



IMAGE SERVICES

System Messages Handbook

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90,1,11	No Courier connection open.	174
90,1,12	Already have Courier connection open.	174
90,1,13	Unknown remote procedure number presented to server.	174
90,1,14	Unknown Courier msg_type.	174
90,1,15	No dictionary for specified id.	175
90,1,17	Call to expand non-existent buffer made.	175
90,1,18	Requested service name does not exist.	175
90,1,19	Unrecognized INX service definition level in NCH record.	175
90,1,20	Only one INX background process to run per database.	176
90,1,22	Unrecognized IS definition in NCH record.	176

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92,0,1	SEC error other than in protocol definition.	178
92,0,13	This object contains access restrictions which are not defined here.	178
92,0,93	An invalid session number was supplied.	178
92,0,97	Access to the security data base is refused.	178
92,0,99	The user has already reached the maximum allowable number of sessions.	179
92,0,108	A duplicate object already exists in the data base.	179
92,0,110	The comments length provided exceeded the maximum allowable length.	179
92,0,124	The service specified does not exist.	180

92,0,125	The device security prevents access.	180
92,0,126	The object is required to be of the user class.	180
92,0,130	The account has expired and is no longer valid.	180
92,0,132	A bad service name was provided.	181
92,0,139	The calculated duration of this logon instance has been exceeded.	181
92,0,140	The device specified has exceeded its expiration date.	181
92,0,141	The group specified has exceeded its expiration date.	181
92,0,152	The group information could not be found.	182
92,0,155	The group-member in the data base already exists.	182
92,0,156	The specified object has already been deleted.	182
92,0,167	The specified function name was not found.	182
92,0,168	The specified function member combination was not found.	183
92,0,169	The specified function name already exists.	183
92,0,170	The specified function member combination already exists.	183
92,0,177	The number of allowable failed password attempts has been exceeded.	183
92,0,179	The specified password requires a special character.	184
92,0,181	The buffer tag definition is not of a recognized type.	184
92,0,182	The object update is denied.	184
92,0,183	The member addition is denied.	184
92,0,184	The object delete is denied.	185
92,0,185	The termination of a logon is denied due to inadequate permissions.	185
92,0,186	The password update is denied due to inadequate permissions.	185
92,0,187	The deletion of the specified member from the group is denied.	186
92,0,188	The addition of the specified object is denied.	186

92,0,189	The user does not have the permissions to add a function. 186
92,0,190	The user does not have the permissions to delete a function. 187
92,0,191	The user does not have the permissions to add a function member. 187
92,0,192	The user does not have the permissions to delete a function member. 187
92,0,198	The concurrent license limit has been reached. 188
92,0,199	The terminal name provided is in an incorrect format. 188
92,0,221	The length of the password provided is out of range. 189
92,0,222	An operation on the specified file failed. An error occurred attempting to open the specified file name. 189
92,0,223	The import version contained in the import file is not recognized. 189
92,0,224	The export file has a different default char set than the import system. 190
92,0,226	The import file is in an incorrect format. 190
92,0,227	There were missing or improper import parameters. 190
92,0,228	The domain length may not exceed 20 characters in length. 191
92,0,229	The import object class conflicts with that of an existing object. 191
92,0,231	A user who is not SysAdmin attempted to export the security data base. 191
92,0,232	A user who is not SysAdmin attempted to import the security data base. 192
92,0,234	The session handle is stale. The security service was rebooted. 192
92,0,235	The relogon information provided is inaccurate. 192
92,0,240	The concurrent license is either expired or missing. 193

92,2,2	The password provided does not match that in the data base. 193
92,2,4	The requested object does not have a membership intersection. 193
92,2,5	Read permission is denied. 194
92,2,6	Write permission is denied. 194
92,2,7	Append/execute permission is denied 194
92,2,8	The user, group, or device object information could not be found. 195
92,2,11	The requesting user is not logged onto the security service. 195

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121,0,73	Both primary and secondary passwords are invalid to connect to RDBMS. 198
121,0,74	Table row length exceeds the limit for the page size. 198
121,0,75	User account is set with incorrect environment variables. 198
121,1,1	Unexpected call to dummy routine. 199
121,1,201	Control file 'nn' version nn incompatible with ORACLE version nn. 199
121,1,206	Error in writing control file 'name' (block nn, # blocks bb). 199
121,1,255	Error occurred during archival of log 'll', sequence # ss. 199
121,1,470	LGWR process terminated with error. 200
121,1,471	DBWR process terminated with error. 200
121,1,472	PMON process terminated with error. 200
121,1,474	SMON process terminated with error. 200

121,1,1005	Null password given; logon denied.	201
121,1,1033	ORACLE initialization or shutdown in progress.	202
121,1,1034	ORACLE not available.	202
121,1,1038	Cannot write database file version ff with Oracle version vv.	202
121,1,1039	Insufficient privileges on underlying objects of the view.	203
121,1,1079	ORACLE database was not properly created, operation aborted.	203
121,1,1104	Number of control files nn does not equal number for first instance nn	203
121,1,1107	Database must be mounted for media recovery.	204
121,1,1108	File nn is in media recovery.	204
121,1,1114	IO error writing blocks of file 'ff ' (block # nn, # blocks bb).	204
121,1,1115	IO error reading blocks from file 'ff ' (block # nn, # blocks bb).	205
121,1,1541	System tablespace cannot be brought offline; shut down if necessary.	205
121,1,1552	Cannot use system rollback segment for non-system tablespace.	206
121,1,1562	Failed to extend rollback segment (id = nn).	207
121,1,1578	ORACLE data block corrupted (file # ff, block # bb).	208
121,1,3113	End-of-file on communication channel.	208
121,1,3114	Not connected to Oracle.	208
121,9,65534	DB2 error occurred.	208
121,10,65534	Encountered DB2 error which was not from data source.	209

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130,32,2	Insert the labeled optical media into the library.	211

130,32,3	Insert the labeled MSAR surface into the library.	211
130,33,1	Library calibration started.	211
130,33,2	Library calibration ended.	212
130,33,3	Identification of all media has started.	212
130,33,4	Identification of all media has ended.	212
130,33,5	All drives are disabled.	213
130,33,6	Found surface (formally unidentified).	213
130,33,7	Surface is lost (not where expected).	213
130,33,8	Surface to be ejected due to previous error.	214
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130,33,10	Drive retry limit exceeded for media operation.	214
130,33,11	Drive disabled due to previous error.	215
130,33,14	A slot has been disabled.	215
130,33,15	Media formatting has started. This may take a while.	215
130,33,16	Media formatting has completed.	216
130,33,17	Identification of all media failed. Refer to log for details.	216
130,33,18	Surface is disabled for read and write.	216
130,33,19	Surface is disabled for write.	217
130,33,20	Library has been changed to normal mode.	217
130,33,21	Library has been changed to backup mode.	217
130,33,22	Library has been changed to disabled mode.	218
130,33,23	Library failed to change to normal mode.	218
130,33,24	Library failed to change to backup mode.	219
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133,0,11	Storage Library disabled. 223
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133,0,44	Media out of place or upsidedown in slots. Rack 0 sensor intercepted. 224
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133,0,50	Failed to eject an upsidedown media from drive because I/O station is full. 225
133,0,51	Failed to eject an upsidedown media from drive. See sys log sense data. 226
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155,2,2	COR_CrAprConn: maximum COR connections exceeded. 228
155,2,3	COR_CrAprConn: not enough memory for buffer. 229
155,3,1	COR_CrListener: bad cor handle. 229
155,3,2	COR_CrListener: maximum COR connections exceeded. 229
155,3,3	COR_CrListener: not enough memory for buffer. 230
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155,18,112	COR_Listen: cannot fork.	231
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161,255,5	MKF: OS: file read or write error.	238
161,255,6	MKF: OS: no such device or address. (Write off end of partition?)	238
161,255,12	MKF: OS: out of main memory.	239
161,255,13	MKF: OS: permission denied error.	239
161,255,22	MKF: OS: invalid argument error.	239
161,255,23	MKF: OS: file table overflow.	239
161,255,24	MKF: OS has too many open files.	240
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161,255,1038	MKF: File names passed to MKF_open must be full path names.	242
161,255,1040	MKF: An operation was attempted on an MKF database before the database was initialized.	242
161,255,1041	MKF: The MKF database is shut down.	242
161,255,1042	MKF: The database is in a state unknown to MKF.	243
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161,255,1060	MKF: End of file encountered.	244
161,255,1063	MKF: Cannot initialize database in its current state.	244
161,255,1071	MKF: Illegal database state transition.	245
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161,255,1148	MKF: First block of recovery log does not splice in...	246
161,255,1163	MKF: Control block level unknown to current version of MKF.	246
161,255,1178	MKF: Data disk read problem, and retry limit exceeded.	247
161,255,1179	MKF: Recovery log disk read problem, and retry limit exceeded.	247
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161,255,1214	MKF: This error has an associated error log message...	248
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161,255,1217	MKF: Before images needed for crash recovery...	249
161,255,1228	MKF_import: bad input block size.	249
161,255,1229	MKF: MKF_import: bad input data format level.	249
161,255,1232	MKF_import: error reading restart file.	250
161,255,1233	MKF_import: error writing restart file.	250
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161,255,1314	MKF: online backup: bad interface level.	253
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161,255,1325	MKF: Attempt to run MKF_ddl or a restore after the database has been opened normally.	253
161,255,1327	MKF: The recovery log has wrapped around.	254
161,255,1334	MKF: After a restore, the recovery log spliced in.	254
161,255,1335	MKF: After a restore, the recovery log did not splice in.	255
161,255,2003	MKF_fixup: too many tables. Recompile with larger MAXRECTYPES val.	255
161,255,2012	MKF_fixup: insufficient scratch disk.	255
161,255,4002	MKF_zeroaij: out of local memory.	256
161,255,4004	MKF_zeroaij: short write.	256
161,255,5001	MKF_zeroaij: read error	256
161,255,5002	MKF_zeroaij: out of local memory	256
161,255,5004	MKF_zeroaij: short write	256
161,255,6006	MKF_verify: end of file encountered.	257

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169,1,5	Source must be T (tape) or D (disk file). 259
169,1,6	Line length cannot be zero. 260
169,1,8	Checkpoint file is invalid. The magic number is incorrect. 260
169,1,9	Log file is invalid. The magic number is incorrect. 260
169,1,10	Cannot find COLD report name after reading maximum no. of rows. 261
169,1,11	Non-fatal error(s) occurred. Check remainder of log file. 261
169,1,12	Invalid character in column one of line or wrong character translation selection check system log file. 262
169,1,13	COLD verification mode must be run on a display terminal. 262
169,1,14	Character set must be A (ASCII) or E (EBCDIC). 263
169,1,15	Channel control spacing passes the lines per page. 263
169,1,16	Channel control vertical tab, wrong line on output page. 263
169,1,17	Channel control vertical tab passes the line per page. 264
169,1,18	Conversion from OLD type to INX type not supported. 264
169,1,19	Doc has too many pages (> 1000). 264
169,1,20	No. of pages in the current batch exceeds 2000. 265
169,1,21	Attempt to write to a batch that is full. 265
169,1,22	The environment DISPLAY must be set to use X-window. 265
169,1,23	The major version of the report format has been changed. 266
169,1,24	The magic number of this file has been changed. 266
169,1,25	The specified print text width beginning at the starting column exceeds the line length. 266

169,1,27	Document class definition has changed since this report format was built. 267
169,2,1	Syntax error in command line. Run 'cold_3770 -h' to display the usage. 267
169,2,2	The syntax for manually starting the cold daemon is just "cold_3770 [-d <dirname>] 267
169,2,3	cold_3770: error opening directory. 268

TPI (192) Messages 269

192,0,4	TPI main(): Bad version for link. 270
192,1,5	TPI_SendPEPReq: PEP_CrRequester() error. 270
192,1,6	TPI_SendPEPReq: PEP_SendRequest() error. 270
192,2,2	TPI_OpenPEPStr: out of memory. 271
192,2,7	TPI_OpenPEPStr: PEP_CrReplier() error. 271
192,4,1	TPI_GetPEPReq: wrong client type. 271
192,4,3	TPI_GetPEPReq: No packet, timeout. 272
192,4,9	TPI_GetPEPReq: PEP_GetReq() error. 272
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SysV (202) Messages 274

202,0,1	An invalid argument was passed to a malloc call. 275
202,0,2	The number of bytes requested from getarea were not available. 275
202,0,3	An unknown error was returned from malloc. See error log for errno (error number). 275
202,0,4	The code version of the abstract does not match that of its client. 275

202,0,5	The size of shared memory requested from getgloarea is too big. See error log for size restrictions. 276
202,0,6	The software limit of allotted shared memory segments has been exceeded. 276
202,0,7	There is no shared memory available for the current process. 276
202,0,8	An abstract or program has attempted to return shared memory originally allocated by another abstract. 276
202,0,9	Program error. The shared memory manager traps segmentation violations to detect unattached processes. 277
202,0,10	An invalid size parameter was passed to shmget when attempting to allocate a shared memory segment. 277
202,0,11	The permissions requested by the process for the shared memory segment could not be granted by the system. 277
202,0,12	The maximum number of allowed shared memory identifiers has been exceeded. 278
202,0,13	The amount of available shared memory is not sufficient for the request. 278
202,0,14	An unknown error was returned from shmget. See error log for errno (error number). 278
202,0,15	An invalid argument (probably the address) was passed to shmat (shared memory operations). 278
202,0,16	The requested operating permissions were denied for the process. 279
202,0,17	The available data space was not large enough to accommodate the shared memory segment. 279
202,0,18	The number of shared memory segments mapped to the calling process would exceed the system-imposed limit. 279
202,0,19	An unknown error was returned from shmat (shared memory operations). See error log for error number. 279

202,0,20	An unknown IPC key was passed to sysv_get_key. This should not happen. 280
202,0,21	The system paging space is too low... 280
202,0,22	The shared memory overhead structure has some inconsistencies. 280
202,0,23	Invalid shm_handle. 280
202,0,24	shmat/shmdt/shmctl system error. Refer to log. 281
202,0,25	This is only a warning message. The hard coded addresses were used instead of finding the best possible dynamically. 281
202,0,26	Shared Memory Manger does not exist and it is not the first time 281
202,0,27	Not an error. This tuple is used for tracing. 281
202,0,29	Is not a shared memory address. 282
202,0,30	Memory corruption detected refer to error log. 282
202,0,32	System fn_pin error. Refer to error log for errno. 282
202,0,33	Signal SIGQUIT was received. There should be a core file. 282
202,0,34	Signal SIGILL was received. There should be a core file. 283
202,0,35	Signal SIGTRAP was received. There should be a core file. 283
202,0,36	Signal SIGEMT was received. There should be a core file. 283
202,0,37	Signal SIGFPE was received. There should be a core file. 284
202,0,38	Signal SIGBUS was received. There should be a core file. 284
202,0,39	Signal SIGSYS was received. There should be a core file. 284
202,0,40	Signal SIGXCPU was received. There should be a core file. 285

202,0,41	Signal SIGXFSZ was received. There should be a core file. 285
202,0,42	Signal SIGDANGER was received. There should be a core file. 285
202,0,43	Unknown signal this should never happen. This is sanity check. 286
202,0,1045	An error occurred attempting to open a process event object 286
202,0,2001	Failed to find the binary for a FileNet abstract (DLL) 286
202,0,2003	Abstract initialization function not found while linking an abstract 286
202,0,2004	SHM DLL was not able to allocate process globals correctly 287
202,0,2005	An error occurred attempting to open a shared file mapping object 287
202,1,1	An error was encountered in the semctl(2) call returning the error number (errno) logged in the system error log. 287
202,1,2	The software limit of allotted interlocks has been exceeded. 288
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202,1,4	A claim on an application interlock was unsuccessful. 288
202,1,5	The release of an application interlock was unsuccessful. 289
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202,1,7	A claim on a system interlock was unsuccessful. 289
202,1,8	The release of a system interlock was unsuccessful. 290
202,1,9	The software has run out of semaphore sets based on software imposed limits. 290
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202,1,11	An error occurred while attempting to create a new semaphore set. 291

202,1,12	A waitshare on an interlock was unsuccessful.	291
202,1,14	Semaphore key has wrapped around	291
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202,1,2006	An error occurred attempting to create a process event object	293
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202,2,1	The gethostbyname() call failed returning the error number (errno) logged in the system error log.	296

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202,4,1	Program error: abs_end_init was called without first calling abs_begin_init. 297
202,5,1	A call to put_pg_globals was unsuccessful due to an error in the putenv call. 298
202,5,2	A call to get_pg_globals was unsuccessful due to an error in the getenv call. 298
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FCL (202) Messages 299

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202,100,15	FCL: An invalid drive letter was specified. 302
202,100,20	System resource limit was encountered. 302
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212,3,4	FN_UTIL error - cannot initialize MKF database. 316
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212,3,7	FN_UTIL error - MKF_ddl failed, cannot update database. 316
212,3,8	FN_UTIL error - Oracle error. 316
212,4,15	fn_dataset_config ERROR - stopping FileNet IMS. See error log. 317
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222,0,1007	EBR: Failed to open EBR script file. Refer to syslog for errno. 319
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About This Manual

The *FileNet Image Services System Messages Handbook* describes selected system messages the FileNet Image Services software issues for System Administrators. This section describes the following:

- Related Documents
- Training
- Comments and Suggestions

Related Documents

The following is a list of IS-related FileNet documents:

System Administrator's Handbook

System Administrator's Companion for UNIX

System Administrator's Companion for Windows Server

System Tools Reference Manual

COLD 4.0.0 Handbook

MSAR Procedures and Guidelines

MSAR Procedures and Guidelines

Guidelines for Installing and Configuring IBM DB2 Software

FileNet Education

FileNet provides various forms of education. Please visit Global Learning Services on FileNet's Web site at (www.filenet.com).

Comments and Suggestions

FileNet invites all customers to communicate with the Documentation group on any question or comment related to FileNet manuals and on-line help. Send email to docs@filenet.com. We will make every effort to respond within one week. Your suggestions help us improve the products we deliver.

Introduction

The Image Services software displays messages to provide information, indicate status, and alert you to error conditions.

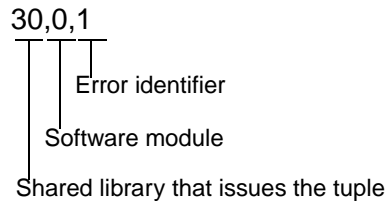
This handbook groups messages by the shared library which issues the messages. Each section begins with a brief functional description of the shared library, followed by a list of selected messages.

To help you understand system messages, this chapter presents the following topics:

- [“Identifying Message Tuples” on page 48](#)
- [“Using fn_msg Tool” on page 48](#)
- [“Identifying Shared Libraries” on page 50](#)
- [“Referring to Message Descriptions” on page 52](#)
- [“Understanding Severity Levels” on page 52](#)
- [“Notifying the FileNet Response Center” on page 53](#)

Identifying Message Tuples

Messages include a three-part numerical identifier called a tuple (for example, 30,0,1). The following diagram identifies each part of the tuple:



This handbook lists messages in numerical order by tuple.

Using `fn_msg` Tool

You can use the `fn_msg` tool to retrieve additional information for messages. Enter the following at the command line:

```
fn_msg <tuple>
```

where <tuple> is the three-part number preceding the message text.

For example, if you receive this message:

```
30,0,1 Optical disk drive not ready.
```

Enter this command to display additional information:

```
fn_msg 30,0,1
```


The following text displays:

```
<ODX,0,1> Drive not ready.  
This typically is an intermittent drive problem which can be recovered from by either  
retrying the I/O, or removing/reinserting the media in the drive and then retrying the I/O.
```

In this example, ODX indicates the issuing shared library is the Optical Disk Transfer, followed by additional information for resolving the error.

The system sometimes displays an error code as a single hexadecimal number, instead of displaying the three-part error tuple. You may use the **fn_msg** tool to interpret the hexadecimal version of the error tuple as well.

For example, the hexadecimal equivalent of the error tuple <30,0,1> is 0x1E000001. In this case, running any of the following commands produces the same text:

```
fn_msg 30,0,1  
fn_msg 0x1e000001  
fn_msg 1e000001
```

Note The **fn_msg** tool accepts hexadecimal values in either upper or lower case hexadecimal numbers and does not require leading **0x**'s.

Identifying Shared Libraries

Image Services shared libraries (previously called “abstracts”) issue informational, status, and error messages. The first part of each error tuple helps you identify the shared library that generated the error.

The following table lists shared libraries by the ID numbers displayed with each generated error tuple. The second column shows the message identifier displayed with the tuple description in response to the **fn_msg** command. The third column shows the name of the shared library or subsystem that generated the error tuple.

Image Services Shared Libraries Identified in First Part of Error Tuples

Tuple ID	fn_msg ID	Shared Library Name/Subsystem
15	SPP	Sequenced Packet Protocol
26	DC	Document Copy Services
30	ODX	Storage Library Media Errors
34	ERM	Error Maintenance
52	DLS	Document Locator Service
58	DT	Docs Table
63	SNT	Scalar Numbers Table
64	ODT	Optical Disk Table (DS II)
65	HLT	High Level Tasks (Document Services)
67	SCH	Scheduler (DS II)
72	FSM	FAX Server Manager
76	OSA	Optical Storage - DS II
79	CNF	Document Services Configuration
80	DOC	Document Services
87	PRI	Print Services
88	BES	Batch Entry Services

Image Services Shared Libraries Identified in First Part of Error Tuples

Tuple ID	fn_msg ID	Shared Library Name/Subsystem
89	FP	Floating Point Routines
90	INX	Index Services
92	SEC	Security Service
121	GDB	Generic Database Interface
130	OPM	Document Services Operator Messages Passing (DS II)
133	ARM	OSAR Arm Manager (DS II)
155	COR	Courier RPC Protocol
156	NCH	Network Clearing House Service
161	MKF	Multi-keyed Files
169	OLD	Computer Output to Laser Disk (COLD)
192	TPI	Transport Interface
202	FCL	FileNet Compatibility Layer
202	SysV	System V Miscellaneous Routines
203	GV	GV Subsystem — Graphics Utilities for System 5
204	NL	GL Subsystem — National Language Translation
212	CDB	Configuration Database
222	EBR	Enterprise Backup/Restore (BR2)
232	SLM	Software License Management
236	LSI	Library Surfaces Information
238	SDS	Single Document Storage

Referring to Message Descriptions

The messages included in this manual have been selected based on frequency of occurrence and the requirement for additional information in troubleshooting. Each message description includes the following:

- **Message** – The message text that displays on your screen, including the three-part error tuple (or message code) followed by the text of the message.
- **Cause** – An explanation of what occurred to trigger the message displayed.
- **Action** – Suggested corrective steps you can perform in response to the message.

Note

In some cases, an error message could have more than one cause. If the message cause and action statements do not adequately explain the system event that triggered an error tuple, contact your customer support representative.

Understanding Severity Levels

The system adds severity levels to some common error messages recorded in the system log file. These messages might show either the severity level number, type, or both number and type.

The following table describes the possible severity levels.

Log File Error Message Severity Levels

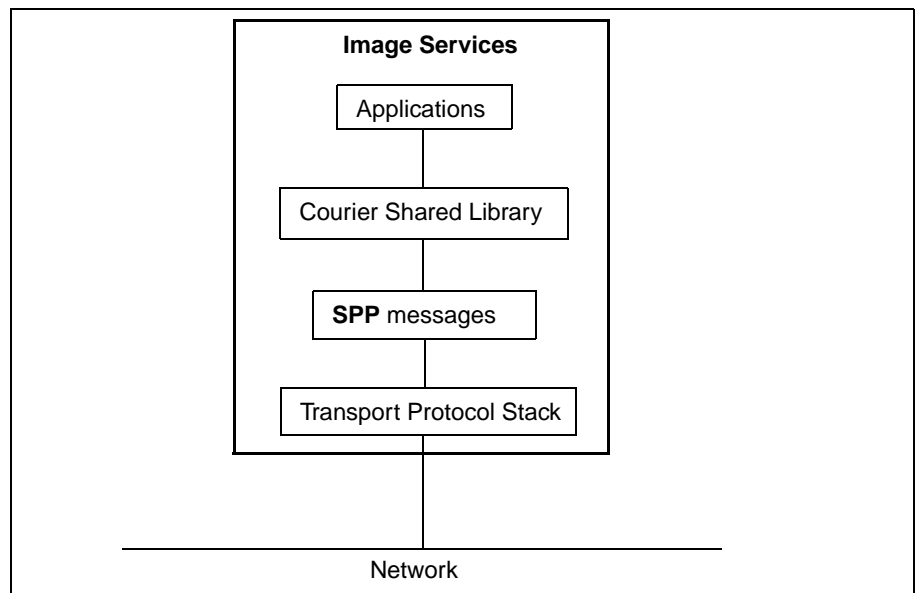
Number	Type	Description
1	INFO	This identifies an informational message that notes the occurrence of an important software event. This event is not an exception and does not require any operator intervention. For example, the system generates boot and security related messages for information only.
2	WARNING	This indicates a non-fatal exception or low resource condition which has caused or may soon cause production operation of Image Services to become blocked. This type of error requires prompt attention from the system administrator, but is not an immediately blocking problem. For example, the system generates warning messages when system resources are low or exceptions occur that the software can work around.
3	OPERATOR	This notifies the operator of a normal condition that requires intervention. For example, the system prompts the user when to insert another disk during an installation. This type of error may require immediate operator attention, but is a normal event, not an exception.
4	SERIOUS	This alerts you to a serious error described in the logged message. You should notify the appropriate FileNet support person of messages logged with a serious severity level.
5	CRITICAL	This alerts you to an exception or out of resource condition that has caused or may soon cause one or more critical IS services to become disabled, or which has caused or may soon cause the loss of customer data. This type of error requires immediate attention from the system administrator.

Notifying the FileNet Response Center

If the suggested corrective steps for the message instruct you to notify the FileNet Response Center, write down the tuple and message text. The support representative requires this information to resolve the problem.

SPP (15) Messages

The Sequential Packet Protocol (SPP) messages indicate network errors. The transport protocol level generates SPP messages. The Courier shared library maps certain TCP errors to corresponding SPP tuples.



SPP messages diagram

SPP message tuples begin with 15. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

Note The middle value in the following tuples can vary, although the same message text displays.

15,16,17

SPP_ErrNoOpenRp: No open reply received for open connect request.

Cause: The peer application (either client-side or server-side) did not respond to a connect request because of a network hardware, configuration, or application error.

Action: Perform the following troubleshooting actions:

- Use a network diagnostic tool such as ping to verify the connection to the destination host.
- Verify the network configuration information (such as the network address).
- Ensure that COR_Listen is running on the destination host.
- Ensure that COR_Listen on the destination host is configured to use the same protocol (TCP) as the client.
- Ensure there is media in the drive(s).

15,255,2

SPP_ErrAttnOutB: Attention pkt returned out-of-band.

Cause: An application error occurred. The peer application (either client-side or server-side) terminated a bulk transfer by sending attention data.

Action: Contact the FileNet Response Center.

15,255,8**SPP_ErrBadState: Invalid connect state for operation.**

Cause: A SubSystem Type (SST) value for close or close reply was received unexpectedly. The SubSystem Type is a field in the header that indicates when a connection is being closed.

Action: Contact the FileNet Response Center.

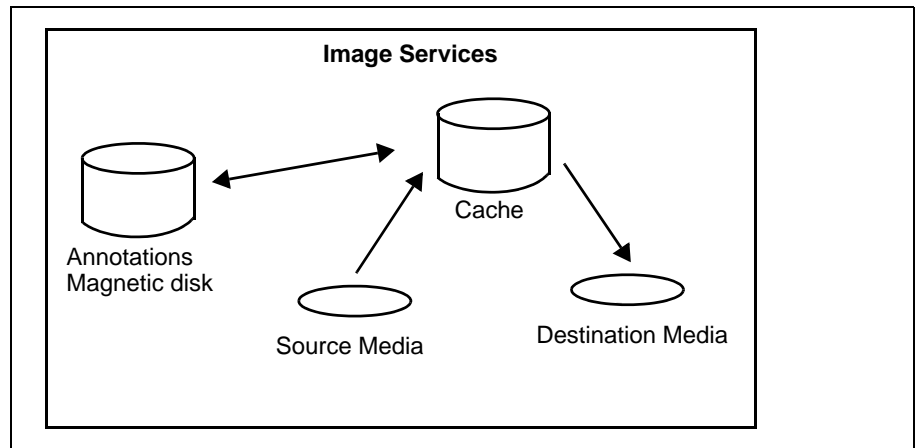
15,255,12**SPP_ErrNewSST: Data stream type change returned.**

Cause: An application error occurred. An unexpected transition occurred between the Remote Procedure Call (RPC) dialogue and the bulk data transfer.

Action: Contact the FileNet Response Center.

dccopy (26) Messages

The document copy (dccopy) shared library is a background process, started by the stdccopy utility or the Copy Documents option of the Background Job Control Program (BJC). The dccopy program copies documents and associated document annotations between media. The dccopy program retrieves the information from the source media into cache, then writes the information to the destination media, as shown below.



dccopy Shared Library Diagram

The dccopy shared library message tuples begin with 26. The following paragraphs provide information on selected tuples.

26,0,1**Invalid phase number.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

26,0,2**Invalid number of arguments on run command.**

Cause: There is probably a version mismatch between the BJC program and the doccopy program. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of BJC and doccopy. Reconstruct the files by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

26,0,3**Invalid job number on run command (not a number).**

Cause: There is probably a version mismatch between the BJC program and the doccopy program. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of BJC and doccopy. Reconstruct the files by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

26,0,4**Can't open/create 'CpyUid' file.**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,5

Can't write 'CpyUid' file.

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,6**Fsync failed on 'CpyUid' file**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,7**Read failed on 'CpyUid' file.**

Cause: This is a probable operator error. The file may have been deleted or the file may be corrupted.

Action: Verify the existence and integrity of the file. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,8**Logic error in document copy background process.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

26,0,9**Copy aborted via operator request.**

Cause: The operator cancelled the document copy operation.

Action: This is an informational message. A response is unnecessary.

26,0,10**Seek failed on 'CpyUid' file.**

Cause: This is a probable operator error. The file may have been deleted or the file may be corrupted.

Action: Verify the existence and integrity of the file. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,11**Write failed on log file.**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,12**Fsync failed on log file.**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,13**Can't determine size of 'CpyLog' file.**

Cause: This is a probable operator error. The file may be corrupted or the file may have been deleted.

Action: Verify the existence and integrity of the file. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,14**Can't seek to end of 'CpyLog' file.**

Cause: This is a probable operator error. The file may be corrupted or the file may have been deleted.

Action: Verify the existence and integrity of the file. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,15**Can't open/create log file.**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,16**Cache too full for copy to continue, copy waiting.**

Cause: The cache has not yet cleared out the documents copied to the target media. This condition is temporary and clears automatically.

Action: This is an informational message. A response is unnecessary.

26,0,17**Sort phase aborted due to error.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

26,0,18**Document not written on surface selected for copy.**

Cause: There were no documents on the selected media surface.

Action: Verify that the media surface number to be copied is correctly specified.

26,0,19**Could not open input file with document ids of documents to be copied.**

Cause: This is a probable operator error. The file you specified containing the document ID may have been deleted or the file may be corrupted.

Action: Verify the existence and integrity of the file. Check the syslog for an error message similar to the following:

Can't open input document id file (/dirname/filename), errno=29

Correct the file name and rerun the document copy job.

You can select Event Log from the Monitor menu of the Task Manager window. For information on the Task Manager, see the [***System Administrator's Handbook***](#). If the file is corrupted, contact the FileNet Response Center.

26,0,20**Could not seek in input file of document ids.**

Cause: This is a probable operator error. The file may have been deleted. The file, if present, may be corrupted.

Action: Verify the existence and integrity of the file. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,21**Could not read input file of document ids.**

Cause: This is a probable operator error. You may not have read permission for the file. The document ID file name may be misspelled. The file may be corrupted.

Action: Verify the existence and integrity of the file. Ensure that the file permissions are properly set. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,22**Invalid document id in input file of document ids.**

Cause: An invalid document ID was placed into the file or the file may be corrupted.

Action: Verify the existence and integrity of the file. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,23**Failed to get memory via getarea.**

Cause: There is excessive activity on the server.

Action: Contact the FileNet Response Center for assistance in tuning the performance of your system.

26,0,24**Transaction log does not have location of primary copy of document.**

Cause: An invalid combination of stdocopy parameters was specified. You cannot specify an operation that reads the primary copy of a document, specifies a surface ID of a transaction log disk, specifies the use of the surface directory, and specifies that documents not in the database be copied.

Action: Change any of the above four conditions and retry the copy operation. Refer to the *System Tools Reference Manual* for information on valid combinations of stdocopy parameters. For example, the following combination is valid: `–onecopy, –surface<surfaceid>, –findby surface`. However, adding the `–nodatabase` option to the above example invalidates the combination.

26,0,25**Cannot specify to move documents not in database.**

Cause: An illegal combination of parameters for the copy operation was specified. The stdocopy parameters `–updatedb` and `–nodatabase` were specified to move the documents (update the permanent database with new document locations when they are copied), and to copy documents not in the database.

Action: Change the copy parameters to a valid combination and retry the operation. Refer to the *System Tools Reference Manual* for stdocopy parameters.

26,0,26**Cannot copy more than 4 million documents with a single copy job.**

Cause: The maximum allowable number of documents to be copied has been exceeded.

Action: Reduce the number of documents to below four million (4,000,000) and retry the copy operation.

26,0,27**Can't open 'CpyAnt' file for annotations.**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,28**Can't lseek in 'CpyAnt' file.**

Cause: This is a probable operator error. The file may have been deleted or the file may be corrupted.

Action: Verify the existence and integrity of the file. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,29**Can't read from 'CpyAnt' file.**

Cause: This is a probable operator error. You may not have read permission for the file. The file may have been deleted or the file may be corrupted.

Action: Verify the existence and integrity of the file. Ensure that the file permissions are properly set. If the file is missing, rerun the document copy job. If the file is corrupted, contact the FileNet Response Center.

26,0,30**Can't write to 'CpyAnt' file.**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,31**Can't fsync 'CpyAnt' file.**

Cause: The local file system does not contain enough free space to complete the operation.

Action: Run the df utility to verify the amount of available space in the local file system. If the file system is full, remove any unnecessary files, then enter the sync command to flush the memory buffers. If there is still inadequate space, use your system administration manager program (for example, SMIT on the AIX Series 6000 or SAM on the HP 9000/800) and the Configuration Editor to increase the size of your local file system or contact the FileNet Response Center for assistance. See the Configuration Editor online help.

26,0,32**Can't copy annotations with other options specified.**

Cause: Cannot copy annotations when 'output_origloc' = TRUE, 'use-surfsdir' = TRUE, and 'noolddocs' = FALSE, because the output family is not designated. These values are set as a result of specifying the –usecluster, –findby surface, and –nodatabase options.

Action: Cannot copy annotations if you specify the –usecluster parameter. Change the parameters to a valid combination and retry the operation. Refer to the *System Tools Reference Manual* for stdoccopy parameters.

26,0,33**Bad server id in either FLT or SLT.
A bad server id (0) is in either FLT or SLT, or FLT has
'num_ids' = 0.**

Cause: The system-assigned Storage Library server ID is invalid (contains an ID of 0) in either the family locator (family_locator) table or surface locator (surf_locator) table, or the family locator table has a num_ids value of zero (0). This is probably an internal error with the System Configuration software that occurred during configuration of a multiple Storage Library server environment.

Action: Contact the FileNet Response Center.

26,0,34**Input surface must reside on local Storage Library
Server for type of copy selected.**

Cause: The document copy program is unable to read the surface directory of media from a remote Storage Library server.

Action: Start this copy operation locally (on the Storage Library server where the surface is located).

26,0,35**Output family id must be on the local Storage Library Server for the type of copy selected.**

Cause: An attempt was made to copy documents and annotations to a remote Storage Library server. Documents can be written to a remote Storage Library server. However, annotations, which reside in a magnetic disk database, cannot be written remotely. The document copy program is unable to copy annotations from the surface directory to a disk on a remote Storage Library server.

Action: Change the copy request to indicate only the documents in the database, and retry the copy operation. Alternatively, you can copy the annotations to a disk family that is local to the local Storage Library server.

26,0,36**Illegal options for erase media.**

Cause: This message can display for various reasons, including the following:

- A surface ID was not specified (rather, a file was specified that contained document IDs).
- The `-updatedb` option was not specified.
- The doccopy program cannot determine whether both sides were copied when you specified a file containing document IDs. For example, an interruption in the document copy operation may have occurred, resulting in an incomplete copy of all documents, or you specified that documents from side A only be copied. A disk can only be erased after all documents on either side B, or sides A and B, are copied.

Action: Retry the media copy, then retry the media erasure. If the condition persists, contact the FileNet Response Center for assistance.

26,0,47

The Document Copy program is unable to copy updated short descriptors from remote disk(s).

Cause: An attempt was made to copy updated short descriptors from remote disk(s). If the source disk(s) has updates, the `-newindexes` option is not selected, and the source disk(s) is remote, this error will occur.

Action: There are several ways around this:

- Move the remote source disk to a library attached to the local Storage Library server.
- Run **stdoccopy/Xbjc** on the same Storage Library server as the source disk.
- Use the **-newindexes** option when invoking `stdoccopy` or select “Update document indexes with current information” in `Xbjc`.
- If the **-newindexes** operation cannot be used as described in the previous bullet because there are no entries in the Index database, the source surface(s) must first be imported, then copied with the **-newindexes** option.

26,0,48**The Document Copy program is unable to copy updated short descriptors to a remote disk(s).**

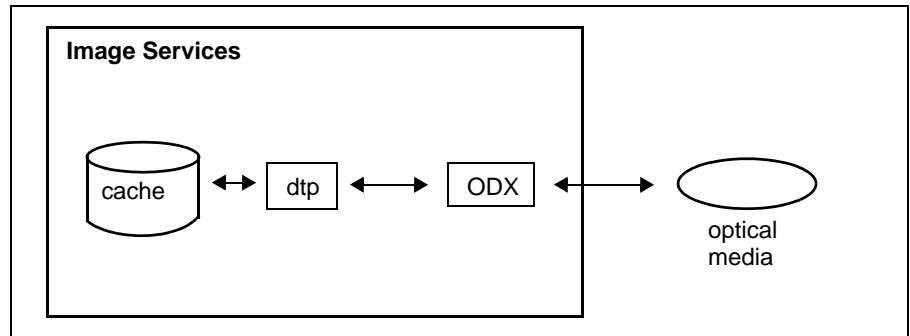
Cause: An attempt was made to copy updated short descriptors to a remote disk(s). If the source disk(s) has updates, the `-newindexes` option is not selected, and the target disk(s) is remote, this error will occur.

Action: There are several ways around this:

- Move the remote target disk to a library attached to the local Storage Library server.
- Run **stdoccopy/Xbjc** on the same Storage Library server as the target disk.
- Use the **-newindexes** option when invoking `stdoccopy` or select “Update document indexes with current information” in `Xbjc`.
- If the **-newindexes** operation cannot be used as described in the previous bullet because there are no entries in the Index database, the source surface(s) must first be imported, then copied with the **-newindexes** option.
- It may be necessary to select a family that does not have any remote preferred libraries.

ODX (30) Messages

The Optical Disk Transfer (ODX) shared library manages data transfer between the optical media and the cache for Optical libraries and magnetic storage media and cache for MSAR libraries.



ODX Shared Library Diagram

ODX shared library message tuples begin with 30. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

30,0,1**Drive not ready.**

Cause: The optical drive has not sent a ready status to the server. This typically is an intermittent drive problem which you can correct by either retrying the I/O, or removing/reinserting the media in the drive and then retrying the I/O.

This message usually indicates an intermittent drive hardware error. The software automatically retries the operation 5 to 10 times and attempts to recover from the error by performing one of the following operations:

- Writing to another area of the optical disk.
- Reading from an alternate copy of the data.
- Ejecting the optical disk.

Action: Retry the input/output operation. If the problem reoccurs, remove, clean, and reinsert the optical disk in the drive. Then retry the operation.

Check the event log for corresponding optical drive sense information to identify the cause of the error. Review the current and other recent event logs for all errors on the surface, storage library and/or drive encountering problems. Event log entries may indicate the location of the error (storage library, logical drive number, surface ID, and logical sector) in addition to command, status, and sense data. If the problem persists, place a service call.

30,0,2**Drive broken.**

Cause: This message usually displays if the optical drive hardware malfunctions with an intermittent drive hardware error. The software automatically retries the operation 5 to 10 times and attempts to recover from the error by performing one of the following operations:

- Writing to another area of the disk.
- Reading from an alternate copy of the data.
- Ejecting the optical disk.

Action: Contact the FileNet Response Center.

Check the event log for corresponding optical drive sense information to identify the cause of the error. Review the current and other recent event logs for all errors on the surface, storage library and/or drive encountering problems. Event log entries may indicate the location of the error (storage library, logical drive number, surface ID, and logical sector) in addition to command, status, and sense data. If the problem persists, place a service call.

30,0,3**Write is disabled do to the write protect switch on the cartridge.**

Cause: The write protect switch on the disk cartridge is on, causing the drive to reject a write command.

Action: The write protect switched on the cartridge needs to be turned off. However, if this is a full disk and the user had previously set the write protect switch on the cartridge to on, it may be due to the user running a surfupdate program to update the short descriptor entries that bad index values.

30,0,5**Load check on drive.**

Cause: The disk is not properly seated in a drive, usually due to an intermittent drive hardware error.

The software automatically retries the operation 5 to 10 times and attempts to recover from the error by performing one of the following operations:

- Writing to another area of the disk.
- Reading from an alternate copy of the data.
- Ejecting the optical disk.

Action: If possible, schedule time to disable all of the drives and power cycle the storage library. If the problem persists, disable the drive and place a service call.

Check the event log for corresponding optical drive sense information to identify the cause of the error. Review the current and other recent event logs for all errors on the surface, storage library and/or drive encountering problems. Event log entries may indicate the location of the error (storage library, logical drive number, surface ID, and logical sector) in addition to command, status, and sense data. If the problem persists, place a service call.

30,0,6**Overwrite error. Attempt to write a written media sector.**

Cause: Optical surface only. A physical or logical write operation was attempted on the same sector multiple times. An area on storage media can only be written once. If this error occurs when writing an image, the software automatically recovers from the error. However, if this error occurs unexpectedly during writes to the optical disk directory, the disk may be ejected from the storage library. If this error occurs on an MSAR surface, there may be a data integrity problem.

This message usually indicates an intermittent drive hardware error. The software automatically retries the operation 5 to 10 times and attempts to recover from the error by performing one of the following operations:

- Writing to another area of the disk.
- Reading from an alternate copy of the data.
- Ejecting the optical disk.

Action: If the software automatically recovers from the error, corrective action is not necessary. If the optical disk is ejected from the storage library, contact the FileNet Response Center.

Check the event log for corresponding optical drive sense information to identify the cause of the error. Review the current and other recent event logs for all errors on the surface, storage library and/or drive encountering problems. Event log entries may indicate the location of the error (storage library, logical drive number, surface ID, and logical sector) in addition to command, status, and sense data. If the problem persists, place a service call.

If this error occurs on an MSAR surface, contact FileNet for assistance.

30,0,7**Attempt to read an unwritten media sector.**

Cause: The disk contains an unwritten area where a written area is expected, for example:

- An unwritten optical disk is inserted in the drive when a written disk is expected.
- A read operation does not find data written at the indicated location.

This message usually indicates an intermittent drive hardware error. The software automatically retries the operation 5 to 10 times and attempts to recover from the error by performing one of the following operations:

- Writing to another area of the disk.
- Reading from an alternate copy of the data.
- Ejecting the optical disk.

If this error occurs on an MSAR surface, the cause could be:

- The MSAR file is an older version.
- A network error has caused an integrity problem on the MSAR file.

Action: Verify that the correct optical disk is inserted in the drive.

Check the event log for corresponding optical drive sense information to identify the cause of the error. Review the current and other recent event logs for all errors on the surface, storage library and/or drive encountering problems. Event log entries may indicate the location of the error (storage library, logical drive number, surface ID, and logical sec-

tor) in addition to command, status, and sense data. If the problem persists, place a service call.

If a network error has caused an integrity problem on an MSAR file, the user needs to rebuild the problem disk from an alternative copy. Contact the FileNet Response center for assistance.

30,0,8

Bad data on media (ERR or CRC) error.

Cause: Optical disk only. If this error occurs on a read, the I/O will be retried several times, and if all retries fail the secondary copy of the data will be read. If this error occurs on a write, a new location to write to will be selected provided the error doesn't occur too often.

If the error is not fixed by retries on either reads or writes, the media will be ejected from the storage library for the user to clean it.

Action: Clean the media, insert the media into the drive, and retry the read/write requests. If the read/write problem persists on different sector addresses, the media might be bad and in need of being rebuilt from a secondary copy. If the problem happens on many disks, the drive may be bad. Contact the drive vendor to resolve the problem.

30,0,9

Miscellaneous hardware error.

Cause: Miscellaneous hardware error. The drive will be disabled.

Action: Look at the sense data information in the system log. Contact the drive vendor to resolve the problem.

30,0,11**Drive adapter error.**

Cause: Drive adapter error. The drive will be disabled.

Action: Look at the sense data information in the system log. Contact the drive vendor to resolve the problem.

30,0,20**Wrong label.**

Cause: MSAR surface <n> file 'file name>' has been ejected from Library <n>. It had an unexpected orig_surf_id in volume label, unexpected=<n> found=<n>. This error ejects a surface and generates the above informational message.

Action: Insert the correct MSAR surface data file.

30,0,21**Media format operation failed.**

Cause: The operation to write FileNet labels and disk directory structure information has failed due to I/O errors.

Action: Look at the system log for more error information. Fix the underlying problem. For an optical disk, the optical disk may not be usable if it fails on this critical stage of formatting a disk.

30,0,22**Media is full.**

Cause: The media is full. You cannot write any more data to this surface.

Action: This is an informational message. No action is required.

30,0,24**Foreign media, no record in surf_info table.**

Cause: The system does not recognize this media. This error is usually caused by manually inserting a media created by a foreign system into the storage library without first running the Incorporate Foreign Media option.

Another instance where this may happen is if the database was initialized with the **fn_util init** command. When this is done, all of the data that keeps track of the surfaces is gone. So, when the system comes up, the software tries to identify the media in the library and it cannot.

Action: Eject the media. Run the **Incorporate Foreign Media** option from the Background Job Control program to re-insert the media.

30,0,28**Short descriptor file has been corrupted.**

Cause: The short descriptor file is corrupted.

Action: To recover from a corrupted short descriptor file (document header file) encountered during a write operation, use the Create Document Header File option of the Storage Library Control (SLC) program to create a new document header file. For additional information on Storage Library Control, see the ***System Administrator's Handbook***. Otherwise, contact the FileNet Response Center.

30,0,55**Bad document page length.**

Cause: The page length information in the document descriptor page (page zero) differs from the corresponding actual page length in the cache.

This error rarely occurs and can result from data corruption on the magnetic disk (cache) or during transfer (input/output) of the associated cache data.

Action: When this error occurs, Image Services automatically retries the operation to correct the problem. If the message continues to appear, repeat the committal or copy operation for the document. If the problem persists, contact the FileNet Response Center.

30,0,64**Bad system serial number (ssn).**

Cause: Short descriptor file on the optical disk has a System Serial Number (SSN) which equals 0 or -1. This error indicates a serious hardware malfunction.

Action: Contact the FileNet Response Center.

30,0,79**The media surface is disabled, request disallowed.**

Cause: You queried an archive database on optical disk. The media containing the archive database has been disabled using Storage Library Control (SLC). The surface may have been disabled because an error condition occurred on the surface. For example, many write errors may have occurred.

Action: If the surface was disabled using SLC, re-enable the surface using SLC. For additional information on Storage Library Control, see the ***System Administrator's Handbook***.

For an error condition, check the System Monitor Event Log. For example, dust particles on the optical disk can cause many write errors. The event log may recommend that you eject and clean the surface.

30,0,116**Media is inserted upsidedown in the drive.**

Cause: For Plasmon 30GB drives only. This usually happens on an optical disk unit instead of a storage library. The user has inserted the media upsidedown.

Action: Eject the disk and insert it with the correct orientation.

30,0,117**Write Power Calibration error.**

Cause: For Plasmon 30GB drives only. The drive hardware cannot write calibrate the disk. The disk may be dirty or the drive may have malfunctioned.

Action: Clean media and retry writing to the same media. If WPC errors continue, disable this media so the software writes to a different media. If it fails again, take the drive offline for repair and then manually perform a FORCE WPC operation using the drive's panel.

30,0,118**Excessive Write Power Calibration errors detected on this media.**

Cause: For Plasmon 30GB drives only. This can be due to a bad media or drive. Media is write disabled.

Action: Clean the media. Clear the WPC error using the RESETW-PCSI command of the oddump program. Then retry writing to the same media or to a different media. If WPC errors continue, repair the drive and manually perform a FORCE WPC operation using the drive's panel.

30,0,119**Excessive Write Power Calibration errors detected on multiple media.**

Cause: For Plasmon 30GB drives only. This can be due to a bad media or a malfunctioning drive. Drive is disabled.

Action: Clean the media, repair the drive, and then manually perform a FORCE WPC operation using the drive's panel.

30,0,120**Write Power Calibration area is full. The media has become read only permanently.**

Cause: For Plasmon 30GB drives only. This can be due to a bad media or a malfunctioning drive.

Action: The media has become read only. However, the bad drive must be fixed.

30,0,123**Media type is incompatible with the drive.**

Cause: The media inserted is not readable by the drive.

Action: Eject the disk. Insert it into the correct type of library and drive.

30,0,125**Media Calibration Track 1 is defective. Media has become read only.**

Cause: For IBM 3995 libraries only. The laser on the drive is unable to follow the tracks on the media accurately. The media has become read only. The drive or media may be bad.

Action: If it is determined this is a drive problem, fix the drive . If it is determined this is a media problem, the media had become read only.

30,0,126**Laser power 1 problem detected on media. Media has become read only.**

Cause: For IBM 3995 libraries only. The laser on the drive is unable to follow the tracks on the media accurately. The software has disabled the media for write. The drive or media may be bad.

Action: If it is determined this is a drive problem, fix the drive . If it is determined this is a media problem, the media had become read only.

30,0,129**Write error.**

Cause: MSAR surface <n> file '<file name>' has write error and has been ejected from Library <n>. This error ejects a surface and generates the above informational message.

Action: This is an I/O error. Check the operating system, file system, or drive to correct this problem. When the problem is resolved, reinsert the surface.

30,0,130**Read error.**

Cause: MSAR surface <n> file '<file name>' has read error and has been ejected from Library <n>. This error ejects a surface and generates the above informational message.

Action: This is an I/O error. Check the operating system, file system, or drive to correct this problem. When the problem is resolved, reinsert the surface.

30,0,131**Seek error.**

Cause: MSAR surface <n> file '<file name>' has seek error and has been ejected from Library <n>. This error ejects a surface and generates the above informational message.

Action: This is an I/O error. Check the operating system, file system, or drive to correct this problem. When the problem is resolved, reinsert the surface.

30,0,134**MSAR surface is out_of_sync. Wrong version of file.**

Cause: MSAR surface <n> file '<file name>' has been ejected from Library <n>. It is out_of_sync with the database. Error <nn,nn,nn>. This error ejects a surface and generates the above informational message.

Action: Restore the correct version of the file before continuing or some documents will exist in the database but be missing in the surface file. If you are not able to resolve this problem, contact CSS.

This problem may be caused by having a creation directory that does not support synchronous writes. See the [***MSAR Procedures and Guidelines***](#) document for more information about determining if your MSAR creation directory supports synchronous writes.

30,0,136**Bad MSAR file.**

Cause: MSAR surface <n> file '<file name>' is not an MSAR file. This error marks a surface as **Do-Not-Use**.

Action: Move the file out of the directory and then respond to the RSVP. Also, try to find out why there was a non-MSAR file with an MSAR file name in the directory.

or

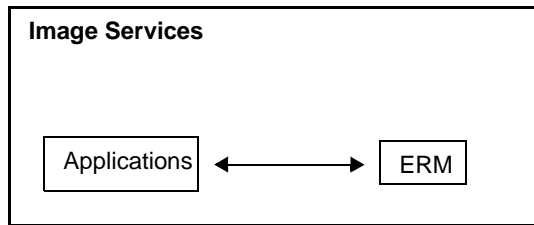
Bad volume label.

Cause: MSAR surface <n> file '<file name>' has been ejected from Library <n>. It had an unrecognized MSAR format level or volume label name. Error <nn,nn,nn>. This error ejects a surface and generates the above informational message.

Action: The problem occurs when a bad MSAR file is being used. Identify or restore a good MSAR file and reinsert it.

ERM (34) Messages

The Error Message Manager (ERM) shared library provides the interface to the system message catalogue. ERM also includes the message (fn_msg) tool. See [“Using fn_msg Tool” on page 48](#) for a description of the fn_msg tool.



ERM Shared Library Diagram

ERM shared library message tuples begin with 34. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

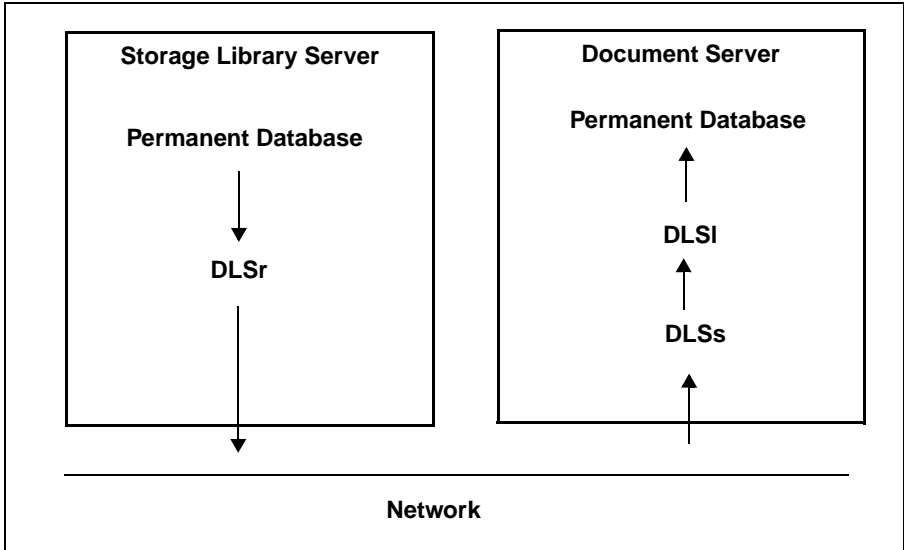
34,0,10**Failed to open the error message catalogue file.**

Cause: This message can occur as a result of an error in attempting to display another shared library message. For example, if you encounter an error running a BRM backup script using a cron job and BRM cannot display the appropriate error.

Action: If you are running a cron job or script, try the operation from the local command line. If the operation is successful, check the script and ensure that the environment of the cron job is set correctly (in particular, ensure that the NLSPATH is set).

DLS (52) Messages

The Document server (or Storage Library server in a single-server environment) uses the DLS (Document Locator Service) shared library to update the permanent database when there is a request for media-to-media copying, annotation copying, or media importing. On a single Storage Library server system, the Document (DocLocator) server and Storage Library server are the same. On a multiple Storage Library server system, one of the Storage Library servers is the Document server and there is only one DOCS table. The DOCS table maintains a record for each committed document (and the associated media) on the system. The following diagram shows DLS in a multiple-server environment.



DLS Shared Library Diagram

DLS shared library message tuples begin with 52. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

52,0,1**Bad version during attempt to link the DLS, DLSI or DLSr.**

Cause: This version of a DLS shared library is incompatible with the program that is trying to establish a link. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the DLS shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

52,0,2**Attempt to import invalid surface id.**

Cause: An attempt was made to import media using an invalid surface ID number. This is probably an operator error.

Action: Check the label and verify that the correct surface ID is specified, then retry the media import operation.

52,0,3**Courier rejected message.**

Cause: The network configuration may be incorrect.

Action: Check the network configuration parameters in the NCH database. Use the Configuration Editor to verify the network, MAC (Media Access Control), Ethernet, and IP (Internet Protocol) addresses of the server and client being affected. If necessary, use the Configuration Editor to rebuild the Network Clearinghouse database. See the Configuration Editor online help.

52,0,4**Internal rpc error.**

Cause: The network configuration may be incorrect.

Action: Check the network configuration parameters in the NCH database. Use the Configuration Editor to verify the network, MAC (Media Access Control), Ethernet, and IP (Internet Protocol) addresses of the server and client being affected. If necessary, use the Configuration Editor utilities to rebuild the Network Clearinghouse database. See the Configuration Editor online help.

52,0,5**Can't startup background job because not enough QMA queues.**

Cause: There is excessive server activity in progress, and the Queue Manager shared library does not have available queues to allocate to the requested background job.

Action: This message can indicate that the system is overloaded. Reduce the work load on the system and monitor for these time-out conditions. If the condition persists, your system may require performance tuning. Contact the FileNet Response Center.

52,0,6**Logic error in DLS abstract.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

52,0,7**All Storage Library Servers have not yet been rebooted.**

Cause: This is an informational message. This condition rarely occurs. The ds_init program is attempting to initialize the document service (do_init automatically runs for each server).

Action: You must reboot all Storage Library servers and the Document server (DocLocator server) at the same time. Initialization on the current Storage Library server continues after rebooting all other Storage Library servers.

52,0,8**Waiting for the doc locator server to be rebooted.**

Cause: This is an informational message.

Action: You must reboot all Storage Library servers and the Document server (DocLocator server) at the same time.

52,0,9**Invalid server id encountered during write request processing.**

Cause: The network configuration may be incorrect.

Action: Check the configuration parameters of the NCH (Network Clearinghouse) database. If necessary, use the Configuration Editor to correct and rebuild the NCH database. See the Configuration Editor online help.

52,0,10**Invalid procedure number passed to DLSs.**

Cause: The DLS request handler program detected an internal software error.

Action: Contact the FileNet Response Center.

52,0,11**Must retry update of cluster map table.**

Cause: This message is only issued internally. An attempt to update the cluster map table of the permanent database was unsuccessful. The database may have been busy, and the FileNet module receiving this message retries the operation until successful.

Action: Additional action is unnecessary.

52,0,12**Document may not be deleted because it's not written to media.**

Cause: A document must be written to the primary media before it can be deleted in this manner. An application program has called DLS to delete an object, but the document has not yet been written to media. The application program request to delete the document cannot be completed.

Action: Re-run the application after the document has been written to media.

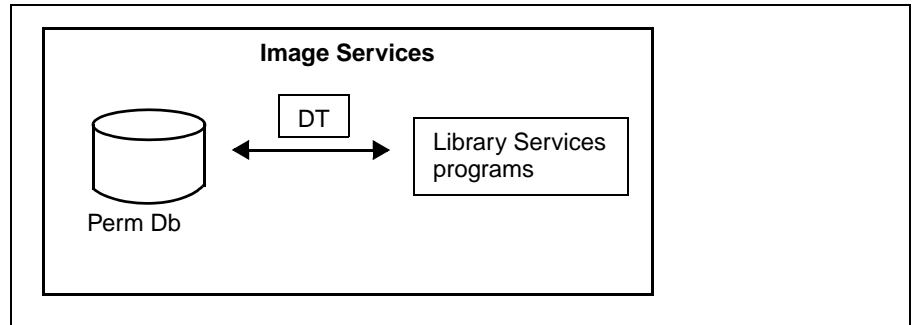
52,0,13**Program error in the DLS abstract.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

DT (58) Messages

The Document Table (DT) shared library performs input and output (I/O) operations on the DOCS table of the permanent database for the Document Locator server. On a single Storage Library server system, Document and Library Services reside on the same server. On a multiple Storage Library server system, one of the Storage Library servers is the Document Locator server containing the DOCS table. The DOCS table maintains a record of the location of each committed document (and the associated media) on the system. DT manages insertions, deletions, and updates to the DOCS table (for example, when a document is committed).



DT Shared Library Diagram

DT shared library message tuples begin with 58. The following paragraphs provide information on a selected tuple. Each description lists the tuple number, message text, possible causes, and recommended actions.

58,0,1000**Not logged on to data base when DT called.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

58,0,1004**Bad abstract link version when calling DT.**

Cause: This version of the DT shared library is incompatible with the program trying to establish a link. This problem is typically the result of an incomplete software installation or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the DT shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

58,0,1005**Attempt to use non–implemented feature of DT.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

58,0,1006**No such document in the DOCS table.**

Cause: An attempt was made to access a document that has not been committed.

Action: Verify that the correct document ID number was requested. If the document ID was correct, use MKF_tool to determine if the document is in the batch_dyn_hdr table of the transient database. Documents in this table have not been committed. Examine the record's *next phase* field to identify steps that must complete before the document can be committed.

58,0,1007**Document already exists in the DOCS table.**

Cause: An attempt was made to insert a duplicate record in the database table, possibly as the result of trying to create a document with an ID that already exists. DT does not allow a duplicate record to be inserted into the table.

Action: Contact the FileNet Response Center for assistance in determining why a duplicate record was detected.

58,0,1009**Invalid relational operator passed to DT.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

58,0,1010**The 'docs' table can't have the 'orig_ssn' field equal to zero or local ssn.**

Cause: Contradictory values for orig_doc_id and orig_ssn fields of a record in the DOCS table have been detected. An internal software error probably occurred.

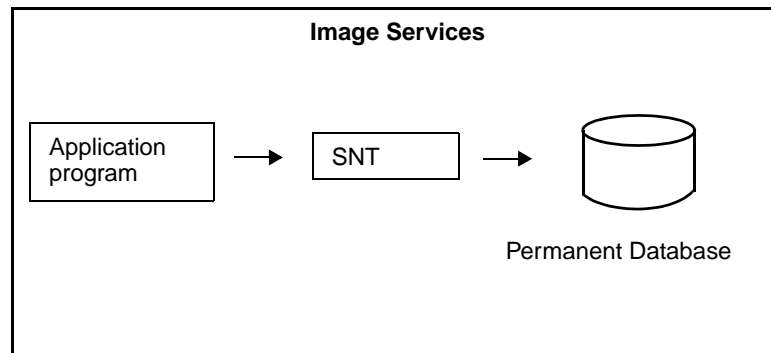
Action: Contact the FileNet Response Center.

SNT (63) Messages

The Scalar Numbers Table (SNT) shared library processes all of the input and output for the scalar_numbers table in the permanent database. The scalar_numbers table maintains the following information:

- A record of the next available image ID number
- Surface number when a new disk is required
- Background request number for disk copying or importing

The SNT shared library updates the scalar_numbers table whenever the system issues a number. SNT also periodically updates the snt.chkpt file as a backup to the scalar_numbers table.



SNT shared library diagram

SNT shared library message tuples begin with 63. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

63,0,2**No more document ids. Modify 'as_conf.g' and reboot.**

Cause: Additional document IDs are unavailable.

Action: Use the Configuration Editor to increase the number of available document IDs and restart the Image Services software. See the Configuration Editor online help.

63,0,3**No more surface ids. Modify 'as_conf.g' and reboot.**

Cause: Additional optical disk surface IDs are unavailable.

Action: Use the Configuration Editor to increase the number of available optical disk surface IDs and restart the Image Services software. See the Configuration Editor online help.

63,0,4**Document id range in 'as_conf.g' incorrect (must be increased).**

Cause: Additional document IDs are unavailable.

Action: Use the Configuration Editor to increase the range of document IDs and restart the Image Services software. See the Configuration Editor online help.

63,0,5**Surface id range in 'as_conf.g' incorrect (must be increased).**

Cause: Additional surface IDs are unavailable.

Action: Use the Configuration Editor to increase the range of surface IDs and restart the Image Services software. See the Configuration Editor online help.

- 63,0,6** **Bad scalar number table record--not all fields defined.**
Cause: The database is corrupted.
Action: Contact the FileNet Response Center.
- 63,0,8** **Scalar number table updates must be done on doc locator server.**
Cause: A software error occurred.
Action: Contact the FileNet Response Center.
- 63,0,9** **Scalar number not updated because checkpoint is too old.**
Cause: A software error occurred.
Action: Use Task Manager to restart the software. For additional information on the Task Manager, see the ***System Administrator's Handbook***.

63,0,10**The MKF database scalar number is lower than the checkpoint file scalar numbers. Refer to elog with the vl command for further information.**

Cause: The Scalar Numbers Table is behind the snt.chkpt file. This usually happens only after restoring a permanent database. It may also occur while initializing the software if there is data stored in the permanent database. When it detects this condition, the system aborts the initialization process since continuing with this condition may cause multiple documents to be committed with the same doc ID.

Action: Select Event Log from the Monitor menu of the Task Manager window to view additional information. For information on the Task Manager, see the [*System Administrator's Handbook*](#).

Doc Services will not function until this problem is resolved. You may resolve this problem using one of these methods:

- Update the Scalar Numbers Table using the SNT_update program. Running SNT_update resets the value of the next available document ID to the value in the checkpoint file plus 1000. You should use this method when you plan to restore documents whose IDs you do not want duplicated on new documents. However, if you run SNT_update too often, you may eventually run out of document IDs.

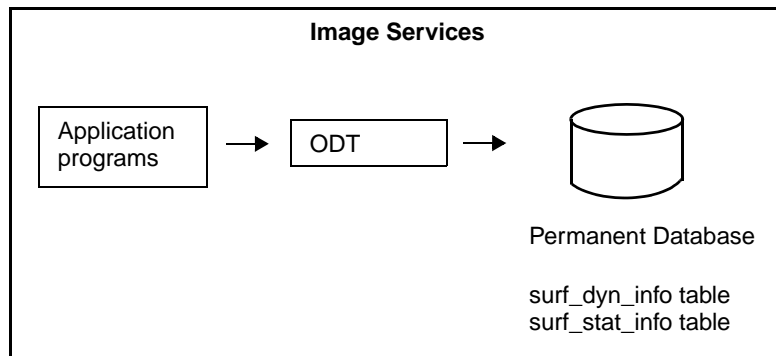
or

- Remove the SNT checkpoint file (/fnsw/local/sd/snt.chkpt). When the checkpoint file is missing, the Image Services system starts assigning numbers over again. This would prevent you from recovering documents from an optical disk that were created prior to initialization.

ODT (64) Messages

The Optical Disk Table (ODT) shared library processes input and output for the following permanent database tables:

- surf_dyn_info
- surf_stat_info



ODT Shared Library Diagram

ODT shared library message tuples begin with 64. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

64,0,1007

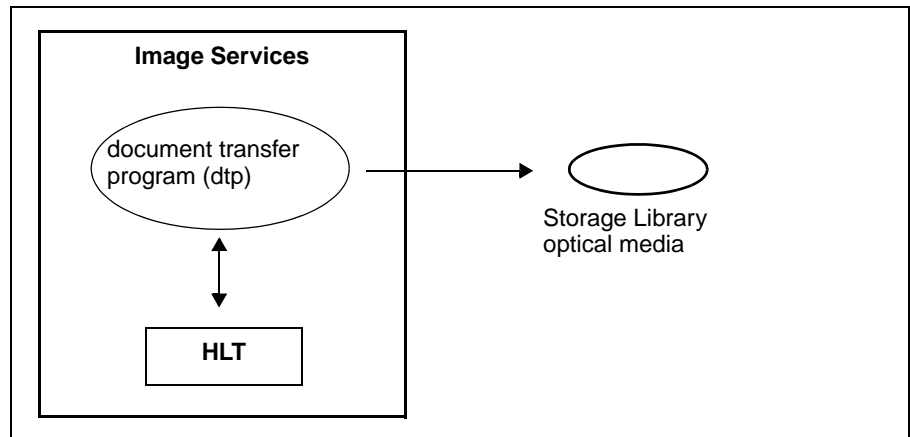
ODT: Invalid SSN during lookup of foreign media.

Cause: An incorrect System Serial Number (SSN) was supplied.

Action: Use the Configuration Editor to verify that the SSN is correct. See the Configuration Editor online help.

HLT (65) Messages

The High Level Tasks (HLT) shared library, in response to a document transfer program (dtp) call, locates the next surface for write operations.



HLT Shared Library Diagram

HLT shared library message tuples begin with 65. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

65,0,2

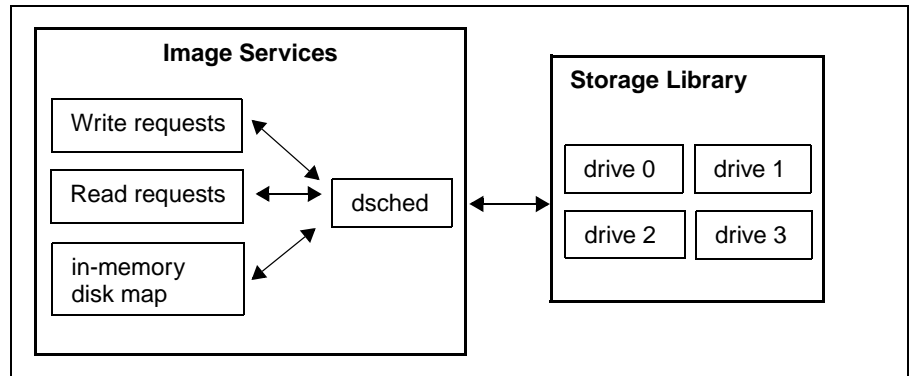
Background requests are active, so cannot move media.

Cause: An attempt was made to move optical media while a background request was actively accessing the media.

Action: Retry the action later.

dsched (67) Messages

The optical drive scheduler (dsched) program monitors the memory-resident optical disk read/write tables. The ds_init program calls dsched during the bootup of a Storage Library or Document Locator server. Upon receiving a read or write request, the dsched program references the in-memory checkpoint.osa file, then issues commands to retrieve and load the disk into an empty drive.



dsched Shared Library Diagram

The dsched program message tuples begin with 67. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

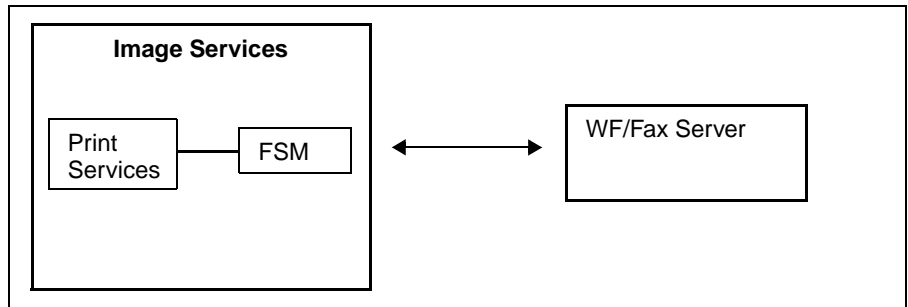
67,1,4**Storage library disabled.**

Cause: Storage library is manually disabled or disabled due to errors.

Action: Enable the storage library if the library is manually disabled. For additional information on storage libraries, see the [***System Administrator's Handbook***](#). If the problem persists, contact the FileNet Response Center.

FSM (72) Messages

The Fax Server Manager (FSM) shared library processes input and output between the Print Services software and a Fax server.



FSM Shared Library Diagram

FSM shared library message tuples begin with 72. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

72,0,1

The printer specified for the print job is not currently available.

Cause: The fax may be powered off or the cable may be disconnected.

Action: Verify the integrity of the fax machine and reboot the Fax server.

72,0,2**The client does not have permission to use the requested printer.**

Cause: The user who is logged onto the Fax server does not have permission to process the current print request.

Action: The System Administrator is responsible for defining and modifying access rights. Refer to the Security section of the ***System Administrator's Handbook*** for information on setting permission levels for users and devices.

72,0,3**The printer does not support the paper size specified.**

Cause: You selected a paper size that this printer does not support.

Action: Delete the paper size and select another. If you are not sure which paper sizes the printer supports, contact your System Administrator.

72,0,4**Invalid session handle encountered. Session may have timed out.**

Cause: An internal program error occurred. There may have been excessive server activity and no free sessions were available to satisfy a request for service. This condition can indicate that your system is configured incorrectly, or requires performance tuning.

Action: Contact the FileNet Response Center.

72,0,7**The printer does not support print option specified.**

Cause: An internal program error occurred. The Fax server does not support the print options that were selected.

Action: Contact the FileNet Response Center.

72,0,8**The fax server does not support mail box specified.**

Cause: The selected fax mail box is out of range (valid range is 0-31).

Action: Use the nch_tool to verify the Fax server properties.

72,1,1**Bad abstract link version when calling FSMI.**

Cause: This version of the FSMI shared library is incompatible with the program that is trying to establish a link. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the FSMI shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

72,1,2**An internal rpc error occurred in FSMs.**

Cause: A possible network configuration file problem exists.

Action: Ensure that Print Services version (Print Services I or II) is consistent on Image Services and Fax servers. If this does resolve the error, contact the FileNet Response Center.

72,1,5 **Connection not open when attempting to close connection with FSMI.**

Cause: An internal program error occurred.

Action: Contact the FileNet Response Center.

72,1,6 **The specified service was not found in Clearinghouse.**

Cause: The configuration of the Fax Service in the Network Clearinghouse database may be incorrect.

Action: Contact your System Administrator to check the configuration parameters of the Fax Service in the NCH database. If necessary, the System Administrator may use the Configuration Editor to rebuild the Network Clearinghouse database. See the Configuration Editor online help.

72,1,16 **No more SAS session available for FSMs**

Cause: An internal program error occurred because of excessive server activity. The system was unable to acquire an SAS session handle.

Action: Contact the FileNet Response Center.

72,2,13 **Invalid Annotation Attributes -- Missing Coord or Version Num.**

Cause: An internal program error occurred. The document annotation format is wrong.

Action: Notify FileNet Response Center.

72,2,14**Print Cache Name or Fax Server Name not defined in print_config.**

Cause: The configuration of the print cache or Fax server in the Network Clearinghouse database may be incorrect.

Action: Contact your System Administrator to check the configuration parameters of the print cache and Fax server in the NCH database. If necessary, the System Administrator may use the Configuration Editor to rebuild the Network Clearinghouse database. See the Configuration Editor online help.

72,4,15**Unable to locate local print services from NCH.**

Cause: The configuration of the local print service in the Network Clearinghouse database may be incorrect.

Action: Contact your System Administrator to check the configuration parameters of the local print service in the NCH database. If necessary, the System Administrator may use the Configuration Editor to rebuild the Network Clearinghouse database. See the Configuration Editor online help.

OSA (76) Messages

The Optical Storage Abstract (OSA) shared memory structure is used to store information about libraries, drives, slots, and grippers. It contains routines that allow programs to retrieve and modify status of slots, drives, grippers, and various modes of operations within storage libraries. This information is stored in OSA shared memory and is also flushed into a permanent checkpoint.osa file to reflect the status changes such as a disk movement. This file is used to populate OSA shared memory when Image Services is restarted. At the start-up of an IS system, shared memory records will be created for each storage library. The status for each of these entities is stored in a device status structure which includes the device type, the surface ID of the disk in the device, the last mount time, the error count for each device, the type of disk in the device, and the “out of service” flag for the device.

76,0,264

Cannot update surface management area during backup mode.

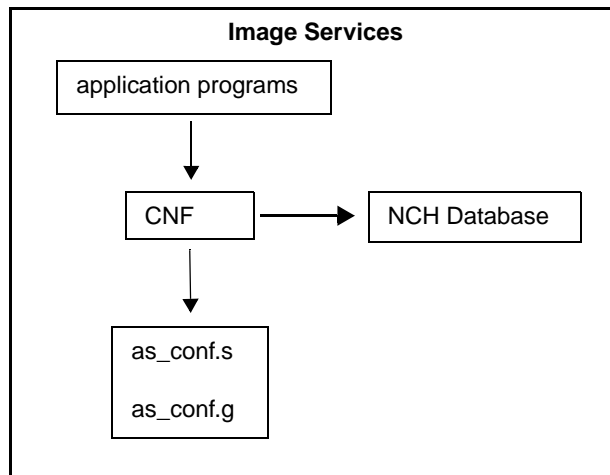
Cause: MSAR surface <n> file ‘file name>’ has been ejected from Library <n>. Cannot update surface management area during backup mode. This error ejects a surface and generates the above informational message.

Action: When the backup is complete, put the library back in Normal mode and reinsert the surface.

CNF (79) Messages

The Configuration (CNF) shared library reads the `as_conf.g` and `<station#>/as_conf.s` files, located in `/fnsw/local/sd` (or `\fnsw_loc\sd` on Windows Server systems) for document service programs.

CNF checks the NCH database for the default Image Services, Document Locator, Cache Descriptions, and OSAR Service properties. CNF compares the NCH database information with the entries in `as_conf.s` and `as_conf.g`. CNF also verifies that the cache partitions listed in `as_conf.s` are physically present on the magnetic disk drive.



CNF Shared Library Diagram

CNF shared library message tuples begin with 79. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

79,0,8 **'cache_threshold' cmd had bad values, values changed to maximum allowed.**

Cause: The value specified for the cache threshold command is invalid.

Action: Use the System Configuration Editor to modify the cache threshold value. See the System Configuration Editor online help.

79,0,18 **CNF: Bad IMS description.**

Cause: A configuration error has been detected. The DefaultIMS is either missing or has properties inconsistent with the default Image Services software configuration.

Action: Use the System Configuration Editor to correct the system configuration. See the System Configuration Editor online help.

79,0,19 **CNF: Bad cache description.**

Cause: A magnetic disk cache with the specified name is not configured.

Action: Use the System Configuration Editor to correct the system configuration. See the System Configuration Editor online help.

79,0,20 **CNF: Bad document locator description.**

Cause: The Document Locator server is either missing or has properties which are inconsistent with a Document Locator server.

Action: Use the System Configuration Editor to correct the system configuration. See the System Configuration Editor online help.

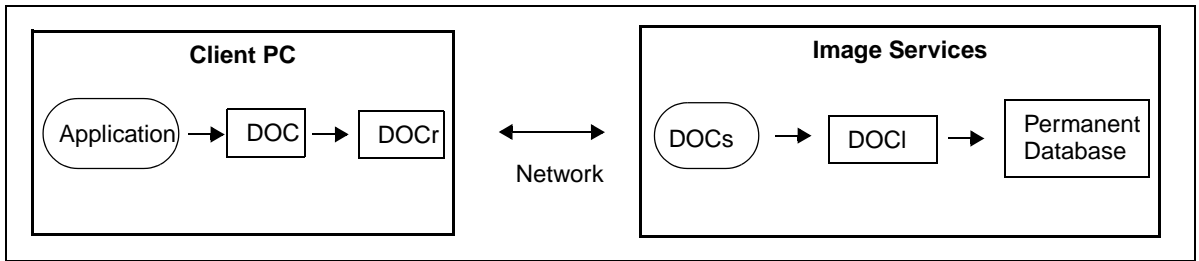
79,0,21**CNF: Bad Storage Library service.**

Cause: The specified Library Service is either missing or has properties which are inconsistent with Library Services.

Action: Use the System Configuration Editor to correct the system configuration. See the System Configuration Editor online help.

DOC (80) Messages

The Document Services (DOC) shared library (in conjunction with DOCl) manages the committing, deleting, migration, and prefetching of documents.



DOC Shared Library Diagram

DOC shared library message tuples begin with 80. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

80,0,2**Document not found by DOC.**

Cause: The specified document was not found during a search of the permanent database.

Action: Verify that the document ID is correct. Using the MKF_tool, enter the following command to check the docs table for the missing document and verify that the document is not in the permanent database:

```
select dos doc_id=xxx
```

where xxx is the document ID.

Check the document entry data. If you cannot locate the document, contact the FileNet Response Center.

80,0,12**Duplicate document ID supplied to DOC when committing a document.**

Cause: An attempt was made to commit a document that already exists. Two documents cannot have the same ID.

Action: Document IDs are generated from information in the scalar_numbers table. Use MKF_tool to check the scalar_numbers table for the next document ID and the docs table for a possible duplicate document. After investigating the cause of the error, run SNT_update to advance the fields in the scalar_numbers table.

80,0,64**Annotated Document Not Found**

Cause: In a Content Federated Services for Image Services (CFS-IS) environment, the Import Agent on a Content Engine system returns

this error to the Image Services system when it fails to locate a document for which an annotation is being imported.

Action: The entry in the annot_log file will remain in the queue and will be retried automatically.

- Make sure the IS catalog data for the document class has already been exported to the CE system.
- If a large amount of IS catalog data is currently being exported to the CE system, it may take a few minutes for the annotation export to catch up.

80,0,66

Distinguished Name Not Found

Cause: In a Content Federated Services for Image Services (CFS-IS) environment, a distinguished user name could not be located.

- If this error is detected by Image Services, the annotation will not be exported to the CE system.
- If this error is detected by the Import Agent on the Content Engine system, the error is returned to the Image Services system. The entry in the annot_log file will be deleted.

Action: The System Administrator needs to correct the problem and re-export the annotation.

80,0,67

Action Failed

Cause: In a Content Federated Services for Image Services (CFS-IS) environment, the Import Agent on a Content Engine system returns

this error to the Image Services system when it encounters a recoverable error.

Action: The entry in the annot_log file will remain in the queue and will be retried automatically. No user action is needed.

80,0,68**Irrecoverable Error**

Cause: In a Content Federated Services for Image Services (CFS-IS) environment, the Import Agent on a Content Engine system returns this error to the Image Services system when it encounters an irrecoverable error. The entry in the annot_log file will be deleted.

Action: The System Administrator needs to correct the problem and re-export the annotation.

80,1,37**Transaction log family not defined.**

Cause: This error can occur when creating or updating a media family with an invalid tranlog family. A tranlog family can be deleted using Database Maintenance after being defined as a tranlog family for a primary family.

Action: Use MKF_tool to check the related family disk table for the error. Run the Database Maintenance family report and search for the transaction log family. If the transaction log family cannot be located, a transaction log family must be created. For additional information on Database Maintenance, see the [***System Administrator's Handbook***](#).

BES (88) Messages

Batch Entry Services (BES) is one of the main FileNet services that works behind the scenes. It manages the various phases of document entry: defining a batch, scanning, indexing, verifying, and committing; it keeps batch information in the transient database; and it works with cache services during batch entry and indexing.

BES message tuples begin with 88. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, in some cases possible causes. If you have questions on any of the BES tuple, contact the FileNet Response Center.

- 88,0,3** **Invalid Batch Entry Services session number.**
- 88,0,4** **Attempt to allocate too many image identifiers.**
- 88,0,5** **Cannot perform this operation. No resources available.**
- 88,0,6** **This batch already exists.**
- 88,0,7** **This batch does not exist.**
- 88,0,8** **This batch is already in use.**
- 88,0,9** **This batch is not open.**
- 88,0,10** **This image already exists.**

- 88,0,11** **This image does not exist.**
- 88,0,12** **There is no transaction on this image.**
- 88,0,13** **Can't do requested operation when transaction in process on image.**
- 88,0,14** **This document already exists.**
- 88,0,15** **Attempt to put page into new document without removing from old.**
- 88,0,16** **Document does not exist.**
- 88,0,17** **Column name record does not exist.**
- 88,0,18** **Internal RPC error.**
- 88,0,19** **Debugging not turned on.**
- 88,0,20** **Not logged on to BES and/or MKF database.**
- 88,0,21** **Invalid batch type.**
- 88,0,22** **MKF Ctl record not found.**
- Cause:** Your database was OK when the system was booted, but now the **ctl** MKF record is missing. Someone may have deleted it with **MKF_tool**.

- 88,0,23** **Index value record not found.**
- 88,0,24** **The relop parameter passed to BES_find_batches has an invalid value.**
- 88,0,25** **Attempt to create document with too many pages.**
- 88,0,26** **Attempt to create document with too many indices.**
- 88,0,27** **Attempt to compute batch totals on non-numeric field.**
- 88,0,28** **Invalid parameter passed to BES_update_doc: num_indices.**
- Cause:** When changing the **num_indices** field of a document, the index values must be passed to the procedure (array parameter must be non-null).
- 88,0,29** **Invalid parameter passed to BES_update_doc: num_pages.**
- Cause:** When changing the **num_pages** field of a document, the page array must be passed to the procedure (array parameter must be non-null).
- 88,0,30** **Invalid handle passed to BES.**
- 88,0,31** **Attempt to enqueue batch to invalid queue.**
- 88,0,32** **Attempt to commit batch when phase(s) not complete.**

- 88,0,33** **Attempt to commit batch when image(s) not verified.**
- 88,0,34** **Can't open batch when queue not equal to uncommit (1) or none (0).**
- 88,0,35** **Can't find required index for document when batch committed.**
- 88,0,36** **Batch total invalid when attempt made to commit batch.**
- 88,0,37** **Index not verified when attempt made to commit batch.**
- 88,0,38** **Attempt to create a batch with a batch name which is too long.**
- 88,0,40** **Attempt to read/write an image with an invalid batch capability.**
- 88,0,41** **A connection has previously been opened.**
- 88,0,42** **This connection is not open.**
- 88,0,43** **Invalid bulk data source. Should be bulk data immediate.**
- 88,0,44** **String passed across network exceeds maximum length.**
- 88,0,45** **Too many documents or pages in this batch.**

- 88,0,46** **Corrupted record in 'batch_image' table.**
Cause: `batch_id2` is non-null, but does not match `batch_id` in the `batch_image` table.
- 88,0,47** **Can't delete image - - image is in document.**
Cause: An attempt has been made to delete an image in a document but not the document itself. The image can't be deleted unless the document is deleted too. This error indicates a programming problem.
- 88,0,48** **This image already has an index associated with it.**
- 88,0,49** **The image index value cannot exceed 239 bytes.**
- 88,0,50** **This image does not have an associated index value.**
- 88,0,51** **This batch entry session is in use by another client.**
- 88,0,52** **Internal BES error.**
- 88,0,53** **Invalid index type.**
- 88,0,54** **Committal failed. Check error status in documents.**
- 88,0,55** **Override flag cannot be TRUE if batch not locked.**
- 88,0,56** **Image buffer in read, write or update not allocated.**
- 88,0,57** **Error in committing to a compatible target IMS.**

- 88,0,58** **Attempt to create too many images for a batch.**
- 88,0,59** **Attempt to update operation on a batch opened as read only.**
- 88,0,60** **Batch is overridden by another user.**
- 88,0,61** **Access of read-only batch is denied; batch is in committal.**
- 88,0,62** **Write image is only permitted in update and create image.**
- 88,0,63** **Create image index is only allowed during image creation.**
- 88,0,64** **Document has no page.**
- 88,0,65** **Attempt to create a batch with a NULL or invalid batch name.**
- 88,0,66** **Attempt to move an image which is currently assigned to a doc.**
- 88,0,67** **Length of the index value is greater than the declared maximum.**
- 88,0,68** **The value of migrate_delay must be greater than or equal to -1 and less then 2147483648.**

88,0,69	Image id must be greater than ASE_INVALID_DOC_ID.
88,0,70	Message is for BES information and/or debugging purposes only.
88,0,71	Parent Folder Node does not exist.
88,0,72	Bad Folder path format.
88,0,73	Maximum Folder info data length exceeded.
88,0,74	Parent folder is a batch. This is not allowed.
88,0,75	Attempted to create a duplicate folder node.
88,0,76	No folder found.
88,0,77	Invalid object sequence number. Object sequence number 0 is invalid.
88,0,78	Object data too large. Max. length of object data is 800.
88,0,79	Invalid object type. 0 is invalid object type.
88,0,80	Object not in batch.
88,0,81	Folder node name exceeded the MAX limit.
88,0,82	Folder name has been changed. The update failed.

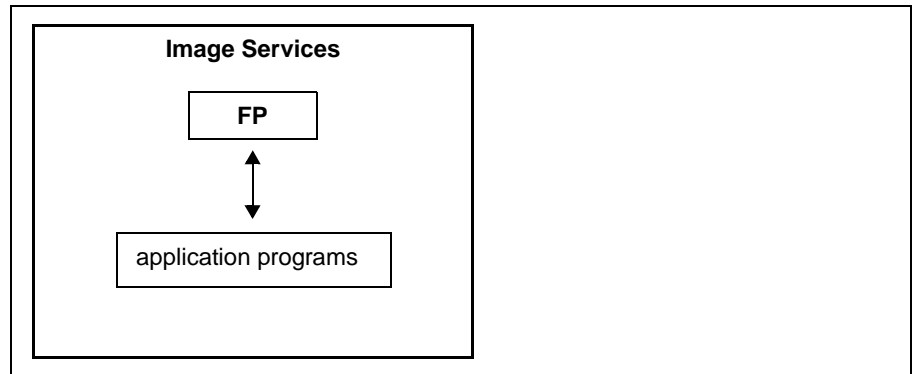
88,0,83	Invalid object Id.
88,0,84	Object data not found.
88,0,85	Attempt to delete a folder which is not empty.
88,0,86	No children found for a given folder node.
88,0,87	Invalid current phase (BES_COMMIT, BES_CATALOG or BES_RECOMMIT) of the source or destination batch for moving document between batches.
88,0,88	Invalid parameter was passed to folder APIs.
88,0,89	Passed null pointer for input or output for BES APIs.
88,0,90	Invalid document id passed to BES APIs.
88,0,91	When updating folder node to a batch node, it was found that it had a child node.
88,0,92	Invalid parameter was passed to object data APIs.
88,0,93	Invalid parameter was passed to image companion APIs.
88,0,94	Invalid image companion Id. (should be between 1 and 20)
88,0,95	Image companion does not exist.

88,0,96	Invalid last image companion Id. (should be between 0 and 19)
88,0,97	No companion object found for specified image.
88,0,98	Invalid call to BES_move_doc to move a document to the same batch.
88,0,99	When doing a folder update, the parent_id is found to be an ancestor of the folder node. Or if the parent_id is the same as the folder node id, this error will also be returned. This will prevent loops in the folder node parent child relationships.
88,0,100	The companion image already exists when calling BES_create_image_companion.
88,0,101	Invalid extended level.
88,0,102	No local Batch Services.
88,0,103	Buffer size is too big.
88,1,1	Incorrect abstract link version for BES.
88,1,10	BES is being used exclusively.
88,1,11	Exclusive use is denied.
88,1,12	Not exclusive logon; Exclusive logoff is denied.

- 88,1,13** **The specified BES_info_spec contains invalid data, or is inconsistent with other data.**
- 88,1,14** **Invalid info_type.**
- 88,1,15** **The link-list of info received has too few elements.**
- 88,1,16** **The name is not in the expected format of obj:domain:org.**

FP (89) Messages

The Floating Point (FP) shared library performs arithmetic and conversion on FileNet floating point numbers. These are sixteen-byte floating point numbers with a base of ten thousand (10000). FP receives a floating point number from the application program, performs the arithmetic function (add, subtract, multiply, or divide), and returns the result to the application program. Errors that may occur usually represent coding errors in the software or corrupted data passed to FP.



FP Shared Library Diagram

FP shared library message tuples begin with 89. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

89,0,1**Numeric range overflow.****Cause:** An application program error occurred.**Action:** Contact the FileNet Response Center.**89,0,2****Undefined numeric value.****Cause:** An application program error occurred.**Action:** Contact the FileNet Response Center.**89,0,3****Illegal numeric format.**

Cause: An application program error occurred. This problem is typically the result of the customer importing data that has some blank fields in it for some of the non-required indexes, so they cannot be set to "No value" in the Report Format. If there are blank, non-required fields, COLD processes the file and logs the occurrences to both the standard FileNet error log and the COLD import file. The documents are committed, but since there are missing fields which the customer may not want, an error is logged.

Action: Contact the FileNet Response Center.**89,0,4****Invalid numeric format mask.****Cause:** An application program error occurred.**Action:** Contact the FileNet Response Center.

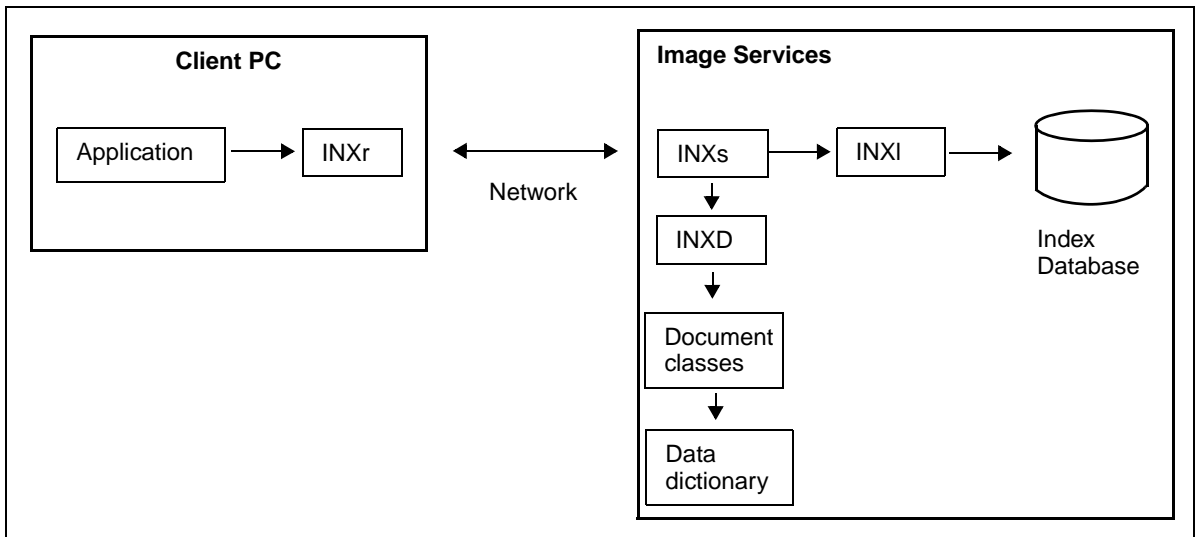
89,0,1000**Bad version number for FP abstract.**

Cause: This version of the FP shared library is incompatible with the program attempting to establish a link. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the FP shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

INX (90) Messages

The Index Services (INX) shared library, in conjunction with the INXI and the PRS (parser) shared libraries, queries and updates the index database. When required, INX calls the INXD shared library to access the memory-resident data dictionary of document classes. INX calls PRS to generate queries against the database.



INX Shared Library Diagram

INX shared library message tuples begin with 90. The following paragraphs provide information on selected INX tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

Application programs call the PRS shared library to build queries against the index database. The INX shared library, in conjunction with functions provided by INXI and the PRS (parser) shared library, queries and updates the index database.

PRS and INX share a common message tuple of 90. Messages issued by PRS, and probable causes of PRS messages, are listed below. PRS error message tuples are in the range 90,0,1001 through 90,0,1103.

PRS message categories are as follows:

- Limit: a maximum size was reached
- Query: syntax for a query is incorrect, perhaps due to a typographical error in the query. The action is usually to examine and correct the syntax, then retry the operation.
- Program error: an internal software error occurred in the PRS software. The action for this type of error is always to notify the FileNet Response Center for resolution.

These categories indicate the cause and appropriate action in the message information below.

90,0,1**Real error tuple is parameter to this protocol error.**

Cause: A database is not available or a configuration file missing.

Action: If an unavailable database is suspected, make sure the database is started. If a missing configuration file is suspected, verify that all configuration files exist. If they do not exist, you may need to build the configuration file(s) with the Configuration Editor. See the Configuration Editor online help.

90,0,2**Invalid session handle.**

Cause: The client did not log on properly or the client passed the wrong handle.

Action: The client should log off and log on again to establish a valid session handle.

90,0,3**Permission denied.**

Cause: The user did not have the necessary permission to execute a certain function.

Action: Check the security group and access rights of this user.

90,0,5**Duplicate database entry.**

Cause: An attempt was made to create a document record that already exists. This may have occurred after a backup and restore operation. Additional document IDs may have been added to the database after a backup was performed. When the database is restored, and documents are added after the restore is complete, you have encountered duplicate ID conditions.

Action: The possibility of database corruption exists if duplicate records are created. Contact the FileNet Response Center for assistance with this problem.

The FileNet Response Center uses sqlplus to view the DOCTABA and FOLDER tables in the index database. The document ID you are trying to create will be matched against the document IDs in the index database tables. Technical Support will locate the next document number and update the scalar numbers table with the correct value, then import the proper optical disk.

90,0,6**Requested record not found.**

Cause: An attempt was made to reference a non-existent document index record.

Action: Use sqlplus to check the doc_id in the DOCTABA table. Then retry the operation using the correct document ID.

90,0,7**Record already locked.**

Cause: The requested record is locked for update by another client.

Action: The client holding the lock must release it before the record can be updated by another client. The caller should wait for a second and retry this operation a couple of times. If these attempts also fail, then resetting the “override” flag is an option for some entry points. For assistance with this problem, contact the FileNet Response Center.

90,0,8**Specified menu does not exist.**

Cause: A request was made for a non-existent menu description.

Action: Use the Database Maintenance application to create the menu description, if necessary.

90,0,9**No folder with name and state specified exists.**

Cause: The specified folder does not exist.

Action: Use sqlplus to check the FOLDER table for the folder name.

90,0,10**Document not filed in specified folder.**

Cause: The document may be in another folder or may not have been filed.

Action: Use sqlplus to examine the folder_contents table of the index database. If the document is not in the table, then file the document.

90,0,11**Document already filed in specified folder.**

Cause: The document was not placed in the folder because it is already there.

Action: Use sqlplus to view the folder_contents table of the index database. Verify that the document ID of the document is already filed in that folder. If the document is already filed, further action is unnecessary.

90,0,12**Query specification is invalid.**

Cause: The query description was formed incorrectly. You may have used the wrong operator or specified an incorrect index.

Action: Check the query specification for syntax and typographic errors.

90,0,14**Cannot move/copy folder to its own descendant.**

Cause: An attempt was made to move or copy a folder subtree to one of its own descendants.

Action: Check the source or destination folder to make sure you are moving or copying a folder according to the correct folder hierarchy.

90,0,15**No capability (lock) obtained for operation.**

Cause: An attempt was made to update a document index or folder record without first locking it.

Action: Obtain a lock before updating a document or folder. To obtain a document lock, call INX_get_single_DIR. To obtain a folder lock, call INX_get_and_lock_folder.

90,0,16**Document index record is not valid.**

Cause: An internal program error occurred. The program passed a bad doc_index record.

Action: Contact the FileNet Response Center.

90,0,17**Specified document class does not exist.**

Cause: A document was referenced with a doc_class that does not exist. This may occur during the committal of a document to a doc_class.

Action: Create the doc_class in the Database Maintenance application.

90,0,18**Specified index does not exist.**

Cause: An index was referenced that does not exist. This may have occurred while committing a document.

Action: If the index does not exist, create the index using the Database Maintenance application.

90,0,19**One or more required items is null.****Cause:** Required index data is missing.**Action:** Enter the required data for this index.**90,0,20****Specified key does not exist.****Cause:** A retrieval based on a key condition was attempted, but the key specified does not exist.**Action:** Check the retrieval key for spelling errors.**90,0,23****Invalid retention base.****Cause:** The database may be corrupted. A document or folder has a retention base value other than FN_rel_to_entry or FN_rel_to_closing.**Action:** Verify the integrity of the index database.**90,0,24****DIR not imported from an import batch.****Cause:** An internal program error occurred. The document index record (DIR) was not imported during a batch import operation. Either the document already exists or its doc_id is out of range. This condition usually occurs when importing from one optical disk to an optical disk on another system. The target system may already be using this document range.**Action:** Contact the FileNet Response Center.

90,0,25**Document ID number out of permitted range.**

Cause: An internal program error occurred. A user created a document with an ID that was outside the valid document range.

Action: Correct the problem by specifying a document ID within the valid range of 100,000 to 4,000,000,000.

90,0,26**Values for pages outside of allowed range.**

Cause: The specified number of document pages is invalid.

Action: Specify a page value within the valid range of 0 to 1000.

90,0,27**Index defined in document class twice.**

Cause: While defining or updating an index for a document class, an index was specified that already exists for this document class.

Action: Use sqlplus to check the indexes that have already been defined for this document class. Retry the operation, specifying a unique index.

90,0,28**More than allowed number of indexes for document class.**

Cause: An attempt was made to define more than the maximum of 224 indexes for a single document class.

Action: Do not attempt to define more than 224 indexes for a given document class.

90,0,29**System index has wrong type or value.**

Cause: The database may be corrupted. One or several of the twelve system-defined indexes have been changed.

Action: Use sqlplus to validate the contents of the user_index table.

90,0,30**Unknown system column.**

Cause: An internal program error occurred. A number associated with each of the twelve system-defined indexes exists that is not in the valid range of 1 to 12.

Action: Contact the FileNet Response Center.

90,0,31**Two values for the same index are in doc index record.**

Cause: An internal program error occurred. One index has two values associated with it.

Action: Contact the FileNet Response Center.

90,0,32**Invalid retention disposition.**

Cause: The disposition value for a document must be either null (to archive) or 1 (to delete). In this case, it is neither. If this document exists, then this error indicates possible database corruption.

Action: Contact the FileNet Response Center.

90,0,33**Invalid index value type in doc index record.**

Cause: All indexes are one of five types (floating point number, string, date, time, or menu). This index is not one of those types or it did not match the value in the document index record.

Action: Use sqlplus to check the index type.

90,0,34**Cannot delete doc – still in folders.**

Cause: An attempt was made to delete a document that is currently in a folder. Documents in folders cannot be deleted.

Action: Remove the document from its folder then retry the delete operation.

90,0,35**Direction value in query is invalid.**

Cause: An internal program error occurred. Queries can move forward or backward through the database, but the first query must be in a forward direction. This first query attempt was in a backward direction.

Action: Perform a forward query first, followed by a backward query.

90,0,36**Current record value in query is invalid.**

Cause: During continuous query processing, the program remembers the doc_id number last searched. When the query continues, the program checks the doc_id last searched against the doc_id of where the continuous query actually stopped. When this query continued, the doc_id number returned to the program did not match the doc_id where the continuous query actually stopped.

Action: Contact the FileNet Response Center.

90,0,37**Unknown query filter operator.**

Cause: An internal program error occurred. An unrecognized operator code was detected in a filter condition.

Action: Check the query filter condition for invalid operators. Valid operator codes are: , (comma), =, AND, OR, and LIKE.

90,0,40**Unrecognized value for document source.**

Cause: An internal program error occurred. The document source value is not valid.

Action: The source of input data for this document class must be manual, scanned, OCR, aperture, or some other valid input method. Notify the FileNet Response Center for assistance.

90,0,41**Function is not implemented for portable database.**

Cause: An internal program error occurred. The attempted operation is not valid for this database type.

Action: Portable databases (PDBs) do not provide the same range of functionality as standing databases. The operation attempted is not allowed for PDBs.

90,0,42**Cannot perform query on non-stored index.**

Cause: An attempt was made to query an index that either does not exist or is not in use. The index range from 1 to 12 is assigned to system-defined indexes. The range from 31 to 255 is for user-defined indexes. An attempt may have been made to access an index in the unused range between 13 and 30.

Action: Use a valid index in the ranges 1 to 12 or 31 to 255.

90,0,43**Invalid document class name.**

Cause: An invalid character was used when defining this document class name. Document class names may not start with numbers or with **F_**.

Action: Use a valid character to begin the document class name.

90,0,44**Folder is closed.**

Cause: An attempt was made to file a document in an inactive folder. According to its retention definition, the folder has expired, or has been soft deleted (logically deleted from the system). A document can only be filed in an active folder.

Action: Activate the folder using the upretent tool or the Database Maintenance application. For information on upretent, refer to the [***System Tools Reference Manual***](#) or the [***System Administrator's Handbook***](#).

90,0,45**Query was interrupted.**

Cause: This is an informational message indicating that a long query has just been interrupted.

Action: A response is not necessary, but you may want to continue this query after the interruption.

90,0,46**Index in a DIR not defined in document class.**

Cause: An internal program error occurred. The document contains an index that is not part of its assigned doc_class. This index is a part of DOCTABA, but not part of this specific doc_class.

Action: Use the Database Maintenance utility to assign the index to the document class or find a new document class for this document.

90,0,47**DIR update cannot change the document class.**

Cause: After a document has been scanned into the system, its document class cannot be changed. It is not possible to move a document from one document class to another.

Action: To assign this document to another document class, re-scan the document as a member of the new document class.

90,0,48**Invalid capability type.**

Cause: An internal program error occurred. An update was attempted with an invalid capability type.

Action: Capability structures are used for updates. Values 1 through 6 are used to identify the capability type. Notify the FileNet Response Center for assistance with this problem.

90,0,49**Attempt to create too many folder levels.**

Cause: One folder may have up to eight descendants in a hierarchy.

Action: Restructure your folder environment to include no more than eight folder levels.

90,0,50**No more user columns available.**

Cause: The limit has been reached on the creation of user indexes. There can be a maximum of 224 user indexes, which are assigned numbers in the range 31 to 255.

Action: Do not create more than 224 user indexes.

90,0,51**Invalid value(s) in folder description.**

Cause: The folder retention value is less than 0. You did not indicate how long the folder should be retained.

Action: Check that the retention value is greater than 0.

90,0,52**Deletion of non-empty folder (but not contents) requested.**

Cause: An attempt was made to delete a folder that contains documents. Folders must be empty before they can be deleted.

Action: Unfile documents from this folder then retry the delete operation.

90,0,53**Invalid folder name.**

Cause: Folder names must begin with a slash (/) followed by alphanumeric characters. The specified folder name did not conform to this rule.

Action: Enter a valid folder name.

90,0,54**Cannot define system indexes in document class.**

Cause: An attempt was made to add a system index to a document class definition.

Action: A system index begins with F_ or has an ID of less than 31. Do not use system indexes in a document class description.

90,0,56**No cluster index is defined.**

Cause: An attempt was made to retrieve a cluster index that does not exist. A cluster index enables documents sharing common index values to be stored in close proximity to one another. Cluster indexes must be defined through the Database Maintenance utility.

Action: Define the cluster index and retry the operation.

90,0,57**Cannot change document class ID.**

Cause: An attempt was made to change the ID number for a document class. This parameter is set when the document class is first created and cannot be changed.

Action: You may modify the doc_class through Database Maintenance by adding indexes, but you just cannot change the original parameters of the document class. Do not attempt to change the doc_class ID.

90,0,58**Cannot change document class name.**

Cause: An attempt was made to change the name of the document class. This parameter is set when the document class is first created and cannot be changed.

Action: You may modify the doc_class through Database Maintenance by adding indexes, but you just cannot change the original parameters of the document class. Do not attempt to change the doc_class name.

90,0,59**Document class already exists.**

Cause: You tried to use a document class name that has already been used.

Action: Try another name.

90,0,60**Invalid type for user index.**

Cause: When defining an index type, one of the several valid types (string, date, menu, numeric) was not specified.

Action: When defining an index, specify one of the valid index types. Refer to your ***System Administrator's Handbook*** for descriptions of the valid index types.

90,0,61**Index cluster already exists.**

Cause: A cluster index is used to place documents with common indexes close to one another on disk. The cluster index name must be unique. The name given for this cluster index has already been used for another cluster index.

Action: Retry the operation, using another name for the cluster index.

90,0,62**Invalid capability for specified ID.**

Cause: Before a resource can be modified or stored, you must pass a capability structure that gives you permission to perform the action. The capability structure that was passed is not valid for this ID.

Action: Retry the operation.

90,0,63**Capability not for cluster.**

Cause: Before a resource can be modified or stored, you must pass a capability structure that gives you permission to perform the action. The capability structure that was passed is not valid for this ID.

Action: Retry the operation.

90,0,64**Document class not completely defined.**

Cause: A step was not completed in the document class creation procedure. An index or a media family may not have been defined.

Action: Redefine the document class using the Database Maintenance Define/Update Class option. For additional information on Database Maintenance, see the [***System Administrator's Handbook***](#).

90,0,65**Index already exists.**

Cause: The specified index name has already been used.

Action: Retry the operation, using another name.

90,0,66**Capability not for index.**

Cause: Before a resource can be modified or stored, you must pass a capability structure that gives you permission to perform the action. The capability structure that was passed is not valid for this ID.

Action: Retry the operation.

90,0,67**Index is already inverted.**

Cause: The index has already been defined as a retrieval key, and need not be defined as a key.

Action: Use this index as inverted; it is already defined this way.

90,0,68**Operation is not allowed to a table which is in use by other process**

Cause: Before modifying the Oracle database (adding a column to the index database table), the lock must be acquired. The lock cannot be obtained for this operation at this time.

Action: Retry the operation at a later time.

90,0,69**Index is not inverted.**

Cause: An attempt was made to use the index as a retrieval key, but it is not defined as a key.

Action: To use this as a key index, redefine this index as a key (“inverted” rather than “non-inverted”).

90,0,71**Cannot delete document - document is tabbed.**

Cause: An attempt was made to delete a tabbed documented. A document that has a tab cannot be deleted. A tab is an annotation attached to a document that is filed in a folder.

Action: Delete the tab, then delete the document.

90,0,72**System index not allowed.**

Cause: While modifying or updating an index, an attempt was made to define the index as a system index. A user or client application cannot create a system index.

Action: Define the index as a user index.

90,0,73**Menu not allowed for type.**

Cause: The specified menu is not compatible with the index type.

Action: Try the operation again, using the appropriate menu.

90,0,74**Mask not allowed for type.**

Cause: The specified mask is not compatible with the index type. For example, a date may have been entered for data that must be in numeric format.

Action: Try the operation again, using the appropriate index mask.

90,0,75**Length allowed for strings only.**

Cause: An attempt was made to place a length limit on a non-string index type. Only string indexes may have a length.

Action: Redefine the index without the length parameter, or define it as a string.

90,0,76**Invalid index name.**

Cause: The specified index violated syntax rules. Index names must be alphanumeric, be 14 characters or less, and cannot begin with F_.

Action: Check the syntax and specify a valid index name.

90,0,77**Invalid security name.**

Cause: The attempted operation lacks the required security permission.

Action: Certain document classes may require the user or application to have a certain security level. See your System Administrator if additional security levels are required.

90,0,78**Buf_len and row data are inconsistent.**

Cause: An internal program error occurred. This condition may be due to a program logic error or database corruption.

Action: Contact the FileNet Response Center.

90,0,80**Index has an invalid oracle type.**

Cause: An internal program error occurred. This condition may be due to a program logic error or database corruption.

Action: Contact the FileNet Response Center.

90,0,81**The Index IDs in dcl desc and aperixlocs are different.**

Cause: The document class description and aperture card index location (auto-indexing) do not contain the same indexing information.

Action: Using the Database Maintenance application, verify that all indexing information is compatible. Correct any errors that are found.

90,0,84**Primary key condition is required to query Archive IS.**

Cause: You can only query the archive database using a retrieval query. You cannot use indexes that are not keys. The archive database contains index information on all expired documents and is stored on optical disk.

Action: Use a retrieval key to query the archive database.

90,0,85**This index does not have validation table.**

Cause: An attempt was made to retrieve or use a non-existent validation table. No such table exists for this index.

Action: Associate the validation table with this index.

90,0,86**This document class does not have an aperture card file table.**

Cause: An attempt was made to use a non-existent aperture card (bar code) file for auto-indexing.

Action: Create an aperture card file for indexing, and retry the operation.

90,0,88**Validation already exists.**

Cause: An attempt was made to create a validation table with a name that already exists.

Action: Specify another name for the validation table.

90,0,89**Aperture card file already exists.**

Cause: The name specified for this aperture card file has already been used for another such file.

Action: Specify a different file name.

90,0,90**Aperture card index location already exists.**

Cause: The index specified has already been defined.

Action: Choose another aperture card index.

90,0,91**Validation not allowed for this index type.**

Cause: An attempt was made to create a validation table for a non-string index, such as a date, number, or menu. Validation tables are can only be specified for string indexes.

Action: Do not create a validation table for this index or redefine the index as a string type.

90,0,93**Menu does not exist.**

Cause: A document class index has been defined for a menu index which does not exist in the user index.

Action: Build a menu using the Database Maintenance Define/Update Index option. For additional information on Database Maintenance, see the [***System Administrator's Handbook***](#).

90,0,95**Validation table does not exist.**

Cause: A document class index has been defined for a validation table which does not exist in the user index.

Action: Build a validation table using the Database Maintenance Define/Update Index option. For additional information on Database Maintenance, see the [***System Administrator's Handbook***](#).

90,0,104**Precision and scale specified in numeric index mask cause overflow.**

Cause: On an Windows Server platform with a SQL server database, index services detected a numeric mask with precision or scale that does not match the MS SQL server configuration.

Action: Make sure the numeric index mask configured in Database Maintenance matches the precision and scale specified for numeric mask on the MS SQL Server. The precision is the number of digits shown on the left side of the decimal point. The scale is the number of digits shown on the right side of the decimal point. You may enlarge this value using the **enlarge_ncol** command.

For additional information see the Database Maintenance and Commands chapters in the [***System Administrator's Handbook***](#).

90,0,1006**Unacceptable first operator of range.**

Cause: Query error.

Action: Correct the syntax and retry the operation.

90,0,1007**Syntax error in first part of range definition.**

Cause: Query error.

Action: Correct the syntax and retry the operation.

90,0,1008 Unacceptable second operator of range.

Cause: Query error.

Action: Correct the syntax and retry the operation.

90,0,1009 Syntax error in second part of range definition.

Cause: Query error.

Action: Correct the syntax and retry the operation.

90,0,1011 Integer expected.

Cause: Query error.

Action: Correct the syntax and retry the operation.

90,0,1012 Positive integer expected.

Cause: Query error.

Action: Correct the syntax and retry the operation.

90,0,1013 KEYWORDS expected.

Cause: Query error.

Action: Correct the syntax and retry the operation.

- 90,0,1014** **Left parenthesis expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1015** **More keywords than allowed by integer.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1016** **String constant expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1017** **Comma or right parenthesis expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1018** **OF expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1019** **Operand expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1020** **Where condition, expression type mismatch.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1021** **Where condition expression and operator incompatible.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1022** **Illegal where condition – unexpected end.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1023** **Illegal key constant.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1024** **Illegal key constant, unparenthesized.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1025** **Illegal key constant; comma or right paren expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1026** **FIND expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1027** **Identifier not a table id.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1028** **Table id expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1029** **VIA expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1030** **Key identifier expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1031** **Identifier expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1032** **Key operator expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1033** **Key condition expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1034** **Range expected.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1035** **Key value expected in range condition.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1036** **Illegal key constant list.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1038** **Illegal syntax for query parameter.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1039** **Illegal syntax for floating point constant.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1040** **Illegal hex constant.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1041** **Query parameters not implemented.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1043** **Arithmetic operators not implemented.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1046** **Missing right string quote.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1048** **Illegal operator for date column.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1049** **Illegal operator for time column.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1050** **Date string not a constant.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1051** **Time string not a constant.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1052** **Numeric string not a constant.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1054** **Unary operators not implemented.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1055** **Identifier in where exp not db col id.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1056** **Expression operand mismatch for menuchoice type.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1057** **Illegal operator on menuchoice type.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1058** **Too many elements in key constant.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1059** **Too many keyword list constants.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1060** **Multi-part keys not implemented.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1061** **Length of parsed query area too small.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1062** **More items in key constant than in key.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1063** **Length of menu item 1 char.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1064** **Illegal key constant type.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1065** **This logical operator not implemented.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1087** **Extra stuff at end of key condition.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1089** **F_DOCCLASSNAME mismatch: not stg const.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1090** **F_DOCCLASSNAME illegal operator.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1092** **Illegal use of DEFINED.**
Cause: Query error.
Action: Correct the syntax and retry the operation.

- 90,0,1094** **LIKE expected after NOT.**
Cause: Query error.
Action: Correct the syntax and retry the operation.
- 90,0,1097** **F_DOCTYPE compared to expression of inappropriate type.**
Cause: Syntax error in query statement.
Action: Correct the syntax and retry the operation.
- 90,0,1098** **F_DOCTYPE compared to expression using operator other than = or !=.**
Cause: Syntax error in query statement.
Action: Correct the syntax and retry the operation.
- 90,1,2** **Conversion from database type to INX type not supported.**
Cause: An internal program error occurred. A conversion from Oracle to FileNet Index Services was attempted, but cannot be performed.
Action: Contact the FileNet Response Center.

90,1,3**Could not initialize server.**

Cause: The INX server is not active, or a network-related problem occurred.

Action: Make sure the INX server is up. If the server is up, contact the System Administrator to determine if network problems have occurred.

90,1,4**Incorrect data passed across network.**

Cause: Index Services has received unexpected data. For example, Index Services may have expected a certain number of values to be passed across the network, but received either more or less.

Action: Try the operation again. If the condition persists, contact the FileNet Response Center.

90,1,5**Received string which exceeds size of buffer.**

Cause: A string index has a maximum length. The data passed is longer than the maximum allowed.

Action: Retry the operation. If the problem persists, reduce the string length and retry the operation.

90,1,6**Fork of child process failed.**

Cause: This indicates a UNIX-based error occurred. A duplicate copy procedure failed.

Action: If the problem persists, contact the FileNet Response Center.

90,1,7**Bad data found in database.**

Cause: The database may be corrupted. For example, a column in one of the tables contains invalid data.

Action: Contact the FileNet Response Center.

90,1,8**Internal error in index services.**

Cause: An internal program error occurred. There could be a variety of causes: a bad session handle, the wrong data type passed, etc.

Action: Contact the FileNet Response Center.

90,1,9**Neither id nor name specified for dictionary get desc function.**

Cause: An attempt was made to locate information in the data dictionary, such as a document class or retrieval key, but no ID or name was given.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,10**Unrecognized version parameter on abst_link call.**

Cause: This version of the INX shared library is incompatible with the program that is trying to link to it. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the INX shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

90,1,11**No Courier connection open.**

Cause: A connection must be open to perform INX operations. Index Services has failed to open a connection before attempting an operation.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,12**Already have Courier connection open.**

Cause: Index Services attempted to open a network connection that was already open.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,13**Unknown remote procedure number presented to server.**

Cause: Each function has a remote procedure number. An unrecognized number was passed to the server.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,14**Unknown Courier msg_type.**

Cause: A network-related error occurred.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,15**No dictionary for specified id.**

Cause: A retrieval on doc_ids was attempted on a non-existent ID.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,17**Call to expand non-existent buffer made.**

Cause: Internal program error occurred. An attempt was made to allocate more buffers, but there were none available.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,18**Requested service name does not exist.**

Cause: An NCH database error occurred. An attempt was made to connect to a non-existent network service. The configuration of the requested service in the Network Clearinghouse database may be incorrect.

Action: Check the configuration parameters of the requested service in the NCH database. If necessary, use the Configuration Editor to edit and rebuild the Network Clearinghouse database.

90,1,19**Unrecognized INX service definition level in NCH record.**

Cause: The configuration of the requested service in the Network Clearinghouse database may be incorrect.

Action: Check the configuration parameters of the requested service in the NCH database. If necessary, use the Configuration Editor to edit and rebuild the Network Clearinghouse database.

90,1,20**Only one INX background process to run per database.**

Cause: An attempt was made to run two INX_bg processes, but only one can exist. INX_bg keeps the data dictionary in memory and updates the database periodically.

Action: Retry the operation. If the problem persists, contact the FileNet Response Center.

90,1,22**Unrecognized IS definition in NCH record.**

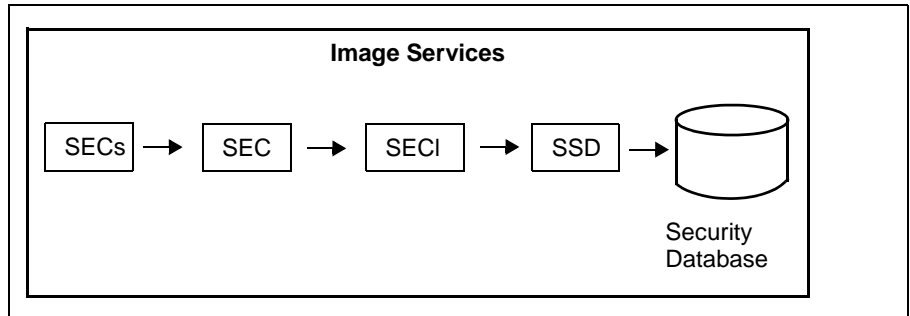
Cause: The configuration of the Network Clearinghouse database may be incorrect.

Action: Check the configuration parameters of the NCH database. If necessary, use the Configuration Editor to edit and rebuild the Network Clearinghouse database.

SEC (92) Messages

The Security (SEC) shared library uses the SSD shared library to access the security database, Sec_DB0. The security database contains security information for all objects (users, groups, devices), for the security service, for each direct membership occurrence, and for each function name and class.

Security information is stored with the data. For example, document security is stored with the document indexing information in the index database and permanent database. Annotation security is stored in the permanent database.



SEC Shared Library Diagram

SEC and SSD shared library message tuples begin with 92. The following paragraphs provide information on a selected tuple. Each description lists the tuple number, message text, possible causes, and recommended actions.

92,0,1**SEC error other than in protocol definition.**

Cause: This is an internal software error. A bad version of SEC was encountered, or an RPC error was detected and SEC was unable to decode the RPC.

Action: Contact the FileNet Response Center.

92,0,13**This object contains access restrictions which are not defined here.**

Cause: The object you tried to access is owned by a group that is not defined on the local system.

Action: In the local security database, define those groups that have access restrictions for the desired object. Refer to the “Security Administration” chapter of your [***System Administrator’s Handbook***](#) for more information.

92,0,93**An invalid session number was supplied.**

Cause: An internal software error or IS Toolkit (formerly known as WorkFlo Application Library-WAL) client error has occurred.

Action: Contact the FileNet Response Center.

92,0,97**Access to the security data base is refused.**

Cause: You are not authorized to access the security database.

Action: Contact your System Administrator for information.

92,0,99**The user has already reached the maximum allowable number of sessions.****Cause:** You have exceeded the maximum number of sessions allowed.**Action:** The System Administrator is responsible, through the security application, for establishing the maximum number of sessions each user is allowed. Contact your System Administrator to request additional sessions if necessary.**92,0,108****A duplicate object already exists in the data base.****Cause:** You attempted to add an existing object to the security database.**Action:** Run SEC_tool or Security Administration to verify that the object already exists on the system. Specify a different object name and retry the operation. For additional information on Security Administration, see the [***System Administrator's Handbook***](#).**92,0,110****The comments length provided exceeded the maximum allowable length.****Cause:** The character string you entered in the "Comments" field is too long.**Action:** Remove some of the characters in your comment. The maximum length is 79 characters.

92,0,124**The service specified does not exist.**

Cause: The local security service you specified during fnlogon cannot be located in the Network Clearinghouse database.

Action: Verify the name of the local security service and retry the fnlogon, or use the default local security service by pressing the carriage return key at the following fnlogon prompt:

FileNet security service (CR = local service)>

92,0,125**The device security prevents access.**

Cause: Device security is being enforced for this logon session.

Action: Verify that the user and device have a membership intersection, that is, both the user and the device have membership in a common group with common access times. For more information on device controls and terminal security, refer to the “Security Administration” chapter of your ***System Administrator’s Handbook***.

92,0,126**The object is required to be of the user class.**

Cause: An attempt was made to logon as a security object other than a user.

Action: Logon as a user.

92,0,130**The account has expired and is no longer valid.**

Cause: The expiration date for this account has passed, and the account can no longer be used.

Action: Contact your System Administrator for information on account expiration.

92,0,132**A bad service name was provided.**

Cause: The local security service you specified during fnlogon cannot be located in the Network Clearinghouse database.

Action: Verify the name of the local security service and retry the fnlogon, or use the default local security service by pressing the carriage return key at the following fnlogon prompt:

FileNet security service (CR = local service)>

92,0,139**The calculated duration of this logon instance has been exceeded.**

Cause: This logon session has exceeded its allowable logon time range.

Action: Contact your System Administrator to determine the allowable logon time range for your account(s).

92,0,140**The device specified has exceeded its expiration date.**

Cause: The expiration date for this device has passed, and the device can no longer be used.

Action: Contact your System Administrator for information on device expiration.

92,0,141**The group specified has exceeded its expiration date.**

Cause: The expiration date for the session group has passed.

Action: Contact your System Administrator for information on session group expiration.

92,0,152**The group information could not be found.**

Cause: A search was performed for a group member that does not exist.

Action: Correct the search criteria, that is, provide valid group or member information.

92,0,155**The group-member in the data base already exists.**

Cause: An attempt was made to create a group membership which already exists.

Action: Specify a different group member and retry the operation.

92,0,156**The specified object has already been deleted.**

Cause: An attempt was made to delete a security object which has already been deleted.

Action: This is an informational message. No deletion occurs.

92,0,167**The specified function name was not found.**

Cause: A search for a specific function name was negative.

Action: Add the function or turn off function security.

- 92,0,168** **The specified function member combination was not found.**
- Cause:** A search for a combination of a specific function name and a specific member assigned to it was negative.
- Action:** Add the function name-member combination or turn off function security.
-
- 92,0,169** **The specified function name already exists.**
- Cause:** An attempt was made to add a duplicate function name. The security system does not allow a duplicate name to be added.
- Action:** Select a different function name and retry the operation.
-
- 92,0,170** **The specified function member combination already exists.**
- Cause:** An attempt was made to add a duplicate function name-member combination. The security system does not allow a duplicate function name-member combination to be added.
- Action:** Select a different combination and retry the operation.
-
- 92,0,177** **The number of allowable failed password attempts has been exceeded.**
- Cause:** You exceeded the number of failed attempts to logon that the system allows. None of the passwords you have tried to use are correct. Your account has been automatically expired.
- Action:** If you have forgotten your password, contact your System Administrator to reset your password and reactivate your account.

92,0,179**The specified password requires a special character.**

Cause: Passwords can optionally be configured to require a special character. Your password must include a special character.

Action: Contact your System Administrator for password requirements.

92,0,181**The buffer tag definition is not of a recognized type.**

Cause: An attempt was made to communicate across incompatible FileNet system releases.

Action: Upgrade the FileNet system with the earlier software release to a level that is compatible with the more recent FileNet system release. Contact the FileNet Response Center for assistance.

92,0,182**The object update is denied.**

Cause: An attempt to update an object in the database was denied. To update a security object, you must have the "Supervisor" administrative attribute assigned to your user ID. You do not have the appropriate authorization to perform an update function.

Action: Contact your System Administrator for assistance.

92,0,183**The member addition is denied.**

Cause: An attempt to add a member to a group in the system is denied. You may not have the appropriate authorization to add a member to the system.

Action: Contact your System Administrator for assistance.

92,0,184**The object delete is denied.**

Cause: An attempt to delete an object from the database is denied. To delete an object from the database, you must have the Supervisor security attribute assigned to your user ID. You do not have the appropriate authorization to perform delete functions.

Action: Contact your System Administrator for assistance.

92,0,185**The termination of a logon is denied due to inadequate permissions.**

Cause: A user other than Supervisor or Principal administrator attempted to terminate a logged on session. Only the Supervisor or Principal administrator is permitted to terminate a logon.

Action: This is an informational message. The termination is not allowed.

92,0,186**The password update is denied due to inadequate permissions.**

Cause: An attempt was made to update a password, but was denied. To update a password, you must have the Password administrative attribute assigned to your user ID. You do not have the appropriate authorization to perform this function.

Action: Contact your System Administrator for assistance.

92,0,187**The deletion of the specified member from the group is denied.**

Cause: The attempt to delete a member of a group is denied. To delete a member from a group, you must have the Group administrative attribute assigned to your user ID. You do not have the appropriate authorization to delete a member from a group.

Action: Contact your System Administrator for assistance.

92,0,188**The addition of the specified object is denied.**

Cause: The attempt to add a security object to the security database is denied. To add an object to the database, you must have the Principal security attribute assigned to your user ID. You do not have the appropriate authorization to perform this function.

Action: Contact your System Administrator for assistance.

92,0,189**The user does not have the permissions to add a function.**

Cause: The attempt to add a function to the system is denied. The user is not authorized to add a function. Only the SysAdmin user may add functions.

Action: Contact your System Administrator for assistance.

92,0,190**The user does not have the permissions to delete a function.**

Cause: The attempt to delete a function from the system is denied. The user is not authorized to delete a function. Only the SysAdmin user may delete functions.

Action: Contact your System Administrator for assistance.

92,0,191**The user does not have the permissions to add a function member.**

Cause: The attempt to add a member to a function is denied. To add a member to a function, you must have the Group administrative security attribute assigned to your user ID. The user is not authorized to add a function member.

Action: Contact your System Administrator for assistance.

92,0,192**The user does not have the permissions to delete a function member.**

Cause: The attempt to delete a member from a function is denied. To delete a member from a function, you must have the Group administrative security attribute assigned to your user ID. The user is not authorized to delete a member from a function.

Action: Contact your System Administrator for assistance.

92,0,198**The concurrent license limit has been reached.**

Cause: The number of logged on users has reached the maximum allowed limit governed by the concurrent license agreement.

Action: Logon as the root user or as fnsf. Use SEC_tool to forcibly log off users. Refer to the *System Tools Reference Manual* for more information on SEC_tool.

As an alternative, contact the FileNet Response Center to obtain information on increasing the number of concurrent licenses allowed for your system.

92,0,199**The terminal name provided is in an incorrect format.**

Cause: The format of the terminal name you specified is incorrect. The name must consist of a string name plus a device address, either TCP/IP or XNS (Ethernet ID).

This error can also occur when performing synchronous cross system committal from a Combined server to a Dual server system

Action: Ensure you enter the terminal name in the correct format (string name followed by device address).

Also, ensure that you are performing asynchronous cross system committal.

92,0,221**The length of the password provided is out of range.**

Cause: You specified a password longer than 8 characters. The maximum number of characters in a password is 8.

Action: Specify a password with a valid length.

92,0,222**An operation on the specified file failed. An error occurred attempting to open the specified file name.**

Cause: During the export of the security database, an invalid UNIX file was specified. Required permission to access the UNIX file may not have been established.

Action: Verify that the correct permissions to perform the operation have been established. Contact the FileNet Response Center for further assistance.

92,0,223**The import version contained in the import file is not recognized.**

Cause: The import has failed because the import routine did not find the expected version stamp in the import file. This situation indicates that an incompatible version specification exists in the import file, or the import file may have been corrupted.

Action: Contact the FileNet Response Center for assistance.

92,0,224

The export file has a different default char set than the import system.

Cause: The character set of the export file must match the default character set of the import system. Due to encrypted password incompatibilities, you cannot export or import files across systems having different default character sets.

Action: Verify that the character set of the export file matches the default character set of the import system.

92,0,226

The import file is in an incorrect format.

Cause: When the import routine attempts to parse the import file, it expects the information to be of certain sizes and in certain locations within the import file. If the import routine encounters a conflict, this message displays. The import file may be corrupted, or it may have been manually edited.

Action: If you have manually updated the import file with an editor, examine the file for correct format and change it as necessary. If you suspect a problem with the security services import program, contact the FileNet Response Center for assistance.

92,0,227

There were missing or improper import parameters.

Cause: An improper combination of **from** and **to** parameters was passed to the import command.

Action: Use the help facility of SEC_tool to see the valid parameter format of the import command. Refer to the *System Tools Reference Manual* for more information.

92,0,228**The domain length may not exceed 20 characters in length.**

Cause: The domain name you specified exceeds the maximum length of 20 characters.

Action: Verify that you are using the correct domain name, then re-enter the information and retry the operation.

92,0,229**The import object class conflicts with that of an existing object.**

Cause: When the security service imports an object, it looks for objects of the same name within the import database. If the objects exist, then the security service compares the object classes. If the object classes are not the same, the import terminates. This check protects against conflicting membership (that is, prevents a user from being made a member of another user).

Action: If you are attempting to import an existing security database, check the import file for a user name that may be the same as a group name in the existing database. If this situation exists, the import operation will not complete. Correct the problem and re-try the import.

92,0,231**A user who is not SysAdmin attempted to export the security data base.**

Cause: SEC allows only the SysAdmin user to export the security database. This prevents unauthorized users from exporting the security database. A user other than SysAdmin attempted to export the database.

Action: This is an informational message. A response is unnecessary.

- 92,0,232** **A user who is not SysAdmin attempted to import the security data base.**
- Cause:** SEC allows only the SysAdmin user to import the security database. This prevents unauthorized users from importing the security database. A user other than SysAdmin attempted to import the database.
- Action:** This is an informational message, a response is unnecessary.
-
- 92,0,234** **The session handle is stale. The security service was rebooted.**
- Cause:** Typically, this message is issued internally to the security service so that the client can determine if it needs to re-logon to the security service after a server reboot.
- Action:** This is an informational message, a response is unnecessary.
-
- 92,0,235** **The relogon information provided is inaccurate.**
- Cause:** When the security service issues message 92,0,234 after a reboot, the SEC shared library attempts to re-logon to the security service. SEC issues this message if the information sent to the security service from the client is incorrect.
- Action:** This is an informational message, a response is unnecessary.

92,0,240**The concurrent license is either expired or missing.**

Cause: Concurrent licensing has not been configured on the system.

Action: Check the configuration procedures and change as necessary to configure concurrent licensing. If no concurrent licensing agreement has been purchased or it has expired, contact the FileNet Response Center.

92,2,2**The password provided does not match that in the data base.**

Cause: SEC cannot verify the password that you provided.

Action: Verify that you are specifying the correct password and retry the operation. If you cannot satisfy the password check, contact your System Administrator who can reset your password if necessary.

92,2,4**The requested object does not have a membership intersection.**

Cause: An application or service does not have the required membership in a particular group.

Action: Contact your System Administrator to define the required membership.

92,2,5**Read permission is denied.**

Cause: The security attributes assigned to your user logon ID or group do not allow you to perform retrieve, display, or print functions on a particular document class.

Action: This is an informational message. If you require read permission level, contact your System Administrator.

92,2,6**Write permission is denied.**

Cause: The security attributes assigned to your user logon ID or group do not allow you to perform delete or modify functions on a particular document class.

Action: This is an informational message. If you require write permission level, contact your System Administrator.

92,2,7**Append/execute permission is denied**

Cause: The security attributes assigned to your user logon ID or group do not allow you to perform functions such as scanning, indexing, committing, or appending on a particular document class.

Action: This is an informational message. If you require append and/or execute permission levels, contact your System Administrator.

92,2,8

The user, group, or device object information could not be found.

Cause: The user, group, or device object information you specified is invalid or not defined to the system.

Action: Verify that you specified the correct user, group, or device name. Contact your System Administrator for assistance.

92,2,11

The requesting user is not logged onto the security service.

Cause: You requested access to a program that requires prior connection to the security service.

Action: Use Xapex or the fnlogon utility to logon to the security service. Then retry your request for program access. Refer to the *System Tools Reference Manual* for information on fnlogon.

Field Example

Problem: Customer is using a thin client with Web Services. If they encounter a PC crash/ application crash, they cannot kill the HUNG session through sec_tool or Xapex. The error is <SEC,2,11>.

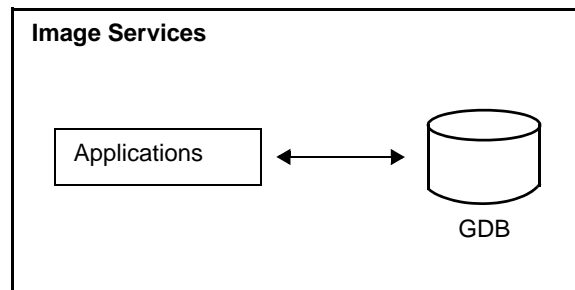
Solution #1: Make it so the users can sign on more than once. Increase it so they can log on up to 5 or 10 times and then they could just fire up another session and log back in. Then, recycle the box every night to get rid of the hung logons. If that is not possible, recycle it on the weekend.

Solution #2: Run Xapex in the background logged in as SysAdmin and logoff the web users.

GDB (121) Messages

The Generic Database (GDB) interface shared library provides the Image Services database interface. GDB provides a general API (application programming interface) for several Relational Database Management Systems (RDBMS). GDB tuples begin with 121, where the middle number represents the RDBMS type, as follows:

Middle tuple value	RDBMS
0	GDB error or common RDBMS error
1	Oracle
7	SQL Server
9 and 10	DB2



GDB Shared Library Diagram

GDB message tuples begin with 121,0. Oracle message tuples begin with 121,1. SQL message tuples begin with 121, 7. DB2 message tuples begin with 121, 9 or 121, 10. The third number of the tuple is the message identifier. Oracle message descriptions are from `oraus.msg` in `/usr/ora/816/rdbms/msg/`. Refer to your *Oracle Error Messages Manual*. The following paragraphs provide information on selected tu-

ples. Each description lists the tuple number, message text, possible causes, and recommended actions.

To display the message text for Oracle tuples, use the `oerr` facility. For example, using the `fn_msg` command for an Oracle tuple displays a message similar to the following.

```
corona(fnsw)/usr/fnsw> fn_msg 121,1,1552
<GDB,1,1552> Oracle error occurred.
Oracle error number is err_num from <GDB,1,err_num>.
See Oracle documentation or run oracle 'oerr' program,
if available, for error message.
```

Using the `oerr` facility displays the Oracle message information, for example:

oerr ora 1552

where 1552 is the third value of the tuple. Following is the sample screen output.

```
corona(fnsw)/usr/fnsw> oerr ora 1552
01552, 00000, "cannot use system rollback segment for non-system tablespace '%s'
"
// *Cause: Tried to use the system rollback segment for operations involving
//         non-system tablespace
// *Action: Create one or more private/public segment(s), shutdown and then
//           startup again. May need to modify the init.ora parameter
//           rollback_segments to acquire private rollback segment
```

- 121,0,53** **Invalid username or password is specified for log on to DBMS.**
- Cause:** This error can also display if the RDBMS is down or not available.
- Action:** Ensure that the RDBMS is started.
-
- 121,0,73** **Both primary and secondary passwords are invalid to connect to RDBMS.**
- Cause:** Incorrect password has been entered.
- Action:** Contact Administrator to resolve the authentication problems.
-
- 121,0,74** **Table row length exceeds the limit for the page size.**
- Cause:** The row length for the table defined in the CREATE TABLE or ALTER TABLE statement exceeds the limit for the page size of the table space.
- Action:** Refer to DB2 help message for detailed explanation and the appropriate user response.
-
- 121,0,75** **User account is set with incorrect environment variables.**
- Cause:** Caused by not correctly running the inst_templates script.
- Action:** Contact Administrator to resolve the problem. IS will not function until this issue is resolved.

- 121,1,1** **Unexpected call to dummy routine.**
- Cause:** An update or insert statement attempted to insert a duplicate key.
- Action:** Either remove the unique restriction or do not insert the key.
-
- 121,1,201** **Control file '*nn*' version *nn* incompatible with ORACLE version *nn*.**
- Cause:** The control file was created by incompatible software, where *nn* is the version number.
- Action:** Either restart with a compatible software release or use CREATE CONTROL FILE to create a new control file that is compatible with this release. Refer to your Oracle documentation.
-
- 121,1,206** **Error in writing control file '*name*' (block *nn*, # blocks *bb*).**
- Cause:** A disk write operation failed for the control file, where *name* is the control file name, *nn* is the block number, and *bb* is the number of blocks.
- Action:** Ensure that the disk is online. If the disk is not online, bring the disk online and try warm start again. If the disk is online, then you must recover the disk.
-
- 121,1,255** **Error occurred during archival of log '*//*', sequence # *ss*.**
- Cause:** An error occurred during archival, where *//* is the log name and *ss* is the sequence number.

Action: Check the error stack for more detailed information. If you cannot archive the log because the online log is corrupted, then the log can be cleared using the UNARCHIVED option. This will make any existing backups useless for recovery to any time after the log was created, but will allow the database to generate a redo log.

121,1,470**LGWR process terminated with error.**

Cause: The log writer process died.

Action: Perform a warm start of the Oracle software.

121,1,471**DBWR process terminated with error.**

Cause: The database writer process died.

Action: Perform a warm start of the Oracle software.

121,1,472**PMON process terminated with error.**

Cause: The process monitor cleanup process died.

Action: Perform a warm start of the Oracle software.

121,1,474**SMON process terminated with error.**

Cause: The system cleanup process died.

Action: Perform a warm start of the Oracle software.

121,1,1005**Null password given; logon denied.**

Cause: Oracle is not started or the f_maint password is set to the default value. This error displays if you select Applications menu in the Applications Executive (Xapex) window, select System Monitor item, select the Storage menu, and select the Databases item on a system where the f_maint password has not been changed from the initial value.

Action: Ensure that the Oracle software is started by performing the appropriate steps for your environment:

Operating Environment	Description
UNIX	Enter the following command: <pre>ps -ef grep ora</pre> Oracle processes should display, such as ora_igwr_IDB, ora_dbwr_IDB, and so forth.
Windows Server	Click Start, Programs, Oracle for WinNT, and select the Oracle Instance Manager. The Oracle instance should display, for example: IDB, Instance started, Service started.

If Oracle is not started, restart the software. If Oracle is started, change the default f_maint password. See the *Image Services Configuration and Installation Procedures* for your platform and refer to the procedure, "Change the f_maint Password."

- 121,1,1033** **ORACLE initialization or shutdown in progress.**
Cause: Oracle is being started or shut down.
Action: Wait for operation to complete.
- 121,1,1034** **ORACLE not available.**
Cause: Oracle is not started.
Action: Start Oracle or retry operation later.
- 121,1,1038** **Cannot write database file version *ff* with Oracle version *vv*.**
Cause: An attempt was made to write data file headers in an old format, where *ff* is the database file version and *vv* is the Oracle version. The new format cannot be used until after the database has been verified as being compatible with this software version.
Action: Open the database to advance to the new file formats, then repeat the operation. If the operation is required before the database can be opened, then use the previous software version to perform the operation.

121,1,1039**Insufficient privileges on underlying objects of the view.****Note**

User actually receives **Oracle error occurred** message and is told to see Oracle documentation or run the Oracle 'oerr' program for error message, at which point **oerr ora 1039** is entered.

Cause: Attempting to explain plan on other people's view without the necessary privileges on the underlying objects of the view.

Action: Obtain necessary privileges or do not perform the offending operation.

121,1,1079**ORACLE database was not properly created, operation aborted.**

Cause: An error occurred when the database or control file was created.

Action: Determine what error occurred when the database was first created or when the control file was recreated. Take the appropriate actions to recreate the database or a new control file.

121,1,1104**Number of control files *nn* does not equal number for first instance *nn*****Note**

User actually receives **Oracle error occurred** message and is told to see Oracle documentation or run the Oracle 'oerr' program for error message, at which point **oerr ora 1104** is entered.

Cause: The number of control files used by this instance does not match the number of control files in an existing instance, where *nn* is the number of control files.

Action: Check to ensure that all control files are listed.

121,1,1107

Database must be mounted for media recovery.

Cause: An attempt to perform media recovery was made but the database was not mounted.

Action: Mount the database.

121,1,1108

File *nn* is in media recovery.

Note User actually receives **Oracle error occurred** message and is told to see Oracle documentation or run the Oracle 'oerr' program for error message, at which point **oerr ora 1108** is entered.

Cause: Media recovery is actively being applied to the file, where *nn* is the file name. The file cannot be used for normal database access or crash recovery.

Action: Complete or cancel the media recovery session.

121,1,1114

IO error writing blocks of file '*ff*' (block # *nn*, # blocks *bb*).

Cause: Device on which the file resides is probably offline, where *ff* is the file name, *nn* is the block number, and *bb* is the number of blocks.

Action: Restore access to the device.

121,1,1115**IO error reading blocks from file '*ff*' (block # *nn*, # blocks *bb*).**

Cause: Device on which the file resides is probably offline, where *ff* is the file name, *nn* is the block number, and *bb* is the number of blocks.

Action: Restore access to the device.

121,1,1541**System tablespace cannot be brought offline; shut down if necessary.**

Cause: An attempt to bring tablespace offline was not successful.

Action: Shut down, if necessary, to perform recovery.

121,1,1552**Cannot use system rollback segment for non-system tablespace.**

Cause: The Oracle database is incorrectly configured.

Action: Check for the following dataset:

/fnsw/dev/1/oracle_tr0 (UNIX)
\fnsw\dev\1\oracle_tr0 (Windows Server)

Refer to appropriate paragraph below, depending on whether or not the oracle_tr0 dataset exists.

If the oracle_tr0 dataset exists, check the number of rollback segments. To check this parameter, enter fn_edit to start the Image Services System Configuration Editor. Click on the Relational Databases tab. Click on the Oracle tab. Ensure that the Number of Rollback Segments is set to 4. If the value is not set to 4, set the value to 4. To complete the procedure, refer to the instructions for your operating environment in the table below.

If the oracle_tr0 dataset does not exist, create the dataset by entering fn_edit to start the Image Services System Configuration Editor. Click on the Procedures tab and select Create an optional relational DB dataset. Select Oracle temporary and rollback segments. Follow the prompts to complete the procedure. Click on the Relational Databases tab and click on the Oracle tab. Set the Number of Rollback Segments to 4. To complete the procedure, refer to the instructions for your operating environment:

Operating Environment	Action
AIX	Run fn_dataset_config.
HP-UX	Run fn_dataset_config.
Windows Server	Run fn_util updatadb.
Solaris	Use Veritas to create the logical volume, fn_oracle_tr0.

121,1,1562

Failed to extend rollback segment (id = nn).

Cause: A failure occurred while trying to extend rollback segment, where *nn* is the ID. This is normally followed by another error that indicates the cause of the failure.

Action: If restarting the system does not solve the problem, the rollback segment may contain an active transaction and the system cannot roll the segment back for some reason. Check the trace file generated by the PMON process for more information.

121,1,1578**ORACLE data block corrupted (file # *ff*, block # *bb*).**

Cause: The data block indicated was corrupted, probably due to software errors, where *ff* is the file number and *bb* is the block number.

Action: Try to restore the segment containing the block indicated. This may involve dropping the block and recreating it. If a trace file exists, report the errors to your Oracle representative.

121,1,3113**End-of-file on communication channel.**

Cause: Oracle shadow process interrupted.

Action: Check for trace files and contact the FileNet Response Center.

121,1,3114**Not connected to Oracle.**

Cause: The Oracle database was not started correctly or the Oracle software was shutdown abnormally.

Action: Ensure that the Image Services software is started. If the Image Services software is not running, restart the Image Services software.

121,9,65534**DB2 error occurred.**

Cause: For detailed DB2 error message info, run **db2 ? SQLnnnnn** from the command prompt on UNIX or DB2 platforms or Command Window on Windows platform, where **nnnnn** is the error number. Prefix the error number with 0 (zero) if it is not a 5-digit number. For example, the DB2 help message for error tuple <121,9,513> can be queried by entering **db2 ? SQL00513**.

Action: See Cause.

121,10,65534

Encountered DB2 error which was not from data source.

Cause: See Action.

Action: In the corresponding FileNet syslog, identify the **XXXnnnnn** value from the line that starts with ErrorMessage = '[IBM] ...', where **XXX** is the message prefix and **nnnnn** is the message number. Then, run **db2 ? XXXnnnnn** from the command prompt on UNIX or DB2 platforms or Command Window on Windows platform to query the detailed DB2 error message. For example, the DB2 help message for error message **[IBM][CLI Driver] CLI0109E ...** can be queried by entering **db2 ? CLI0109E**

OPM (130) Messages

The Operator Message Passing (OPM) abstract manages the insertion and retrieval of RSVP and informational messages. The program dsched calls OPM entry points to create an RSVP or INFO message. The Storage Library Control program calls OPM entry points to retrieve the message and formats and/or localizes a customized message and displays it on the screen.

The RSVP/INFO script trigger feature (RCI 2810) has added the capability to launch an user program whenever an RSVP or informational message is generated. The interface to the user program is via the arguments lists. The details of the argument list is described on the design document.

The following are the OPM error tuples that are created for a surface insertion request or an information related to a specific library, drive, slot, or a surface.

130,32,1

Insert a blank optical media into the library.

Cause: The system requests a blank optical media to be inserted into the library in order to write documents on it. The RSVP trigger feature contains arguments to indicate with what surface ID it will be labeled, which library the blank surface should be inserted into, and what media type is requested.

Action: Insert the correct type of blank media into the library.

130,32,2**Insert the labeled optical media into the library.**

Cause: The system requests an optical disk with a specified surface ID to be inserted into the library for a read/write request. The RSVP trigger feature contains arguments to indicate the requested surface ID, and the requested library the labeled media should be inserted into.

Action: Insert the correct labeled media into the library.

130,32,3**Insert the labeled MSAR surface into the library.**

Cause: The system requests an MSAR surface with a specified surface ID to be inserted into the library for a read/write request. The RSVP trigger feature contains arguments to indicate the requested surface ID, and the requested library the MSAR surface should be inserted into.

Action: Insert the correct labeled media into the library.

130,33,1**Library calibration started.**

Cause: For FileNet optical storage library only. This happens when someone selects the **Calibrate Library** button in the Configuration window of the Storage Library Control program. This process will align the gripper with the slots.

Action: This is an informational message. No action is required.

130,33,2**Library calibration ended.**

Cause: For FileNet optical storage library only. This happens when calibration process has completed.

Action: This is an informational message. No action is required.

130,33,3**Identification of all media has started.**

Cause: This happens when someone selects the Identify **Media in Library** button in the Configuration window of the Storage Library Control program. For an optical storage library, this causes all disks to be swapped into the drives to be identified so that the software will build a slot map of where the media are located. For an MSAR library, this synchronizes the slot map with the MKF lib_surface database. It also verifies that each MSAR file exists, has the correct permission, contains the correct checksums, and is the right version.

Action: This is an informational message. No action is required.

130,33,4**Identification of all media has ended.**

Cause: This happens when the disk identification process has completed.

Action: This is an informational message. No action is required.

130,33,5**All drives are disabled.**

Cause: This happens when all the drives in a library are disabled. An optical drive can be automatically disabled when a drive malfunctions. An optical and MSAR drive can be manually disabled via the **Disable** button on the Storage Library window of the Storage Library Control program.

Action: If this is a hardware problem, fix the drive and then enable it. If this is not a hardware problem, enable at least a drive for read/write requests.

130,33,6**Found surface (formally unidentified).**

Cause: For optical storage library only. The software has just identified an unknown disk. This happens when an operator has manually inserted a labeled disk into a slot or drive of a library without the software knowing about it (such as when FileNet software is down). When the software is brought up, it detects the physical disk is out of sync with what is recorded in the slot map. The software identifies it and records it on the map.

Action: This is an informational message. No action is required.

130,33,7**Surface is lost (not where expected).**

Cause: For optical storage library only. This happens when the slot map is out of sync with the actual physical media layout of the library, and the software detects that a surface that was previously known to the software map no longer resides in the library.

Action: This could be an informational message. However, the user should figure out where the surface has gone.

130,33,8**Surface to be ejected due to previous error.**

Cause: Due to a software or hardware error, the software has requested this surface to be ejected. For example, if the surface is an optical surface, the disk needs to be cleaned.

Action: Look at the corresponding RSVP message or the system log for the error tuples and surface ID for more information. The error tuple will indicate the problem. Eject the disk, correct the problem, and re-insert the surface into the library if there is an insertion request for the disk.

130,33,9**Expected surface is different from found surface. Mismatched media is to be ejected.**

Cause: The software finds an unexpected, labeled surface (for example, a labeled surface with a different surface ID). The software wants it to be ejected.

Action: Eject the disk. Locate the requested disk.

130,33,10**Drive retry limit exceeded for media operation.**

Cause: The drive fails to recover from a hardware error. Look at the corresponding RSVP message or the system log for error tuple information and the surface ID. The error tuple will indicate the problem. The RSVP trigger program will include information such as which drive has the problem.

Action: Fix the drive.

130,33,11**Drive disabled due to previous error.**

Cause: The drive fails to recover from a hardware error. The software disables the drive to prevent media swapping into the drive.

Action: Fix the drive, then enable the drive.

130,33,14**A slot has been disabled.**

Cause: A hardware move error has caused the software to disable the slot with the media still inside the slot. (For example, the gripper has problems moving the media from one slot to another or to a drive.) In this case, the surface will be disabled for read/write. So, documents can be read from an alternative surface, and the new documents can be written to a new surface.

Action: Fix the hardware problem. Then enable the slot and the surface for read/write requests.

130,33,15**Media formatting has started. This may take a while.**

Cause: This happens on 5" HP/IBM optical re-writable disks only, which includes the 1.3 GB, 2.6 GB, 5.2 GB, and 9.1 GB. The formatting process erases the vendor's pre-formatted data. The formatting of a disk can take 10 to 30 minutes.

Action: This is an informational message. No action is required.

130,33,16**Media formatting has completed.**

Cause: This happens on 5" HP/IBM optical re-writable disks only, which includes the 1.3 GB, 2.6 GB, 5.2 GB, and 9.1 GB. This indicates the formatting process has completed.

Action: This is an informational message. No action is required.

130,33,17**Identification of all media failed. Refer to log for details.**

Cause: For an optical library, a hardware move error or drive error can cause the identification process to not complete. For an MSAR surface, a no available drive situation can cause the identification process to no complete.

Action: Look at the system log for error messages. Fix the problem. Issue the command again by selecting the **Identify Media in Library** button in the Configuration window of the Storage Library Control program.

130,33,18**Surface is disabled for read and write.**

Cause: A hardware error has caused software to disable the media for read and write. Note that both sides of the media will be disabled for read/write.

Action: Fix the hardware problem. Then enable the surface for read/write again.

130,33,19**Surface is disabled for write.**

Cause: A hardware error has caused the software to disable the media for write. (For example, a Write Power Calibration error on a Plasmon drive/surface can cause a write problem, or the Media Calibration Track error on an IBM disk can cause a write problem.) The software disables the media for write to prevent further write problems.

Action: This is an informational message. Look at the associated RSVP message or the system log for the error tuple and determine what the problem is. In general, the write requests will be redirected to a new surface, and this surface with the error has become read only.

130,33,20**Library has been changed to normal mode.**

Cause: Someone has entered the library into normal mode from either backup mode for an MSAR library, or disabled mode from an optical library.

Action: This is an informational message. No action is required.

130,33,21**Library has been changed to backup mode.**

Cause: For MSAR library only. Someone has entered the library into backup mode. In backup mode, all the surfaces for that library are read only, so the MSAR surfaces can be backed up.

Action: This is an informational message. No action is required.

130,33,22**Library has been changed to disabled mode.**

Cause: For optical storage library only. Someone has entered the library into disabled mode.

Action: This is an informational message. However, the user should change the library back to normal mode if the library has no hardware problem.

130,33,23**Library failed to change to normal mode.**

Cause: For MSAR library only. This happens if someone wants to change a library from backup to normal mode, but fails because there is no available drive to do this process. The process of changing to normal mode requires unloading all surfaces from the drives, and forcing all FileNet applications to close all opened surface files so they can be re-opened later in read/write mode.

Action: Enable one drive. Then enter the library into the normal mode using either DOC_tool's backupmode command or selecting the **Enable** button in the Storage Library Control main window.

130,33,24**Library failed to change to backup mode.**

Cause: For MSAR library only. This happens if someone wants to change the library from normal to backup mode, but it fails because:

- There is no available drive to do this process,
- It failed to update MSAR checksums for an MSAR surface, **or**
- It failed to write surface directory or short descriptor entries for an MSAR surface.

Action: Look at the system log for error tuples and figure out the reason. Correct the problem and retry the process again via either DOC_ tool's backupmode command or selecting the **Enable** button in the Storage Library Control main window.

130,33,26**MSAR is in backup mode. Identification of all media cannot be completed.**

Cause: For MSAR library only. The process of identifying an MSAR library requires all MSAR surfaces to be read by a drive, and checksum values to be updated. If the MSAR library is in backup mode, the updating of the checksum values cannot be done. Consequently, the identification function cannot be completed.

Action: Change the library to normal mode. Then, start the identify disk process again by selecting the Identify Disk in Library button in the Configuration window of the Storage Library Control program.

130,33,27**No drives are available.**

Cause: All drives are either disabled or reserved by the oddump program.

Action: Enable a drive or quit the oddump program.

ARM (133) Messages

The FileNet OSAR Arm Manager (ARM) shared library manages the moving of data between two slots, two drives, or a slot to drive or vice-versa. It also issues commands to build a slot/drive map of the library in order to keep track of surface location. The ARM abstract sends SCSI or TTY commands to do this tracking and report any data errors in the system log.

ARM shared library message tuples begin with 133. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

133,0,0 Miscellaneous error encountered in ARM routine.**Example:**

```
133,0,0 dsched (24623) . [INFO] ARM Command: aSE024 Fault status: aRF3892
```

Cause: This may be caused by the Storage Library hardware configuration error. The RF389 error in the example indicates that the OSAR has been idle for more than 30 minutes and the motors have been powered off.

Action: The system will have to send the library an initialization command (Home) before it can be used. As long as commands are sent to the OSAR at less than 30 minute intervals, this does not come up so it would only explain sporadic long retrieval times.

133,0,2 Storage Library broken.**Example:**

```
133,0,2 dsched (24626) ... [WARNING] ARM Command bSE012, Status bHABD,  
Backup mode 153
```

Cause: The library has an unrecoverable hardware error. This indicates that the OSAR library did not immediately find the alignment target for the destination after completing a move. It used a "hunt" routine to find the target and complete the operation. If you are seeing lots of these error log entries, it would definitely explain long retrieval times.

Action: Look at the system log for error tuples and sense data information. Hunting may be corrected by calibrating the OSAR. This can be initiated from Xslc. If it is being caused by a problem with the OSAR's robotic mechanism however, repair by the service provider is required.

The "bSE012" in the example is the command the server sent to the OSAR over the RS232 interface. In this case, it is a command to Select (SE) a disk from slot 12 using OSAR b. Other commands that you are likely to see are Store (ST) into a slot, Retract and Exchange (RX) at a drive and Select and Exchange (SX) at a slot. The Calibrate command is available from the same menu on Xslc as the Identify command. While calibration can take 10 to 15 minutes for a 123 slot OSAR, it takes only a few minutes for a 50 slot OSAR. The customer should run these commands when there is little activity on the system.

133,0,11**Storage Library disabled.**

Cause: The library has an unrecoverable hardware error and was disabled.

Action: Look at the system log for error tuples and sense data information. Correct the hardware problem. Enable the library by selecting the **Enable** button on the Storage Library window of the Storage Library Control program.

133,0,38**The tranlog media is full.**

Cause: The optical tranlog media is full.

Action: The user might want to eject the tranlog out of the library for disaster recovery backup.

133,0,44**Media out of place or upsidedown in slots. Rack 0 sensor intercepted.**

Cause: For Plasmon 30 GB disks on a FileNet library only. The media is inserted upsidedown in the slot. Usually, this is done by a manual insert through the opened library door, instead of from the I/O station, using the gripper.

Action: Open the library door. Place the media in the correct orientation. Lock the library door.

133,0,45**Media out of place or upsidedown in slots. Rack 1 sensor intercepted.**

Cause: For Plasmon 30 GB disks on a FileNet library only. The media is inserted upsidedown in the slot. Usually, this is done by a manual insert through the opened library door, instead of from the I/O station, using the gripper.

Action: Open the library door. Place the media in the correct orientation. Lock the library door.

133,0,46 Media out of place or upsidedown in slots. Rack 2 sensor intercepted.

Cause: For Plasmon 30 GB disks on a FileNet library only. The media is inserted upsidedown in the slot. Usually, this is done by a manual insert through the opened library door, instead of from the I/O station, using the gripper.

Action: Open the library door. Place the media in the correct orientation. Lock the library door.

133,0,49 An upsidedown media is ejected from a drive to an I/O station. Please remove media.

Cause: For Plasmon 30 GB disks only. The drive detected an upside-down 30GB media. The media is automatically ejected to the I/O station.

Action: Remove the media from the I/O station.

133,0,50 Failed to eject an upsidedown media from drive because I/O station is full.

Cause: For Plasmon 30 GB disks only. The drive detected an upside-down 30GB media. The software tried to eject it to the I/O station and couldn't because there is already a media sitting on the I/O station. The software will disable the drive.

Action: Remove the media from the I/O station. Enable the drive. The software will automatically eject the upsidedown media.

133,0,51**Failed to eject an upsidedown media from drive. See sys log sense data.**

Cause: For Plasmon 30 GB disks only. The drive detected an upside-down 30GB media. The software tried to eject it to the I/O station and couldn't due to errors.

Action: Look at the system log for any error tuples and sense data information. Correct the hardware problem or bring the FileNet software down. Open the FileNet library door and manually remove the disk from the drive.

133,0,52**Failed to initialize shuttle because some media are inserted incorrectly in slots.**

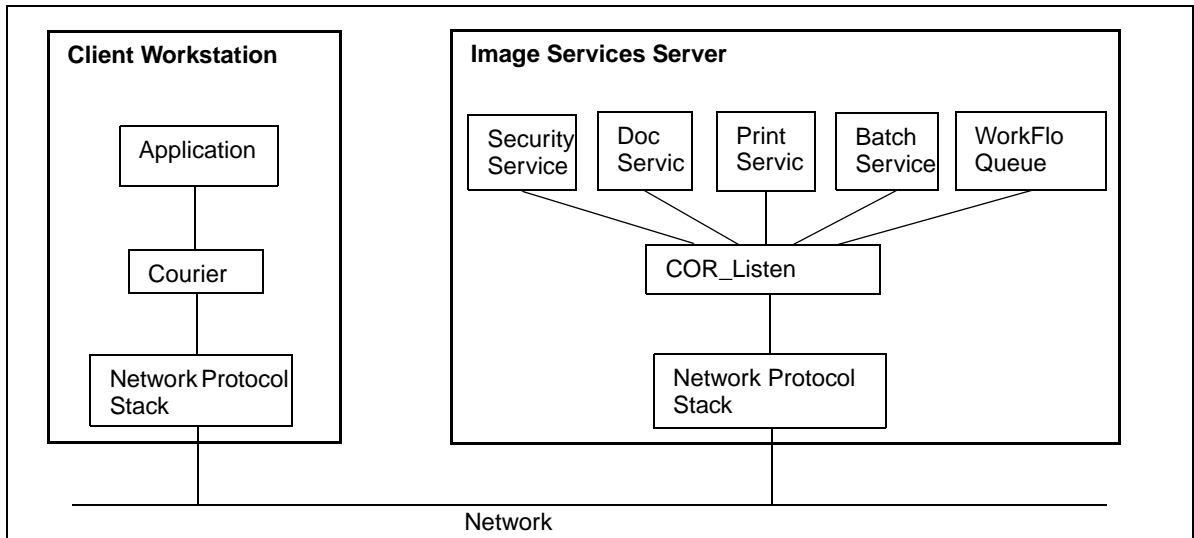
Cause: For Rapid Changer libraries only. Some media are inserted incorrectly in the slots. The system cannot move and do the initialization process.

Action: Flip any incorrectly oriented media in the slots.

COR (155) Messages

The Courier (COR) shared library is the presentation layer of the communications protocol stack. Courier is the intermediary between FileNet application-level software and lower-level network routing protocols (such as TCP/IP).

The COR shared library processes Remote Procedure Calls (RPCs) from client application programs. Client workstations use RPCs to access FileNet IS services such as Index, Cache, Doc, Print, Batch, and Security. The client workstation sends the RPC through the network to the Image Services server, the Image Services server performs the requested operation and sends the response to the client workstation.



COR Shared Library Diagram

COR shared library message tuples begin with 155. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

Note The middle value in the following tuples can vary, although the same message text displays.

155,1,1

COR_Close: bad cor handle.

Cause: An application error occurred. A Courier client passed an invalid Courier handle to a Courier function.

Action: Contact the FileNet Response Center.

155,2,2

COR_CrAprConn: maximum COR connections exceeded.

Cause: A network, configuration, or application error occurred and the maximum of 512 Courier connections was exceeded. This is an extremely unlikely occurrence under normal operating conditions. The most likely cause is that one or more IS services has deadlocked and a large number of connections have been queued.

Action: Contact the FileNet Response Center.

155,2,3

COR_CrAprConn: not enough memory for buffer.

Cause: A configuration or application error occurred and Courier attempted to allocate memory and the request failed. This error can possibly result from memory leaks in some application on the server (not necessarily Courier).

Action: Ensure that the server has enough physical memory and swap space to support the present workload.

Ensure that the configuration of other services or software applications on the server do not require additional memory at the expense of Courier.

155,3,1

COR_CrListener: bad cor handle.

Cause: An application error occurred and a Courier client passed an invalid Courier handle to a Courier function.

Action: Contact the FileNet Response Center.

155,3,2

COR_CrListener: maximum COR connections exceeded.

Cause: A network, configuration, or application error occurred. The maximum of 512 Courier connections was exceeded. This is an extremely unlikely occurrence under normal operating conditions. The most likely cause is that one or more IS services has deadlocked and a large number of connections have been queued.

Action: Contact the FileNet Response Center.

155,3,3**COR_CrListener: not enough memory for buffer.**

Cause: A configuration or application error occurred. Courier attempted to allocate memory and the request failed. This error can possibly result from memory leaks in some application on the server (not necessarily Courier).

Action: Ensure that the server has enough physical memory and swap space to support the present workload.

Ensure that the configuration of other services or software applications on the server do not require additional memory at the expense of Courier.

155,18,1**COR_Listen: bad cor handle.**

Cause: An application error occurred and a Courier client passed an invalid Courier handle to a Courier function. Using virtual IP addresses instead of real ones can lead to this error.

Action: Contact the FileNet Response Center.

155,18,107**COR_Listen: bind failed.**

Cause: Cannot bind to specified socket. There may be another listener running at the same socket.

Action: Contact the FileNet Response Center.

155,18,112**COR_Listen: cannot fork.**

Cause: A configuration or application error occurred and a COR_Listen attempt to fork a child process returned an error. The error number appears in the event log message.

Action: Verify that the number of processes per user (at least 400 for fnsw) has not been exceeded.

Verify that other kernel configuration limits on processes have not been exceeded. If this is not a kernel configuration error, contact the FileNet Response Center.

155,18,120**COR_Listen: get unexpected SIGPIPE.**

Cause: A network or application error occurred. An attempt to use a connection caused a SIGPIPE signal because the connection had been closed. The connection may have been closed due to network problems or an application error.

Action: Inspect, test, and monitor the network for errors. If the problems persist, contact the FileNet Response Center.

155,18,124**COR_Listen: getservbyname failed.**

Cause: A configuration error occurred. The /etc/services file must contain the cor entry.

Action: Add the cor entry to the services file, as documented in the installation procedures.

155,34,13**COR_BulkDataGet: data is truncated.**

Cause: A network or application error occurred and a Courier message was truncated due to a networking problem or an application error.

Action: Inspect, test, and monitor the network for errors. If errors persist, contact the FileNet Response Center.

155,209,215**COR_FunPutPack: system call failed.**

Cause: An application or configuration error occurred. A Windows Server system call returned an error, which should have been reported in the sys_log message. This is a very general error tuple.

Action: The response depends on the associated error message. Check the associated message to narrow the focus. Contact the FileNet Response Center.

155,210,212**<fnsw> COR_Listen: system call failed.**

Cause: An application or configuration error occurred creating this tuple every few seconds rapidly filling the disk. It's believed to be caused by an intermittent event on the network.

Action: Contact the FileNet Response Center.

155,255,5**COR_Listen failed to allocate shared memory.**

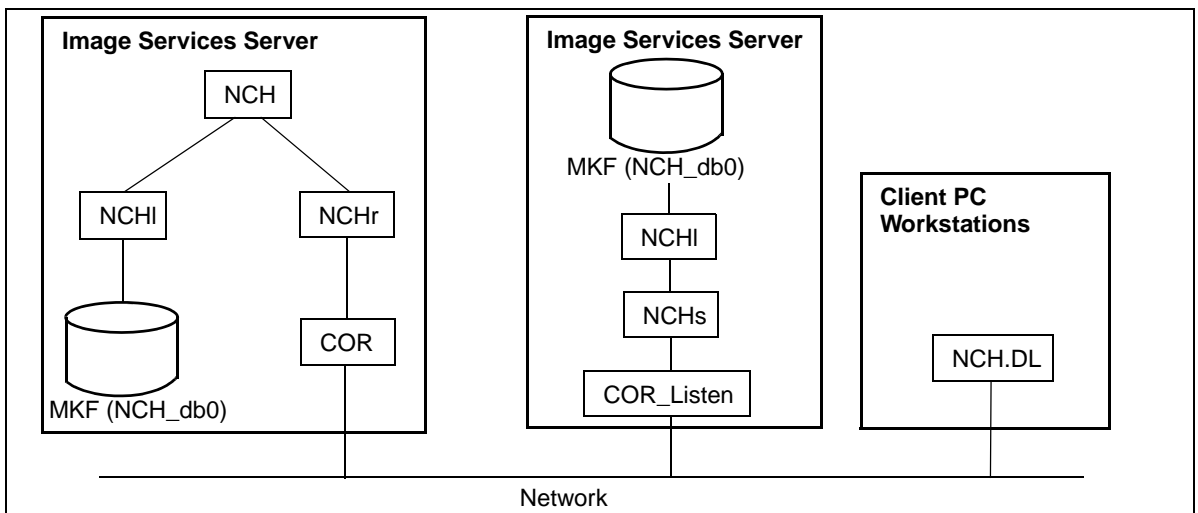
Cause: An application error occurred. A serialize operation overflowed the buffer.

Action: Contact the FileNet Response Center.

NCH (156) Messages

The Network Clearinghouse (NCH) shared library provides client and server access to network directory information including the names and addresses of IS services and resources.

Windows client workstation applications call the NCH.DLL shared library to remotely access the NCH directory service. Image Services server resident applications call the NCH shared library to access the NCH directory service. NCH uses the NCHr shared library to access the directory service if the service is remote. If the service is local, NCH uses the NCHI shared library to access the Network Clearinghouse directory service database (UNIX: /fnsw/local/sd/NCH_db0, Windows Server: \fnsw_loc\sd\NCH_db0).



NCH Shared Library Diagram

NCH shared library message tuples begin with 156. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

156,0,26**Unable to locate a NCH server for the specified domain.**

Cause: This common NCH error can have the following possible causes:

- The Root NCH server may be shutdown.
- The NCH_daemon on the Root server serving the specified domain may not be running or may have experienced a software error. The Image Services logs NCH daemon errors.
- The Image Services protocol configuration may be incorrectly set. Ensure that the Image Services server and the workstations are running the correct NCH_daemon (TCP/IP). The workstations may be set up for one protocol, but are running the NCH_daemon for the other protocol.
- An NCH server supporting the specified domain is not configured on your network or does not exist.
- The remote systems may be incorrectly configured. Ensure that the domain name is entered correctly.
- The network could be down and you lost connection due to hardware or software problems caused by the network failure.
- A network bridge, such as an 8209 bridge, is incorrectly set for 802.3 packets rather than Ethernet II packets. For example, the 8209 bridge DIP switch is set to ON for 802.3 packets and OFF for Ethernet. Image Services does not support raw 802.3 packets.

Action: Perform the following steps as necessary to resolve the error:

- Ensure the Root (NCH) server is up.
- Ensure that the NCH_daemon is running. If the NCH_daemon is not running then use the Task Manager to restart the Image Services software.
- Check the NCH log file for errors with the NCH daemon. For TCP/IP workstations, see the log in /fns/spool/nchlog.pt.
- Use the nch_check program to test whether the NCH server is accessible from each Image Services server. The program indicates whether the NCH server for the default domain is accessible and checks the network addresses. The nch_check program also prints out the currently configured default domain name. Verify the domain name is correct. Use the System Configuration Editor to change the domain name, if necessary, and restart the software. See the System Configuration Editor online help.
- The workstation may be set up for an incorrect protocol. Ensure that the workstation is configured with the correct NCH protocol (TCP/IP).
- Ask a co-worker or the network administrator if they are also experiencing network errors. Check for a local problem, such as a faulty cable.
- Check that 8209 bridge settings are correct. Set the DIP switch to OFF for 802.3 packets and ON for Ethernet. Image Services does not support 802.3 packets.

156,3,20**The object exists but the property does not.**

Cause: An NCH operation was attempted on a property that does not currently exist, however the specified object does exist. Because the Image Services software rebuilds the NCH database during Image Services software startup, this error should be uncommon.

Action: This error condition may clear automatically. If the error persists, restart the Image Services software.

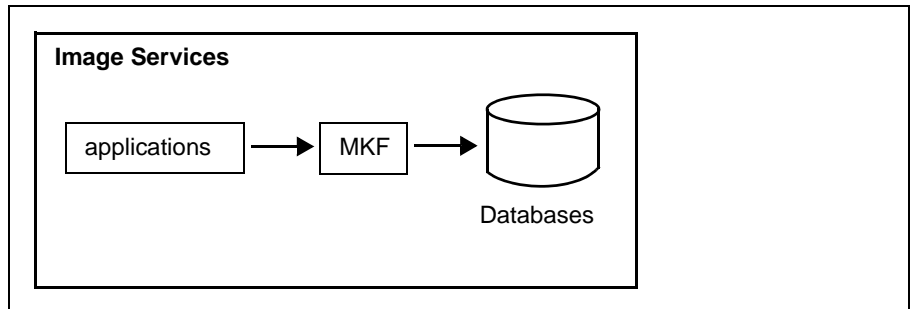
156,5,0**The server does not handle the specified domain.**

Cause: The server you are on does not support the domain you specified. Usually, another NCH error, such as <156,0,26>, displays before this error. This error can occur due to Image Services configuration errors if the address for a remote NCH server is incorrectly configured in which case NCH requests could be sent to a server that does not support the requested domain.

Action: Diagnose initially with `nch_check` using the `-d` command line option to specify the domain name. Verify that the correct NCH server address is being accessed. Correct the configuration information, if necessary.

MKF (161) Messages

The Multi-Keyed Files (MKF) shared library manages the transient database, the permanent database, the NCH database, and the security database.



MKF Shared Library Diagram

MKF shared library message tuples begin with 161. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

161,255,2**MKF: OS: file open error.**

Cause: The specified file does not exist or cannot be found. This message can result from an operator, configuration, or calling program error. This error typically occurs when a specified file should exist but does not, or when one of the directories in a path name does not exist.

Action: Ensure that you correctly enter the full path name of the base file of the MKF database (for example, /fnsw/dev/1/permanent_db0).

Ensure that the system is installed and configured correctly.

161,255,5**MKF: OS: file read or write error.**

Cause: A physical I/O error has occurred.

Action: Retry the operation. If the condition persists, contact the FileNet Response Center.

161,255,6**MKF: OS: no such device or address. (Write off end of partition?)**

Cause: An I/O operation is requested for a file on a device which does not exist, or is beyond the physical limits of the device. This message may be issued, for example, when a tape or disk drive is off-line.

Action: Ensure that the device is defined correctly and is available, that is, on-line to the system. If the device is valid, and the condition persists, contact the FileNet Response Center.

161,255,12**MKF: OS: out of main memory.**

Cause: The available system memory is exhausted and no further program memory requirements can be satisfied.

Action: Run fewer programs or increase the available memory in your system configuration.

161,255,13**MKF: OS: permission denied error.**

Cause: The current level of authorization does not permit the file access that was attempted.

Action: Use the command “chmod” or the set_permission script to set the correct permission level to perform the operation. Then retry the operation. If the condition persists, contact your System Administrator or the FileNet Response Center.

161,255,22**MKF: OS: invalid argument error.**

Cause: An invalid argument was passed to MKF. An internal software error probably occurred.

Action: Contact the FileNet Response Center.

161,255,23**MKF: OS: file table overflow.**

Cause: The system’s table of open files is full and no more requests to open a file can be accepted or processed.

Action: Retry the operation at a later time. If the condition persists, contact the FileNet Response Center.

161,255,24**MKF: OS has too many open files.**

Cause: The maximum number of file descriptors open at one time per process has been exceeded.

Action: Contact the FileNet Response Center.

161,255,27**MKF: OS: file too large.**

Cause: The maximum file size has been exceeded. The operating system does not support a file this large.

Action: Split the file into smaller sections or contact the FileNet Response Center.

161,255,28**MKF: OS: no disk space left on write to file.**

Cause: Insufficient disk space is available to perform the write operation.

Action: Delete unnecessary files to reclaim disk space. Configure the system with more disk space allocated to the affected file system. Contact the FileNet Response Center for assistance.

161,255,1001**MKF: Calling program passed interface level in the future...**

Cause: Calling program passed interface level in the future relative to the MKF data shared library currently installed, or an MKF interface level that is otherwise invalid. This version of the MKF shared library is incompatible with the program that is trying to link to it. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system. System is unusable until problem is corrected.

Action: Use the stamp tool to determine the current version of the MKF shared library. Reconstruct the shared library file by restoring your FileNet Release partition. Load compatible versions of all applications using MKF as well as the entire MKF shared library. If the problem persists, contact the FileNet Response Center.

161,255,1002**MKF: The row requested was not found.**

Cause: An application needs a row that is not in the database. That may mean that one or more databases are out of sync due to a restore or for some other reason. An internal software error may have occurred or the databases may no longer be synchronized. The shared library involved will probably not be able to continue until the problem is corrected.

Action: Contact the FileNet Response Center.

161,255,1038 MKF: File names passed to MKF_open must be full path names.

Cause: The specified base file name of the MKF target database did not start with a / (slash) character. On UNIX platforms, file names must start with slash (/). On Windows Server platforms, file names must start with a drive letter followed by a colon followed by a \ (backslash) character.

Action: Specify the full path name of the base file name of the MKF target database, starting with a slash (/). For example, /fnsw/dev/1/permanent_db0 is a valid base file name.

161,255,1040 MKF: An operation was attempted on an MKF database before the database was initialized.

Cause: The database has not been initialized.

Action: Load a backup or initialize the database.

161,255,1041 MKF: The MKF database is shut down.

Cause: An operation (such as MKF_import) that requires the database to be up (that is, not shut down) determined that the database is shut down.

Action: Ensure that the database is started and retry the operation.

161,255,1042**MKF: The database is in a state unknown to MKF.**

Cause: The operation attempted cannot be performed because the database is not in the required state. This message might be issued, for example, if you tried to run the MKF_zeroaij utility without shutting down the database. Legal database states are normal (that is, the database is up and running), shut down, in recovery, or not completely initialized.

Action: Ensure that the database is in the appropriate state for the operation being attempted. For example, MKF_import requires that the database be up (that is, not shut down) and MKF_zeroaij requires that the database be shut down. Run the appropriate utility or command to put the database in the proper state and retry the operation. Check for possible corruption, a configuration error, or the operation is not accessing a database file or partition.

161,255,1045**MKF: Less than the requested number of bytes was returned by read.**

Cause: One of several causes may be responsible for this message: a database configuration error, database corruption, or an internal software error.

Action: Contact the FileNet Response Center.

161,255,1046**MKF: Less than the requested number of bytes written by write().**

Cause: One of several causes may be responsible for this message: a database configuration error, database corruption, an internal software error, or the target disk may be out of space.

Action: Contact the FileNet Response Center.

161,255,1060**MKF: End of file encountered.**

Cause: This is an MKF internal error. Partition contains less space than required. The MKF database partition size is not configured correctly. One of several causes may be responsible for this message: a database configuration error, database corruption, or an internal software error.

Action: Use the System Configuration Editor to correct the problem. See the System Configuration Tools online help. If the problem persists, contact the FileNet Response Center.

161,255,1063**MKF: Cannot initialize database in its current state.**

Cause: The current state of the database is not compatible with an attempt to initialize the database. The database you are attempting to initialize may either be up and running, or in the process of being saved or restored.

Action: If the database is in the process of being saved or restored, wait until that operation completes, then retry the initialization. Otherwise, shut down the database and retry the initialization.

161,255,1071**MKF: Illegal database state transition.**

Cause: The following are possible causes for this message:

- A backup operation may have been interrupted.
- A restore operation may have been interrupted.
- A file may be missing, data may be corrupted, or an internal software error may have occurred.

Action: Determine the circumstances under which the message was issued and take the appropriate action below:

- If a backup operation was interrupted, re-run the backup.
- If a restart operation was interrupted, retry the restart. If the condition persists, notify the FileNet Response Center for assistance.
- If you suspect a missing file, corrupted data, or other abnormal condition, notify the FileNet Response Center for assistance.

161,255,1075**MKF: No more space in the database data files/partitions.**

Cause: Available space has been exhausted (too many rows inserted).

Action: Examine the Event Log for related messages. Use the System Configuration Editor to allocate more space to your database or delete some rows, if necessary.

161,255,1147**MKF: Error writing to recovery log.**

Cause: An I/O error has occurred during a write operation to the after-image journal file (disk crash or other hardware error).

Action: Shut down the FileNet software immediately and contact the FileNet Response Center.

161,255,1148**MKF: First block of recovery log does not splice in...**

Cause: First block of recovery log does not splice in, but dbmodifi1 in database control block. Recovery log data is required to recover the integrity of the database. The database cannot be used. Hardware error (head crash) may have occurred on recovery log disk

Action: Load a backup and contact the FileNet Response Center. Probably, the database will have to be restored from a backup tape, and the database will not roll forward to the last transaction. The database will be out of sync with the other databases and the optical disks.

161,255,1163**MKF: Control block level unknown to current version of MKF.**

Cause: MKF detected a mismatch between the software version and the database data version.

Action: Contact the FileNet Response Center.

- 161,255,1178** **MKF: Data disk read problem, and retry limit exceeded.**
Cause: A hardware (physical I/O) error occurred, and MKF retried the I/O operation until the retry limit was exceeded. The read operation terminates.
Action: Contact the FileNet Response Center.
- 161,255,1179** **MKF: Recovery log disk read problem, and retry limit exceeded.**
Cause: A hardware (physical I/O) error occurred, and MKF retried the I/O operation until the retry limit was exceeded. The read operation terminates.
Action: Contact the FileNet Response Center.
- 161,255,1180** **MKF: Before image journal disk read errors, retry limit exceeded.**
Cause: A physical I/O error occurred, and MKF retried the I/O operation until the retry limit was exceeded. The read operation terminates.
Action: Contact the FileNet Response Center.
- 161,255,1184** **MKF: Intermittent disk read problem. Retry succeeded.**
Cause: A physical I/O error occurred, and the retry was successful.
Action: This is an informational message. A response is not necessary. However, you should notify the FileNet Response Center as soon as possible to investigate the cause of the I/O error.

- 161,255,1198** **MKF: Developer forced a dump by using a debugger.**
Cause: This is an informational message issued during a manual debugging activity.
Action: Additional action is unnecessary.
- 161,255,1213** **MKF: This error has an associated error log message...**
Cause: This error has an associated Event Log message that identifies the good data on a read-after-write error retry sequence. This is an informational message issued as part of I/O error retry.
Action: Additional action is unnecessary.
- 161,255,1214** **MKF: This error has an associated error log message...**
Cause: This error has an associated Event Log message that identifies the bad data on a read-after-write error retry sequence. This is an informational message issued as part of I/O error retry.
Action: Additional action is unnecessary.
- 161,255,1215** **MKF: Retries exceeded for read-after-write.**
Cause: A physical I/O error occurred.
Action: Contact the FileNet Response Center.

161,255,1216**MKF: Read-after-write retry succeeded.**

Cause: A physical I/O error occurred.

Action: Contact the FileNet Response Center.

161,255,1217**MKF: Before images needed for crash recovery...**

Cause: Before images needed for crash recovery, but there are no valid before images in the before image journal. Indicates a hardware failure on the disk containing the before-image journal.

Action: If the disk on which the before-image journal resides has crashed, load a backup copy of the database and contact the FileNet Response Center.

161,255,1228**MKF_import: bad input block size.**

Cause: The data is corrupted or an internal software error occurred.

Action: Contact the FileNet Response Center.

161,255,1229**MKF: MKF_import: bad input data format level.**

Cause: MKF has detected a mismatch between the software level and the data level.

Action: Contact the FileNet Response Center.

161,255,1232**MKF_import: error reading restart file.**

Cause: On a restart of the MKF_import utility, MKF_import is unable to read the specified restart file.

Action: Ensure that you are specifying the restart file name that you specified on the first execution of MKF_import. On a restart of MKF_import, you must use exactly the same restart file name that you used originally to start MKF_import.

161,255,1233**MKF_import: error writing restart file.**

Cause: The MKF_import utility is unable to write restart information to the specified restart file. The following are possible causes for this message:

- File system full
- Disk I/O error
- MKF_import internal error

Action: Contact the FileNet Response Center.

161,255,1234**MKF_import: error creating restart file.**

Cause: The MKF_import utility is unable to create the restart file. The following are possible causes for this message:

- Command line parameter error
- Directory missing
- File permissions error
- Disk I/O error

Action: Contact the FileNet Response Center.

161,255,1238**MKF_import: syntax error in ASCII file of database description modifications.**

Cause: MKF_import has detected a syntax error in the user modifications input file.

Action: Examine the messages in the Event Log to locate the line number in the modifications file that is in error. Correct the syntax error and retry the operation.

161,255,1242**MKF: Attempt to start up more than one background cleanup process.**

Cause: An attempt to start MKF_cleanup failed because a background cleanup daemon is already active. Only one active background cleanup daemon at a time is allowed.

Action: This is an informational message only, additional action is unnecessary. If your database is hung, you can use MKF_debug to determine which processes are logged into the kernel and which, if any, of these processes are dead.

161,255,1243**MKF: MKF disk file or partition is not local to the current host.**

Cause: This may be the result of a configuration error or the result of running MKF_tool on a server not local to the database. MKF must operate locally on the station where the database resides. The file specified is not local, and the operation cannot be performed.

Action: Notify the FileNet Response Center for assistance. If you are running MKF_tool, run the tool on the server that is local to the database.

161,255,1311**MBM: bad interface level on abst_link.**

Cause: Incompatible software versions are loaded (probably a newer version of MKF and an older version of MBM).

Action: Load compatible versions of software and retry the operation.

161,255,1314**MKF: online backup: bad interface level.**

Cause: Incompatible software versions of MKF and the backup software are loaded.

Action: Load compatible versions of software and retry the operation.

161,255,1323**MKF: restore online backup: database state bug.**

Cause: An internal software error has occurred during the restore of an online backup.

Action: Contact the FileNet Response Center.

161,255,1325**MKF: Attempt to run MKF_ddl or a restore after the database has been opened normally.**

Cause: This is probably an operator error. The database was not shut down prior to attempting to run MKF_ddl -initialize, or brm_restore. MKF_ddl can not be run after the database involved has been opened normally.

Action: Shut down the MKF databases using MKF_shutdown and initfns stop. If you are performing a backup, use initfns backup or initbackup. Then retry the operation. To perform a restore, set the FileNet software to the restore state.

161,255,1327**MKF: The recovery log has wrapped around.**

Cause: The aij (after-image journal) is too small. This can also occur if backups are performed too infrequently.

The database can no longer be rolled forward after a restore of the database. If this happens, processing is lost, and the database will be out of sync with the other databases and the optical disks. For some MKF databases, this indicates a serious error condition. For other MKF databases, you can ignore this warning. This error is only written to the FileNet Event Log as a warning. This error should be suppressed by a database global parameter in the ddl text for the transient database and the clearinghouse database, but not for the permanent database or the security database.

Action: Increase the size of the aij and perform backups more often.

161,255,1334**MKF: After a restore, the recovery log spliced in.**

Cause: The database is rolled forward. Processing is not lost. This is an informational message sent to the Event Log. This message indicates that the database rolled forward after the restore. This implies that the database is in sync with the other databases and the optical disks

Action: This is an informational message, additional action is unnecessary.

161,255,1335 MKF: After a restore, the recovery log did not splice in.

Cause: This is an informational message sent to the Event Log. This message indicates that the database did NOT roll forward after the restore. This implies processing has been lost, and that the database is out of sync with the other databases and the optical disks

Action: This is an informational message, additional action is unnecessary.

161,255,2003 MKF_fixup: too many tables. Recompile with larger MAXRECTYPES val.

Cause: Maximum number of record types for the database has been exceeded.

Action: Use the System Configuration Editor or MKF_ddl -update tool to increase the maximum record types allowed for the database.

161,255,2012 MKF_fixup: insufficient scratch disk.

Cause: The sort phase of MKF_fixup requires additional scratch disk space. MKF_fixup terminates.

Action: Use MKF_tool to estimate the minimum amount of scratch disk space that is required to complete the sort phase of MKF_fixup. Allocate at least this minimum amount of scratch disk space, then re-run MKF_fixup.

- 161,255,4002** **MKF_zeroaij: out of local memory.**
Cause: An out-of-memory condition occurred.
Action: Run fewer programs.
- 161,255,4004** **MKF_zeroaij: short write.**
Cause: Additional disk space is required.
Action: Contact the FileNet Response Center.
- 161,255,5001** **MKF_zeroaij: read error**
Cause: A disk read error occurred.
Action: Contact the FileNet Response Center.
- 161,255,5002** **MKF_zeroaij: out of local memory**
Cause: An out-of-memory condition occurred.
Action: Run fewer programs
- 161,255,5004** **MKF_zeroaij: short write**
Cause: Either more disk space is required or an internal software error occurred.
Action: Contact the FileNet Response Center.

161,255,6006**MKF_verify: end of file encountered.**

Cause: This message can indicate one of the following:

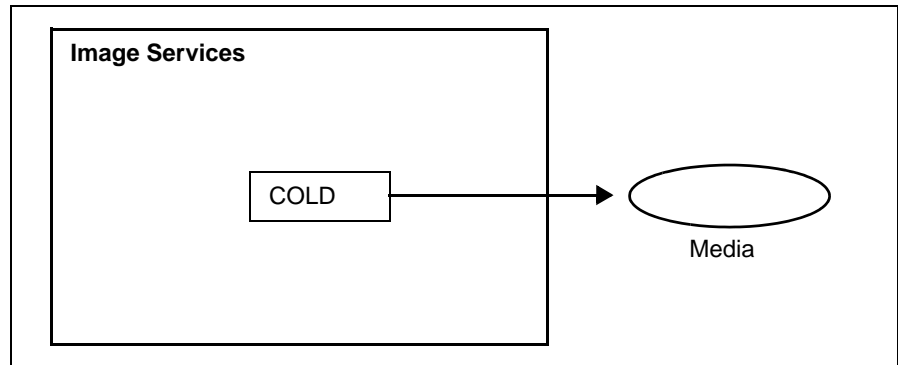
- MKF_verify internal error
- File system error
- Configuration error

Partition contains less space than required. The MKF database partition size is not configured correctly.

Action: Use the System Configuration Editor to correct the problem. See the System Configuration Editor online help.

COLD (169) Messages

The COLD programs manage the formatting of computer output to laser disk. COLD displays error messages encountered by other applications (such as Index or Document Services) during processing.



COLD Diagram

COLD message tuples begin with 169. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

169,1,2**Job file does not exist.**

Cause: The name you specified for the job file you wish to use for import or preview cannot be found in the system.

Action: Make sure you entered the correct name for the job file. Use the “List” box in the Import or Preview window to obtain a list of available job files. Retry the operation with a correct job file name.

169,1,3**Invalid source name. Must be name of a tape service.**

Cause: The name you specified as the source of the data to be printed is not a valid tape service name. The source must be from tape. The configuration of the tape service in the Network Clearinghouse database may be incorrect.

Action: Make sure that you specified the correct tape service name for the source of the data. Use the “List” box from the Import Document (or Preview) window to obtain a list of available tape service names. Retry the operation with the correct tape service name. If the problem persists, contact your System Administrator to check the configuration parameters of the tape service in the Configuration database (CDB). If necessary, use the System Configuration Editor to modify the Configuration database, then restart the Image Services software.

169,1,5**Source must be T (tape) or D (disk file).**

Cause: The source data must be either from tape or magnetic disk.

Action: Users of the COLD program will not usually see this error since the source type is selected through the user interface. However, if you encounter this error, contact the FileNet Response Center for assistance.

169,1,6**Line length cannot be zero.**

Cause: You entered an invalid line length in the “Characters per line” box of the Define Import Job window. The line length must be between 1 and 256 characters, including the channel control character, and all lines must contain the same number of characters.

Action: Retry the operation, specifying a line length for the data between 1 and 256.

169,1,8**Checkpoint file is invalid. The magic number is incorrect.**

Cause: You attempted to restart an import job that was prematurely terminated (that is, canceled or experienced a system crash). However, the checkpoint file associated with this job is no longer valid. The restart (checkpoint) file is too old or from a previous software release.

Action: If you believe the restart file is current, contact the FileNet Response Center for assistance.

169,1,9**Log file is invalid. The magic number is incorrect.**

Cause: You attempted to view a log file that was created during import or preview. However, the log file is no longer valid. It may be too old or from a previous software release.

Action: If you believe the log file is current, contact the FileNet Response Center for assistance.

169,1,10**Cannot find COLD report name after reading maximum no. of rows.**

Cause: The first page of each document must contain a literal defining its report format. The literal for the specified report name (ID) could not be found in the data. The report cannot be formatted.

Action: Check the “Description” field of the Define Report Format window for correct definitions of the report ID literal. Note that the location (line number) of the literal must come from the output page after the channel control characters have been expanded. See the “Using Cold” chapter of your [*COLD Handbook*](#).

169,1,11**Non-fatal error(s) occurred. Check remainder of log file.**

Cause: Errors have occurred that did not cause COLD to terminate, but which should be examined. Examples of these errors are:

- COLD was unable to convert extracted indexing data to date format
- COLD was unable to convert extracted indexing data to numeric format

Action: Examine the import log file by selecting View Import Log from the COLD main menu.

169,1,12**Invalid character in column one of line or wrong character translation selection check system log file.**

Cause: The channel control character is the first character in each line of data. This line of data does not contain a valid channel control character as the first character. The channel control codes in the selected (or default) channel control file may be incompatible with the channel control codes in the data file. Another possible cause is an invalid line length in your job definition. An invalid line length will cause COLD to pick up an incorrect channel control character for the next line of data.

Action: Verify that the channel control character in the data file is compatible with the channel control code file you selected in the “Channel control file name” box of the Define Import Job window, and make sure the line length is correct. Retry the operation with a correct channel control file. If the problem persists, contact the FileNet Response Center for assistance.

169,1,13**COLD verification mode must be run on a display terminal.**

Cause: You attempted to use the “Preview Document” function from a terminal that cannot display images. An image display terminal is required to preview documents.

Action: Retry the operation from a image display terminal.

169,1,14**Character set must be A (ASCII) or E (EBCDIC).**

Cause: You did not specify a valid character set. Disk data and tape data can be either A (for ASCII) data or E (for EBCDIC) data.

Action: Retry the operation specifying the correct data format of your input data (ASCII or EBCDIC).

169,1,15**Channel control spacing passes the lines per page.**

Cause: The number of spaces between lines as defined in the channel control character will exceed the available lines per page. The operation terminates.

Action: You can either decrease the line spacing value in the “Spacing” box of the Add/Modify Channel Control window, or increase the number of lines allowed per page in the Report Format.

169,1,16**Channel control vertical tab, wrong line on output page.**

Cause: The number of spaces between lines as defined in the channel control file will exceed the available lines per page. The operation terminates.

Action: You can either decrease the value in the “Vertical tab” box of the Add/Modify Channel Control window, or increase the number of lines allowed per page in the Report Format.

169,1,17**Channel control vertical tab passes the line per page.**

Cause: You entered a vertical tab line number that would place the data beyond the allowable lines per page. The operation terminates.

Action: Re-enter the vertical tab line number in the Add/Modify Channel Control window, using a line number between 1 and the maximum line number allowed for the page.

169,1,18**Conversion from OLD type to INX type not supported.**

Cause: COLD failed to convert a COLD index type (numeric, string, date) to a FileNet internal data type. This is an internal software error.

Action: Examine the Event Log for related messages. Then contact the FileNet Response Center for assistance.

169,1,19**Doc has too many pages (> 1000).**

Cause: The document contains more than the maximum 1000 pages per document. This message may also indicate that COLD cannot find the end of the document (after 1000 pages) in variable page documents.

Action: Check the report format for the Start-of-Document indicators. Reduce the number of pages per document.

169,1,20**No. of pages in the current batch exceeds 2000.**

Cause: The current batch contains more than the maximum 2000 pages per batch. This message may also indicate that COLD cannot find the end of the document. The batch committal terminates.

Action: Check the report format for the Start-of-Document indicators. If the indicators are correct, contact the FileNet Response Center for assistance.

169,1,21**Attempt to write to a batch that is full.**

Cause: The batch size is not large enough to hold all your documents. This is probably caused by an internal software error.

Action: Check the report format. If you cannot resolve the error, contact the FileNet Response Center.

169,1,22**The environment DISPLAY must be set to use X-window.**

Cause: Before you can use the X Windows user interface, you must set the environment variable DISPLAY. The variable has not yet been set, and the operation terminates.

Action: Set the DISPLAY environment variable by entering the following command for your command shell.

Korn shell	export DISPLAY=<home>:0
C-shell	setenv DISPLAY <home>:0

where <home> is the name of the system or IP address of the computer to receive output (display) data.

169,1,23**The major version of the report format has been changed.**

Cause: This is not an error, but a warning message. The version of an existing report format has been changed. This usually happens after a software upgrade.

Action: Use the COLD user interface to check for addition of new fields and to make changes in the default values, if desired. After making any necessary changes, save the file again. COLD automatically updates your version number and this message does not display again.

169,1,24**The magic number of this file has been changed.**

Cause: The file is corrupted.

Action: Restore a good copy of this file from your backup tapes.

169,1,25**The specified print text width beginning at the starting column exceeds the line length.**

Cause: The print text width defined in the report format is too large. For example, this message would be issued in the following situation:

- The line length is defined as 80 characters.
- The starting output column is column 5 and the text width is 83.
- Column 1 is the channel control character, plus 3 blank characters since the starting column is 5, plus 83 characters for a total of 87 characters (7 more than defined).

Action: Reduce the print text width of starting column until starting column value + print text width – 1 ≤ line length

169,1,27**Document class definition has changed since this report format was built.**

Cause: The document class definition has changed since this report format was created.

Action: Rerun the COLD report format and update the document class information. Save the report format.

169,2,1**Syntax error in command line. Run 'cold_3770 -h' to display the usage.**

Cause: You tried to manually start cold_3770 with a directory other than the default, but you did not include the `-d` parameter before the directory name. The correct syntax is:

```
nohup cold_3770 [ -d <dirname> ] &
```

The nohup command detaches the daemon process from your terminal, thereby eliminating program blocks.

Action: Re-issue the command with the proper syntax.

Note

You cannot start cold_3770 from the Application Executive menu.

169,2,2**The syntax for manually starting the cold daemon is just "cold_3770 [-d <dirname>]"**

Cause: Incorrect syntax.

Action: Re-issue the command with the proper syntax.

Note

You cannot start cold_3770 from the Application Executive menu.

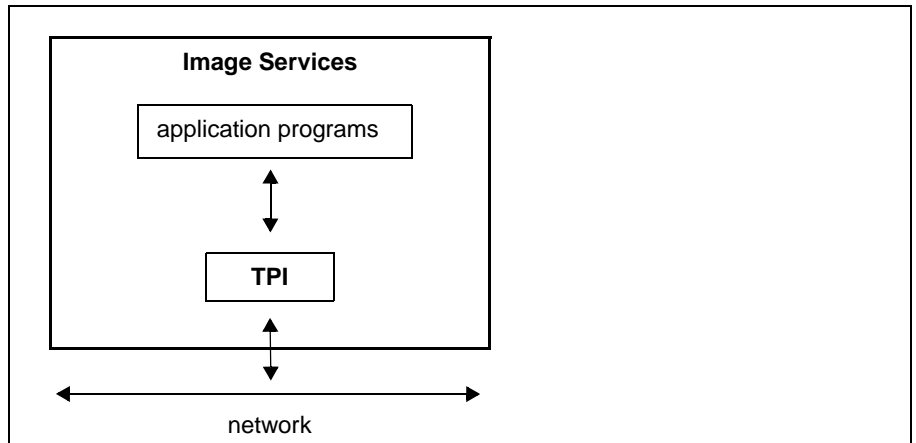
169,2,3**cold_3770: error opening directory.**

Cause: The cold_3770 program encountered an error when trying to open a directory. If you started cold_3770 from the command line, you may have specified an incorrect directory name. Directory name is optional, and if not specified, cold_3770 uses the default directory /fnsw/local/tmp/3770.

Action: If you started cold_3770 from the command line, verify the directory name and retry the operation with the correct directory. Otherwise, contact the FileNet Response Center.

TPI (192) Messages

The Transport Interface (TPI) shared library provides to applications the PEP (Packet Exchange Protocol) service, a connectionless network interface.



TPI Shared Library Diagram

TPI shared library message tuples begin with 192. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

192,0,4**TPI main(): Bad version for link.**

Cause: This version of the TPI shared library is incompatible with the program that is trying to link to it. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the TPI shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

192,1,5**TPI_SendPEPReq: PEP_CrRequester() error.**

Cause: A network error occurred.

Action: Ensure the network is installed correctly and operating correctly. Use the System Configuration Editor to verify the network configuration files are defined correctly. If changes are required, use the System Configuration Editor to modify the Configuration database, then restart the Image Services software. If the condition persists, contact the FileNet Response Center.

192,1,6**TPI_SendPEPReq: PEP_SendRequest() error.**

Cause: A network error occurred.

Action: Ensure the network is installed correctly and operating correctly. Use the System Configuration Editor to verify the network configuration files are defined correctly. If changes are required, use the System Configuration Editor to modify the Configuration database, then restart the Image Services software. If the condition persists, contact the FileNet Response Center.

192,2,2**TPI_OpenPEPStr: out of memory.**

Cause: An out-of-memory condition has occurred.

Action: Retry the operation. If the condition persists, contact the FileNet Response Center.

192,2,7**TPI_OpenPEPStr: PEP_CrReplier() error.**

Cause: A network error occurred.

Action: Ensure the network is installed correctly and operating correctly. Use the System Configuration Editor to verify the network configuration files are defined correctly. If changes are required, use the System Configuration Editor to modify the Configuration database, then restart the Image Services software. If the condition persists, contact the FileNet Response Center.

192,4,1**TPI_GetPEPReq: wrong client type.**

Cause: An incompatibility exists between the client and server applications.

Action: Retry the operation. If the condition persists, contact the FileNet Response Center.

192,4,3**TPI_GetPEPReq: No packet, timeout.**

Cause: A network error occurred.

Action: Ensure the network is installed correctly and operating correctly. Use the System Configuration Editor to verify the network configuration files are defined correctly. If changes are required, use the System Configuration Editor to modify the Configuration database, then restart the Image Services software. If the condition persists, contact the FileNet Response Center.

192,4,9**TPI_GetPEPReq: PEP_GetReq() error.**

Cause: A network error occurred due to the request timing out. The media does not get moved to a drive and the client station gets a :<97,3,16> Query: Bad Operator. The Image Services log shows this 192 error.

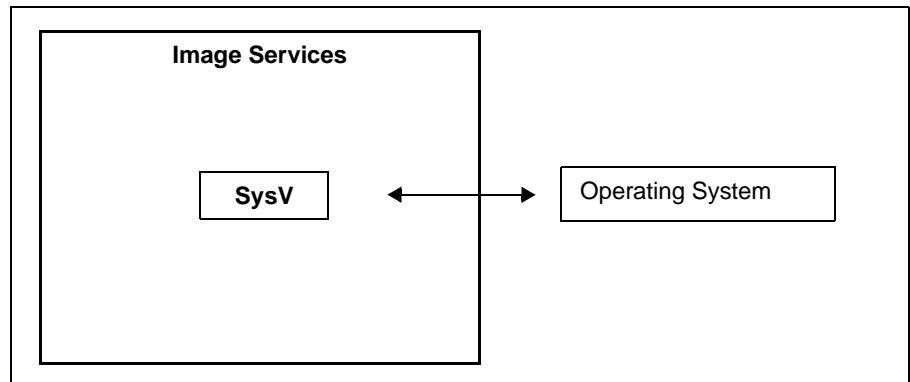
Action: The media can be loaded into any drive through Oddump and the document can then be retrieved. Ensure the network is installed correctly and operating correctly. Use the System Configuration Editor to verify the network configuration files are defined correctly. If changes are required, use the System Configuration Editor to modify the Configuration database, then restart the Image Services software. If the condition persists, contact the FileNet Response Center.

192,05,10**TPI_SendPEPReply: PEP_SendReply() error.****Cause:** A network error occurred.**Action:** Ensure the network is installed correctly and operating correctly. Use the System Configuration Editor to verify the network configuration files are defined correctly. If changes are required, use the System Configuration Editor to modify the Configuration database, then restart the Image Services software. If the condition persists, contact the FileNet Response Center.

SysV (202) Messages

The SystemV Miscellaneous (SysV) shared library provides both local and global memory management functions and interprocess communication functions (claiming and releasing interlocks).

SysV communicates only with the host operating system and libraries. SysV does not call other FileNet libraries.



SysV Shared Library Diagram

SysV shared library message tuples begin with 202. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

- 202,0,1** **An invalid argument was passed to a malloc call.**
Cause: An internal software memory allocation error occurred.
Action: Contact the FileNet Response Center.
- 202,0,2** **The number of bytes requested from getarea were not available.**
Cause: An internal software memory allocation error occurred.
Action: Contact the FileNet Response Center.
- 202,0,3** **An unknown error was returned from malloc. See error log for errno (error number).**
Cause: An internal software memory allocation error occurred.
Action: Examine the Event Log for the error number and additional related messages. Then contact the FileNet Response Center.
- 202,0,4** **The code version of the abstract does not match that of its client.**
Cause: This error occurs when a client program is not relinked after the code in the shared library changes on systems not using dynamically linked shared libraries. This version of the SysV shared library is incompatible with the client. The shared memory header and/or segment sizes do not match. This is usually caused when the version levels of an Image Services client program and SysV are incompatible.
Action: Contact the FileNet Response Center.

- 202,0,5** **The size of shared memory requested from getgloarea is too big. See error log for size restrictions.**
- Cause:** An internal software memory allocation error occurred.
- Action:** Examine the Event Log for the error number and additional related messages. Then notify the FileNet Response Center.
-
- 202,0,6** **The software limit of allotted shared memory segments has been exceeded.**
- Cause:** Refer to the explanation in the message text.
- Action:** Cycle (stop and restart) the Image Services software to resolve this situation. Contact the FileNet Response Center.
-
- 202,0,7** **There is no shared memory available for the current process.**
- Cause:** Refer to the explanation in the message text.
- Action:** Cycle (stop and restart) the Image Services software to resolve this situation. Contact the FileNet Response Center.
-
- 202,0,8** **An abstract or program has attempted to return shared memory originally allocated by another abstract.**
- Cause:** An internal software error occurred.
- Action:** Contact the FileNet Response Center.

202,0,9**Program error. The shared memory manager traps segmentation violations to detect unattached processes.**

Cause: Refer to the explanation in the message text. This process encountered a segmentation violation which cannot be resolved by the shared memory manager, indicating a software error.

Action: Refer to the actions recommended in the message text. Check the Event Log file for a message indicating the location of the core file, usually in /fnsw/local/tmp. If a core file exists, copy the file to core.xxxxxx where xxxxxx represents the process ID recorded in the Event Log, and contact the FileNet Response Center.

202,0,10**An invalid size parameter was passed to shmget when attempting to allocate a shared memory segment.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

202,0,11**The permissions requested by the process for the shared memory segment could not be granted by the system.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

- 202,0,12** **The maximum number of allowed shared memory identifiers has been exceeded.**
- Cause:** An internal software error occurred. This can also indicate a performance-related problem.
- Action:** Contact the FileNet Response Center.
-
- 202,0,13** **The amount of available shared memory is not sufficient for the request.**
- Cause:** An internal software error occurred. This can also indicate a performance-related problem.
- Action:** Contact the FileNet Response Center.
-
- 202,0,14** **An unknown error was returned from shmget. See error log for errno (error number).**
- Cause:** An internal software shared memory allocation error occurred.
- Action:** Examine the Event Log for the error number and additional related messages. Then contact the FileNet Response Center.
-
- 202,0,15** **An invalid argument (probably the address) was passed to shmat (shared memory operations).**
- Cause:** An internal software shared memory allocation error occurred.
- Action:** Contact the FileNet Response Center.

- 202,0,16** **The requested operating permissions were denied for the process.**
Cause: An internal software error occurred.
Action: Contact the FileNet Response Center.
- 202,0,17** **The available data space was not large enough to accommodate the shared memory segment.**
Cause: An internal software error occurred.
Action: Contact the FileNet Response Center.
- 202,0,18** **The number of shared memory segments mapped to the calling process would exceed the system-imposed limit.**
Cause: An internal software error occurred.
Action: Contact the FileNet Response Center.
- 202,0,19** **An unknown error was returned from shmat (shared memory operations). See error log for error number.**
Cause: An internal software shared memory allocation error occurred.
Action: Examine the Event Log for the error number and additional related messages. Then contact the FileNet Response Center.

202,0,20 **An unknown IPC key was passed to sysv_get_key. This should not happen.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

202,0,21 **The system paging space is too low...**

Cause: A performance problem exists. Refer to the message text for the cause. Processes may be terminated until enough paging space exists to meet the current request.

Action: Monitor the paging space (using the `lsps -a` tool) and adjust as necessary for the software requirements. Refer to the message text for actions. Contact your the FileNet Response Center representative for assistance with performance tuning.

202,0,22 **The shared memory overhead structure has some inconsistencies.**

Cause: Refer to the event log file. Typically, `ipc_tool/wal_ipc` is inconsistent with the SysV libraries. An internal software error occurred, possibly due to mismatched versions of software being installed on the same system.

Action: Contact the FileNet Response Center.

202,0,23 **Invalid shm_handle.**

Cause: An internal software error occurred (Windows Server only).

Action: Contact the FileNet Response Center.

- 202,0,24** **shmat/shmdt/shmctl system error. Refer to log.**
Cause: An internal software error occurred.
Action: Contact the FileNet Response Center.
- 202,0,25** **This is only a warning message. The hard coded addresses were used instead of finding the best possible dynamically.**
Cause: The shared memory segments could not be dynamically allocated, so hard-coded (default) memory addresses were used instead. This condition is not fatal, but may indicate a system configuration or resource problem (UNIX only).
Action: Contact the FileNet Response Center.
- 202,0,26** **Shared Memory Manger does not exist and it is not the first time**
Cause: The shared memory manager is not running even after a second attempt to start (UNIX only).
Action: Contact the FileNet Response Center.
- 202,0,27** **Not an error. This tuple is used for tracing.**
Cause: This tuple is used in many places to indicate an information only message and usually is not a problem.
Action: Examine the associated Event Log message and take appropriate action taken.

202,0,29**Is not a shared memory address.**

Cause: An error occurred in shared memory. This error comes from a routine which is called when shared memory corruption has been detected. This message should occur with other shared memory problem messages.

Action: Contact the FileNet Response Center.

202,0,30**Memory corruption detected refer to error log.**

Cause: Shared memory is corrupted.

Action: Contact the FileNet Response Center.

202,0,32**System fn_pin error. Refer to error log for errno.**

Cause: Problem with shared memory, but not fatal. May be related to other shared memory errors (AIX only).

Action: Contact the FileNet Response Center.

202,0,33**Signal SIGQUIT was received. There should be a core file.**

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd) so that it can report the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,34 Signal SIGILL was received. There should be a core file.

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,35 Signal SIGTRAP was received. There should be a core file.

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,36 Signal SIGEMT was received. There should be a core file.

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,37 Signal SIGFPE was received. There should be a core file.

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,38 Signal SIGBUS was received. There should be a core file.

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,39 Signal SIGSYS was received. There should be a core file.

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,40**Signal SIGXCPU was received. There should be a core file.**

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,41**Signal SIGXFSZ was received. There should be a core file.**

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,42**Signal SIGDANGER was received. There should be a core file.**

Cause: A program has encountered an error and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates the type of error.

Action: Contact the FileNet Response Center.

202,0,43 **Unknown signal this should never happen. This is sanity check.**

Cause: A program has encountered an unknown error, and has sent information about the error to the SNMP proxy agent (fnpd), which reports the error. This tuple indicates that the type of error is unknown. This tuple should never happen.

Action: Contact the FileNet Response Center.

202,0,1045 **An error occurred attempting to open a process event object**

Cause: One process attempted to open (access) another process but was unable to perform the operation (NT only). The Event Log displays the reason for the failure. May be related to other errors in the log.

Action: Notify the FileNet Response Center.

202,0,2001 **Failed to find the binary for a FileNet abstract (DLL)**

Cause: A FileNet shared library file is missing (Windows Server only).

Action: Try reinstalling the FileNet software, or restoring the missing file from a backup.

202,0,2003 **Abstract initialization function not found while linking an abstract**

Cause: A FileNet shared library is corrupt or incomplete (Windows Server only).

Action: Try reinstalling the FileNet software, or restoring the corrupt file from a backup.

202,0,2004

SHM DLL was not able to allocate process globals correctly

Cause: A problem has occurred during memory allocation for process globals (NT only). The Event Log should indicate more information.

Action: Contact the FileNet Response Center.

202,0,2005

An error occurred attempting to open a shared file mapping object

Cause: Some problem on the system has caused an error with shared memory file mapping (NT only). See the Event Log for more information.

Action: Contact the FileNet Response Center.

202,1,1

An error was encountered in the semctl(2) call returning the error number (errno) logged in the system error log.

Cause: An internal software error occurred.

Action: Examine the Event Log for the error number and additional related messages. Then contact the FileNet Response Center.

202,1,2**The software limit of allotted interlocks has been exceeded.**

Cause: A performance problem exists. Refer to the message text for the cause.

Action: Cycle (stop and restart) the software to resolve this situation. Refer to the message text for actions. Contact the FileNet Response Center for assistance with performance tuning.

202,1,3**An illegal interlock value has been encountered.**

Cause: This is either a software error or a side-effect from a previous error. The semop(2) call failed returning the error number (errno) logged in the system Event Log. Check the Event Log for more information. Refer to the message text for the cause.

Action: Examine the Event Log for the error number and additional related messages. Then contact the FileNet Response Center.

202,1,4**A claim on an application interlock was unsuccessful.**

Cause: The semop(2) call failed returning the error number (errno) logged in the system Event Log. A probable configuration error occurred. This may be the result of a kernel tuning activity.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then contact the FileNet Response Center.

202,1,5**The release of an application interlock was unsuccessful.**

Cause: The semop(2) call failed returning the error number (errno) logged in the system Event Log. An internal software error occurred. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then contact the FileNet Response Center.

202,1,6**A reset_event on an interlock was unsuccessful.**

Cause: The semop(2) call failed returning the error number (errno) logged in the system Event Log. An internal software error occurred. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then contact the FileNet Response Center.

202,1,7**A claim on a system interlock was unsuccessful.**

Cause: An internal software error occurred. The semop(2) call failed returning the error number (errno) logged in the system Event Log. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then notify the FileNet Response Center.

202,1,8**The release of a system interlock was unsuccessful.**

Cause: An internal software error occurred. The semop(2) call failed returning the error number (errno) logged in the system Event Log. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then notify the FileNet Response Center.

202,1,9**The software has run out of semaphore sets based on software imposed limits.**

Cause: An internal software error occurred. Refer to the message text for the cause.

Action: Cycle (stop and restart) the Image Services software to resolve this situation. Refer to the message text for actions. Contact the FileNet Response Center.

202,1,10**The system is running out of interlocks based on system imposed limits.**

Cause: An internal software error occurred. Refer to the message text for the cause.

Action: Cycle (stop and restart) the Image Services software to resolve this situation. Refer to the message text for actions. Contact the FileNet Response Center.

202,1,11**An error occurred while attempting to create a new semaphore set.**

Cause: An internal software error occurred. The `semget(2)` call failed returning the error number (`errno`) logged in the system Event Log. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then notify the FileNet Response Center.

202,1,12**A waitshare on an interlock was unsuccessful.**

Cause: An internal software error occurred. The `semop(2)` call failed returning the error number (`errno`) logged in the system Event Log. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then notify the FileNet Response Center.

202,1,14**Semaphore key has wrapped around**

Cause: The Image Services system has been up for a long time and the semaphore key has wrapped around.

Action: Reboot the system.

- 202,1,2001** **An error occurred attempting to open a system mutex object**
- Cause:** An internal software error occurred (NT only). There should be other related error messages in the Event Log.
- Action:** Notify the FileNet Response Center.
-
- 202,1,2002** **An error occurred attempting to create a system mutex object**
- Cause:** An internal software error occurred (NT only). There should be other related error messages in the Event Log.
- Action:** Notify the FileNet Response Center.
-
- 202,1,2003** **An error occurred attempting to claim a system mutex object**
- Cause:** An internal software error occurred (NT only). A mutex could not be claimed, resulting in the termination of the process which required the mutex.
- Action:** Notify the FileNet Response Center.
-
- 202,1,2004** **An error occurred attempting to release a system mutex object**
- Cause:** An internal software error occurred (NT only). A mutex could not be released, resulting in the termination of the process which attempted to release the mutex.
- Action:** Notify the FileNet Response Center.

202,1,2006 An error occurred attempting to create a process event object

Cause: An internal software error occurred (NT only).

Action: Notify the FileNet Response Center.

202,1,2007 An error occurred attempting to claim a process event object

Cause: An internal software error occurred (NT only). The process which attempted to claim an event is forced to abort.

Action: Notify the FileNet Response Center.

202,1,2008 An error occurred attempting to free a process event object

Cause: An internal software error occurred (NT only). The process which attempted to free an event is forced to abort.

Action: Notify the FileNet Response Center.

202,1,2009 An error occurred attempting to open a process event object

Cause: One process attempted to open (access) another process but was unable to perform the operation (NT only). The Event Log displays the reason for the failure. May be related to other errors in the log.

Action: Notify the FileNet Response Center.

202,1,2010**An error occurred attempting to create a semaphore object**

Cause: A semaphore could not be created (NT only). May be fatal to the process which attempted to create the semaphore. Refer to the Event Log for more information.

Action: Notify the FileNet Response Center.

202,1,2011**An error occurred attempting to open a semaphore object**

Cause: A semaphore could not be opened (NT only). The process which attempted the open is aborted. Refer to the Event Log for more information.

Action: Notify the FileNet Response Center.

202,1,2012**An error occurred attempting to claim a semaphore object**

Cause: A semaphore could not be claimed (NT only). The process which attempted the claim is aborted. Refer to the Event Log for more information.

Action: Notify the FileNet Response Center.

202,1,2013**An error occurred attempting to release a semaphore object**

Cause: A semaphore could not be released (NT only). The process which attempted the release is aborted. Refer to the Event Log for more information.

Action: Notify the FileNet Response Center.

202,1,2014**An error occurred attempting to close a semaphore object**

Cause: A semaphore could not be closed (NT only). Refer to the Event Log for more information. This error does not cause the process to abort, but may be related to other semaphore errors.

Action: Notify the FileNet Response Center.

202,3,3**The `getssn()` should not be called directly by WAL clients**

Cause: An IS Toolkit (formerly known as WAL) program has attempted to call the `getssn()` function. The process will abort.

Action: Notify the FileNet Response Center.

202,5,3**Not an error tuple. The tuple is used for debugging.**

Cause: This message is for page global debugging only, and does not indicate an error.

Action: This message should only appear if a debug version of the SysV library has been installed. If no debugging is occurring on the system, reinstall the Image Services software to restore the normal SysV library.

202,2,1**The gethostbyname() call failed returning the error number (errno) logged in the system error log.**

Cause: An internal software error occurred. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then contact the FileNet Response Center.

202,2,2**The getservbyname() call failed returning the error number (errno) logged in the system error log.**

Cause: An internal software error occurred. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then contact the FileNet Response Center.

202,3,1**The getssn() call failed due to the errno set in fopen().**

Cause: An internal software error occurred. Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number and additional related messages, then contact the FileNet Response Center.

202,3,2**A bad ssn has been detected. Check the error log for its (bad) value and contact your support representative.**

Cause: Refer to the message text for the cause.

Action: Refer to the message text for actions. Examine the Event Log for the error number (errno) and additional related messages, then contact the FileNet Response Center.

202,4,1**Program error: abs_end_init was called without first calling abs_begin_init.**

Cause: An internal software error occurred.

Action: Contact the FileNet Response Center.

202,5,1**A call to `put_pg_globals` was unsuccessful due to an error in the `putenv` call.**

Cause: In preparation for the fork (creation) of a new process, a process failed to map its process globals into the environment variable `PROC_GLOBALS`. This mapping failure only affects the ability of that process to subsequently fork (create) a new process.

Action: A response is unnecessary, processing continues.

202,5,2**A call to `get_pg_globals` was unsuccessful due to an error in the `getenv` call.**

Cause: A process failed to obtain the contents of the `PROC_GLOBALS` environment variable. This is typically caused when you try to run a program directly from the shell when a parent process should run the program.

Action: A response is unnecessary, processing continues. Though the process will probably execute, the process may not be able to perform certain functions available after proper startup by a parent process.

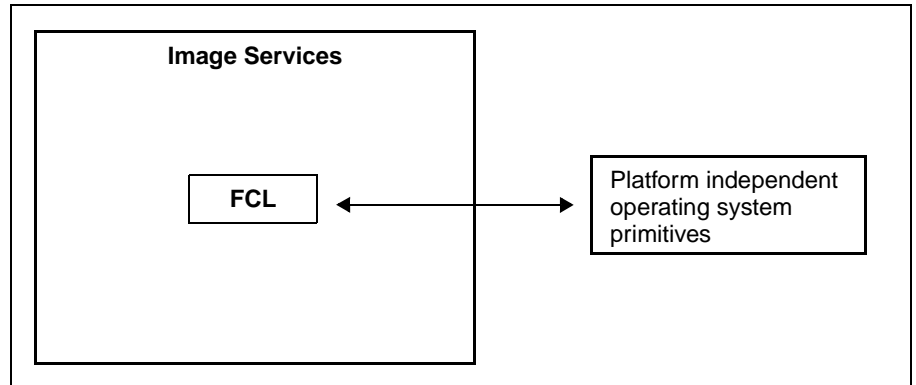
202,6,5**System Error. Check error log for more info.**

Cause: This message displays in various situations where a system call has failed.

Action: Examine the Event Log for additional related messages and information. An error number (`errno`) that results from a failed system call may also display in the Event Log. For an explanation of the `errno` value, refer to the system `errno.h` file, usually located in the following directory: `/usr/include/sys/errno.h`. If you cannot resolve the error, contact the FileNet Response Center.

FCL (202) Messages

The FileNet Compatibility Layer (FCL) shared library provides platform-independent operating system primitives whose implementations vary from operating system to operating system. With the availability of these primitives, Image Services software is coded to a single, consistent interface that provides file and device services across all Image Services platforms. File and device services provided by FCL are the following: create and delete a file; open and close a file; rename a file; change the permission level of a file; start a new process, open and close a device; and execute an I/O operation on an open device.



FCL Shared Library Diagram

FCL shared library message tuples begin with 202. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

202,100,1**A version mismatch occurred attempting to link the FCL abstract.**

Cause: This version of the FCL shared library is incompatible with the program that is trying to establish a link. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the FCL shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, contact the FileNet Response Center.

202,100,10**Specified file, device or path does not exist.**

Cause: This informational message displays when Image Services cannot locate a particular file, device, or path. The missing file, device or path name is included with the message text in the system log. You might need to insert removable media or correct a faulty path specification.

On a system with MSAR, this message displays when an MSAR surface <n> file '<file name>' cannot be found. In this case, insert the correct MSAR file. This error ejects a surface and generates the above informational message.

Action: Look at the system log for more information. Insert the correct media or fix the path specification. On a system with MSAR, locate the correct MSAR surface file, then use Storage Library Control in Xapex to insert it.

202,100,11 Insufficient permission to operate on an MSAR surface file.

Cause: MSAR surface <n> file '<file name>' has a permission problem. This error marks a surface as **Do-Not-Use**.

Action: Check the permissions for this file. It should be:

For UNIX: Read/Write by fns owner and fnusr group.

For Windows: Set permissions for groups fnadmin, fnop, and fnusr as shown in the ***MSAR Procedures and Guidelines*** document.

202,100,12 FCL: Tried to rename/create a file to an existing filename.

Cause: The cause is dependent on the operation being performed, and may be due to an operator error or a configuration error.

Action: The actions are dependent on the operation being performed. Contact the FileNet Response Center for assistance.

202,100,13 FCL: Cannot rename a file across different devices.

Cause: An operator error or a configuration error occurred when moving or renaming a file.

Action: The actions are dependent on the operation being performed. Contact the FileNet Response Center for assistance.

202,100,15**FCL: An invalid drive letter was specified.**

Cause: An operator error or a configuration error occurred when specifying a file name.

Action: The actions are dependent on the operation being performed. Contact the FileNet Response Center for assistance.

202,100,20**System resource limit was encountered.**

Cause: MSAR surface <n> encountered system limit error. Fix the problem before responding to this RSVP. This error marks a surface as **Do-Not-Use**.

Action: Check your system resources and add resources as necessary.

202,100,23**FCL: The requested device was busy.**

Cause: The device is performing other work at this time, and cannot perform the requested operation.

Action: Retry the operation when the device becomes available.

202,100,24**FCL: The requested device was not ready.**

Cause: The requested device may be powered off, in an offline condition, or otherwise not ready to perform the requested operation.

Action: Make the device ready and retry the operation.

202,100,30**No space left in directory.**

Cause: MSAR surface <n> directory <path name> is out of space. This error puts a surface in **MSAR Read-Only** mode.

Action: When you respond to this RSVP, a dialog box is displayed allowing you to retry writing to the same surface, or to re-assign the surface.

- If you are able to add more space to the directory, add the space first then choose the **Retry writing ...** radio button, and click **OK**.
- If it is not possible, or desirable, to add more space, choose the **Write disable this surface ...** radio button and click **OK**.

Note

Prior to choosing the above “Write disable this surface ...” option, check the current creation directory to see if it has adequate space. See the [***MSAR Procedures and Guidelines***](#) document for more information on changing the MSAR Creation Directory.

202,100,31**FCL: write failed because the file size exceeds the file size limit.**

Cause: On MSAR systems, MSAR surface <n> has reached the Operating System file size limit. Fix the problem before responding to this RSVP. This error marks a surface as **Do-Not-Use**.

Action: Increase the system file size. See the documentation for your operating system for more information on setting the file size. For MSAR systems, see the [***MSAR Procedures and Guidelines***](#) document.

202,100,33**Network errors.**

Cause: MSAR surface <n> encountered network related errors. Refer to the elog for the error number. Fix the problem before responding to this RSVP. This error marks a surface as **Do-Not-Use**.

Action: Refer to the system log information on fixing this network problem. On the Sun Solaris platform, reboot the server after resolving the problem.

RDB (203) Messages

The Render Document Bitmap (RDB) shared library generates (renders) a bitmap of a FileNet document page for display at an image workstation or for printing. RDB performs such functions as data acquisition, memory allocation, and document retrieval during this process. Banded and tiled images can be rendered. A request for banded images results in the processing of only those bands which intersect the requested area. Tiled image rendering requests result in the rendering of all tiles which intersect the desired area.

RDB shared library message tuples begin with 203. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

203,4,6**RDB: Failed to open cdp device.**

Cause: The decompression device could not be opened. An internal software error has occurred.

Action: Contact the FileNet Response Center.

203,4,7**RDB: Error linking abstracts.**

Cause: This version of the RDB shared library is incompatible with the program that is trying to link to it. This problem is typically the result of either an incomplete software installation, or a problem that occurred during an update of a single module in the system.

Action: Use the stamp tool to determine the current version of the RDB shared library. Reconstruct the shared library file by restoring your FileNet Release partition. If the problem persists, notify the FileNet Response Center.

203,4,8**RDB: Page type not supported by RDB.**

Cause: A page type was encountered which is not currently supported by RDB, although it is a valid FileNet page type. This error occurs if non-banded images are referenced by the ^P^N PCode command.

Action: Contact the FileNet Response Center.

203,4,9**RDB: Insufficient memory.**

Cause: Required memory could not be allocated during processing.

Action: Decrease the number of programs running on your system.

203,4,10**RDB: Band decompression failed.**

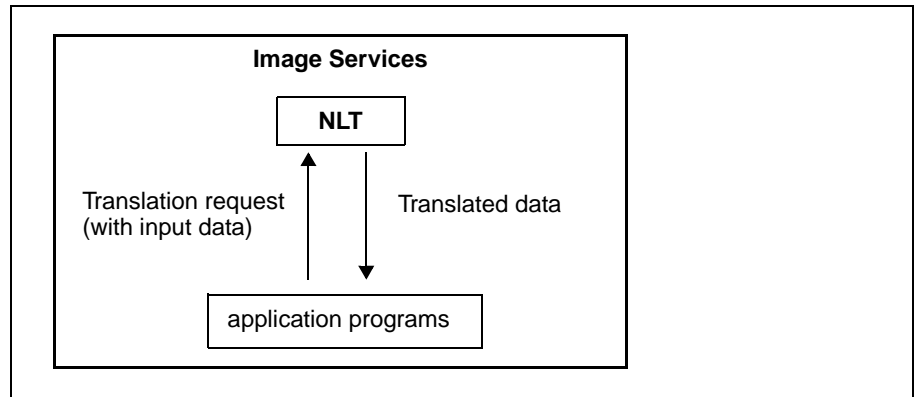
Cause: Decompression failed for at least one band of a banded or tiled image. When normally processing banded images, this message can be ignored, since an error pattern is automatically substituted for the non-decompressed band(s). This message may also be returned from a PCode rendering request if image processing was required and decompression of at least one band failed.

Action: Contact the FileNet Response Center.

NLT (204) Messages

The National Language Translation (NLT) shared library provides clients with a mechanism for converting character strings between different character sets. NLT also supports the use of user-defined translation maps. The logical character set types are as follows:

- Local (character set on the local host)
- Default
- Former character sets



NLT Shared Library Diagram

The system default character set is established at system configuration time, and identifies the character set of the Image Services system associated with an NLT session. This default character set is used for the communication between servers within an Image Services system.

The former character set is also established at system configuration time, but identifies the character set of the **original** Image Services system (the Image Services system where the characters were created). A typical use of the former system character set occurs when older media (prior to multiple character set support) is imported to a system where the local character set differs from the original character set. For example, when an optical disk created with the FileNet international character set is imported to a system using the ISO 8859-1 character set, NLT translates the data.

When a service sends strings across the network, the service translates the strings from the local character set to the default system character set. Upon receiving the strings from the network, the service translates the strings back to the local character set, from the default system character set.

If you are using user-defined translation maps, you must create the character translation maps in the appropriate directory (UNIX: /fnsw/local/nltmaps, Windows Server: \fnsw_loc\nltmaps). These translation files must be in binary format and 256 bytes in size. That is, the translation files are actual mappings from one character set to another. The application calls NLT to retrieve the map and translate the data.

The NLT shared library message tuples begin with 204. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

204,0,1**NLT was unable to determine a system's default and former system character sets due to improper system configuration.****Cause:** Refer to the message text for the cause.**Action:** Examine the configuration information, and ensure that a system default and former character set have been defined. Correct any errors and retry the operation. If the problem persists, notify the FileNet Response Center.**204,0,2****One or more of the parameters are invalid, i.e., a required pointer was NULL.****Cause:** An application program error occurred.**Action:** Correct the error in the application program and retry the operation.**204,0,3****NLT was unable to determine a system's default and former system character sets due to a network error.****Cause:** Refer to the message text for the cause.**Action:** Retry the operation at a later time. If the problem persists, contact the FileNet Response Center.

204,0,4**NLT was unable to perform the requested translation. Translation may not be possible between certain character sets.**

Cause: An 8-bit character was encountered that has no mapping in a translation table. If the Image Services systems are configured with unsupported character mappings, there is no physical table defined. An example of this unsupported mapping is an attempt to communicate between a system defined as using the Kanji character set and a system defined as using the ISO 8859-1 character set. These two character sets cannot be mapped to one another. In such a case, NLT passes the data characters through as is, and issues the message.

Action: Configure the two systems with supported character sets, or with the same default character set. If this is not acceptable because of the nature of the data, notify the FileNet Response Center for assistance.

204,0,5**NLT currently does not provide a character mapping for the requested character sets.**

Cause: Refer to the message text for the cause. An unsupported character set mapping has been requested, or a requested user-defined character set does not exist.

Action: This is an informational message only. Refer to the System Configuration Tools online help for more information about the supported and default character sets.

204,0,6**Failed to get locale info properly**

Cause: Some problem occurred when trying to obtain the locale information. See the Event Log for details.

Action: Depends on the cause of the problem, may require reconfiguration.

204,0,7**Unsupported mask**

Cause: There is a problem with the mask given to NLT. See the Event Log for detailed description.

Action: Fix the mask based on the Event Log mask error description.

204,0,8**The allocated space is too small to store the converted mask**

Cause: A conversion of a date-time mask into FileNet mask has failed because the size of the mask is too small.

Action: Correct the mask size.

204,0,9**Wrong abstract version was used linking to NLT**

Cause: A mismatch of software versions is in use on the system. The expected version of the NLT library does not match the actual version.

Action: Install proper version of Image Services software.

204,0,10**Failed to allocate memory in NLT abstract**

Cause: An error occurred during an attempt to get more memory. Consult the Event Log for further information. May be due to internal programming error, or to insufficient memory.

Action: If the problem is due to insufficient memory, add memory or reconfigure the system memory. Otherwise, contact the FileNet Response Center.

204,0,11**Internal error condition occurred in the NLT abstract**

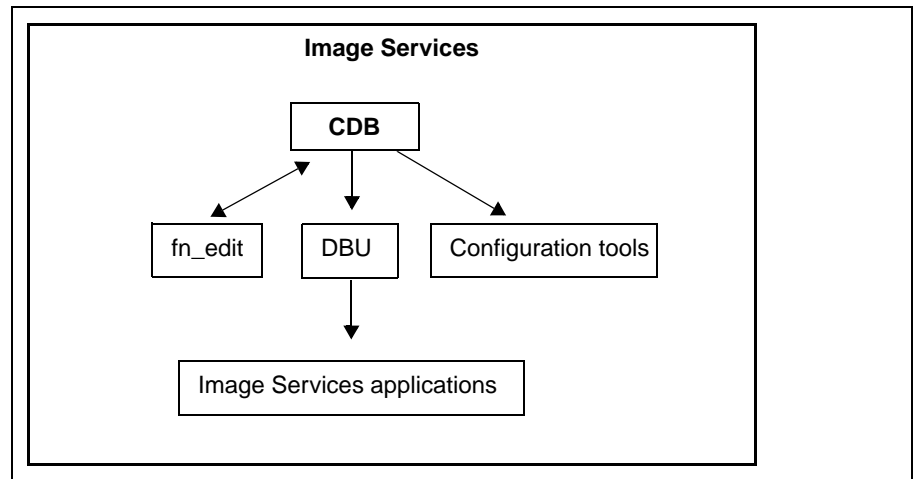
Cause: An internal programming error occurred.

Action: Contact the FileNet Response Center.

CDB (212) Messages

The Configuration Database (CDB) shared library stores information describing the current hardware, software, and network configuration of the Image Services system. CDB includes information on the entire domain of one or more servers.

Only `fn_edit` writes to CDB. The DBU shared library is the interface to non-configuration (non-SF) applications.



CDB Shared Library Diagram

CDB shared library message tuples begin with 212. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

212,0,7**CDB Error - Invalid field in the table.**

Cause: A required field was not found in the configuration database.

Action: Run `fn_migrate` to update the database.

212,0,50**CDB Error - Query results in no match.**

Cause: Calling program cannot find item in CDB database.

Action: If there is a problem, run `fn_migrate`. This is often only a warning.

212,0,67**CDB Error - Inconsistency in license and configuration database.**

Cause: License is out of date or wrong data in CDB.

Action: Run `fn_edit` to check CDB system parameters such as SSN, server type, services, and so forth. Run the following command to verify the license.

```
lic_admin -r
```

212,0,72**CDB Warning - There is no need to migrate.**

Cause: Attempt to run `fn_migrate` during an Image Services software upgrade when `fn_migrate` was not required.

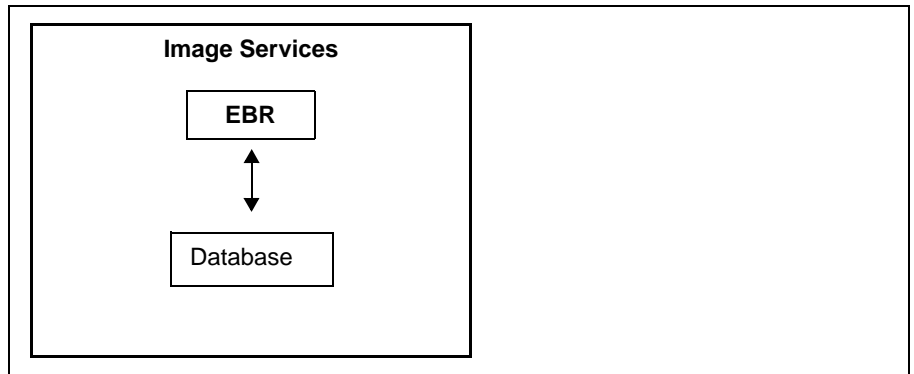
Action: This is an informational message, a response is unnecessary.

- 212,3,3** **FN_UTIL error - Not a member of required group.**
Cause: User is not a member of dba or fnadmin.
Action: Logon as the appropriate user.
- 212,3,4** **FN_UTIL error - cannot initialize MKF database.**
Cause: Problem initializing MKF database.
Action: Check disk configuration and size configured in fn_edit, shared memory, permissions.
- 212,3,6** **FN_UTIL error - cannot startup MKF database.**
Cause: Problem with the MKF database.
Action: Run MKF_debug, check permissions and group membership.
- 212,3,7** **FN_UTIL error - MKF_ddl failed, cannot update database.**
Cause: Failed MKF_ddl call to update the database.
Action: Check the .ddl (Data Definition Language) file, check permissions, run MKF_debug, and run MKF_ddl manually.
- 212,3,8** **FN_UTIL error - Oracle error.**
Cause: Oracle initialization, update, stop, or start failed.
Action: Check oracle.log file for additional information.

- 212,4,15** **fn_dataset_config ERROR - stopping FileNet IMS. See error log.**
- Cause:** Image Services software does not stop cleanly.
- Action:** If this message displays during database initialization, additional action is unnecessary. Otherwise, run the following command at the command prompt and check the logs for additional information:
- initfns stop**
-
- 212,4,26** **fn_dataset_config ERROR - creating Logical Volume. Check available disk space.**
- Cause:** fn_dataset_config determined inadequate disk space.
- Action:** Verify available disk space, move datasets to other logical volumes to free space.
-
- 212,4,33** **fn_dataset_config ERROR - not enough space in volume group to extend the logical volume.**
- Cause:** fn_dataset_config determined inadequate disk space.
- Action:** Verify available disk space, move datasets to other logical volumes to free space.

EBR (222) Messages

The Enterprise Backup and Restore (EBR) shared library provides backup and restore functionality for the Image Services software.



EBR Shared Library Diagram

EBR shared library message tuples begin with 222. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

- 222,0,1004** **EBR: no command line parameter to substitute for an EBR script parameter variable.**
Cause: Possible EBR script error.
Action: Check script parameter variables defined in the EBR script. Make sure that command line parameter substitution is correct.
- 222,0,1006** **EBR: backup or restore operation failed due to previous error.**
Cause: Previous error occurred.
Action: Check syslog for description of an error that occurred previously.
- 222,0,1007** **EBR: Failed to open EBR script file. Refer to syslog for errno.**
Cause: Incorrect script file name specified.
Action: Verify the script file name.
- 222,0,2002** **BRD: abst_link() caller passed illegal interface level**
Cause: A serious error occurred.
Action: Contact the FileNet Response Center.
- 222,0,2003** **BRD: received illegal message type after issuing COR_ReceiveMsg */**
Cause: A serious error occurred.
Action: Contact the FileNet Response Center.

- 222,0,3002** **BRDI: abst_link() caller passed illegal interface level**
Cause: A serious error occurred.
Action: Contact the FileNet Response Center.
- 222,0,3032** **BRDI: MKF block sequence on interval backup media is not in increasing order.**
Cause: The backup media is corrupted.
Action: Contact the FileNet Response Center.
- 222,0,3033** **BRDI: bad magic number for MKF dataset directory**
Cause: The MKF dataset directory is corrupted.
Action: Contact the FileNet Response Center.
- 222,0,3034** **BRDI: file creation error.**
Cause: Failed to create file.
Action: Refer to the **errno** in the Event Log.
- 222,0,3035** **BRDI: recovery log chunk size not a multiple of MKF block size.**
Cause: The chunk size of the MKF recovery log is not a multiple of MKF block size.
Action: This is a serious error, contact the FileNet Response Center.

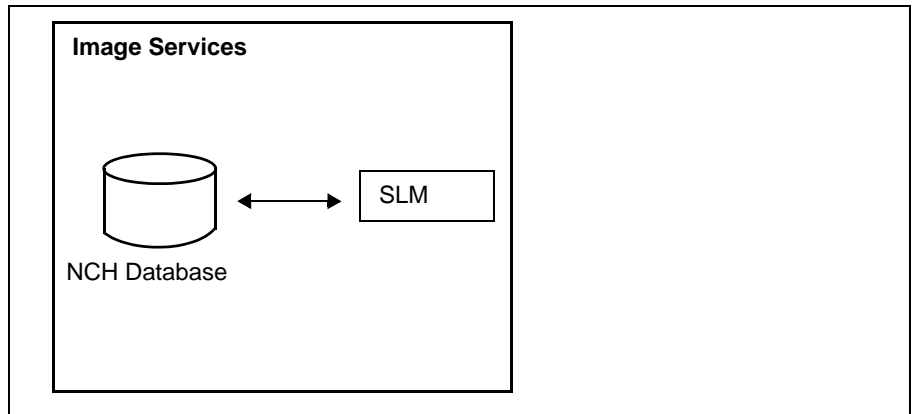
- 222,0,3050** **BRDI: restore/reconfigure: target database incompatible with backed up database.**
- Cause:** You cannot restore a backed up database, or reconfigure a backed up database into an incompatible target database.
- Action:** Ensure the target database parameters match the backed up database.
-
- 222,0,7054** **BRTI: current tape does not belong to the list of tapes in the volume.**
- Cause:** Incorrect tape inserted in tape drive.
- Action:** Insert the correct tape.
-
- 222,0,7055** **BRTI: dataset part ID on tape does not match the dataset part ID defined in the EBR script.**
- Cause:** A dataset can be striped into n parts. Each part is backed up or restored by a thread. During the restore, if the part ID recorded on the backup media does not match the part ID defined in the EBR script thread section, EBR aborts the operation.
- Action:** Check the restore script for errors.
-
- 222,0,7056** **BRTI: number of dataset parts on tape does not match the number of dataset parts defined in the EBR script.**
- Cause:** This error occurs when dataset was backed up in n parts (stripes), but you attempted to restore as a different number of parts (stripes).
- Action:** Check the restore script for errors.

- 222,0,8008** **BRPRS: illegal EBR volume label or unknown volume label format.**
- Cause:** Illegal volume label or unknown label format.
- Action:** You must use EBR_label to label the backup media.
-
- 222,0,11006** **BRMK: interval restore: number of data files/partitions changed after the base full backup and before the interval backup.**
- Cause:** This error occurs if you change the MKF configuration by adding or removing data files or partitions and perform an interval backup instead of a full backup. During MKF restore, EBR cannot apply an interval restore to the MKF database where the configuration has changed since the last full backup.
- Action:** Restore from the full backup.
-
- 222,0,13029** **BROR: Oracle partition is too small to contain the database being restored.**
- Cause:** This error occurs when replacing a corrupted Oracle partition.
- Action:** Ensure the newly replaced partition is equal to or bigger than the original partition size. Otherwise, EBR is not able to restore the database.

- 222,0,13058** **BROR: file size defined in the Oracle header block does not match FileNet configuration database.**
- Cause:** Oracle includes information on the data file size in the header block of the data file. If an Oracle data file size does not match the FileNet configuration database, EBR terminates the backup.
- Action:** Contact the FileNet Response Center.
-
- 222,0,19011** **BRPC: cache object in the backup media is corrupted.**
- Cause:** The cache object in the backup media is corrupted and cannot be used for restore.
- Action:** Contact the FileNet Response Center.
-
- 222,0,20025** **BRSIG: checksum error detected in signature file.**
- Cause:** EBR detected a checksum error in Oracle signature file.
- Action:** Contact the FileNet Response Center.
-
- 222,0,51041** **BRTLIB: Tape library driver is an unsupported version.**
- Cause:** The tape library driver installed on the system is not supported by FileNet.
- Action:** Contact the FileNet Response Center.

SLM (232) Messages

The Software License Management (SLM) shared library provides programmatic access to SLAC Key information.



SLM Shared Library Diagram

SLM shared library message tuples begin with 232. The following paragraphs provide information on selected tuples. Each description lists the tuple number, message text, possible causes, and recommended actions.

232,0,1000**SLMI: abort: SLMI internal error.**

Cause: This error can occur for a variety of reasons, including a software, configuration, or procedural error. The event log includes the source file name and line number within the source file.

Action: Record the event log information (source file name, line number, and so forth), then contact the FileNet Response Center.

232,0,1001**SLMI: license not found in the database.**

Cause: The license information cannot be located, possibly because the information has not been entered or an outdated copy of the NCH database was restored from a backup.

Action: Enter the correct license information. To install the SLAC Key in your system file, enter the following command to start the Software License Manager:

```
lic_admin -f /fnsw/local/tmp/<slac.new>
```

where /fnsw/local/tmp/<slac.new> is the full path name of the SLAC Key file. If your SLAC Key is located in a different directory, be sure to use that path name.

If you don't have a current SLAC key, you can copy the appropriate Universal SLAC Key from the Tech Info CD, or you can download it from the FileNet Web site at <http://www.css.filenet.com>.

There are four Universal SLAC Keys available:

- Image Services with eProcess for Oracle
- Image Services with eProcess for MS SQL
- eProcess only (no Imaging) for Oracle
- eProcess only (no Imaging) for MS SQL

To download a Universal SLAC Key from Support online, select:

License Keys

SLAC Keys

232,0,1002

SLMI: field index beyond last field in the license.

Cause: This message displays if SLM detects SLAC key information from a previous release and uses backward compatibility mode. This message can also indicate a software or license error.

Action: Check the event log for additional information. If the event log contains a message indicating that SLM has detected SLAC key information from a previous release and is using backward compatibility mode, this is an informational message and a response is unnecessary. If the event log does not contain additional explanation or the event log message indicates another type of error, contact the FileNet Response Center.

232,0,1003**SLMI: record index beyond last record.**

Cause: This message displays if SLM detects SLAC key information from a previous release and uses backward compatibility mode. This message can also indicate a software or license error.

Action: Check the event log for additional information. If the event log contains a message indicating that SLM has detected SLAC key information from a previous release and is using backward compatibility mode, this is an informational message and a response is unnecessary. If the event log does not contain additional explanation or the event log message indicates another type of error, contact the FileNet Response Center.

232,0,1004**SLMI: global record has expired.**

Cause: Your software license has expired. A SLAC key consists of a global record and per-license records. The global record contains information such as the server machine ID for the SLAC license. A system has only one global record so you must install a new license prior to expiration.

Action: Contact the FileNet Response Center for license renewal.

232,0,1005**SLMI: license has expired.**

Cause: The license has not been renewed prior to the expiration date or the system time is set ahead past the expiration time. A SLAC key consists of a global record and per-license records. A system can have duplicate license records. When a license record expires, license data can be extracted from duplicate license records. For example, a temporary license record can be built to grant an excess SLU count for some number of days. When that license expires, the SLU count reverts back to the SLU count in the base license record.

Action: Ensure that the system time is correctly set. Contact the FileNet Response Center to obtain a new license.

232,0,1008**SLMI: license database in improper state for this call.**

Cause: A software error occurred in an SLMI client application.

Action: Ensure that the correct version of the client application is installed.

232,0,1015**SLMI: global record was created in the future.**

Cause: The clocks in the current system and the system on which the license was generated are out of sync.

Action: Set the correct date and time in both machines and retry your operation.

232,0,1016**SLMI: license record was created in the future.**

Cause: The clocks in the current system and the system on which the license was generated are out of sync.

Action: Set the correct date and time in both machines and retry your operation.

232,0,1027**SLMI: file open error.**

Cause: This error can occur for a variety of reasons, including:

- The file name was entered incorrectly.
- The file does not exist.
- A magnetic disk hardware error occurred.

Action: Check the following:

- The file name is entered correctly.
- The file exists.

You can display the file using the more or less commands (for Windows Server, you can use File Manager). You can also use a text editor such as Notepad.

232,0,1028**SLMI: file lseek error.**

Cause: The C library lseek call did not complete successfully because of a software error.

Action: Ensure that the current software component versions are compatible.

232,0,1029**SLMI: file too large.**

Cause: The license file is too large for SLMI.

Action: Contact the FileNet Response Center.

232,0,1066**SLM{g/l}: out of memory.**

Cause: Either too many programs are loaded or your system has insufficient main memory.

Action: Run fewer programs or add memory.

LSI (236) Messages

The Library Surfaces Information (LSI) abstract is used to manage surface information. The LSI abstract persistently stores information associated with virtual library devices (slot, drive, and gripper) for MSAR library types in the lib_surfaces MKF permanent database table. It also stores information to indicate if the surface is out of the library. The LSI abstract is needed for MSAR support because the LSI abstract manages the MSAR surface file location information persistently in the lib_surfaces table. In addition, in order to preserve much of the Optical Storage paradigm, the surface file must be associated with device location (slot, drive, or gripper).

236,0,1

Programming logic error. See sys_log for more info. (LSI_error_logic)

Cause: Unexpected programming error.

Action: Run **vl** to get more information from the system log.

236,0,2

Surface not found with the specified ID. (LSI_error_no_record_id)

Cause: Specified surface ID cannot be found in the lib_surfaces MKF table.

Action: Run **vl** to get more information from the system log.

- 236,0,3** **Surface not found at the specified location.
(LSI_error_no_record_loc)**
- Cause:** Surface cannot be found at the specified location in the lib_surfaces MKF table.
- Action:** Run **vl** to get more information from the system log.
-
- 236,0,4** **Informational message used for logging MSAR activity
such as conversion, insert, eject, etc.
(LSI_error_info)**
- Cause:** This is only an information message.
- Action:** None
-
- 236,0,5** **MSAR surface is already out of the box.
(LSI_error_already_out_of_box)**
- Cause:** This indicates that the surface is already out of the box when the eject request is being processed.
- Action:** None
-
- 236,0,6** **MSAR Invalid extension (valid extensions: .lnk or .dat).
(LSI_error_invalid_extension)**
- Cause:** The input MSAR surface file does not have a valid extension (.lnk or .dat).
- Action:** Check the validity of the file being entered.

- 236,0,7** **Error while creating an MSAR link file.
(LSI_error_creating_link_file)**
- Cause:** Error encountered while creating the link file.
- Action:** Run **vl** to get more information from the system log. Resolve the error and retry the operation.
-
- 236,0,8** **Attempted to insert/incorporate an MSAR file and MSAR
data file name (.dat) was too long.
(LSI_error_file_name_too_long)**
- Cause:** MSAR file name exceeded the maximum number of characters.
- Action:** Limit the file name to 255 characters.
-
- 236,0,9** **Failed to create the directory containing the MSAR sur-
face.
(LSI_error_makedir)**
- Cause:** Error encountered while creating the directory where the MSAR surface file will reside.
- Action:** Run **vl** to get more information from the system log.
-
- 236,0,10** **Failed to remove MSAR surface file.
(LSI_error_erase_err)**
- Cause:** Error occurred while attempting to remove the MSAR surface file.
- Action:** Run **vl** to get more information from the system log.

236,0,11**This error was detected at startup time.
(LSI_error_bad_loc_startup)**

Cause: An MSAR surface was found in a bad location. This may occur if an MSAR library was deleted via `fn_edit` with existing surfaces, or the number of slots were decreased in an MSAR library. These surface will either be ejected or removed.

Action: Run `vl` to get more information from the system log.

236,0,12**Disallow MSAR surface insertion because some of the MSAR libraries are in backup mode.
(LSI_error_some_msar_lib_in_backup)**

Cause: At least one, but not all of the MSAR libraries in a server is in backup mode. To allow an MSAR surface insertion, either all or none of the MSAR libraries need to be in backup mode.

Action: Server-wide, either place all MSAR libraries in backup mode or make sure none of the MSAR libraries are in backup mode.

236,0,14**MSAR conversion error.
(LSI_error_convert)**

Cause: Error occurred during MSAR conversion.

Action: Run `vl` to get more information from the system log. Also, look at the Completed Log in the Background Job Control program.

236,0,15

**The HWM in the MSAR label is low. This may be caused by inserting an MSAR file without first ejecting it from the source library.
(LSI_error_label_HWM_lower)**

Cause: The High Water Mark stored in the MSAR label is lower than the High Water Mark shown for the surface file. This discrepancy is unacceptable and causes the error. This error message may be displayed while inserting or incorporating an MSAR surface. This may occur because a copy of the MSAR surface file was made without properly ejecting the surface from the source library. Another reason for this error is that the surface was ejected, but the checksum did not get updated due to an error. The surface was subsequently copied to another server and an incorporation/insertion was attempted.

Action: The solution is to properly eject the source surface from the source library before making a copy. It might be necessary to re-insert the surface and then eject it to get a good copy of the file. If, however, a surface cannot be inserted or incorporated back into the original system, call FileNet CSS so they can overwrite the checksum for you.

236,0,16

**The HWM in the MSAR label is high.
(LSI_error_label_HWM_higher)**

Cause: The High Water Mark stored in the MSAR label is higher than the High Water Mark shown for the surface file. This discrepancy is unacceptable and causes the error. This error message may be displayed while inserting or incorporating an MSAR surface. This may occur because of a partial transfer of an MSAR surface file from another system.

Action: Transfer the file and retry the operation. If you are using ftp to transfer the MSAR surface file, be sure to use the binary setting.

236,0,17**The checksum values do not match.
(LSI_error_bad_cks)**

Cause: A checksum value does not match, and this may be due to a bad transfer of an MSAR surface file from another system. This error message may be displayed while inserting or incorporating an MSAR surface.

Action: Run **vi** to get more information from the system log. You may need to transfer the file from the source system and retry the operation.

236,0,18**Checksum of the MSAR label is invalid.
(LSI_error_bad_msar_label_cks)**

Cause: Unexpected error. Checksum value does not match the MSAR label checksum value. This error message may be displayed while inserting or incorporating an MSAR surface. The file you are attempting to insert or incorporate is probably not an MSAR file, or it is a corrupted MSAR file.

Action: Restore the MSAR surface from backup or rebuild the surface.

236,0,19**The HWM stored in the MSAR label is zero.
(LSI_error_label_HWM_zero)**

Cause: The High Water Mark stored in the MSAR label is zero, which is lower than the High Water Mark shown for the surface file. This discrepancy is unacceptable and causes the error. This error message may be displayed while inserting or incorporating an MSAR surface. This may occur because a copy of the MSAR surface file was inserted without properly ejecting the surface from the source library. Another reason for this error is that the surface was ejected, but the checksum did not get updated due to an error. The surface was subsequently copied to another server and an incorporation/insertion was attempted.

Action: The solution is to properly eject the source surface from the source library before making a copy. It might be necessary to re-insert the surface and then eject it to get a good copy of the file. If, however, a surface cannot be inserted or incorporated back into the original system, call FileNet CSS so they can overwrite the checksum for you.

236,0,20**MSAR surface is ejected, but checksums are not updated due to an error.
(LSI_error_can't_update_cks)**

Cause: This error message may be displayed while ejecting an MSAR surface. It is a warning message and the surface is ejected. However, a surface in this state may not be exported to another system.

Action: Fix the original error that caused the checksum problem. (See the system log for the original error.) Then, insert the surface back into the library. An error free ejection is necessary before exporting this surface to another system.

SDS (238) Messages

The Single Document Storage (SDS) abstract is used to convey error messages concerning Image Services' ability to allow the user to easily access Image Services documents stored in EMC Centera devices.

- 238,0,1** **SDS informational message.**
(SDS_err_info)
- 238,0,2** **Invalid session handle.**
(SDS_err_invalid_sess)
Cause: This error is problem with the programming.
- 238,0,3** **Indicates that a particular document is not stored in the**
SDS.
(SDS_err_no_document)
Cause: Document cannot be found on the SDS unit.
- 238,0,4** **Indicates that an unsupported request type was en-**
countered by an SDS worker.
(SDS_err_not_type_supported)
- 238,0,5** **Indicates a particular SDS unit is disabled.**
(SDS_err_disabled)

- 238,0,6** **Indicates a particular SDS unit is not configured.
(SDS_err_not_configured)**
- 238,0,7** **Indicates a particular SDS unit is not valid.
(SDS_err_invalid_sds_unit)**
- 238,0,8** **The checksum stored with the SDS document page is
not consistent with the retrieved document.
(SDS_err_chksum)**

Cause: This may indicate data corruption.
- 238,0,9** **A critical error was encountered by an SDS worker and
as a result the worker aborted.
(SDS_err_worker_abort)**

Action: See sys_log for the reason.
- 238,0,10** **Doc_id or ssn stored in the document header and read
request do not match.
(SDS_err_header_doc_or_ssn_mismatch)**

Action: See sys_log for the reason.
- 238,0,11** **Invalid worker instance number.
(SDS_err_invalid_instance)**

Action: See sys_log for the reason.

-
- 238,0,12** **The version number of the SDS Worker Info structure does not match.
(SDS_err_info_struct_ver_mismatch)**
- Cause:** Indicates there is a mixture of old and new modules (SDS, worker, DOC_tool, etc.).
- Action:** See sys_log for details.
-
- 238,1,1** **Indicates that a particular document does not have a CLIPID stored in the User Index or in the clipid file.
(SDS_err_no_clipid)**
-
- 238,1,2** **Indicates that a document CLIPID is no is no longer valid for the Centera repository.
(SDS_err_clip_not_exist_centera)**
- Cause:** The CLIP may have been deleted from the Centera repository.
-
- 238,1,3** **Centera errors that are not mapped.
(SDS_err_centera)**
-
- 238,1,4** **The NLS directory has not been configured.
(SDS_err_nls_root_not_config)**
-
- 238,1,5** **Cannot open Center repository
(SDS_err_centera_no_pool)**
- Cause:** The Centera repository may be down or the network may be down, or the configured domain name or IP address of the Centera repository may be incorrectly configured.

- 238,1,6** **Centera errors that are fatal and as a result SDS worker is terminated.**
(SDS_err_fatal_centera)
- 238,1,7** **Centera FPTag_BlobReadPartial error.**
(SDS_err_centera_Blob_Read)
Action: Many retries have been done. See sys_log for details.
- 238,1,8** **Centera FPClip Open Error**
(SDS_err_centera_open_clip)
Action: Many retries have been done. See sys_log for details.
- 238,1,9** **Centera BLOB does not exist.**
(SDS_err_centera_no_blob)
Action: See sys_log for details.
- 238,1,10** **The NLS indexes are not defined correctly.**
(SDS_err_bad_nls_index_def)
Action: FNP_ARCHIVE should be a date type user index. The FNP_CLIPID should be an ASCII index field.
- 238,1,11** **The FNP_ARCHIVE user index field is not defined.**
(SDS_err_FNP_ARCHIVE_not_def)
Action: It is required for CSAR to work.

238,1,12

**Clipid is too long
(SDS_err_clipid_too_long)**

Action: Many retries have been done. See sys_log for details.

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