the product information registration server is operating normally.

VSYS20006

Unexpected exception occurred during product registration. message={0}, object={1}, method={2}

Description

An unexpected error occurred while product information was being registered.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Corrective Action

Check whether the product information registration server is operating normally.

VSYS20010

SQL error occurred. message={0}, target={1}, method={2}

Description

An SQL error has occurred.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Corrective Action

Ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details).

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20011

Unexpected exception occurred during accessing database. message={0}, object={1}, method={2}

Description

An unexpected error has occurred while the database was being accessed.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Corrective Action

Ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details).

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20012

Failed to initialize database session. message={0}

Description

Initializing the database session has failed.

Parameter

{0}: Message

Corrective Action

Ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details).

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20013

Failed to close database session. message={0}

Description

Closing the database session has failed.

Parameter

{0}: Message

Corrective Action

Ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details).

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20014

Failed to commit changes in transaction. message={0}

Description

Committing the changes to the database has failed.

Parameter

{0}: Message

Corrective Action

Ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details).

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20015

Failed to roll back changes in transaction. message={0}

Description

Rolling back the changes to the database has failed.

Parameter

{0}: Message

Corrective Action

Ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details).

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20020

Unexpected exception occurred during executing step. message={0}, object={1}, method={2}

Description

An unexpected error has occurred with each task processing for the batch job.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20030

Unexpected exception occurred during executing job. message={0}

Description

An unexpected error has occurred with the batch job.

Parameter

{0}: Message

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20040

Product ID is not found in the product table. product_type={0}

Description

Obtaining product information from the database has failed.

Parameter

{0}: Product type

Corrective Action

Ensure that the database (PostgreSQL) service has been started properly (refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for details).

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20041

Multiple product IDs are found in the product table. product_type={0}

Description

There are multiple product information IDs for the same product type.

Parameter

{0}: Product type

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20090

Precondition failed. {0} target={1}, method={2}, argument={3}

Description

An unexpected error has occurred.

Parameter

{0}: Detail code

{1}: Object name

{2}: Method name

{3}: Specified parameter

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20091

Postcondition failed. {0} target={1}, method={2}

Description

An unexpected error has occurred.

Parameter

{0}: Detail code

{1}: Object name

{2}: Method name

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff

VSYS20100

Timeout to create system. [System-ID:{0} Start Time:{1}]

Description

A timeout has occurred with the deployment processing.

Parameter

{0}: L-Platform ID

{1}: Start time for deployment setup

Corrective Action

Ensure that Resource Management function is operating normally.

When the above actions do not solve the problem, collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS20101

Timeout to setup middleware [System-ID:{0} Start Time:{1}]

Description

A timeout has occurred with the middleware setup processing.

Parameter

{0}: L-Platform ID

{1}: Start time for middleware setup

Corrective Action

Refer to the message that was output immediately before this message.

VSYS20102

Failed to create event data file. [System-ID:{0} File Name:{1} Data:{2}]

Description

An attempt to generate an event data file for starting a post-processing flow has failed.

Parameter

{0}: L-Platform ID

{1}: Name of the event data file

{2}: Content of the event data file

Corrective Action

Eliminate the cause of the failure to generate the event data file, and then create an XML file with the name and content specified by the message and place it in the storage directory for event data files.

VSYS20105

Failed to add scope. [orgId:{0} userId:{1} vsysId:{2}]

Description

Failed to add the permission to operate the L-Platform.

Parameter

{0}: Tenant name

{1}: User ID

{2}: L-Platform ID

Corrective Action

If the displayed user is a tenant user, perform the following procedure.

1. Log in as a dual-role administrator or an infrastructure administrator, and open the [Tenants] tab.

2. List the L-Platforms of the tenant.
3. Change the owner of the L-Platform to a user with the tenant administrator role.
4. Change the owner back to the user of the failed operation.

No Corrective Action is required when the user is the tenant administrator.

VSYS20106

Failed to start server. [L-Platform ID:{0}] [Server Name:{1}]

Description

Failed to start.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Contact the infrastructure administrator.

VSYS20107

Failed to stop server. [L-Platform ID:{0}] [Server Name:{1}]

Description

Failed to stop.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

Contact the infrastructure administrator.

19.4 Messages VSYS30000 to VSYS31104

This section explains messages starting from VSYS30000.

VSYS30000

Failed to create L-Platform. [L-Platform ID:{0}] [L-Platform Name:{1}] [Detail:{2}({3}:{4})]

Description

An attempt to create the new L-Platform has failed.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30001

Failed to delete L-Platform. [L-Platform ID:{0}] [L-Platform Name:{1}] [Detail:{2}({3}:{4})]

Description

An attempt to return the L-Platform has failed.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30003

Failed to start server. [L-Platform ID:{0}] [L-Platform Name:{1}] [Detail:{2}({3}:{4})]

Description

Failed to start the L-Server.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30004

Failed to stop server. [L-Platform ID:{0}] [Server Name:{1}] [Detail:{2}({3}:{4})]

Description

An attempt to shut down the L-Platform has failed.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Log in to the L-Server to check the status.

If it is not possible to log in to the L-Server, contact the infrastructure administrator. Alternatively, forcibly stop the L-Server.

If the "69122" error has been output to the resource management as well as this message, make the timeout for resource management longer. Refer to "Message number [69122](#)" for details.

VSYS30005

Failed to create snapshot. [L-Platform ID:{0}] [Server Name:{1}] [Image ID:{2}] [Detail:{3}({4}:{5})]

Description

An attempt to create a snapshot has failed.

Parameter

{0}: L-Platform ID
{1}: Server name
{2}: Snapshot ID
{3}, {4} and {5}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30006

Failed to restore server. [L-Platform ID:{0}] [Server Name:{1}] [Image ID:{2}] [Detail:{3}({4}:{5})]

Description

An attempt to restore the L-Server has failed.

Parameter

{0}: L-Platform ID
{1}: Server name
{2}: Snapshot ID
{3}, {4} and {5}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30007

Failed to delete snapshot image. [Image ID:{0}] [Detail:{1}({2}:{3})]

Description

An attempt to delete an image taken as a snapshot has failed.

Parameter

{0}: Snapshot ID
{1}, {2} and {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30008

Timeout to create L-Platform. [System ID:{0}] [System Name:{1}]

Description

Deployment processing has timed out.

Parameter

{0}: L-Platform ID
{1}: L-Platform name

Corrective Action

Contact the infrastructure administrator.

VSYS30011

Failed to create disk. [L-Platform ID:{0}] [Server Name:{1}] [Disk name:{2}] [Detail:{3}({4}:{5})]

Description

Data disk creation failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: Disk name

{3}, {4} and {5}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30012

Failed to delete disk. [L-Platform ID:{0}] [Server Name:{1}] [Disk name:{2}] [Detail:{3}({4}:{5})]

Description

Data disk deletion failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: Disk name

{3}, {4} and {5}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30013

Failed to rename L-Platform. [L-Platform ID:{0}] [Detail:{1}({2}:{3})]

Description

L-Platform renaming failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}, {2} and {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30014

Failed to rename server. [L-Platform ID:{0}] [Server Name:{1}] [Detail:{2}({3}:{4})]

Description

L-Server renaming failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30015

Failed to start L-Platform. [L-Platform ID:{0}] [System Name:{1}] [Detail:{2} ({3}:{4})]

Description

L-Platform startup failed.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2}, {3} and {4}: Detailed information

Corrective Action

Start the servers that failed to start one at a time.

If they still fail to start, contact the infrastructure administrator.

VSYS30016

Cannot find the L-Server. [L-Platform ID:{0}] [Server Name:{1}]

Description

The server was not found.

Parameter

{0}: L-Platform ID

{1}: Server name

Corrective Action

The server may have been deleted.

Contact the infrastructure administrator.

VSYS30017

Failed to clone server. [L-Platform ID:{0}] [Server Name:{1}] [Detail:{2} ({3}:{4})]

Description

Failed to collect images from the server.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS30019

Failed to start servers. [Tenant Name:{0}]

Description

Failed to execute batch server start-up.

Parameter

{0}: Tenant name

Corrective Action

Contact the infrastructure administrator.

VSYS30020

Failed to stop servers. [Tenant Name:{0}]

Description

Failed to execute batch server shutdown.

Parameter

{0}: Tenant name

Corrective Action

Contact the infrastructure administrator.

VSYS30021

Failed to stop L-Platform. [L-Platform ID:{0}] [L-Platform Name:{1}] [Detail:{2}({3})]

Description

Failed to stop L-Platform.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2} and {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31000

Failed to create server. [System ID:{0}] [Server Name:{1}] [Detail:{2}({3};{4})]

Description

L-Server creation failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31001

Failed to reconfigure server. [System ID:{0}] [Server Name:{1}] [Detail:{2} ({3}:{4})]

Description

L-Server details modification failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31002

Failed to delete server. [System ID:{0}] [Server Name: {1}] [Detail:{2}({3}:{4})]

Description

L-Server deletion failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31004

Failed to import system. [System ID:{0}] [Detail:{1}({2}:{3})]

Description

L-Platform import failed.

Parameter

{0}: L-Platform ID

{1}, {2} and {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31005

Failed to register system to access control. [System ID: {0}]

Description

An attempt to register the L-Platform with access control failed during the L-Platform creation.

Parameter

{0}: L-Platform ID

Corrective Action

Contact the infrastructure administrator.

VSYS31006

Failed to reconfigure Firewall setting. [L-Platform ID:{0}] [L-Platform Name: {1}] [Detail:{2}({3}:{4})]

Description

Failed to change the firewall settings.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31007

Failed to move L-Platform. [L-Platform ID:{0}]

Description

Failed to move the L-Platform.

Parameter

{0}: L-Platform ID

Corrective Action

Contact the infrastructure administrator.

VSYS31008

Failed to delete scope. [User:{0}] [Role:{1}] [Scope:{2}]

Description

Failed to delete the scope.

Parameter

{0}: User ID

{1}: role name

{2}: Scope

Action

If the displayed user is a tenant user, delete the unnecessary scope.

No action is required when the user is the tenant administrator.

VSYS31009

Failed to add scope. [User: {0}] [Role: {1}] [Scope: {2}]

Description

Failed to add the permission to operate the L-Platform.

Parameter

- {0}: User ID
- {1}: role name
- {2}: Scope

Corrective Action

If the displayed user is a tenant user, perform the following procedure.

1. Log in as a dual-role administrator or an infrastructure administrator, and open the [Tenants] tab.
2. List the L-Platforms of the tenant.
3. Change the owner of the L-Platform to a user with the tenant administrator role.
4. Change the owner back to the user of the failed operation.

No Corrective Action is required when the user is the tenant administrator.

VSYS31010

Failed to remove server. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to remove the server from the L-Platform.

Parameter

- {0}: L-Platform ID
- {1}: Server name
- {2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31011

Failed to delete empty L-Platform. [L-Platform ID:{0}][Detail:{1}({2}:{3})]

Description

Failed to delete the empty L-Platform after removing the server from the L-Platform.

Parameter

- {0} : L-Platform ID
- {1}, {2} and {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31012

Failed to import server. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to import the server to the L-Platform.

Parameter

- {0}: L-Platform ID
- {1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31015

Failed to add NIC. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to add the NIC when modifying the L-Platform configuration.

Parameter

{0} : L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31016

Failed to delete NIC. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to delete the NIC when modifying the L-Platform configuration.

Parameter

{0} : L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31017

Failed to operate SLB. [L-Platform ID:{0}][SLB:{1}][Detail:{2}({3}:{4})]

Description

Failed to operate the server load balancer.

Parameter

{0}: L-Platform ID

{1}: Server load balancer identifying information

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31018

Failed to get operation log. [L-Platform ID:{0}][SLB:{1}][Detail:{2}({3}:{4})]

Description

Failed to obtain the Server load balancer operation log.

Parameter

{0}: L-Platform ID
{1}: Server load balancer identifying information
{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31019

Failed to reconfigure SLB setting. [L-Platform ID:{0}][SLB:{1}][Detail:{2}({3}:{4})]

Description

Failed to change the configuration of the SLB.

Parameter

{0}: L-Platform ID
{1}: Server load balancer identifying information
{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31020

Failed to start the servers of a tenant. [Tenant Name:{0}][Detail:{1}({2}:{3})]

Description

Resource Management returned an error while starting servers of a tenant.

Parameter

{0}: Tenant name
{1}, {2} and {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31021

Failed to stop the servers of a tenant. [Tenant Name:{0}][Detail:{1}({2}:{3})]

Description

Resource Management returned an error while stopping servers of a tenant.

Parameter

{0}: Tenant name
{1}, {2} and {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31022

Failed to expand disk size. [L-Platform ID:{0}][Server Name:{1}][Disk Name:{2}][Detail:{3}({4})]

Description

Failed to increase the size of the disk.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: Disk name

{3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31023

Failed to expand system disk size. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to increase the size of the system disk.

Parameter

{0}: Tenant name

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31024

Failed to set UseInfrauser attribute. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to transfer the operation privileges of the L-Server when importing to, or releasing from, the L-Platform.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31025

Failed to operate Firewall. [L-Platform ID:{0}][Detail:{1}({2}:{3})]

Description

Failed to operate the firewall.

Parameter

{0}: L-Platform ID

{1}, {2}, {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31026

Failed to get operation log. [L-Platform ID:{0}][Detail:{1}({2}:{3})]

Description

Failed to obtain the operation log of the firewall.

Parameter

{0}: L-Platform ID

{1}, {2}, {3}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31027

Failed to update IP Address. [L-Platform ID:{0}][Server Name:{1}][NIC:{2}][Detail:{3}({4}:{5})]

Description

Failed to update the IP address.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: NIC number

{3}, {4}, {5}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31028

Failed to update VDI parameters. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to update the VDI parameters.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3}, {4}: Detailed information

Corrective Action

Contact the infrastructure administrator.

VSYS31100

Canceled the creation of L-Platform. [L-Platform ID:{0}][L-Platform Name:{1}]

Description

Creation of the L-Platform was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

Corrective Action

No action is required.

VSYS31101

Canceled the creation of server. [L-Platform ID:{0}][Server Name:{1}]

Description

Creation of the L-Server was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Server name

Corrective Action

No action is required.

VSYS31102

Canceled the creation of snapshot. [L-Platform ID:{0}][Server Name:{1}]

Description

Collection of the snapshot or backup was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Server name

Corrective Action

No action is required.

VSYS31103

Canceled restore server. [L-Platform ID:{0}][Server Name:{1}]

Description

Restoration of the L-Server was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Server name

Corrective Action

No action is required.

VSYS31104

Canceled the creation of image. [L-Platform ID:{0}][Server Name:{1}]

Description

Collection of the images from the L-Server was cancelled.

Parameter

{0}: L-Platform ID

{1}: Name of image collection source L-Server

Corrective Action

No action is required.

19.5 Messages VSYS40000 to VSYS40634

This section explains messages starting from VSYS40000.

VSYS40600

config file read err [path:{0}] invalid value [key:{1}] [value:{2}]

Description

There is a problem with the value of a key item in the configuration file.

Parameter

{0}: Path to the configuration file

{1}: Key item

{2}: Key value

Corrective Action

Set the correct value for the key item, and then restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40601

config file read err [path:{0}] param none

Description

A mandatory parameter has not been specified in the configuration file.

Parameter

{0}: Path to the configuration file

Corrective Action

Specify the mandatory items in the configuration file, and then restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40602

config file read err [path:{0}] [detail:{1}]

Description

Reading the configuration file has failed.

Parameter

{0}: Path to the configuration file

{1}: Detailed message

Corrective Action

Eliminate the cause of the problem by referring to the detailed message.

After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40610

input param none

Description

There are insufficient parameters embedded in the mail template.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS40611

file read err [path:{0}] [detail:{1}]

Description

Reading the mail template file has failed.

Parameter

{0}: Path to the template file

{1}: Detailed message

Corrective Action

Eliminate the cause of the problem by referring to the detailed message.

After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40612

subject none [path:{0}]

Description

A subject has not been specified in the template file.

Parameter

{0}: Path to the template file

Corrective Action

Specify the subject, and then restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40620

input param none

Description

A parameter required for sending email has not been specified.

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS40621

file save err [path:{0}] [detail:{1}]

Description

Saving the email that failed to be sent has failed.

Parameter

{0}: Name of the file for saving email

{1}: Detailed message

Corrective Action

Eliminate the cause of the problem by referring to the detailed message.

After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40622

mail send err [detail:{0}]

Description

An attempt to send email has failed.

Parameter

{0}: Detailed message

Corrective Action

Eliminate the cause of the problem by referring to the detailed message.

After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40630

file read err [path:{0}] [detail:{1}]

Description

Reading the returned email has failed.

Parameter

{0}: Path to the returned email

{1}: Detailed message

Corrective Action

Eliminate the cause of the problem by referring to the detailed message.

After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40631

file delete err [path:{0}] [detail:{1}]

Description

An attempt to delete a returned email [path: *path to the returned email*] has failed.

Parameter

{0}: Path to the returned email

{1}: Detailed message

Corrective Action

Eliminate the cause of the problem by referring to the detailed message.

After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40632

file move err [frompath:{0}] [topath:{1}] [detail:{2}]

Description

An attempt to move the returned email to be resent has failed.

Parameter

{0}: Path to the folder from which the returned email was moved

{1}: Path to the folder to which the returned email was moved

{2}: Detailed message

Corrective Action

Eliminate the cause of the problem by referring to the detailed message.

After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping Managers" in the "Operation Guide CE" for information on the manager start method.

VSYS40633

thread err [detail:{0}]

Description

Thread standby processing has failed.

Parameter

{0}: Detailed message

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS40634

unknown err [detail:{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed message

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

19.6 Messages VSYS80000 to VSYS81003

This section explains messages starting from VSYS80000.

VSYS80000

One of the following options has to be specified. ["-add", "-mod", "-del"]

Description

Command execution failed because none of the "-add", "-mod", or "-del" options were specified.

Corrective Action

Specify one of the "-add", "-mod" or "-del" options, then retry.

VSYS80001

[[0]] option isn't specified.

Description

A required option has not been specified.

Parameter

{0}: Option

Corrective Action

Check that there is nothing missing from the specified option.

VSYS80002

The specified input file can't be found. Input file= [[0]]

Description

Command execution failed because the specified input file cannot be found.

Parameter

{0}: File name

Corrective Action

Check that the path name for specified input file is correct.

VSYS80003

The specified start time to extract is wrong. The start time to extract= [[0]]

Description

Extract start time format is invalid, or the specified time is invalid.

Parameter

{0}: Time to start extraction

Corrective Action

Check that the specified time format is correct.

VSYS80004

The log format is wrong. Details= [[0]] Line number= [[1]] Log= [[2]]

Description

The relevant line could not be processed because the log format is wrong (processing of other lines proceeds).

Parameter

{0}: Detailed information

{1}: Line number in the input file

{2}: Content of the log

Corrective Action

The log shown in the error output is not processed. Check that the log with the relevant line is not corrupted.

VSYS80005

Failed to read the input file. Details=[{0}]

Description

Failed to read the input file.

Parameter

{0}: Detailed information

Corrective Action

Eliminate the cause of the error, and then re-execute the command.

VSYS80006

Wrong input file.

Description

Processing was canceled because the time of the log has reversed.

Corrective Action

Check that the correct order was maintained when concatenating the log files.

VSYS80007

Failed to create XML. Details=[{0}]

Description

An error occurred when creating the output information XML.

Parameter

{0}: Detailed information

Corrective Action

Eliminate the cause of the error, and then re-execute the command.

VSYS80008

Two or more [{0}] options are specified.

Description

The [{0}] option has been specified more than once.

Parameter

{0}: Option

Corrective Action

Specify the option once only, and then retry.

VSYS80009

The wrong option is specified. [{0}]

Description

An undefined option has been specified.

Parameter

{0}: Invalid option

Corrective Action

Make sure that an invalid option has not been specified.

VSYS80010

The wrong option is specified. [{0}]

Description

An input file name has not been specified.

Corrective Action

Specify an input file name and retry.

VSYS80011

The start time to extract isn't specified.

Description

A time to start extraction has not been specified.

Corrective Action

Specify a time to start extraction and retry.

VSYS80012

The file already exists. [{0}]

Description

The specified file already exists.

Parameter

{0}: File name

Corrective Action

Specify a file name that does not exist for the output file name.

VSYS80013

The output file name isn't specified.

Description

An output file name has not been specified.

Corrective Action

Specify an output file name and retry.

VSYS80014

Failed to output result. Details=[{0}]

Description

Failed to output file.

Parameter

{0}: Detailed information

Corrective Action

Eliminate the cause of the error, and then re-execute the command.

VSYS80098

Failed to execute the command.

Description

An attempt to execute the command has failed.

Corrective Action

This may be an internal error. Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS80099

Unexpected error has occurred. Details=[{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed error information

Corrective Action

Collect this message and the investigation data, and then contact Fujitsu technical staff.

VSYS80101

Failed to deploy the system. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80102

The configuration information of the specified system doesn't exist.

Description

The configuration information for the specified L-Platform ID does not exist in the L-Platform management function.

Corrective Action

Check the L-Platform ID, and then re-execute the command.

VSYS80103

The specified system doesn't exist in the additional information file. ({0})

Description

The system information for the specified L-Platform ID does not exist in the additional information file.
The L-Platform ID may be incorrect.

Parameter

{0}: L-Platform ID

Corrective Action

Check the L-Platform ID, and then re-execute the command.

VSYS80201

Failed to deploy the server. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80202

The configuration information of the specified server doesn't exist.

Description

The configuration information for the specified server ID does not exist in the L-Platform management function.

Corrective Action

Check the server ID, and then re-execute the command.

VSYS80203

The specified server doesn't exist in the additional information file. ({0})

Description

The server information for the specified server ID does not exist in the additional information file.
The server ID may be incorrect.

Parameter

{0}: Server ID

Corrective Action

Check the server ID, and then re-execute the command.

VSYS80301

Failed to deploy the disk. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80302

The configuration information of the specified disk doesn't exist.

Description

The configuration information for the specified disk ID does not exist in the L-Platform management function.

Corrective Action

Check the disk ID, and then re-execute the command.

VSYS80303

The specified disk doesn't exist in the additional information file. ({0})

Description

The disk information for the specified disk ID does not exist in the additional information file. The disk ID may be incorrect.

Parameter

{0}: Server ID

Corrective Action

Check the disk ID, and then re-execute the command.

VSYS80601

Failed to set the changed configuration information. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80602

The configuration information of the specified system or server doesn't exist.

Description

The configuration information for the specified system or server does not exist in the L-Platform management function.

Corrective Action

Check the L-Platform ID and content of the changed configuration information file, and then re-execute the command.

VSYS80603

The specified system doesn't exist in the changed configuration information file. ({0})

Description

The system information for the specified L-Platform ID does not exist in the changed configuration information file. The L-Platform ID may be incorrect.

Parameter

{0}: L-Platform ID

Corrective Action

Check the L-Platform ID, and then re-execute the command.

VSYS80701

Failed to delete the deployment master. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80801

Failed to change the server status. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80802

The specified server doesn't exist.

Description

The configuration information for the specified server does not exist in the L-Platform management function.

Corrective Action

Check the server ID, and then re-execute the command.

VSYS80803

It can't be changed to the specified status.

Description

The server is in a status that cannot be changed to the specified status.

Corrective Action

Check the status of the server. Alternatively, check the server ID and retry.

VSYS80901

Failed to deploy the segment. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80902

The resource required to deploy the segment doesn't exist. ({0})

Description

The configuration information for the resources required for deploying the specified segment does not exist in the L-Platform management function.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Check the Network ID, and then try again.

If the above does not apply, refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS80903

The specified segment doesn't exist in the additional information file. ({0})

Description

The segment information for the specified network ID does not exist in the additional information file. The network ID may be incorrect.

Parameter

{0}: Network ID

Corrective Action

Check the Network ID, and then try again.

VSYS81001

Failed to deploy the nic. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS81002

The resource required to deploy the nic doesn't exist. ({0})

Description

The configuration information for the resources required for deploying the specified NIC does not exist in the L-Platform management function.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Corrective Action

Check the Server ID, and then try again.

If the above does not apply, refer to the message with the same message ID as the error code in "[Chapter 19 Messages Starting with VSYS](#)".

VSYS81003

The specified nic doesn't exist in the additional information file. ({0})

Description

The NIC information for the specified server ID does not exist in the additional information file. The server ID may be incorrect.

Parameter

{0}: Server ID

Corrective Action

Check the Server ID, and then try again.

Appendix A System Log Messages

This appendix shows a list of messages output to the system log by Resource Orchestrator.
For details of messages, refer to the description of each message.

Admin Servers

- Information Messages

FJSVrcx:INFO:21105:*server_name*:server status is changed to *status*
FJSVrcx:INFO:21111:*server_name*:server registration succeeded
FJSVrcx:INFO:21115:site manager started
FJSVrcx:INFO:21121:site manager stopped
FJSVrcx:INFO:21128:*service_name* started
FJSVrcx:INFO:21129:*service_name* stopped
FJSVrcx:INFO:21140:a setting was not checked because of insufficient information. target=*target*, detail=*detail*
FJSVrcx:INFO:21143:*operation*:started
FJSVrcx:INFO:21144:*operation*:completed
FJSVrcx:INFO:21145:*operation*:cancelled
FJSVrcx:INFO:21146:*name.type* status is changed to *status*
FJSVrcx:INFO:21151:*server_os_name*:*operation* from *server_name1* to *server_name2*
FJSVrcx:INFO:21155:*operation*:cancel started
FJSVrcx:INFO:21167:obj:type configuration information updated
FJSVrcx:INFO:21171:security event occurred.detail
FJSVrcx:INFO:22780:Status of *nodeid* has changed to *status*
FJSVrcx:INFO:22784:*device*:Port *port_name* status change from *prev_status* to *cur_status* has been detected.(*cause*)
FJSVrcx:INFO:29303:SNMPTrap daemon started.
FJSVrcx:INFO:29304:SNMPTrap daemon terminated.

- Warning Messages

FJSVrcx:WARNING:41105:failed to get the server information from *server_name*
FJSVrcx:WARNING:41115:*server_name*:shutdown of the server failed. forced poweroff started
FJSVrcx:WARNING:41116:*server_name*:rebooting of the server failed. forced reboot started
FJSVrcx:WARNING:41303:*server_name*:server status is changed to *status*
FJSVrcx:WARNING:41305:*name.type* status is changed to *status*
FJSVrcx:WARNING:42502:failed to read the configuration file (file=*file*)
FJSVrcx:WARNING:42780:Status of *nodeid* has changed to *status* (*cause*)

- Error Messages

FJSVrcx:ERROR:61104:failed to start *mgr_name*. code=%1
FJSVrcx:ERROR:61106:stopping of *mgr_name* failed. code=%1
FJSVrcx:ERROR:61107:starting of *mgr_name* failed. code=%1
FJSVrcx:ERROR:61111:failed to start site manager. code=%1
FJSVrcx:ERROR:61121:*server_name*:server status is changed to *status*
FJSVrcx:ERROR:61125:*original_server*:failed to shutdown. code=%1
FJSVrcx:ERROR:61130:stopping of site manager failed
FJSVrcx:ERROR:61131:site manager terminated abnormally
FJSVrcx:ERROR:61136:*service_name* stopped abnormally
FJSVrcx:ERROR:61143:*operation*:failed
FJSVrcx:ERROR:61144:*operation*:rollback failed
FJSVrcx:ERROR:61149:*name.type* status is changed to *status*
FJSVrcx:ERROR:61152:*operation*:cancel failed
FJSVrcx:ERROR:61193:invalid license key
FJSVrcx:ERROR:62780:Status of *nodeid* has changed to *status* (*cause*)
FJSVrcx:ERROR:67198:command execution error.*detail*
FJSVrcx:ERROR:67199:*server_name*:target recovery command "command" failed. detail="*detail*"
FJSVrcx:ERROR:67302:*path*:system file not found

FJSVrcx:ERROR:67321: *image* not found.
FJSVrcx:ERROR:67322:agent is not registered. target=*target*
FJSVrcx:ERROR:67324:product-key is not set. target=*target*
FJSVrcx:ERROR:67325:illegal IP address. target=*target*, IP=*ip*
FJSVrcx:ERROR:67326:illegal hostname. target=*target*, hostname=*hostname*
FJSVrcx:ERROR:67328:failed to set hostname. target=*target*
FJSVrcx:ERROR:67329: *image* is already in use.
FJSVrcx:ERROR:67330:illegal operation specified for spare server. target=*target*
FJSVrcx:ERROR:67331:too many versions of cloning image exist. image=*name*
FJSVrcx:ERROR:68295:deployment engine error: *detail*
FJSVrcx:ERROR:68296:deployment engine cli error: *detail*
FJSVrcx:ERROR:68297:power control error: *detail*
FJSVrcx:ERROR:69307:SNMPTrap daemon has stopped.

Information

- On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCX".
- Events similar to the following may be output in the system log, but there are no effects on operation. The computer name of the admin server is displayed for *computer_name*. The startup account specified on installation is displayed for *account*.

Example

Windows saved user *computer_name\account* registry while an application or service was still using the registry during log off. The memory used by the user's registry has not been freed. The registry will be unloaded when it is no longer in use. This is often caused by services running as a user account, try configuring the services to run in either the LocalService or NetworkService account.

Managed Servers

- Warning Messages

FJSVrcx:WARNING:49501:ServerView Agents has stopped

- Error Messages

FJSVrcx:ERROR:61501:the cloning process terminated abnormally. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

FJSVrcx:ERROR:61502:timeout occurred while executing the cloning process. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

Information

On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCXAT".

Server operating the HBA address rename setup service

- Information Messages

FJSVrcx:INFO:21128:*service_name* started

FJSVrcx:INFO:21129:*service_name* stopped

- **Error Messages**

FJSVrcx:ERROR:61135:GENERIC_ERROR:*PxeMftp/PxeParser/PxeService:%1*
FJSVrcx:ERROR:61136:*service_name* stopped abnormally
FJSVrcx:ERROR:61137:PXE server control failed
FJSVrcx:ERROR:61138:internal error
FJSVrcx:ERROR:61139:failed to get information from the management server
FJSVrcx:ERROR:61506:SOCKET_ERROR:*PxeMftp/PxeParser/PxeService:%1*

 **Information**

.....
On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCXRS"
or "JSE_SWRC_FJSVRCXRS_PXE".
.....

Appendix B Messages Output During Installation

This appendix explains the messages that are output during installation.

B.1 Messages Output by FJSVcir

This section explains the messages output by FJSVcir.

FSP_FJSVCIR_CIRINST: ERROR: 101: CIRINST101: Administrator privilege is required.

Description

The user does not have administrator privileges.

Corrective Action

Login with administrator privileges and run the command again.

FSP_FJSVCIR_CIRINST: ERROR: 102: CIRINST102: Failed to create %s

Description

Failed to create a directory during the installation.

%s: Directory name

Corrective Action

Creating the directory might have failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 103: CIRINST103: It is required at least %dMB

Description

Disk space is insufficient.

%d: Disk space

Corrective Action

Confirm that the system has sufficient disk space.

[Windows] FSP_FJSVCIR_CIRINST: ERROR: 104: CIRINST104: Failed to copy CIR files. [Linux][Solaris]FSP_FJSVCIR_CIRINST: ERROR: 104: CIRINST104: Failed to copy CIR installer files.

Description

Failed to copy files required for the installation.

Corrective Action

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 105: CIRINST105: Failed to copy JRE.

Description

Failed to copy JRE required for installation.

Corrective Action

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 106: CIRINST106: Failed to copy CIR**Description**

Failed to copy files required for the installation.

Corrective Action

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 107: CIRINST107: invalid option.**Description**

An invalid option was specified.

Corrective Action

Specify a valid option. [-c]: CUI

FSP_FJSVCIR_CIRINST: ERROR: 108: CIRINST108: JRE which should be deployed is not bundled.**Description**

The appropriate JRE for this system is not bundled.

Corrective Action

Confirm that the product supports the platform.

FSP_FJSVCIR_CIRINST: ERROR: 109: CIRINST109: Unsupported OS.**Description**

Unsupported operating system.

Corrective Action

Confirm that the product supports the operating system.

FSP_FJSVCIR_CIRINST: ERROR: 185: CIRINST185: lsb_release was not found. Install the package below. - redhat-lsb**Description**

lsb_release command was not found.

Corrective Action

Add redhat-lsb package and then execute install again.

FSP_FJSVCIR_CIRINST: ERROR: 186: CIRINST186: lsb_release was not found.**Description**

lsb_release command was not found.

Corrective Action

Add the relevant package and then execute install again.

FSP_FJSVCIR_CIRINST: ERROR: 201: CIRINST201: Administrator privilege is required.**Description**

The user does not have administrator privileges.

Corrective Action

Login with administrator privileges and run the command again.

FSP_FJSVCIR_CIRINST: ERROR: 203: CIRINST203: Failed to delete files.

Description

Failed to delete FJSVcir files.

Corrective Action

Deleting the files failed for some reason. Run cirremove command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 205: CIRINST205: invalid option.

Description

An invalid option was specified.

Corrective Action

No option is supported. Retry without any options.

Internal data is broken.

Description

Internal data used by this product is corrupt.

Corrective Action

Collect the files stored in the following directories and contact Fujitsu technical staff.

[Linux][Solaris]

/var/opt/FJSVCIR/cir/

/etc/opt/FJSVCIR/cir/CIR.properties

[Windows]

[Cloud Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

[Virtual Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

B.2 Messages Output by "Uninstall (middleware)"

This section explains the messages output by "Uninstall (middleware)".

It has already been running in another process.

Description

An attempt was made to start "Uninstall (middleware)" more than once. Alternatively, an attempt was made to start "Uninstall (middleware)" while the installer was starting.

Corrective Action

End any "Uninstall (middleware)" that have already started. Alternatively, start "Uninstall (middleware)" after the installer has ended.

Specified option is invalid.

Description

An invalid option was specified.

Corrective Action

Specify valid options and run the command again.

Please enter a valid option.

Description

An invalid character was entered. Valid characters are y, n, or item numbers.

Corrective Action

Enter a valid character.

Failed to uninstall of the following software packages:

Description

Failed to uninstall the software listed in this message.

Corrective Action

Confirm the information shown after this message and take the appropriate action.

Unable to uninstall the software as it is referred from more than one software.

Description

Unable to uninstall the software because it is used by other software.

Corrective Action

No corrective action is necessary.

Unable to uninstall the software as the software is mandatory.

Description

Unable to uninstall the software because it is required by another program.

Corrective Action

No corrective action is necessary.

Internal data is broken.

Description

Internal data used by this product is corrupt.

Corrective Action

Collect the files stored in the following directories and contact Fujitsu technical staff.

[Linux][Solaris]

/var/opt/FJVCIR/cir/

/etc/opt/FJVCIR/cir/CIR.properties

[Windows]

[Cloud Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

[Virtual Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

Unable to uninstall the software you were about to uninstall as the existence of the software is a precondition for the operation of another software.

Description

Unable to uninstall the software because it is required by another program.

Corrective Action

No corrective action is necessary.

The program terminated abnormally.

Description

The tool has terminated abnormally.

Corrective Action

Collect the files stored in the following directories and contact Fujitsu technical staff.

[Linux][Solaris]

/var/opt/FJSVCIR/cir/

/etc/opt/FJSVCIR/cir/CIR.properties

[Windows]

[Cloud Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

[Virtual Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

An unexpected error has occurred during uninstallation.

Description

An error occurred during uninstallation.

Corrective Action

Collect the files stored in the following directories and contact Fujitsu technical staff.

[Linux][Solaris]

/var/opt/FJSVCIR/cir/

/etc/opt/FJSVCIR/cir/CIR.properties

[Windows]

[Cloud Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

[Virtual Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

Failed to initialize the temp directory.

Description

"Uninstall (middleware)" cannot be started because initialization of the work directory failed.

Corrective Action

Run "Uninstall (middleware)" again. If the problem persists, check whether other processes have accessed the files in the following directories.

[Linux][Solaris]

/var/opt/FJSVcir/cir/temp/meta_db

[Windows]

[Cloud Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\temp\meta_db

[Virtual Edition]

%ProgramData%\Fujitsu\FujitsuF4CR\cir\temp\meta_db

Appendix C Messages Output when Using the Virtual L-Server Export and Import Functions

This appendix explains the messages output when using the VM Converter of the virtual L-Server export and import functions.

VM Converter messages are output in the following locations.

However, these messages are only output when the status of the export or import task is "Error".

- [GUI] The "Message" parameter on the Task Status window
- [CLI] In the "Message" parameter of the Update-ConvertTask -Show command

For the following commands, the messages are output in the execution results.

- [CLI] Start-VMtoLServer
- [CLI] Start-LServertoLPlatform

The specified output folder is not empty.

Description

The folder specified as the storage folder for the exported file is not empty.

Corrective Action

Specify an empty folder.

The attempt to connect to the Web service has failed.

Description

Connection with the VM host failed.

Corrective Action

- The VM host may not have been started.
Start the VM host and perform the operation again.
- The VM host name may not be resolvable from the Windows machine that the VM Converter is installed on. Check whether the name of the target VM host can be resolved. If it cannot be resolved, correct the settings of the hosts file to enable resolution, and then perform the operation again.

Logging-in to the Web service has failed.

Description

Login to the VM host failed.

Corrective Action

Incorrect details may have been specified for account information used for login to the VM host.
Perform the operation again, specifying the correct account.

Downloading the image file has failed.

Description

The process of export from the VM host failed.

Corrective Action

There may not be sufficient space available in the folder specified as the storage location for the exported file. Secure sufficient disk space and perform the operation again.

Unexpected error occurred during the export.

Description

An internal error occurred during connection with the VM host.

Corrective Action

The required VC++ (Visual Studio 2012) runtime (x86 version) may not be installed. Check whether it is installed.

Uploading the image file has failed.

Description

Failed to upload the virtual hard disk file of the virtual machine to the migration target VM host.

Corrective Action

- Check that the free space of the migration target VM host is sufficient, then perform the operation again.
 - The VM host name may not be resolvable from the Windows machine that the VM Converter is installed on. Check whether the name of the target VM host can be resolved. If it cannot be resolved, correct the settings of the hosts file to enable resolution, and then perform the operation again.
-

The specified host was not found.

Description

The migration target VM host could not be found.

Corrective Action

- Check the specified migration target VM host name, then perform the operation again.
 - The VM host name may not be resolvable from the Windows machine that the VM Converter is installed on. Check whether the name of the target VM host can be resolved. If it cannot be resolved, correct the settings of the hosts file to enable resolution, and then perform the operation again.
-

The specified datastore was not found.

Description

The datastore specified by the migration target VM host could not be found.

Corrective Action

Check the datastore name of the migration target VM host, then perform the operation again.

The virtual network specified with the configuration file was not found.

Description

Failed to obtain the information of the virtual network name specified in the virtual machine configuration file.

Corrective Action

Correct the virtual network name specified in the virtual machine configuration file and perform the operation again.

The specified virtual machine name already exists.

Description

A virtual machine name which already exists in the customization file has been specified.

Corrective Action

Check that the computer name specified in the customization file does not overlap with another virtual machine name, and perform the operation again.

The operation has failed because the user does not have permission.

Description

The specified user does not have sufficient access authority for the migration target VM host or the VM management server.

Corrective Action

Check the specified user authority and perform the operation again.

The operation on the web service has timed out.

Description

A timeout occurred during communication with the migration target VM host or the VM management server.

Corrective Action

- Check that there are no problems in communication with the migration target VM host or the VM management server.
- Modify the timeout value.



Information

When specifying thickener using the VMDiskFormat option of the Start-ImportTask command, a timeout may occur during import due to the performance of the migration target host. In that case, modify the timeout value, WebService, for import.

For details, refer to "17.10.3.3 Definition Files for Importing Using the VM Converter CLI" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

The configuration file format is invalid.

Description

The format of the virtual machine configuration file is invalid.

Corrective Action

After correcting the format of the virtual machine configuration file, perform the operation again.

Loading the configuration file has failed.

Description

Failed to load the virtual machine configuration file.
In other cases, the virtual machine configuration file format is invalid.

Corrective Action

After correcting the file path specified in the virtual machine configuration file, perform the operation again.
Or correct the virtual machine configuration file format, and then perform the operation again.

There is an unspecified element or attribute in the configuration file. (%1)

Description

A required element is not specified in the virtual machine configuration file.

Corrective Action

After specifying the required element in the virtual machine configuration file, perform the operation again.

Invalid value has been specified in the configuration file. (%1)**Description**

The attribute value specified in the virtual machine configuration file is an invalid string or value.

Corrective Action

After correcting the attribute value specified in the virtual machine configuration file, perform the operation again.

There is an unspecified value in the configuration file. (%1)**Description**

A required attribute is not specified in the virtual machine configuration file.

Corrective Action

After specifying the required attribute in the virtual machine configuration file, perform the operation again.

vmwType* attribute must be used, when *ovfType* attribute is 1 in the configuration file.*Description**

vmwType is not specified in the virtual machine configuration file.

Corrective Action

After specifying the character string for *vmwType* in the virtual machine configuration file, perform the operation again.

Loading the customization file has failed.**Description**

Reading of the customization file failed.
Or it may be that the format of the customization file is invalid.

Corrective Action

After correcting the file path of the customization file, perform the operation again.
Correct the format of the customization file, then perform the operation again.

The customization file format is invalid.**Description**

The customization file format is invalid.

Corrective Action

After correcting the format of the customization file, perform the operation again.

The specified NIC mode is invalid.**Description**

The network interface mode specified in the customization file is invalid.

Corrective Action

After correcting the network interface mode specified in the customization file, perform the operation again.

The format of the computer name is invalid.**Description**

A string which cannot be used as a computer name in the customization file has been specified.

Corrective Action

After correcting the computer name specified in the customization file, perform the operation again.

The format of the IP address is invalid.

Description

The IP address specified in the customization file is invalid.

Corrective Action

After correcting the IP address specified in the customization file, perform the operation again.

There is a value not specified in the customization file. (%1)

Description

A required element is not specified in the customization file.

Corrective Action

After adding the required element to the customization file, perform the operation again.

The command to customize the virtual machine has failed.

Description

Customization of the virtual machine could not start.

Corrective Action

Modify the timeout value.

Information

As initialization of NICs by the OS takes a long time, customization of the virtual machine using the Start-ImportTask command may not be able to start.

In that case, the message box, "Waiting for NIC initialization has timed-out", is displayed when logging in to the virtual machine for the first time.

Before starting other import operations, modify the timeout value for import, FindNic.

For details, refer to "17.10.3.3 Definition Files for Importing Using the VM Converter CLI" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

Customizing the virtual machine has failed.

Description

Customization of the virtual machine failed.

Corrective Action

Contact Fujitsu technical staff.

Specified file type not supported.

Description

There is an error in one of the following specified file formats.

- The virtual hard disk file of the specified virtual machine (it is not in VMDK format).
- The virtual machine configuration file
- The customization file

Corrective Action

After correcting the format of each file, perform the operation again.

Specified invalid parameter.

Description

There is an error in the specified parameter.

Corrective Action

Specify the correct parameter, and perform the operation again.

In addition, check that the required elements of the following files specified using the argument is described.

- The virtual machine configuration file
 - The customization file
-

Not specified network connection parameter.

Description

The network is not specified in the virtual machine configuration file.

Corrective Action

After correcting the network information specified in the virtual machine configuration file, perform the operation again.

Specified invalid network connection parameter.

Description

There is an inconsistency between the network information specified in the customization file and the virtual machine configuration file.

Corrective Action

After correcting the information to match the number of NICs in the virtual machine configuration file and the customization file, perform the operation again.

Or correct the information to match the Connection names of NICs in the virtual machine configuration file and the customization file, and then perform the operation again.

Unable to connect to remote Server.

Description

Connection to the remote server is not possible.

The port number of the L-Platform API may have been modified from the default value (8014).

Corrective Action

After checking the port number of the L-Platform API of the Resource Orchestrator manager, and specifying the correct port number using the Start-LServertoLplatform command, and perform the operation again.

Converter Engine execution error. (%1)

Description

An unexpected error has occurred.

Corrective Action

When %1 is "Unknown error", processing may have been canceled during an operation.

When unnecessary virtual machines or virtual L-Servers remain in the manager and the host of the migration source and target, delete them and perform the operation again.

For details on the deletion procedure, refer to the manuals of Resource Orchestrator and the VM management software.