

Note

Before using this information and the product it supports, read the information in "Notices" on page 350

This edition applies to version 4.1.2 of IBM FileNet Image Services (product number 5724-R95) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Contents

About This Manual 48

Document revision history	48
Related Documents	48
Accessing IBM FileNet Documentation	49
IBM FileNet Education	49
Feedback	50
Documentation feedback	50
Product consumability feedback	50

Introduction 51

Identifying Message Tuples	52
Using fn_msg Tool	52
Identifying Shared Libraries	54
Referring to Message Descriptions	56
Understanding Severity Levels	56
Notifying Your Service Representative	57

SPP (15) Messages 58

15,16,17	SPP_ErrNoOpenRp: No open reply received for open connect request.	59
15,255,2	SPP_ErrAttnOutB: Attention pkt returned out-of-band.	59
15,255,8	SPP_ErrBadState: Invalid connect state for operation.	60
15,255,12	SPP_ErrNewSST: Data stream type change returned.	60

dccopy (26) Messages 61

26,0,1	Invalid phase number.	62
26,0,2	Invalid number of arguments on run command.	62
26,0,3	Invalid job number on run command (not a number).	62
26,0,4	Can't open/create 'CpyUid' file.	62
26,0,5	Can't write 'CpyUid' file.	63
26,0,6	Fsync failed on 'CpyUid' file.	64
26,0,7	Read failed on 'CpyUid' file.	64
26,0,8	Logic error in document copy background process.	64
26,0,9	Copy aborted via operator request.	65
26,0,10	Seek failed on 'CpyUid' file.	65
26,0,11	Write failed on log file.	65
26,0,12	Fsync failed on log file.	66
26,0,13	Can't determine size of 'CpyLog' file.	66
26,0,14	Can't seek to end of 'CpyLog' file.	66
26,0,15	Can't open/create log file.	67
26,0,16	Cache too full for copy to continue, copy waiting.	67
26,0,17	Sort phase aborted due to error.	67
26,0,18	Document not written on surface selected for copy.	67
26,0,19	Could not open input file with document ids of documents to be copied.	68
26,0,20	Could not seek in input file of document ids.	68
26,0,21	Could not read input file of document ids.	69

26,0,22	Invalid document id in input file of document ids. 69
26,0,23	Failed to get memory via getarea. 69
26,0,24	Transaction log does not have location of primary copy of document. 70
26,0,25	Cannot specify to move documents not in database. 70
26,0,26	Cannot copy more than 4 million documents with a single copy job. 71
26,0,27	Can't open 'CpyAnt' file for annotations. 71
26,0,28	Can't lseek in 'CpyAnt' file. 71
26,0,29	Can't read from 'CpyAnt' file. 72
26,0,30	Can't write to 'CpyAnt' file. 72
26,0,31	Can't fsync 'CpyAnt' file. 73
26,0,32	Can't copy annotations with other options specified. 73
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. 74
26,0,34	Input surface must reside on local Storage Library Server for type of copy selected. 74
26,0,35	Output family id must be on the local Storage Library Server for the type of copy selected. 75
26,0,36	Illegal options for erase media. 75
26,0,47	The Document Copy program is unable to copy updated short descriptors from remote disk(s). 76
26,0,48	The Document Copy program is unable to copy updated short descriptors to a remote disk(s). 77

ODX (30) Messages 78

30,0,1	Drive not ready. 79
30,0,2	Drive broken. 80

30,0,3	Write is disabled do to the write protect switch on the cartridge. 80
30,0,5	Load check on drive. 81
30,0,6	Overwrite error. Attempt to write a written media sector. 82
30,0,7	Attempt to read an unwritten media sector. 83
30,0,8	Bad data on media (ERR or CRC) error. 84
30,0,9	Miscellaneous hardware error. 84
30,0,11	Drive adapter error. 85
30,0,20	Wrong label. 85
30,0,21	Media format operation failed. 85
30,0,22	Media is full. 85
30,0,24	Foreign media, no record in surf_info table. 86
30,0,28	Short descriptor file has been corrupted. 86
30,0,55	Bad document page length. 87
30,0,64	Bad system serial number (ssn). 87
30,0,79	The media surface is disabled, request disallowed. 88
30,0,116	Media is inserted upsidedown in the drive. 88
30,0,117	Write Power Calibration error. 89
30,0,118	Excessive Write Power Calibration errors detected on this media. 89
30,0,119	Excessive Write Power Calibration errors detected on multiple media. 89
30,0,120	Write Power Calibration area is full. The media has become read only permanently. 90
30,0,123	Media type is incompatible with the drive. 90
30,0,125	Media Calibration Track 1 is defective. Media has become read only. 90
30,0,126	Laser power 1 problem detected on media. Media has become read only. 91
30,0,129	Write error. 91
30,0,130	Read error. 91

30,0,131	Seek error.	92
30,0,134	MSAR surface is out_of_sync. Wrong version of file.	92
30,0,136	Bad MSAR file.	93
	Bad volume label.	93

ERM (34) Messages 94

34,0,10	Failed to open the error message catalogue file.	95
---------	--	----

DLS (52) Messages 96

52,0,1	Bad version during attempt to link the DLS, DLSI or DLSr.	97
52,0,2	Attempt to import invalid surface id.	97
52,0,3	Courier rejected message.	98
52,0,4	Internal rpc error.	98
52,0,5	Can't startup background job because not enough QMA queues.	98
52,0,6	Logic error in DLS abstract.	99
52,0,7	All Storage Library Servers have not yet been rebooted.	99
52,0,8	Waiting for the doc locator server to be rebooted.	99
52,0,9	Invalid server id encountered during write request processing.	99
52,0,10	Invalid procedure number passed to DLSs.	100
52,0,11	Must retry update of cluster map table.	100
52,0,12	Document may not be deleted because it's not written to media.	100
52,0,13	Program error in the DLS abstract.	100

DT (58) Messages 101

58,0,1000	Not logged on to data base when DT called.	102
58,0,1004	Bad abstract link version when calling DT.	102
58,0,1005	Attempt to use non-implemented feature of DT.	102
58,0,1006	No such document in the DOCS table.	102
58,0,1007	Document already exists in the DOCS table.	103
58,0,1009	Invalid relational operator passed to DT.	103
58,0,1010	The 'docs' table can't have the 'orig_ssn' field equal to zero or local ssn.	103

SNT (63) Messages 104

63,0,2	No more document ids. Modify 'as_conf.g' and reboot.	105
63,0,3	No more surface ids. Modify 'as_conf.g' and reboot.	105
63,0,4	Document id range in 'as_conf.g' incorrect (must be increased).	105
63,0,5	Surface id range in 'as_conf.g' incorrect (must be increased).	105
63,0,6	Bad scalar number table record--not all fields defined.	106
63,0,8	Scalar number table updates must be done on doc locator server.	106
63,0,9	Scalar number not updated because checkpoint is too old.	106
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.	107

ODT (64) Messages 108

64,0,1007	ODT: Invalid SSN during lookup of foreign media.	108
-----------	--	-----

HLT (65) Messages 109

65,0,2 Background requests are active, so cannot move media. 109

dsched (67) Messages 110

67,1,4 Storage library disabled. 111

FSM (72) Messages 112

72,0,1 The printer specified for the print job is not currently available. 112

72,0,2 The client does not have permission to use the requested printer. 113

72,0,3 The printer does not support the paper size specified. 113

72,0,4 Invalid session handle encountered. Session may have timed out. 113

72,0,7 The printer does not support print option specified. 114

72,0,8 The fax server does not support mail box specified. 114

72,1,1 Bad abstract link version when calling FSML. 114

72,1,2 An internal rpc error occurred in FSMs. 114

72,1,5 Connection not open when attempting to close connection with FSML. 115

72,1,6 The specified service was not found in Clearinghouse. 115

72,1,16 No more SAS session available for FSMs 115

72,2,13 Invalid Annotation Attributes -- Missing Coord or Version Num. 115

72,2,14 Print Cache Name or Fax Server Name not defined in print_config. 116

72,4,15 Unable to locate local print services from NCH. 116

OSA (76) Messages 117

76,0,264 Cannot update surface management area during backup
mode. 117

CNF (79) Messages 118

79,0,8 'cache_threshold' cmd had bad values, values changed to
maximum allowed. 119

79,0,18 CNF: Bad IMS description. 119

79,0,19 CNF: Bad cache description. 119

79,0,20 CNF: Bad document locator description. 119

79,0,21 CNF: Bad Storage Library service. 120

DOC (80) Messages 121

80,0,2 Document not found by DOC. 122

80,0,12 Duplicate document ID supplied to DOC when committing a
document. 122

80,0,64 Annotated Document Not Found 122

80,0,66 Distinguished Name Not Found 123

80,0,67 Action Failed 123

80,0,68 Irrecoverable Error 124

80,1,37 Transaction log family not defined. 124

BES (88) Messages 125

88,0,3	Invalid Batch Entry Services session number. 125
88,0,4	Attempt to allocate too many image identifiers. 125
88,0,5	Cannot perform this operation. No resources available. 125
88,0,6	This batch already exists. 125
88,0,7	This batch does not exist. 125
88,0,8	This batch is already in use. 125
88,0,9	This batch is not open. 125
88,0,10	This image already exists. 125
88,0,11	This image does not exist. 126
88,0,12	There is no transaction on this image. 126
88,0,13	Can't do requested operation when transaction in process on image. 126
88,0,14	This document already exists. 126
88,0,15	Attempt to put page into new document without removing from old. 126
88,0,16	Document does not exist. 126
88,0,17	Column name record does not exist. 126
88,0,18	Internal RPC error. 126
88,0,19	Debugging not turned on. 126
88,0,20	Not logged on to BES and/or MKF database. 126
88,0,21	Invalid batch type. 126
88,0,22	MKF Ctl record not found. 126
88,0,23	Index value record not found. 127
88,0,24	The relop parameter passed to BES_find_batches has an invalid value. 127
88,0,25	Attempt to create document with too many pages. 127
88,0,26	Attempt to create document with too many indices. 127
88,0,27	Attempt to compute batch totals on non-numeric field. 127
88,0,28	Invalid parameter passed to BES_update_doc: num_ indices. 127

88,0,29	Invalid parameter passed to BES_update_doc: num_ pages. 127
88,0,30	Invalid handle passed to BES. 127
88,0,31	Attempt to enqueue batch to invalid queue. 127
88,0,32	Attempt to commit batch when phase(s) not complete. 127
88,0,33	Attempt to commit batch when image(s) not verified. 128
88,0,34	Can't open batch when queue not equal to uncommit (1) or none (0). 128
88,0,35	Can't find required index for document when batch committed. 128
88,0,36	Batch total invalid when attempt made to commit batch. 128
88,0,37	Index not verified when attempt made to commit batch. 128
88,0,38	Attempt to create a batch with a batch name which is too long. 128
88,0,40	Attempt to read/write an image with an invalid batch capability. 128
88,0,41	A connection has previously been opened. 128
88,0,42	This connection is not open. 128
88,0,43	Invalid bulk data source. Should be bulk data immediate. 128
88,0,44	String passed across network exceeds maximum length. 128
88,0,45	Too many documents or pages in this batch. 128
88,0,46	Corrupted record in 'batch_image' table. 129
88,0,47	Can't delete image - - image is in document. 129
88,0,48	This image already has an index associated with it. 129
88,0,49	The image index value cannot exceed 239 bytes. 129
88,0,50	This image does not have an associated index value. 129
88,0,51	This batch entry session is in use by another client. 129
88,0,52	Internal BES error. 129
88,0,53	Invalid index type. 129

88,0,54	Committal failed. Check error status in documents.	129
88,0,55	Override flag cannot be TRUE if batch not locked.	129
88,0,56	Image buffer in read, write or update not allocated.	129
88,0,57	Error in committing to a compatible target IMS.	129
88,0,58	Attempt to create too many images for a batch.	130
88,0,59	Attempt to update operation on a batch opened as read only.	130
88,0,60	Batch is overridden by another user.	130
88,0,61	Access of read-only batch is denied; batch is in committal.	130
88,0,62	Write image is only permitted in update and create image.	130
88,0,63	Create image index is only allowed during image creation.	130
88,0,64	Document has no page.	130
88,0,65	Attempt to create a batch with a NULL or invalid batch name.	130
88,0,66	Attempt to move an image which is currently assigned to a doc.	130
88,0,67	Length of the index value is greater than the declared maximum.	130
88,0,68	The value of migrate_delay must be greater than or equal to - 1 and less then 2147483648.	130
88,0,69	Image id must be greater than ASE_INVALID_DOC_ID.	131
88,0,70	Message is for BES information and/or debugging purposes only.	131
88,0,71	Parent Folder Node does not exist.	131
88,0,72	Bad Folder path format.	131
88,0,73	Maximum Folder info data length exceeded.	131
88,0,74	Parent folder is a batch. This is not allowed.	131
88,0,75	Attempted to create a duplicate folder node.	131
88,0,76	No folder found.	131

88,0,77	Invalid object sequence number. Object sequence number 0 is invalid. 131
88,0,78	Object data too large. Max. length of object data is 800. 131
88,0,79	Invalid object type. 0 is invalid object type. 131
88,0,80	Object not in batch. 131
88,0,81	Folder node name exceeded the MAX limit. 131
88,0,82	Folder name has been changed. The update failed. 131
88,0,83	Invalid object Id. 132
88,0,84	Object data not found. 132
88,0,85	Attempt to delete a folder which is not empty. 132
88,0,86	No children found for a given folder node. 132
88,0,87	Invalid current phase (BES_COMMIT, BES_CATALOG or BES_RECOMMIT) of the source or destination batch for moving document between batches. 132
88,0,88	Invalid parameter was passed to folder APIs. 132
88,0,89	Passed null pointer for input or output for BES APIs. 132
88,0,90	Invalid document id passed to BES APIs. 132
88,0,91	When updating folder node to a batch node, it was found that it had a child node. 132
88,0,92	Invalid parameter was passed to object data APIs. 132
88,0,93	Invalid parameter was passed to image companion APIs. 132
88,0,94	Invalid image companion Id. (should be between 1 and 20) 132
88,0,95	Image companion does not exist. 132
88,0,96	Invalid last image companion Id. (should be between 0 and 19) 133
88,0,97	No companion object found for specified image. 133
88,0,98	Invalid call to BES_move_doc to move a document to the same batch. 133
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. 133
88,0,100	The companion image already exists when calling BES_create_image_companion. 133
88,0,101	Invalid extended level. 133
88,0,102	No local Batch Services. 133
88,0,103	Buffer size is too big. 133
88,1,1	Incorrect abstract link version for BES. 133
88,1,10	BES is being used exclusively. 133
88,1,11	Exclusive use is denied. 133
88,1,12	Not exclusive logon; Exclusive logoff is denied. 133
88,1,13	The specified BES_info_spec contains invalid data, or is inconsistent with other data. 134
88,1,14	Invalid info_type. 134
88,1,15	The link-list of info received has too few elements. 134
88,1,16	The name is not in the expected format of obj:domain:org. 134

FP (89) Messages 135

89,0,1	Numeric range overflow. 136
89,0,2	Undefined numeric value. 136
89,0,3	Illegal numeric format. 136
89,0,4	Invalid numeric format mask. 136
89,0,1000	Bad version number for FP abstract. 137

INX (90) Messages 138

90,0,1	Real error tuple is parameter to this protocol error. 140
--------	---

90,0,2	Invalid session handle.	140
90,0,3	Permission denied.	140
90,0,5	Duplicate database entry.	141
90,0,6	Requested record not found.	141
90,0,7	Record already locked.	142
90,0,8	Specified menu does not exist.	142
90,0,9	No folder with name and state specified exists.	142
90,0,10	Document not filed in specified folder.	142
90,0,11	Document already filed in specified folder.	143
90,0,12	Query specification is invalid.	143
90,0,14	Cannot move/copy folder to its own descendant.	143
90,0,15	No capability (lock) obtained for operation.	144
90,0,16	Document index record is not valid.	144
90,0,17	Specified document class does not exist.	144
90,0,18	Specified index does not exist.	144
90,0,19	One or more required items is null.	145
90,0,20	Specified key does not exist.	145
90,0,23	Invalid retention base.	145
90,0,24	DIR not imported from an import batch.	145
90,0,25	Document ID number out of permitted range.	146
90,0,26	Values for pages outside of allowed range.	146
90,0,27	Index defined in document class twice.	146
90,0,28	More than allowed number of indexes for document class.	146
90,0,29	System index has wrong type or value.	147
90,0,30	Unknown system column.	147
90,0,31	Two values for the same index are in doc index record.	147
90,0,32	Invalid retention disposition.	147
90,0,33	Invalid index value type in doc index record.	148
90,0,34	Cannot delete doc – still in folders.	148

90,0,35	Direction value in query is invalid. 148
90,0,36	Current record value in query is invalid. 149
90,0,37	Unknown query filter operator. 149
90,0,40	Unrecognized value for document source. 149
90,0,41	Function is not implemented for portable database. 150
90,0,42	Cannot perform query on non-stored index. 150
90,0,43	Invalid document class name. 150
90,0,44	Folder is closed. 151
90,0,45	Query was interrupted. 151
90,0,46	Index in a DIR not defined in document class. 151
90,0,47	DIR update cannot change the document class. 152
90,0,48	Invalid capability type. 152
90,0,49	Attempt to create too many folder levels. 152
90,0,50	No more user columns available. 152
90,0,51	Invalid value(s) in folder description. 153
90,0,52	Deletion of non-empty folder (but not contents) requested. 153
90,0,53	Invalid folder name. 153
90,0,54	Cannot define system indexes in document class. 153
90,0,56	No cluster index is defined. 154
90,0,57	Cannot change document class ID. 154
90,0,58	Cannot change document class name. 154
90,0,59	Document class already exists. 155
90,0,60	Invalid type for user index. 155
90,0,61	Index cluster already exists. 155
90,0,62	Invalid capability for specified ID. 155
90,0,63	Capability not for cluster. 156
90,0,64	Document class not completely defined. 156
90,0,65	Index already exists. 156
90,0,66	Capability not for index. 156

90,0,67	Index is already inverted. 157
90,0,68	Operation is not allowed to a table which is in use by other process 157
90,0,69	Index is not inverted. 157
90,0,71	Cannot delete document - document is tabbed. 157
90,0,72	System index not allowed. 158
90,0,73	Menu not allowed for type. 158
90,0,74	Mask not allowed for type. 158
90,0,75	Length allowed for strings only. 158
90,0,76	Invalid index name. 159
90,0,77	Invalid security name. 159
90,0,78	Buf_len and row data are inconsistent. 159
90,0,80	Index has an invalid oracle type. 159
90,0,81	The Index IDs in dcl desc and aperixlocs are different. 160
90,0,84	Primary key condition is required to query Archive IS. 160
90,0,85	This index does not have validation table. 160
90,0,86	This document class does not have an aperture card file table. 160
90,0,88	Validation already exists. 161
90,0,89	Aperture card file already exists. 161
90,0,90	Aperture card index location already exists. 161
90,0,91	Validation not allowed for this index type. 161
90,0,93	Menu does not exist. 162
90,0,95	Validation table does not exist. 162
90,0,104	Precision and scale specified in numeric index mask cause overflow. 163
90,0,1006	Unacceptable first operator of range. 163
90,0,1007	Syntax error in first part of range definition. 163
90,0,1008	Unacceptable second operator of range. 164
90,0,1009	Syntax error in second part of range definition. 164

90,0,1011	Integer expected. 164
90,0,1012	Positive integer expected. 164
90,0,1013	KEYWORDS expected. 164
90,0,1014	Left parenthesis expected. 165
90,0,1015	More keywords than allowed by integer. 165
90,0,1016	String constant expected. 165
90,0,1017	Comma or right parenthesis expected. 165
90,0,1018	OF expected. 165
90,0,1019	Operand expected. 166
90,0,1020	Where condition, expression type mismatch. 166
90,0,1021	Where condition expression and operator incompatible. 166
90,0,1022	Illegal where condition – unexpected end. 166
90,0,1023	Illegal key constant. 166
90,0,1024	Illegal key constant, unparenthesized. 167
90,0,1025	Illegal key constant; comma or right paren expected. 167
90,0,1026	FIND expected. 167
90,0,1027	Identifier not a table id. 167
90,0,1028	Table id expected. 167
90,0,1029	VIA expected. 168
90,0,1030	Key identifier expected. 168
90,0,1031	Identifier expected. 168
90,0,1032	Key operator expected. 168
90,0,1033	Key condition expected. 168
90,0,1034	Range expected. 169
90,0,1035	Key value expected in range condition. 169
90,0,1036	Illegal key constant list. 169
90,0,1038	Illegal syntax for query parameter. 169
90,0,1039	Illegal syntax for floating point constant. 169
90,0,1040	Illegal hex constant. 170
90,0,1041	Query parameters not implemented. 170

90,0,1043	Arithmetic operators not implemented. 170
90,0,1046	Missing right string quote. 170
90,0,1048	Illegal operator for date column. 170
90,0,1049	Illegal operator for time column. 171
90,0,1050	Date string not a constant. 171
90,0,1051	Time string not a constant. 171
90,0,1052	Numeric string not a constant. 171
90,0,1054	Unary operators not implemented. 171
90,0,1055	Identifier in where exp not db col id. 172
90,0,1056	Expression operand mismatch for menuchoice type. 172
90,0,1057	Illegal operator on menuchoice type. 172
90,0,1058	Too many elements in key constant. 172
90,0,1059	Too many keyword list constants. 172
90,0,1060	Multi-part keys not implemented. 173
90,0,1061	Length of parsed query area too small. 173
90,0,1062	More items in key constant than in key. 173
90,0,1063	Length of menu item 1 char. 173
90,0,1064	Illegal key constant type. 173
90,0,1065	This logical operator not implemented. 174
90,0,1087	Extra stuff at end of key condition. 174
90,0,1089	F_DOCCLASSNAME mismatch: not stg const. 174
90,0,1090	F_DOCCLASSNAME illegal operator. 174
90,0,1092	Illegal use of DEFINED. 174
90,0,1094	LIKE expected after NOT. 175
90,0,1097	F_DOCTYPE compared to expression of inappropriate type. 175
90,0,1098	F_DOCTYPE compared to expression using operator other than = or !=. 175
90,1,2	Conversion from database type to INX type not supported. 175

90,1,3	Could not initialize server. 176
90,1,4	Incorrect data passed across network. 176
90,1,5	Received string which exceeds size of buffer. 176
90,1,6	Fork of child process failed. 176
90,1,7	Bad data found in database. 177
90,1,8	Internal error in index services. 177
90,1,9	Neither id nor name specified for dictionary get desc function. 177
90,1,10	Unrecognized version parameter on abst_link call. 177
90,1,11	No Courier connection open. 178
90,1,12	Already have Courier connection open. 178
90,1,13	Unknown remote procedure number presented to server. 178
90,1,14	Unknown Courier msg_type. 178
90,1,15	No dictionary for specified id. 179
90,1,17	Call to expand non-existent buffer made. 179
90,1,18	Requested service name does not exist. 179
90,1,19	Unrecognized INX service definition level in NCH record. 179
90,1,20	Only one INX background process to run per database. 180
90,1,22	Unrecognized IS definition in NCH record. 180

SEC (92) Messages 181

92,0,1	SEC error other than in protocol definition. 182
92,0,13	This object contains access restrictions which are not defined here. 182
92,0,93	An invalid session number was supplied. 182
92,0,97	Access to the security data base is refused. 182

92,0,99	The user has already reached the maximum allowable number of sessions. 183
92,0,108	A duplicate object already exists in the data base. 183
92,0,110	The comments length provided exceeded the maximum allowable length. 183
92,0,124	The service specified does not exist. 184
92,0,125	The device security prevents access. 184
92,0,126	The object is required to be of the user class. 184
92,0,130	The account has expired and is no longer valid. 184
92,0,132	A bad service name was provided. 185
92,0,139	The calculated duration of this logon instance has been exceeded. 185
92,0,140	The device specified has exceeded its expiration date. 185
92,0,141	The group specified has exceeded its expiration date. 186
92,0,152	The group information could not be found. 186
92,0,155	The group-member in the data base already exists. 186
92,0,156	The specified object has already been deleted. 186
92,0,167	The specified function name was not found. 186
92,0,168	The specified function member combination was not found. 187
92,0,169	The specified function name already exists. 187
92,0,170	The specified function member combination already exists. 187
92,0,177	The number of allowable failed password attempts has been exceeded. 187
92,0,179	The specified password requires a special character. 188
92,0,181	The buffer tag definition is not of a recognized type. 188
92,0,182	The object update is denied. 188
92,0,183	The member addition is denied. 188
92,0,184	The object delete is denied. 189

92,0,185	The termination of a logon is denied due to inadequate permissions. 189
92,0,186	The password update is denied due to inadequate permissions. 189
92,0,187	The deletion of the specified member from the group is denied. 190
92,0,188	The addition of the specified object is denied. 190
92,0,189	The user does not have the permissions to add a function. 190
92,0,190	The user does not have the permissions to delete a function. 191
92,0,191	The user does not have the permissions to add a function member. 191
92,0,192	The user does not have the permissions to delete a function member. 191
92,0,198	The concurrent license limit has been reached. 192
92,0,199	The terminal name provided is in an incorrect format. 192
92,0,221	The length of the password provided is out of range. 193
92,0,222	An operation on the specified file failed. An error occurred attempting to open the specified file name. 193
92,0,223	The import version contained in the import file is not recognized. 193
92,0,224	The export file has a different default char set than the import system. 194
92,0,226	The import file is in an incorrect format. 194
92,0,227	There were missing or improper import parameters. 194
92,0,228	The domain length may not exceed 20 characters in length. 195
92,0,229	The import object class conflicts with that of an existing object. 195
92,0,231	A user who is not SysAdmin attempted to export the security data base. 195

92,0,232	A user who is not SysAdmin attempted to import the security data base. 196
92,0,234	The session handle is stale. The security service was rebooted. 196
92,0,235	The relogin information provided is inaccurate. 196
92,0,240	The concurrent license is either expired or missing. 197
92,0,240	The concurrent license is either expired or missing. 198
92,0,293	The extensible authentication library initialize entry point has returned an error. 198
92,0,294	The extensible authentication library has rejected the user credentials. 198
92,0,295	The extensible authentication library was passed invalid parameters. 198
92,0,296	Failed to determine authentication mode. The system will default to standard authentication. 199
92,0,322	The common name to IS principal mapping records could not be found. 199
92,0,323	The common name to IS principal mapping record already exists. 199
92,0,324	Error occurred in SEC_update_prin_by_cd(). See SysLog. 199
92,0,325	Common Name buffer size too short(Extensible Authentication). 199
92,0,326	The custom extensible authentication library has validated the user credentials, but a mapped security username was not found. 200
92,0,327	Must be a member of group fnadmin to use the SEC_map_ext_auth tool. 200
92,0,328	The extensible authentication library is missing an entry point. 200
92,2,4	The requested object does not have a membership intersection. 200
92,2,5	Read permission is denied. 201

92,2,6	Write permission is denied. 201
92,2,7	Append/execute permission is denied 201
92,2,8	The user, group, or device object information could not be found. 202
92,2,11	The requesting user is not logged onto the security service. 202

GDB (121) Messages 203

121,0,53	Invalid username or password is specified for log on to DBMS. 205
121,0,73	Both primary and secondary passwords are invalid to connect to RDBMS. 205
121,0,74	Table row length exceeds the limit for the page size. 205
121,0,75	User account is set with incorrect environment variables. 205
121,1,1	Unexpected call to dummy routine. 206
121,1,201	Control file 'nn' version nn incompatible with ORACLE version nn. 206
121,1,206	Error in writing control file 'name' (block nn, # blocks bb). 206
121,1,255	Error occurred during archival of log 'll', sequence # ss. 206
121,1,470	LGWR process terminated with error. 207
121,1,471	DBWR process terminated with error. 207
121,1,472	PMON process terminated with error. 207
121,1,474	SMON process terminated with error. 207
121,1,1005	Null password given; logon denied. 208
121,1,1033	ORACLE initialization or shutdown in progress. 209
121,1,1034	ORACLE not available. 209
121,1,1038	Cannot write database file version ff with Oracle version vv. 209

121,1,1039	Insufficient privileges on underlying objects of the view.	210
121,1,1079	ORACLE database was not properly created, operation aborted.	210
121,1,1104	Number of control files nn does not equal number for first instance nn	210
121,1,1107	Database must be mounted for media recovery.	211
121,1,1108	File nn is in media recovery.	211
121,1,1114	IO error writing blocks of file 'ff ' (block # nn, # blocks bb).	211
121,1,1115	IO error reading blocks from file 'ff ' (block # nn, # blocks bb).	212
121,1,1541	System tablespace cannot be brought offline; shut down if necessary.	212
121,1,1552	Cannot use system rollback segment for non-system tablespace.	213
121,1,1562	Failed to extend rollback segment (id = nn).	214
121,1,1578	ORACLE data block corrupted (file # ff, block # bb).	215
121,1,3113	End-of-file on communication channel.	215
121,1,3114	Not connected to Oracle.	215
121,9,65534	DB2 error occurred.	215
121,10,65534	Encountered DB2 error which was not from data source.	216

OPM (130) Messages 217

130,32,1	Insert a blank optical media into the library.	217
130,32,2	Insert the labeled optical media into the library.	218
130,32,3	Insert the labeled MSAR surface into the library.	218
130,33,1	Library calibration started.	218
130,33,2	Library calibration ended.	219
130,33,3	Identification of all media has started.	219
130,33,4	Identification of all media has ended.	219
130,33,5	All drives are disabled.	220

130,33,6	Found surface (formally unidentified). 220
130,33,7	Surface is lost (not where expected). 220
130,33,8	Surface to be ejected due to previous error. 221
130,33,9	Expected surface is different from found surface. Misidentified media is to be ejected. 221
130,33,10	Drive retry limit exceeded for media operation. 221
130,33,11	Drive disabled due to previous error. 222
130,33,14	A slot has been disabled. 222
130,33,15	Media formatting has started. This may take a while. 222
130,33,16	Media formatting has completed. 223
130,33,17	Identification of all media failed. Refer to log for details. 223
130,33,18	Surface is disabled for read and write. 223
130,33,19	Surface is disabled for write. 224
130,33,20	Library has been changed to normal mode. 224
130,33,21	Library has been changed to backup mode. 224
130,33,22	Library has been changed to disabled mode. 225
130,33,23	Library failed to change to normal mode. 225
130,33,24	Library failed to change to backup mode. 226
130,33,26	MSAR is in backup mode. Identification of all media cannot be completed. 226
130,33,27	No drives are available. 227

ARM (133) Messages 228

133,0,0	Miscellaneous error encountered in ARM routine. 229
133,0,2	Storage Library broken. 229
133,0,11	Storage Library disabled. 230
133,0,38	The tranlog media is full. 230
133,0,44	Media out of place or upsidedown in slots. Rack 0 sensor intercepted. 231

133,0,45	Media out of place or upsidedown in slots. Rack 1 sensor intercepted. 231
133,0,46	Media out of place or upsidedown in slots. Rack 2 sensor intercepted. 232
133,0,49	An upsidedown media is ejected from a drive to an I/O station. Please remove media. 232
133,0,50	Failed to eject an upsidedown media from drive because I/O station is full. 232
133,0,51	Failed to eject an upsidedown media from drive. See sys log sense data. 233
133,0,52	Failed to initialize shuttle because some media are inserted incorrectly in slots. 233

COR (155) Messages 234

155,1,1	COR_Close: bad cor handle. 235
155,2,3	COR_CrAprConn: not enough memory for buffer. 235
155,3,1	COR_CrListener: bad cor handle. 236
155,3,3	COR_CrListener: not enough memory for buffer. 236
155,18,1	COR_Listen: bad cor handle. 236
155,18,107	COR_Listen: bind failed. 237
155,18,120	COR_Listen: get unexpected SIGPIPE. 237
155,18,124	COR_Listen: getservbyname failed. 237
155,34,13	COR_BulkDataGet: data is truncated. 237
155,209,215	COR_FunPutPack: system call failed. 238
155,210,212	<fnsw> COR_Listen: system call failed. 238
155,255,5	COR_Listen failed to allocate shared memory. 238

NCH (156) Messages 239

156,0,26	Unable to locate a NCH server for the specified domain.	240
156,3,20	The object exists but the property does not.	242
156,5,0	The server does not handle the specified domain.	242

MKF (161) Messages 243

161,255,2	MKF: OS: file open error.	244
161,255,5	MKF: OS: file read or write error.	244
161,255,6	MKF: OS: no such device or address. (Write off end of partition?)	244
161,255,12	MKF: OS: out of main memory.	245
161,255,13	MKF: OS: permission denied error.	245
161,255,22	MKF: OS: invalid argument error.	245
161,255,23	MKF: OS: file table overflow.	245
161,255,24	MKF: OS has too many open files.	246
161,255,27	MKF: OS: file too large.	246
161,255,28	MKF: OS: no disk space left on write to file.	246
161,255,1001	MKF: Calling program passed interface level in the future...	247
161,255,1002	MKF: The row requested was not found.	247
161,255,1038	MKF: File names passed to MKF_open must be full path names.	248
161,255,1040	MKF: An operation was attempted on an MKF database before the database was initialized.	248
161,255,1041	MKF: The MKF database is shut down.	248
161,255,1042	MKF: The database is in a state unknown to MKF.	249
161,255,1045	MKF: Less than the requested number of bytes was returned by read.	249
161,255,1046	MKF: Less than the requested number of bytes written by write().	250
161,255,1060	MKF: End of file encountered.	250

161,255,1063	MKF: Cannot initialize database in its current state.	250
161,255,1071	MKF: Illegal database state transition.	251
161,255,1075	MKF: No more space in the database data files/ partitions.	251
161,255,1147	MKF: Error writing to recovery log.	252
161,255,1148	MKF: First block of recovery log does not splice in...	252
161,255,1163	MKF: Control block level unknown to current version of MKF.	252
161,255,1178	MKF: Data disk read problem, and retry limit exceeded.	253
161,255,1179	MKF: Recovery log disk read problem, and retry limit exceeded.	253
161,255,1180	MKF: Before image journal disk read errors, retry limit exceeded.	253
161,255,1184	MKF: Intermittent disk read problem. Retry succeeded.	253
161,255,1198	MKF: Developer forced a dump by using a debugger.	254
161,255,1213	MKF: This error has an associated error log message...	254
161,255,1214	MKF: This error has an associated error log message...	254
161,255,1215	MKF: Retries exceeded for read-after-write.	254
161,255,1216	MKF: Read-after-write retry succeeded.	255
161,255,1217	MKF: Before images needed for crash recovery...	255
161,255,1228	MKF_import: bad input block size.	255
161,255,1229	MKF: MKF_import: bad input data format level.	255
161,255,1232	MKF_import: error reading restart file.	256
161,255,1233	MKF_import: error writing restart file.	256
161,255,1234	MKF_import: error creating restart file.	257
161,255,1238	MKF_import: syntax error in ASCII file of database description modifications.	257
161,255,1242	MKF: Attempt to start up more than one background cleanup process.	258
161,255,1243	MKF: MKF disk file or partition is not local to the current host.	258

161,255,1311	MBM: bad interface level on abst_link.	258
161,255,1314	MKF: online backup: bad interface level.	259
161,255,1323	MKF: restore online backup: database state bug.	259
161,255,1325	MKF: Attempt to run MKF_ddl or a restore after the database has been opened normally.	259
161,255,1327	MKF: The recovery log has wrapped around.	260
161,255,1334	MKF: After a restore, the recovery log spliced in.	260
161,255,1335	MKF: After a restore, the recovery log did not splice in.	261
161,255,2003	MKF_fixup: too many tables. Recompile with larger MAXRECTYPES val.	261
161,255,2012	MKF_fixup: insufficient scratch disk.	261
161,255,4002	MKF_zeroaij: out of local memory.	262
161,255,4004	MKF_zeroaij: short write.	262
161,255,5001	MKF_zeroaij: read error	262
161,255,5002	MKF_zeroaij: out of local memory	262
161,255,5004	MKF_zeroaij: short write	262
161,255,6006	MKF_verify: end of file encountered.	263

COLD (169) Messages 264

169,1,2	Job file does not exist.	265
169,1,3	Invalid source name. Must be name of a tape service.	265
169,1,5	Source must be T (tape) or D (disk file).	265
169,1,6	Line length cannot be zero.	266
169,1,8	Checkpoint file is invalid. The magic number is incorrect.	266
169,1,9	Log file is invalid. The magic number is incorrect.	266
169,1,10	Cannot find COLD report name after reading maximum no. of rows.	267
169,1,11	Non-fatal error(s) occurred. Check remainder of log file.	267

169,1,12	Invalid character in column one of line or wrong character translation selection check system log file. 268
169,1,13	COLD verification mode must be run on a display terminal. 268
169,1,14	Character set must be A (ASCII) or E (EBCDIC). 269
169,1,15	Channel control spacing passes the lines per page. 269
169,1,16	Channel control vertical tab, wrong line on output page. 269
169,1,17	Channel control vertical tab passes the line per page. 270
169,1,18	Conversion from OLD type to INX type not supported. 270
169,1,19	Doc has too many pages (> 1000). 270
169,1,20	No. of pages in the current batch exceeds 2000. 271
169,1,21	Attempt to write to a batch that is full. 271
169,1,22	The environment DISPLAY must be set to use X-window. 271
169,1,23	The major version of the report format has been changed. 272
169,1,24	The magic number of this file has been changed. 272
169,1,25	The specified print text width beginning at the starting column exceeds the line length. 272
169,1,27	Document class definition has changed since this report format was built. 273
169,2,1	Syntax error in command line. Run 'cold_3770 -h' to display the usage. 273
169,2,2	The syntax for manually starting the cold daemon is just "cold_3770 [-d <dirname>] 273
169,2,3	cold_3770: error opening directory. 274

TPI (192) Messages 275

192,0,4	TPI main(): Bad version for link. 276
192,1,5	TPI_SendPEPReq: PEP_CrRequester() error. 276

192,1,6	TPI_SendPEPReq: PEP_SendRequest() error. 276
192,2,2	TPI_OpenPEPStr: out of memory. 277
192,2,7	TPI_OpenPEPStr: PEP_CrReplier() error. 277
192,4,1	TPI_GetPEPReq: wrong client type. 277
192,4,3	TPI_GetPEPReq: No packet, timeout. 278
192,4,9	TPI_GetPEPReq: PEP_GetReq() error. 278
192,05,10	TPI_SendPEPReply: PEP_SendReply() error. 279

SysV (202) Messages 280

202,0,1	An invalid argument was passed to a malloc call. 281
202,0,2	The number of bytes requested from getarea were not available. 281
202,0,3	An unknown error was returned from malloc. See error log for errno (error number). 281
202,0,4	The code version of the abstract does not match that of its client. 281
202,0,5	The size of shared memory requested from getgloarea is too big. See error log for size restrictions. 282
202,0,6	The software limit of allotted shared memory segments has been exceeded. 282
202,0,7	There is no shared memory available for the current process. 282
202,0,8	An abstract or program has attempted to return shared memory originally allocated by another abstract. 282
202,0,9	Program error. The shared memory manager traps segmentation violations to detect unattached processes. 283
202,0,10	An invalid size parameter was passed to shmget when attempting to allocate a shared memory segment. 283
202,0,11	The permissions requested by the process for the shared memory segment could not be granted by the system. 283

202,0,12	The maximum number of allowed shared memory identifiers has been exceeded. 284
202,0,13	The amount of available shared memory is not sufficient for the request. 284
202,0,14	An unknown error was returned from shmget. See error log for errno (error number). 284
202,0,15	An invalid argument (probably the address) was passed to shmat (shared memory operations). 284
202,0,16	The requested operating permissions were denied for the process. 285
202,0,17	The available data space was not large enough to accommodate the shared memory segment. 285
202,0,18	The number of shared memory segments mapped to the calling process would exceed the system-imposed limit. 285
202,0,19	An unknown error was returned from shmat (shared memory operations). See error log for error number. 285
202,0,20	An unknown IPC key was passed to sysv_get_key. This should not happen. 286
202,0,21	The system paging space is too low... 286
202,0,22	The shared memory overhead structure has some inconsistencies. 286
202,0,23	Invalid shm_handle. 286
202,0,24	shmat/shmdt/shmctl system error. Refer to log. 287
202,0,25	This is only a warning message. The hard coded addresses were used instead of finding the best possible dynamically. 287
202,0,26	Shared Memory Manger does not exist and it is not the first time 287
202,0,27	Not an error. This tuple is used for tracing. 287
202,0,29	Is not a shared memory address. 288
202,0,30	Memory corruption detected refer to error log. 288
202,0,32	System fn_pin error. Refer to error log for errno. 288

202,0,33	Signal SIGQUIT was received. There should be a core file. 288	
202,0,34	Signal SIGILL was received. There should be a core file. 289	
202,0,35	Signal SIGTRAP was received. There should be a core file. 289	
202,0,36	Signal SIGEMT was received. There should be a core file. 289	
202,0,37	Signal SIGFPE was received. There should be a core file. 290	
202,0,38	Signal SIGBUS was received. There should be a core file. 290	
202,0,39	Signal SIGSYS was received. There should be a core file. 290	
202,0,40	Signal SIGXCPU was received. There should be a core file. 291	
202,0,41	Signal SIGXFSZ was received. There should be a core file. 291	
202,0,42	Signal SIGDANGER was received. There should be a core file. 291	
202,0,43	Unknown signal this should never happen. This is sanity check. 292	
202,0,1045	An error occurred attempting to open a process event object 292	
202,0,2001	Failed to find the binary for a FileNet abstract (DLL) 292	
202,0,2003	Abstract initialization function not found while linking an abstract 292	
202,0,2004	SHM DLL was not able to allocate process globals correctly 293	
202,0,2005	An error occurred attempting to open a shared file mapping object 293	
202,1,1	An error was encountered in the semctl(2) call returning the error number (errno) logged in the system error log. 293	

202,1,2	The software limit of allotted interlocks has been exceeded. 294
202,1,3	An illegal interlock value has been encountered. 294
202,1,4	A claim on an application interlock was unsuccessful. 294
202,1,5	The release of an application interlock was unsuccessful. 295
202,1,6	A reset_event on an interlock was unsuccessful. 295
202,1,7	A claim on a system interlock was unsuccessful. 295
202,1,8	The release of a system interlock was unsuccessful. 296
202,1,9	The software has run out of semaphore sets based on software imposed limits. 296
202,1,10	The system is running out of interlocks based on system imposed limits. 296
202,1,11	An error occurred while attempting to create a new semaphore set. 297
202,1,12	A waitshare on an interlock was unsuccessful. 297
202,1,14	Semaphore key has wrapped around 297
202,1,2001	An error occurred attempting to open a system mutex object 298
202,1,2002	An error occurred attempting to create a system mutex object 298
202,1,2003	An error occurred attempting to claim a system mutex object 298
202,1,2004	An error occurred attempting to release a system mutex object 298
202,1,2006	An error occurred attempting to create a process event object 299
202,1,2007	An error occurred attempting to claim a process event object 299
202,1,2008	An error occurred attempting to free a process event object 299

202,1,2009	An error occurred attempting to open a process event object 299
202,1,2010	An error occurred attempting to create a semaphore object 300
202,1,2011	An error occurred attempting to open a semaphore object 300
202,1,2012	An error occurred attempting to claim a semaphore object 300
202,1,2013	An error occurred attempting to release a semaphore object 301
202,1,2014	An error occurred attempting to close a semaphore object 301
202,3,3	The getssn() should not be called directly by WAL clients 301
202,5,3	Not an error tuple. The tuple is used for debugging. 302
202,2,1	The gethostbyname() call failed returning the error number (errno) logged in the system error log. 302
202,2,2	The getservbyname() call failed returning the error number (errno) logged in the system error log. 302
202,3,1	The getssn() call failed due to the errno set in fopen(). 303
202,3,2	A bad ssn has been detected. Check the error log for its (bad) value and contact your support representative. 303
202,4,1	Program error: abs_end_init was called without first calling abs_begin_init. 303
202,5,1	A call to put_pg_globals was unsuccessful due to an error in the putenv call. 304
202,5,2	A call to get_pg_globals was unsuccessful due to an error in the getenv call. 304
202,6,5	System Error. Check error log for more info. 304

FCL (202) Messages 305

202,100,1	A version mismatch occurred attempting to link the FCL abstract. 306
202,100,10	Specified file, device or path does not exist. 306
202,100,11	Insufficient permission to operate on an MSAR surface file. 307
202,100,12	FCL: Tried to rename/create a file to an existing filename. 307
202,100,13	FCL: Cannot rename a file across different devices. 307
202,100,15	FCL: An invalid drive letter was specified. 308
202,100,20	System resource limit was encountered. 308
202,100,23	FCL: The requested device was busy. 308
202,100,24	FCL: The requested device was not ready. 308
202,100,30	No space left in directory. 309
202,100,31	FCL: write failed because the file size exceeds the file size limit. 309
202,100,33	Network errors. 310

RDB (203) Messages 311

203,4,6	RDB: Failed to open cdp device. 312
203,4,7	RDB: Error linking abstracts. 312
203,4,8	RDB: Page type not supported by RDB. 312
203,4,9	RDB: Insufficient memory. 313
203,4,10	RDB: Band decompression failed. 313

NLT (204) Messages 314

204,0,1	NLT was unable to determine a system's default and former system character sets due to improper system configuration. 316
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204,0,2	One or more of the parameters are invalid, a required pointer was NULL. 316
204,0,3	NLT was unable to determine a system's default and former system character sets due to a network error. 316
204,0,4	NLT was unable to perform the requested translation. Translation may not be possible between certain character sets. 317
204,0,5	NLT currently does not provide a character mapping for the requested character sets. 317
204,0,6	Failed to get locale info properly 318
204,0,7	Unsupported mask 318
204,0,8	The allocated space is too small to store the converted mask 318
204,0,9	Wrong abstract version was used linking to NLT 318
204,0,10	Failed to allocate memory in NLT abstract 319
204,0,11	Internal error condition occurred in the NLT abstract 319

CDB (212) Messages 320

212,0,7	CDB Error - Invalid field in the table. 321
212,0,50	CDB Error - Query results in no match. 321
212,0,67	CDB Error - Inconsistency in license and configuration database. 321
212,0,72	CDB Warning - There is no need to migrate. 321
212,3,3	FN_UTIL error - Not a member of required group. 322
212,3,4	FN_UTIL error - cannot initialize MKF database. 322
212,3,6	FN_UTIL error - cannot startup MKF database. 322
212,3,7	FN_UTIL error - MKF_ddl failed, cannot update database. 322
212,3,8	FN_UTIL error - Oracle error. 322

212,4,15	fn_dataset_config ERROR - stopping FileNet IMS. See error log. 323
212,4,26	fn_dataset_config ERROR - creating Logical Volume. Check available disk space. 323
212,4,33	fn_dataset_config ERROR - not enough space in volume group to extend the logical volume. 323

EBR (222) Messages 324

222,0,1004	EBR: no command line parameter to substitute for an EBR script parameter variable. 325
222,0,1006	EBR: backup or restore operation failed due to previous error. 325
222,0,1007	EBR: Failed to open EBR script file. Refer to syslog for errno. 325
222,0,2002	BRD: abst_link() caller passed illegal interface level 325
222,0,2003	BRD: received illegal message type after issuing COR_ReceiveMsg */ 325
222,0,3002	BRDI: abst_link() caller passed illegal interface level 326
222,0,3032	BRDI: MKF block sequence on interval backup media is not in increasing order. 326
222,0,3033	BRDI: bad magic number for MKF dataset directory 326
222,0,3034	BRDI: file creation error. 326
222,0,3035	BRDI: recovery log chunk size not a multiple of MKF block size. 326
222,0,3050	BRDI: restore/reconfigure: target database incompatible with backed up database. 327
222,0,7054	BRTI: current tape does not belong to the list of tapes in the volume. 327
222,0,7055	BRTI: dataset part ID on tape does not match the dataset part ID defined in the EBR script. 327

222,0,7056	BRTI: number of dataset parts on tape does not match the number of dataset parts defined in the EBR script. 327
222,0,8008	BRPRS: illegal EBR volume label or unknown volume label format. 328
222,0,11006	BRMK: interval restore: number of data files/partitions changed after the base full backup and before the interval backup. 328
222,0,13029	BROR: Oracle partition is too small to contain the database being restored. 328
222,0,13058	BROR: file size defined in the Oracle header block does not match FileNet configuration database. 329
222,0,19011	BRPC: cache object in the backup media is corrupted. 329
222,0,20025	BRSIG: checksum error detected in signature file. 329
222,0,51041	BRTLIB: Tape library driver is an unsupported version. 329

SLM (232) Messages 330

232,0,1000	SLMI: abort: SLMI internal error. 331
232,0,1001	SLMI: license not found in the database. 331
232,0,1002	SLMI: field index beyond last field in the license. 332
232,0,1003	SLMI: record index beyond last record. 333
232,0,1004	SLMI: global record has expired. 333
232,0,1005	SLMI: license has expired. 334
232,0,1008	SLMI: license database in improper state for this call. 334
232,0,1015	SLMI: global record was created in the future. 334
232,0,1016	SLMI: license record was created in the future. 335
232,0,1027	SLMI: file open error. 335
232,0,1028	SLMI: file lseek error. 336
232,0,1029	SLMI: file too large. 336
232,0,1066	SLM{g/l}: out of memory. 336

LSI (236) Messages 337

236,0,1	Programming logic error. See sys_log for more info. (LSI_error_logic) 337
236,0,2	Surface not found with the specified ID. (LSI_error_no_record_id) 337
236,0,3	Surface not found at the specified location. (LSI_error_no_record_loc) 338
236,0,4	Informational message used for logging MSAR activity such as conversion, insert, eject, etc. (LSI_error_info) 338
236,0,5	MSAR surface is already out of the box. (LSI_error_already_out_of_box) 338
236,0,6	MSAR Invalid extension (valid extensions: .lnk or .dat). (LSI_error_invalid_extension) 338
236,0,7	Error while creating an MSAR link file. (LSI_error_creating_link_file) 339
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) 339
236,0,9	Failed to create the directory containing the MSAR surface. (LSI_error_mkdir) 339
236,0,10	Failed to remove MSAR surface file. (LSI_error_erase_err) 339
236,0,11	This error was detected at startup time. (LSI_error_bad_loc_startup) 340
236,0,12	Disallow MSAR surface insertion because some of the MSAR libraries are in backup mode. (LSI_error_some_msar_lib_in_backup) 340
236,0,14	MSAR conversion error. (LSI_error_convert) 340
236,0,15	Internal MSAR surface error; HWM value is low. (LSI_error_label_HWM_lower) 341

236,0,16	The HWM in the MSAR label is high. (LSI_error_label_HWM_higher) 343
236,0,17	Internal MSAR surface error; Checksums values do not match. (LSI_error_bad_cks) 343
236,0,18	Checksum of the MSAR label is invalid. (LSI_error_bad_msar_label_cks) 344
236,0,19	Internal MSAR surface error; HWM value not found. (LSI_error_label_HWM_zero) 344
236,0,20	MSAR surface is ejected, but checksums are not updated due to an error. (LSI_error_can't_update_cks) 344

SDS (238) Messages 345

238,0,1	SDS informational message. (SDS_err_info) 345
238,0,2	Invalid session handle. (SDS_err_invalid_sess) 345
238,0,3	Indicates that a particular document is not stored in the SDS. (SDS_err_no_document) 345
238,0,4	Indicates that an unsupported request type was encountered by an SDS worker. (SDS_err_not_type_supported) 345
238,0,5	Indicates a particular SDS unit is disabled. (SDS_err_disabled) 345
238,0,6	Indicates a particular SDS unit is not configured. (SDS_err_not_configured) 346
238,0,7	Indicates a particular SDS unit is not valid. (SDS_err_invalid_sds_unit) 346
238,0,8	The checksum stored with the SDS document page is not consistent with the retrieved document. (SDS_err_chksum) 346

238,0,9	A critical error was encountered by an SDS worker and as a result the worker aborted. (SDS_err_worker_abort) 346
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) 346
238,0,11	Invalid worker instance number. (SDS_err_invalid_instance) 346
238,0,12	The version number of the SDS Worker Info structure does not match. (SDS_err_info_struct_ver_mismatch) 347
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) 347
238,1,2	Indicates that a document CLIPID is no longer valid for the Centera repository. (SDS_err_clip_not_exist_centera) 347
238,1,3	Centera errors that are not mapped. (SDS_err_centera) 348
238,1,4	The NLS directory has not been configured. (SDS_err_nls_root_not_config) 348
238,1,5	Cannot open Center repository (SDS_err_centera_no_pool) 348
238,1,6	Centera errors that are fatal and as a result SDS worker is terminated. (SDS_err_fatal_centera) 348
238,1,7	Centera FPTag_BlobReadPartial error. (SDS_err_centera_Blob_Read) 348
238,1,8	Centera FPClip Open Error (SDS_err_centera_open_clip) 348
238,1,9	Centera BLOB does not exist. (SDS_err_centera_no_blob) 348
238,1,10	The NLS indexes are not defined correctly. (SDS_err_bad_nls_index_def) 349

238,1,11	The FNP_ARCHIVE user index field is not defined. (SDS_err_FNP_ARCHIVE_not_def)	349
238,1,12	Clipid is too long (SDS_err_clipid_too_long)	349

Notices 350

Trademarks 353

U.S. Patents Disclosure 354

Index 355

About This Manual

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

- Related Documents
- Training
- Comments and Suggestions

Document revision history

IS version	Date	Comment
4.1.2	Nov. 2008	Initial release.

Related Documents

The following is a list of IS-related FileNet documents. To download IBM FileNet documentation from the IBM support page, see [**“Accessing IBM FileNet Documentation” on page 49.**](#)

System Administrator’s Handbook

System Administrator’s Companion for UNIX

System Administrator’s Companion for Windows Server

System Tools Reference Manual

COLD Handbook

MSAR Procedures and Guidelines

Single Document Storage and Retrieval Procedures and Guidelines

Guidelines for Installing and Configuring IBM DB2 Software

Accessing IBM FileNet Documentation

To access documentation for IBM FileNet products:

- 1 Navigate to the Information Management support page (www.ibm.com/software/data/support).
- 2 Select the appropriate IBM FileNet product from the “Select a category” list.
- 3 On the Product Support page, click **Documentation** and then click **Product Documentation**.
- 4 On the Product Documentation page, locate the document you need, then click the icon in the appropriate release column to access the document.

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IBM FileNet provides various forms of education. Please visit Global Learning Services on IBM’s Web site at (www-306.ibm.com/software/sw-training/).

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Send comments on this publication or other IBM FileNet Image Services documentation by e-mail to comments@us.ibm.com. Be sure to include the name of the product, the version number of the product, and the name and part number of the book (if applicable). If you are commenting on specific text, include the location of the text (for example, a help topic title, a chapter and section title, a table number, or a page number).

Product consumability feedback

Help us identify product enhancements by taking a Consumability Survey (<http://www-306.ibm.com/software/data/info/consumability-survey/>). The results of this comprehensive survey are used by product development teams when planning future releases. Although we are especially interested in survey responses regarding the most recent product releases, we welcome your feedback on any of our products.

The survey will take approximately 30 minutes to complete and must be completed in a single session; there is no option to save a partially completed response.

Introduction

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

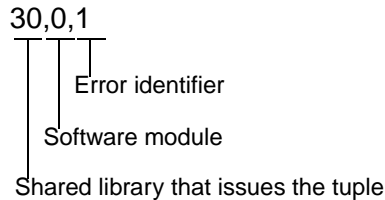
This handbook groups messages by the shared library which issues the messages. Each section begins with a brief functional description of the shared library, followed by a list of selected messages.

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

- [**“Identifying Message Tuples” on page 52**](#)
- [**“Using fn_msg Tool” on page 52**](#)
- [**“Identifying Shared Libraries” on page 54**](#)
- [**“Referring to Message Descriptions” on page 56**](#)
- [**“Understanding Severity Levels” on page 56**](#)
- [**“Notifying Your Service Representative” on page 57**](#)

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 can 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 service 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

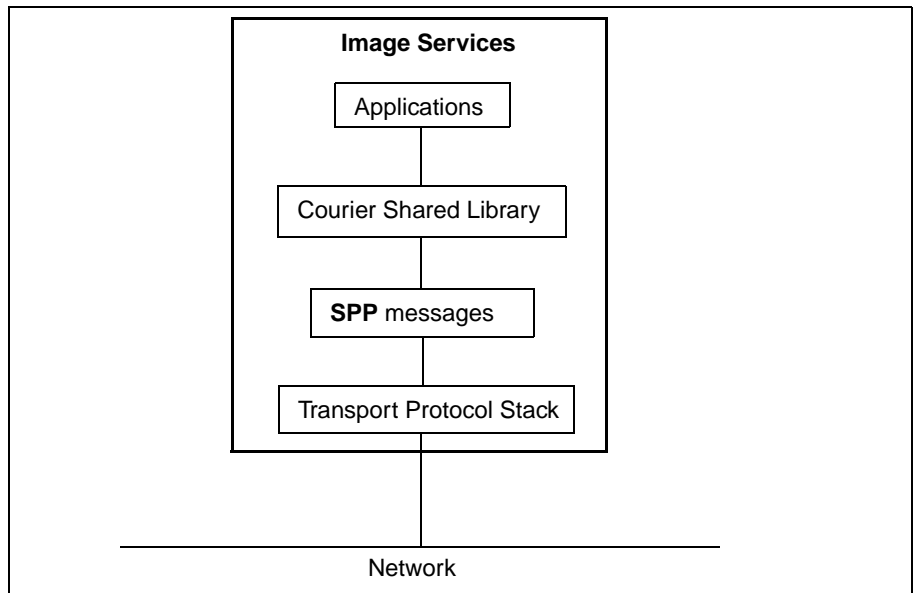
Number	Type	Description
1	INFO	This identifies an informational message that notes the occurrence of an important software event. This event is not an exception and does not require any operator intervention. For example, the system generates boot and security related messages for information only.
2	WARNING	This indicates a non-fatal exception or low resource condition which has caused or can 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 could 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. Notify your service representative when you receive messages logged with a serious severity level.
5	CRITICAL	This alerts you to an exception or out of resource condition that has caused or could soon cause one or more critical IS services to become disabled, or which has caused or could soon cause the loss of customer data. This type of error requires immediate attention from the system administrator.

Notifying Your Service Representative

If the suggested corrective steps for the message instruct you to notify your service representative, write down the tuple and message text. Your service 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 your service representative.

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 your service representative.

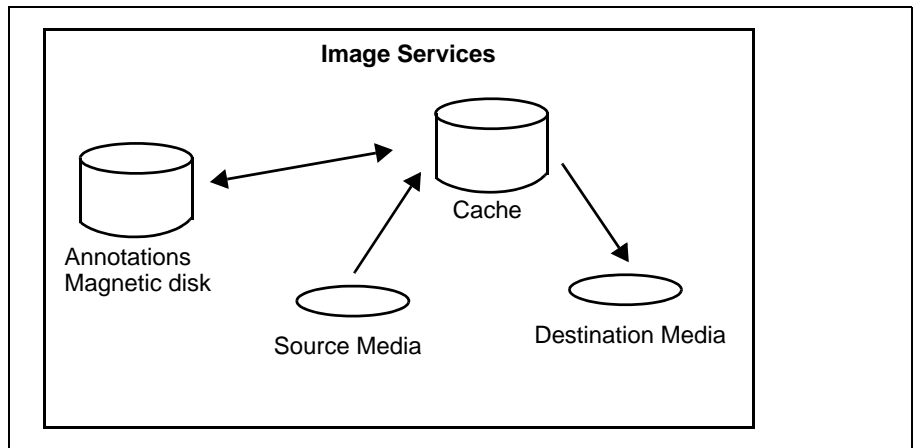
15,255,12**SPP_ErrNewSST: Data stream type change returned.**

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

Action: Contact your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative 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 your service representative 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 your service representative 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 could have been deleted or the file could 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 your service representative.

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

Cause: An internal software error occurred.

Action: Contact your service representative.

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 could have been deleted or the file could 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 your service representative.

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 your service representative 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 your service representative 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 could be corrupted or the file could 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 your service representative.

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

Cause: This is a probable operator error. The file could be corrupted or the file could 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 your service representative.

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 your service representative 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 your service representative.

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 could have been deleted or the file could 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*. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49**](#).

If the file is corrupted, contact the IBM Information Management support page ([**www.ibm.com/software/data/support**](http://www.ibm.com/software/data/support)).

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

Cause: This is a probable operator error. The file could have been deleted. The file, if present, could 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 your service representative.

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

Cause: This is a probable operator error. You do not have read permission for the file. The document ID file name could be misspelled. The file could 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 your service representative.

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 could 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 your service representative.

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

Cause: There is excessive activity on the server.

Action: Contact your service representative 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 stdoccopy 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 stdoccopy 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 stdoccopy 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 stdoccopy 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 your service representative 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 could have been deleted or the file could 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 your service representative.

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

Cause: This is a probable operator error. You do not have read permission for the file. The file could have been deleted or the file could 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 your service representative.

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 your service representative 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 your service representative 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 stdocopy 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 your service representative.

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 could 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 your service representative 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).**

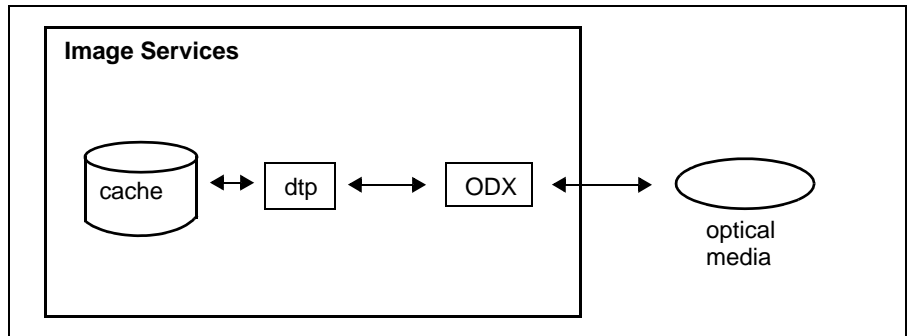
Cause: An attempt was made to copy updated short descriptors to a remote disk(s). If the source disk(s) has updates, the `-newindexes` option is not selected, and the target disk(s) is remote, this error will occur.

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 could 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 could 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 your service representative.

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 could 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 could 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 could 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 could be ejected from the storage library. If this error occurs on an MSAR surface, there could 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 your service representative.

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 could 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 your service representative 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 could 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 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 your service representative 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 could 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 could 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*. To download IBM FileNet documentation from the IBM support page, see [**“Accessing IBM FileNet Documentation” on page 49**](#). Otherwise, contact your service representative.

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 your service representative.

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 your service representative.

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 could have been disabled because an error condition occurred on the surface. For example, many write errors could 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*. To download IBM FileNet documentation from the IBM support page, see ["Accessing IBM FileNet Documentation" on page 49](#).

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 could 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 could be dirty or the drive could 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 could 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 could 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 your service representative.

This problem could 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. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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

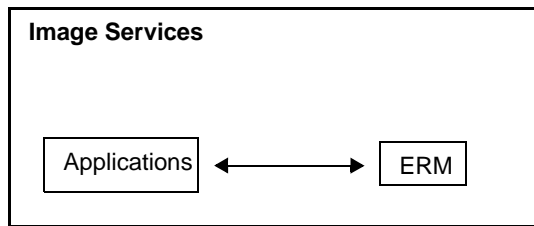
Bad volume label.

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 52](#) 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.

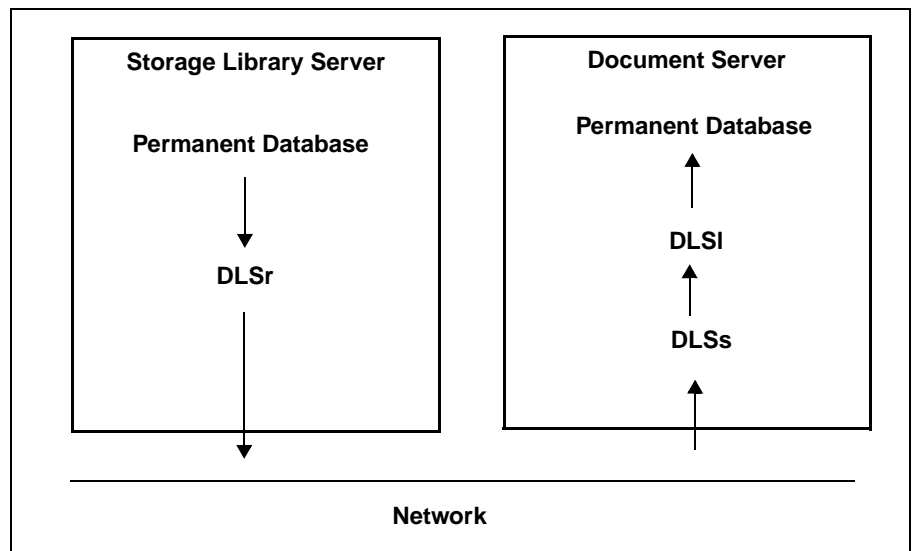
34,0,10**Failed to open the error message catalogue file.**

Cause: This message can occur as a result of an error in attempting to display another shared library message.

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 your service representative.

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 could 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 could 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 could require performance tuning. Contact your service representative.

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

Cause: An internal software error occurred.

Action: Contact your service representative.

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 could 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 your service representative.

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 could 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.

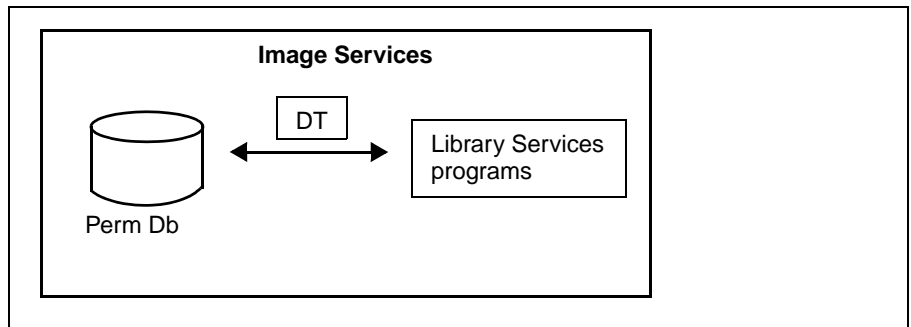
52,0,13**Program error in the DLS abstract.**

Cause: An internal software error occurred.

Action: Contact your service representative.

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 your service representative.

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 your service representative.

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

Cause: An internal software error occurred.

Action: Contact your service representative.

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 your service representative 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 your service representative.

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.

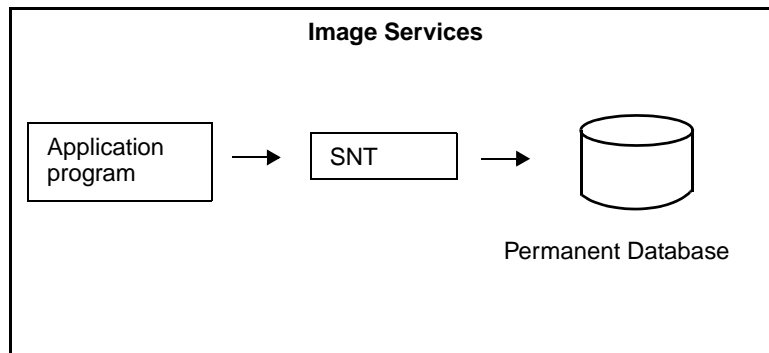
Action: Contact your service representative.

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 your service representative.
- 63,0,8** **Scalar number table updates must be done on doc locator server.**
Cause: A software error occurred.
Action: Contact your service representative.
- 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*. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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 could 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 could 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*. To download IBM FileNet documentation from the IBM support page, see [**“Accessing IBM FileNet Documentation” on page 49.**](#)

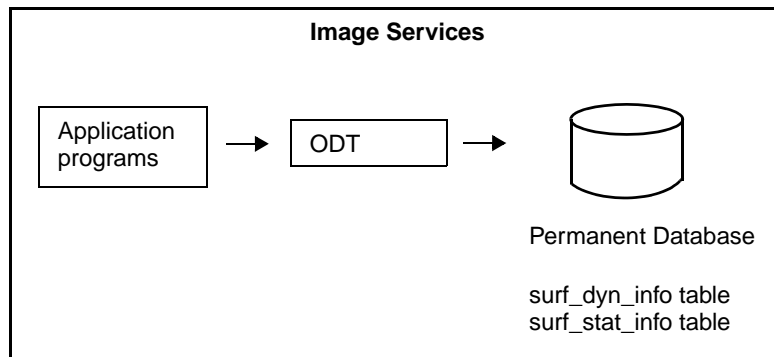
Doc Services will not function until this problem is resolved. You could resolve this problem using one of these methods:

- 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 could eventually run out of document IDs.
- or
- Remove the SNT checkpoint file (/fnsf/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

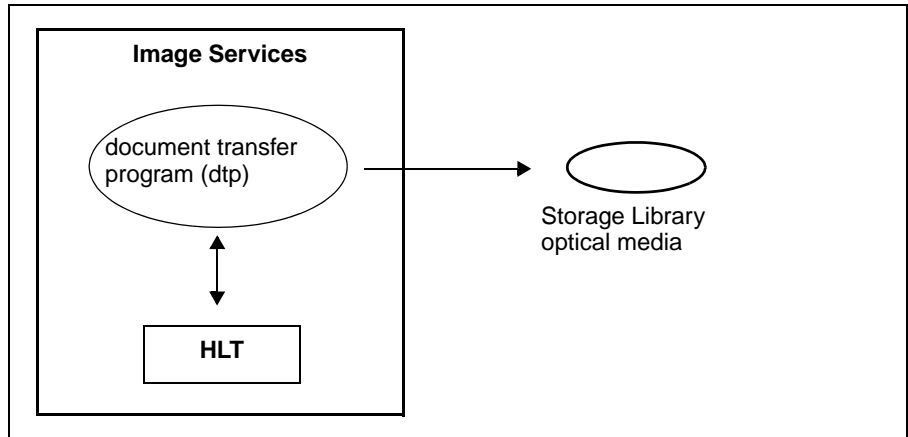
ODT: Invalid SSN during lookup of foreign media.

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

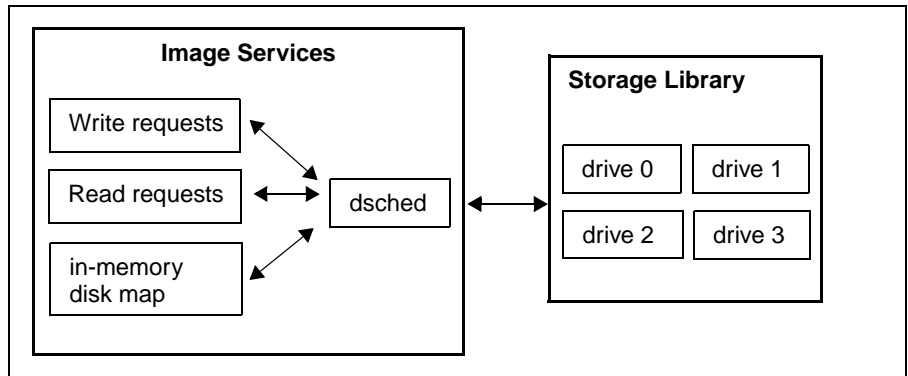
Background requests are active, so cannot move media.

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.

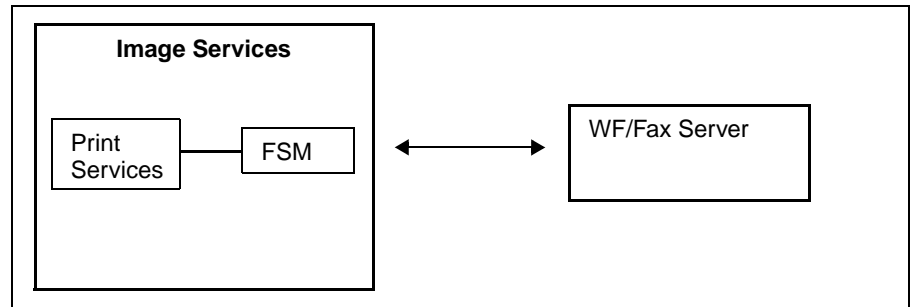
67,1,4**Storage library disabled.**

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*. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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 could be powered off or the cable could 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. To download IBM FileNet documentation from the IBM support page, see ["Accessing IBM FileNet Documentation" on page 49.](#)

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 could 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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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

Cause: An internal program error occurred.

Action: Contact your service representative.

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

Cause: The configuration of the Fax Service in the Network Clearinghouse database could 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 can 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 your service representative.

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 your service representative.

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 could 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 can 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 could 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 can 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.

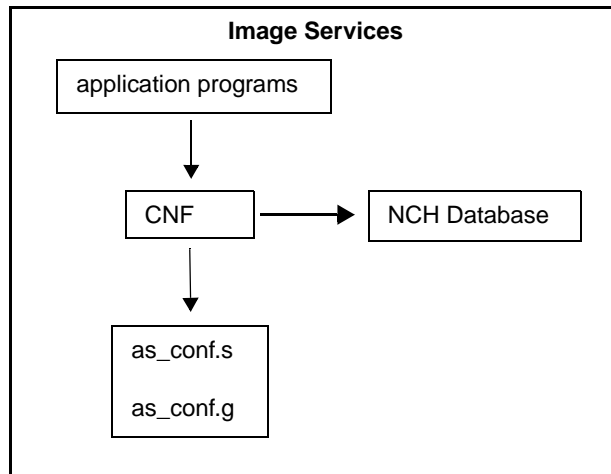
Cause: MSAR surface <n> file ‘file name>’ has been ejected from Library <n>. Cannot update surface management area during backup mode. This error ejects a surface and generates the above informational message.

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.

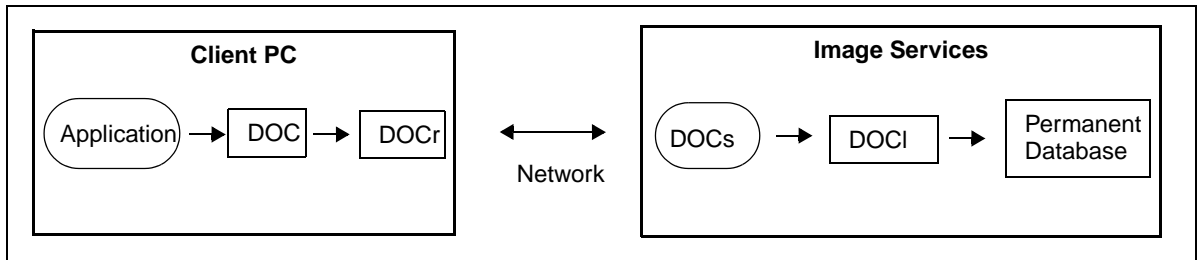
79,0,21**CNF: Bad Storage Library service.**

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 DOCI) 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 your service representative.

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.

- Verify that 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 could 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*. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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 your service representative.

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 could 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: <code>batch_id2</code> is non-null, but does not match <code>batch_id</code> in the <code>batch_image</code> 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 commit-tal.
88,0,62	Write image is only permitted in update and create im-age.
88,0,63	Create image index is only allowed during image cre-ation.
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.

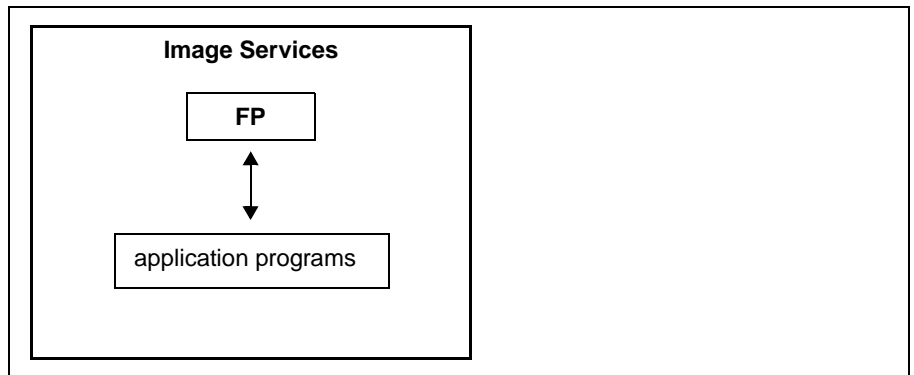
88,0,83	Invalid object Id.
88,0,84	Object data not found.
88,0,85	Attempt to delete a folder which is not empty.
88,0,86	No children found for a given folder node.
88,0,87	Invalid current phase (BES_COMMIT, BES_CATALOG or BES_RECOMMIT) of the source or destination batch for moving document between batches.
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 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 your service representative.

89,0,2**Undefined numeric value.**

Cause: An application program error occurred.

Action: Contact your service representative.

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 your service representative.

89,0,4**Invalid numeric format mask.**

Cause: An application program error occurred.

Action: Contact your service representative.

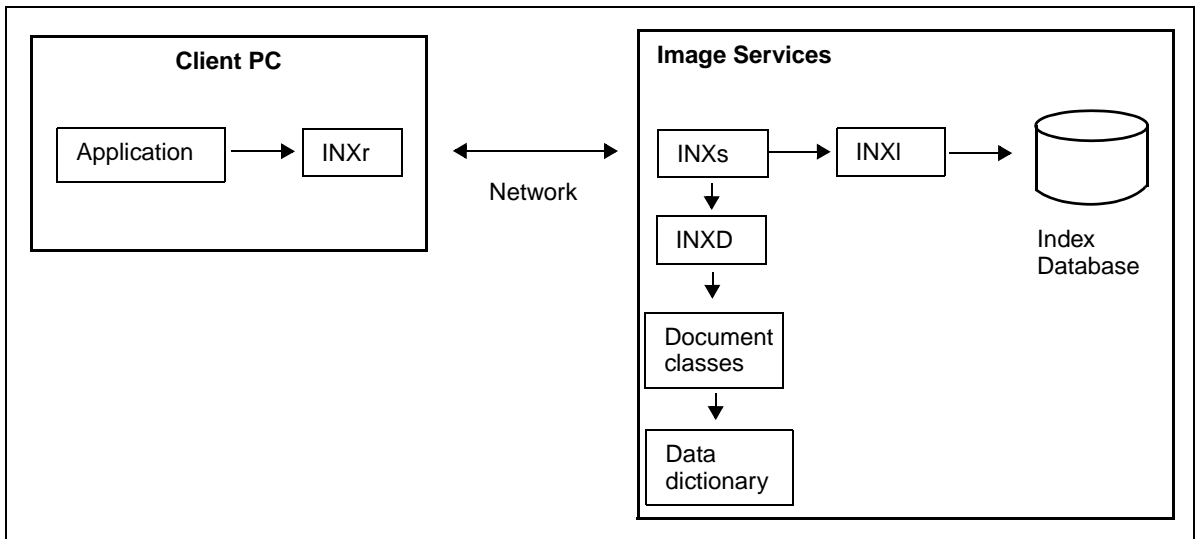
89,0,1000**Bad version number for FP abstract.**

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 your service representative.

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 your service representative 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, verify that the database is started. If a missing configuration file is suspected, verify that all configuration files exist. If they do not exist, you can 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 could have occurred after a backup and restore operation. Additional document IDs could 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 encounter duplicate ID conditions.

Action: The possibility of database corruption exists if duplicate records are created. Contact your service representative for assistance with this problem.

Your service representative 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. Your service representative 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 your service representative.

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 could be in another folder or not 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 could 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 verify that 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 your service representative.

90,0,17

Specified document class does not exist.

Cause: A document was referenced with a doc_class that does not exist. This could 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 could 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 could 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 could already be using this document range.

Action: Contact your service representative.

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 could 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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative 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 could 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*. To download IBM FileNet documentation from the IBM support page, see ["Accessing IBM FileNet Documentation" on page 49.](#)

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 could 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 your service representative for assistance with this problem.

90,0,49

Attempt to create too many folder levels.

Cause: One folder could 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 can 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 can 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. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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 was not 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*. To download IBM FileNet documentation from the IBM support page, see ["Accessing IBM FileNet Documentation" on page 49.](#)

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 could 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 should 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 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 could be due to a program logic error or database corruption.

Action: Contact your service representative.

90,0,80

Index has an invalid oracle type.

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

Action: Contact your service representative.

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*. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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: Verify that 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 could enlarge this value using the **enlarge_ncol** command.

For additional information see the Database Maintenance and Commands chapters in the *System Administrator's Handbook*. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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	<p>Unacceptable second operator of range.</p> <p>Cause: Query error.</p> <p>Action: Correct the syntax and retry the operation.</p>
90,0,1009	<p>Syntax error in second part of range definition.</p> <p>Cause: Query error.</p> <p>Action: Correct the syntax and retry the operation.</p>
90,0,1011	<p>Integer expected.</p> <p>Cause: Query error.</p> <p>Action: Correct the syntax and retry the operation.</p>
90,0,1012	<p>Positive integer expected.</p> <p>Cause: Query error.</p> <p>Action: Correct the syntax and retry the operation.</p>
90,0,1013	<p>KEYWORDS expected.</p> <p>Cause: Query error.</p> <p>Action: Correct the syntax and retry the operation.</p>

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

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

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

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

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

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

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

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

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

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

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

Action: Verify that 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 could 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 your service representative.

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 your service representative.

90,1,7

Bad data found in database.

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

Action: Contact your service representative.

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, and so on.

Action: Contact your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

90,1,14

Unknown Courier msg_type.

Cause: A network-related error occurred.

Action: Retry the operation. If the problem persists, contact your service representative.

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 your service representative.

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 your service representative.

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 could 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 could 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 your service representative.

90,1,22

Unrecognized IS definition in NCH record.

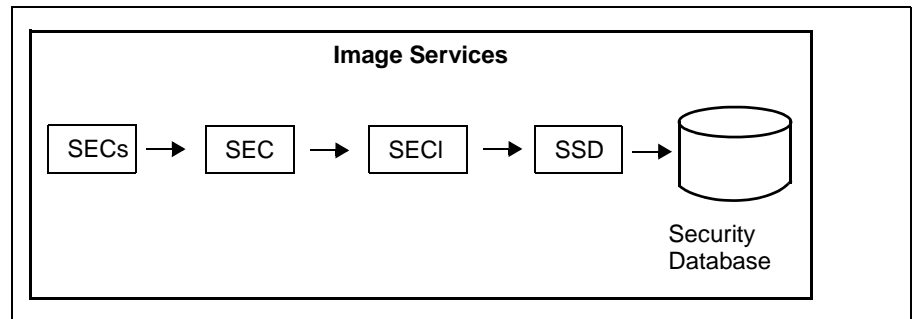
Cause: The configuration of the Network Clearinghouse database could be incorrect.

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 your service representative.

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. To download IBM FileNet documentation from the IBM support page, see [“Accessing IBM FileNet Documentation” on page 49.](#)

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 your service representative.

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*. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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*. To download IBM FileNet documentation from the IBM support page, see [**“Accessing IBM FileNet Documentation” on page 49.**](#)

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 your service representative 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 do 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 can 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 can 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 fnsw. 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 your service representative 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 was not established.

Action: Verify that the correct permissions to perform the operation have been established. Contact your service representative 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 could have been corrupted.

Action: Contact your service representative 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 could be corrupted, or it could 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 your service representative 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 could 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 your service representative.

- 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 your service representative.
- 92,0,293** **The extensible authentication library initialize entry point has returned an error.**
Cause: TBD.
Action: TBD.
- 92,0,294** **The extensible authentication library has rejected the user credentials.**
Cause: TBD.
Action: TBD.
- 92,0,295** **The extensible authentication library was passed invalid parameters.**
Cause: TBD.
Action: TBD.

92,0,296	Failed to determine authentication mode. The system will default to standard authentication. Cause: TBD. Action: TBD.
92,0,322	The common name to IS principal mapping records could not be found. Cause: TBD. Action: TBD.
92,0,323	The common name to IS principal mapping record already exists. Cause: TBD. Action: TBD.
92,0,324	Error occurred in SEC_update_prin_by_cd(). See Sys-Log. Cause: TBD. Action: TBD.
92,0,325	Common Name buffer size too short(Extensible Authentication). Cause: TBD.

Action: TBD.

92,0,326

The custom extensible authentication library has validated the user credentials, but a mapped security username was not found.

Cause: TBD.

Action: TBD.

92,0,327

Must be a member of group fnadmin to use the SEC_map_ext_auth tool.

Cause: TBD.

Action: TBD.

92,0,328

The extensible authentication library is missing an entry point.

Cause: TBD.

Action: TBD.

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>.

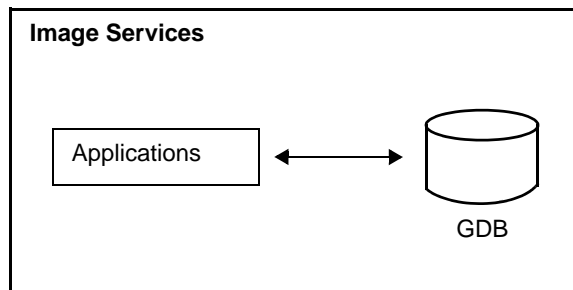
Solution #1: Make it so the users can sign on more than once. Increase it so they can log on up to 5 or 10 times and then they could just fire up another session and log back in. Then, recycle the box every night to get rid of the hung logons. If that is not possible, recycle it on the weekend.

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 your System 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 your System 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: ps -ef grep ora Oracle processes should display, such as ora_ lgwr_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 updatertdb.
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 could 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 could 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 your service representative.
- 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 `ErrorMsg = '[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 could 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 could 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 upsidedown 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 upsidedown 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.**

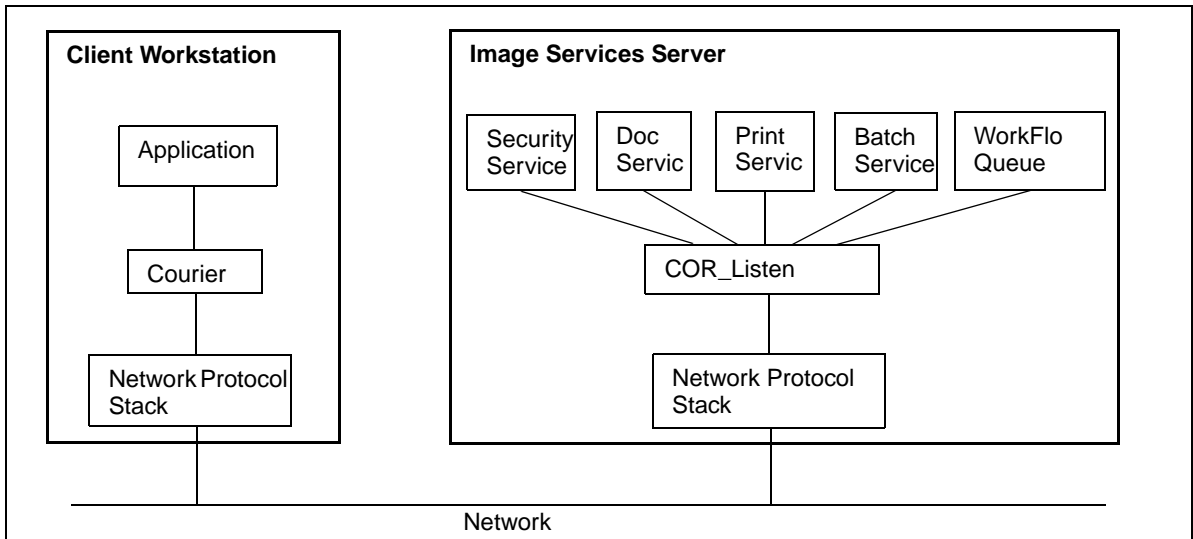
Cause: For Rapid Changer libraries only. Some media are inserted incorrectly in the slots. The system cannot move and do the initialization process.

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 your service representative.

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 your service representative.

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 your service representative.

155,18,107**COR_Listen: bind failed.**

Cause: Cannot bind to specified socket. There could be another listener running at the same socket.

Action: Contact your service representative.

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 could 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 your service representative.

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 your service representative.

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 your service representative.

155,210,212**<fns> 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 your service representative.

155,255,5**COR_Listen failed to allocate shared memory.**

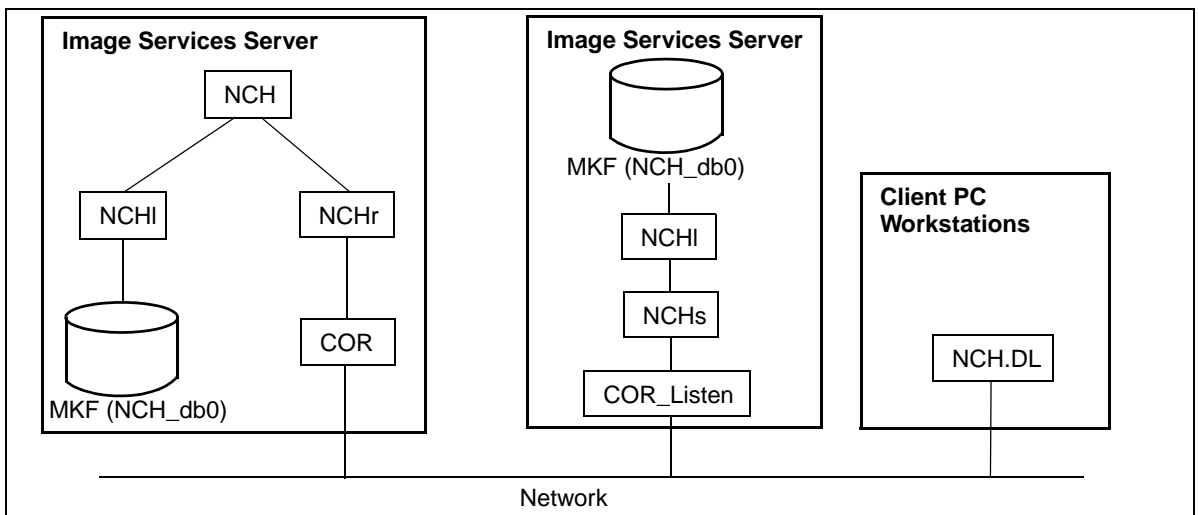
Cause: An application error occurred. A serialize operation overflowed the buffer.

Action: Contact your service representative.

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 could be shutdown.
- The NCH_daemon on the Root server serving the specified domain is not be running or has experienced a software error. The Image Services logs NCH daemon errors.
- The Image Services protocol configuration could be incorrectly set. Ensure that the Image Services server and the workstations are running the correct NCH_daemon (TCP/IP). The workstations could 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 could 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 could 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 could clear automatically. If the error persists, restart the Image Services software.

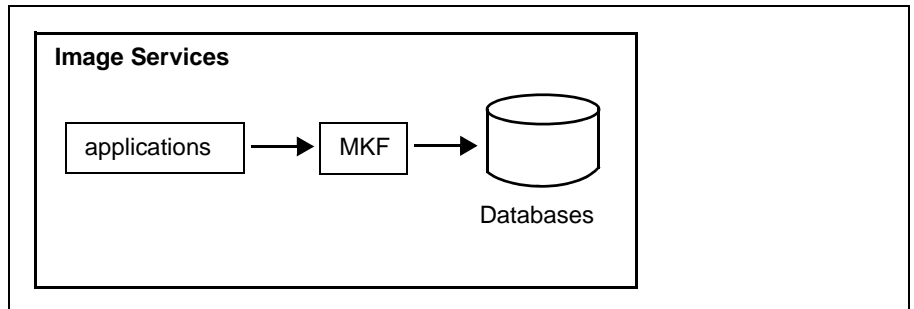
156,5,0**The server does not handle the specified domain.**

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, /fnsf/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 your service representative.

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 could 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 your service representative.

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 your service representative.

161,255,22**MKF: OS: invalid argument error.**

Cause: An invalid argument was passed to MKF. An internal software error probably occurred.

Action: Contact your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative 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 your service representative.

161,255,1002**MKF: The row requested was not found.**

Cause: An application needs a row that is not in the database. That could mean that one or more databases are out of sync due to a restore or for some other reason. An internal software error could have occurred or the databases are no longer synchronized. The shared library involved will probably not be able to continue until the problem is corrected.

Action: Contact your service representative.

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, /fnswh/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 could be responsible for this message: a database configuration error, database corruption, or an internal software error.

Action: Contact your service representative.

161,255,1046**MKF: Less than the requested number of bytes written by write().**

Cause: One of several causes could be responsible for this message: a database configuration error, database corruption, an internal software error, or the target disk could be out of space.

Action: Contact your service representative.

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 could 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 your service representative.

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 could 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 could have been interrupted.
- A restore operation could have been interrupted.
- A file could be missing, data could be corrupted, or an internal software error could 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 your service representative for assistance.
- If you suspect a missing file, corrupted data, or other abnormal condition, notify your service representative 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 your service representative.

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) could have occurred on recovery log disk

Action: Load a backup and contact your service representative. 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 your service representative.

- 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 your service representative.
- 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 your service representative.
- 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 your service representative.
- 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 your service representative 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 your service representative.

161,255,1216**MKF: Read-after-write retry succeeded.**

Cause: A physical I/O error occurred.

Action: Contact your service representative.

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 your service representative.

161,255,1228**MKF_import: bad input block size.**

Cause: The data is corrupted or an internal software error occurred.

Action: Contact your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 could 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 your service representative 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 your service representative.

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. 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 init-backup. 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 your service representative.
- 161,255,5001 MKF_zeroaij: read error**
Cause: A disk read error occurred.
Action: Contact your service representative.
- 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 your service representative.

161,255,6006**MKF_verify: end of file encountered.**

Cause: This message can indicate one of the following:

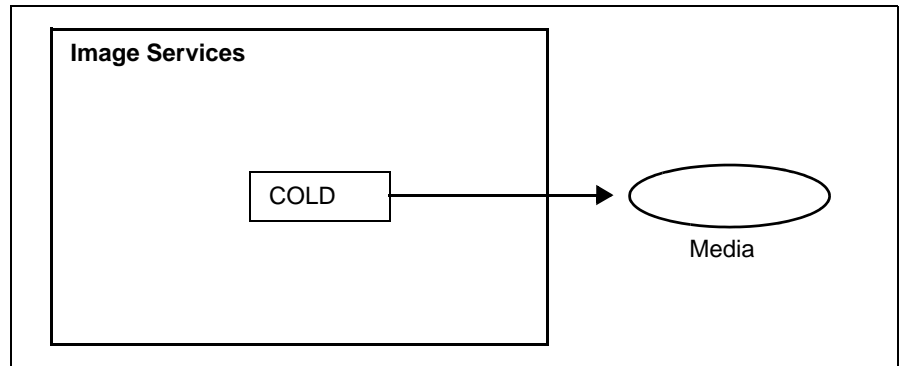
- MKF_verify internal error
- File system error
- Configuration error

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: Verify that 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 could be incorrect.

Action: Verify 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 your service representative 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 your service representative 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 could be too old or from a previous software release.

Action: If you believe the log file is current, contact your service representative 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*. To download IBM FileNet documentation from the IBM support page, see [“Accessing IBM FileNet Documentation” on page 49.](#)

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 could 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 verify that the line length is correct. Retry the operation with a correct channel control file. If the problem persists, contact your service representative 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 your service representative 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 could 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 could 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 your service representative 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 your service representative.

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.

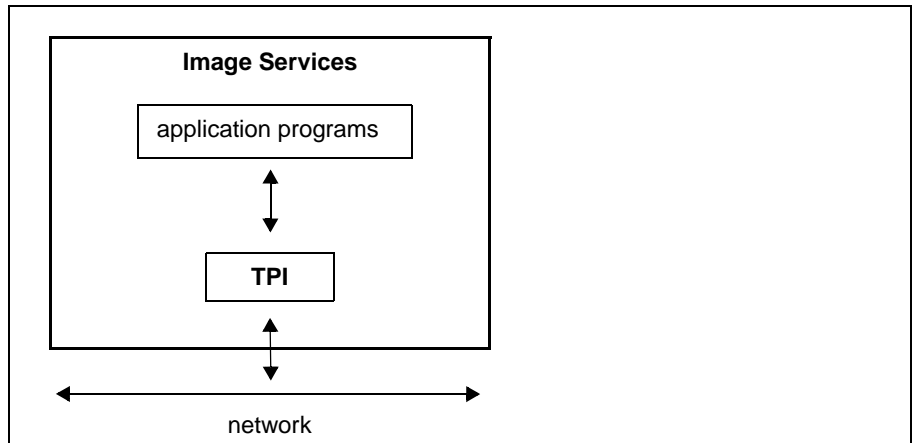
169,2,3**cold_3770: error opening directory.**

Cause: The cold_3770 program encountered an error when trying to open a directory. If you started cold_3770 from the command line, you could have specified an incorrect directory name. Directory name is optional, and if not specified, cold_3770 uses the default directory / fnsf/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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

192,05,10**TPI_SendPEPReply: PEP_SendReply() error.**

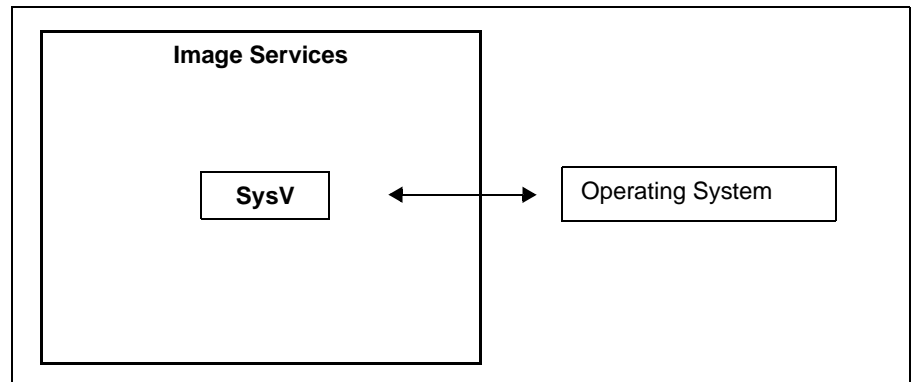
Cause: A network error occurred.

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 your service representative.

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 your service representative.
- 202,0,2** **The number of bytes requested from getarea were not available.**
Cause: An internal software memory allocation error occurred.
Action: Contact your service representative.
- 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 your service representative.
- 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 your service representative.

- 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 your service representative.
-
- 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 your service representative.
-
- 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 your service representative.
-
- 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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

- 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 your service representative.
-
- 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 your service representative.
-
- 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 your service representative.
-
- 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 your service representative.

- 202,0,16** **The requested operating permissions were denied for the process.**
Cause: An internal software error occurred.
Action: Contact your service representative.
- 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 your service representative.
- 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 your service representative.
- 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 your service representative.

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 your service representative.

202,0,21 The system paging space is too low...

Cause: A performance problem exists. Refer to the message text for the cause. Processes could 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 service 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 your service representative.

202,0,23 Invalid shm_handle.

Cause: An internal software error occurred (Windows Server only).

Action: Contact your service representative.

- 202,0,24** **shmat/shmdt/shmctl system error. Refer to log.**
Cause: An internal software error occurred.
Action: Contact your service representative.
- 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 could indicate a system configuration or resource problem (UNIX only).
Action: Contact your service representative.
- 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 your service representative.
- 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 your service representative.

202,0,30**Memory corruption detected refer to error log.**

Cause: Shared memory is corrupted.

Action: Contact your service representative.

202,0,32**System fn_pin error. Refer to error log for errno.**

Cause: Problem with shared memory, but not fatal. Could be related to other shared memory errors (AIX only).

Action: Contact your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

- 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 your service representative.
-
- 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. Could be related to other errors in the log.
- Action:** Notify your service representative.
-
- 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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative 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 your service representative.

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 could 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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.
-
- 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 your service representative.
-
- 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 your service representative.
-
- 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 your service representative.

- 202,1,2006** **An error occurred attempting to create a process event object**
Cause: An internal software error occurred (NT only).
Action: Notify your service representative.
- 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 your service representative.
- 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 your service representative.
- 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. Could be related to other errors in the log.
Action: Notify your service representative.

202,1,2010**An error occurred attempting to create a semaphore object**

Cause: A semaphore could not be created (NT only). Could be fatal to the process which attempted to create the semaphore. Refer to the Event Log for more information.

Action: Notify your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 could be related to other semaphore errors.

Action: Notify your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

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 your service representative.

202,4,1**Program error: abs_end_init was called without first calling abs_begin_init.**

Cause: An internal software error occurred.

Action: Contact your service representative.

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 could not be able to perform certain functions available after proper startup by a parent process.

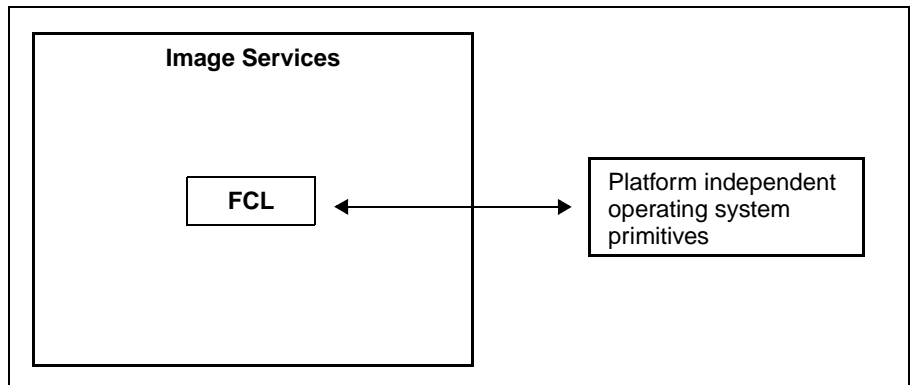
202,6,5**System Error. Check error log for more info.**

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 could 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 your service representative.

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 your service representative.

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 fnsf owner and fnsf group.

For Windows: Set permissions for groups fnsadmin, fnsop, and fnsf as shown in the *MSAR Procedures and Guidelines* document. To download IBM FileNet documentation from the IBM support page, see [**"Accessing IBM FileNet Documentation" on page 49.**](#)

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 could be due to an operator error or a configuration error.

Action: The actions are dependent on the operation being performed. Contact your service representative 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 your service representative 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 your service representative 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 could 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. To download IBM FileNet documentation from the IBM support page, see [“Accessing IBM FileNet Documentation” on page 49.](#)

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 your service representative.

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 your service representative.

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 your service representative.

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.**

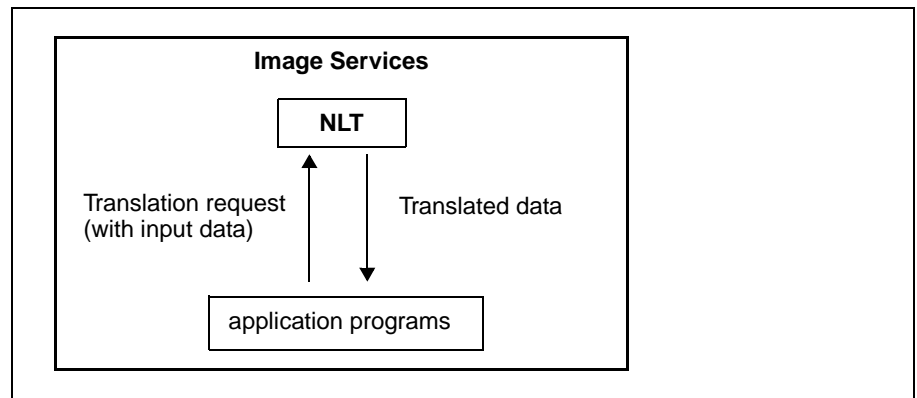
Cause: Decompression failed for at least one band of a banded or tiled image. When normally processing banded images, this message can be ignored, since an error pattern is automatically substituted for the non-decompressed band(s). This message could also be returned from a PCode rendering request if image processing was required and decompression of at least one band failed.

Action: Contact your service representative.

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: /fnswh/local/nltmaps, Windows Server: \fnswh_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 your service representative.**204,0,2****One or more of the parameters are invalid, 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 your service representative.

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 your service representative 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, could 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. Could 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 your service representative.

204,0,11**Internal error condition occurred in the NLT abstract**

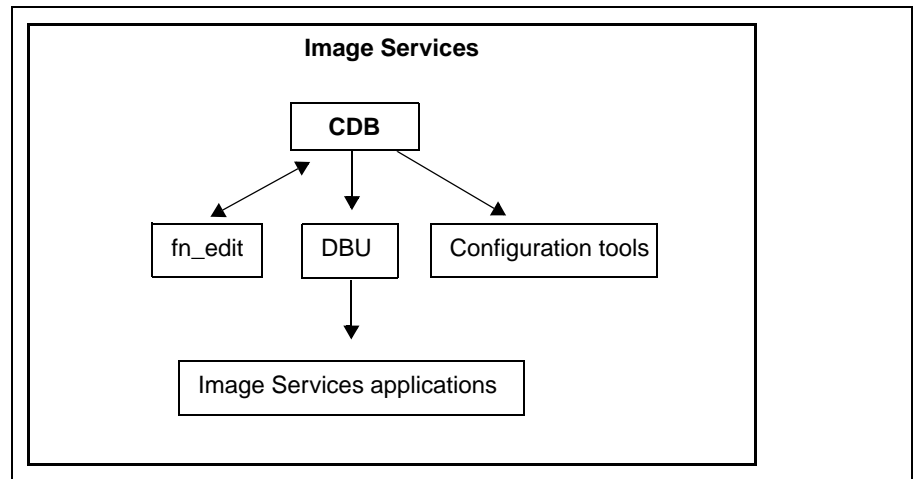
Cause: An internal programming error occurred.

Action: Contact your service representative.

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.

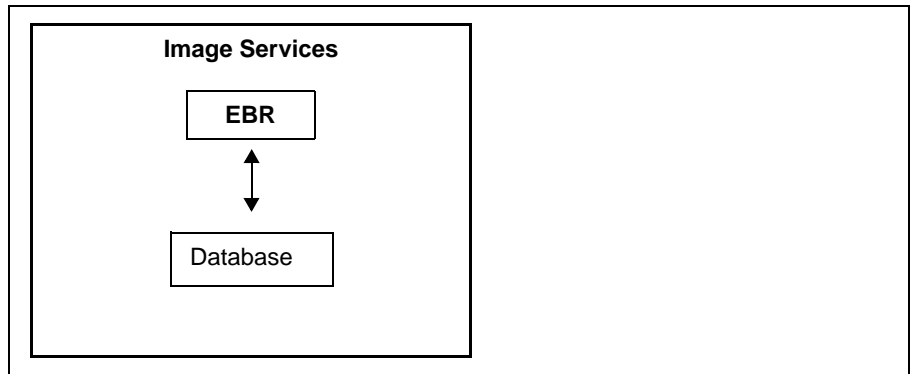
Action: This is an informational message, a response is unnecessary.

- 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. Verify 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 your service representative.
- 222,0,2003** **BRD: received illegal message type after issuing COR_ReceiveMsg */**
Cause: A serious error occurred.
Action: Contact your service representative.

- 222,0,3002** **BRDI: abst_link() caller passed illegal interface level**
Cause: A serious error occurred.
Action: Contact your service representative.
- 222,0,3032** **BRDI: MKF block sequence on interval backup media is not in increasing order.**
Cause: The backup media is corrupted.
Action: Contact your service representative.
- 222,0,3033** **BRDI: bad magic number for MKF dataset directory**
Cause: The MKF dataset directory is corrupted.
Action: Contact your service representative.
- 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 your service representative.

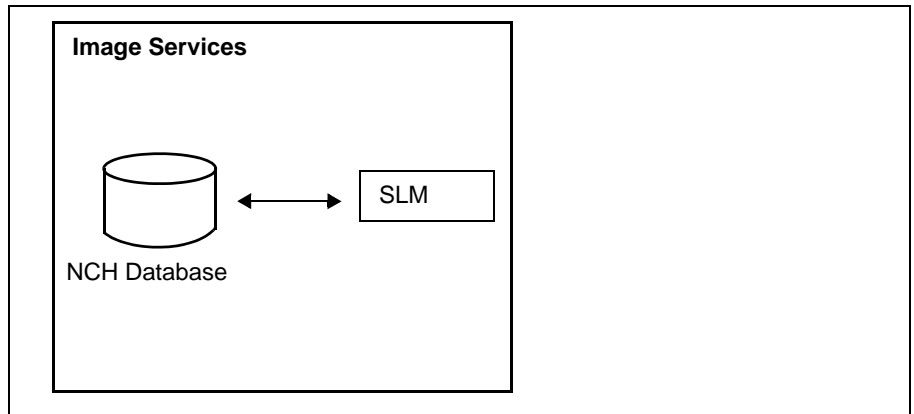
- 222,0,3050** **BRDI: restore/reconfigure: target database incompatible with backed up database.**
- Cause:** You cannot restore a backed up database, or reconfigure a backed up database into an incompatible target database.
- Action:** Ensure the target database parameters match the backed up database.
-
- 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 your service representative.
-
- 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 your service representative.
-
- 222,0,20025** **BRSIG: checksum error detected in signature file.**
- Cause:** EBR detected a checksum error in Oracle signature file.
- Action:** Contact your service representative.
-
- 222,0,51041** **BRTLIB: Tape library driver is an unsupported version.**
- Cause:** The tape library driver installed on the system is not supported.
- Action:** Contact your service representative.

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 your service representative.

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 IBM Information Management support page (www.ibm.com/software/data/support).

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, contact your service representative.

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 your service representative.

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 your service representative.

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 your service representative 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 your service representative 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 your service representative.

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_mkdir)**
- 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 could 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 verify that 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**Internal MSAR surface error; HWM value is low.
(LSI_error_label_HWM_lower)**

The High Water Mark (HWM) value is lower than expected. The internal High Water mark tracks the data usage on the MSAR surface. When this value does not match the actual space usage on the MSAR surface, this error is generated.

Common Cause/Action information**Note**

The following cause/action information applies to error tuples **236,0,15**, **236,0,17**, and **236,0,19**.

Cause 1: The HWM and checksum data is updated in the MSAR label section of the writable MSAR surface file before the surface is ejected from the library. If the MSAR surface is manually moved to a different location for permanent storage without first ejecting it from the library, a file-not-exist error is generated when trying to access that surface based on the old location. This file-not-exist error will mark the surface as ejected to enable you to insert it in the new location. However, the insertion step will fail because the internal HWM and checksum information will not be correct.

Action 1a: To correct this error, use the **CKSupdate** command in **DOC_tool** to repair the HWM and checksum information before you insert the MSAR surface file back into the library. See the **Doc_tool** entry in the *System Tools Reference Manual* for more information. To download IBM FileNet documentation from the IBM support page, see [**“Accessing IBM FileNet Documentation” on page 49**](#).

Action 1b: Avoid this error by ejecting the MSAR surface before moving it.

Cause 2: This error can occur if the MSAR surface file was manually copied to a different location/server and incorporated into the new Image Services server without first ejecting it from the source library.

Action 2: Avoid this error by ejecting the surface from the source library before making a copy to the new file system and incorporating it into the new server.

Cause 3: This error can be triggered if the file permission is changed through the operating system for an MSAR surface file (from read/write to read-only) while the file is still inside the library. When an MSAR surface is ejected, IS attempts to update the new HWM information on the MSAR surface. If the MSAR surface file is read-only, the update fails and this error is generated. The MSAR surface is ejected and cannot be reinserted back into the library because of the incorrect HWM information in the file.

Action 3a: To correct this problem, restore the file permissions back to read/write and use the **CKSupdate** command in DOC_tool to repair the checksum information. After updating the checksum information, reinsert the surface back into the library. Change the file permissions to read-only after the surface has been ejected from the library. This will ensure that the correct checksum information has been updated on the surface and will not be a problem during a later insertion.

If it is not possible to change the file permissions back to read/write (for example, a retention period has been applied to the file), make a duplicate copy of this MSAR surface file onto a writable file system to allow the content to be modified. Finally, run the **CKSup-date** command in DOC_tool to repair the checksum information. See the Doc_tool entry in the *System Tools Reference Manual* for more information. To download IBM FileNet documentation from

the IBM support page, see [Accessing IBM FileNet Documentation](#).

Action 3b: Avoided by ejecting the MSAR surface from the library before changing the file's permissions.

If you need further assistance, contact your service representative.

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 could be displayed while inserting or incorporating an MSAR surface. This could 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

**Internal MSAR surface error; Checksums values do not match.
(LSI_error_bad_cks)**

The internal checksum values do not match the checksums of several sections of the MSAR file. When the checksums do not match, the integrity of the MSAR file may be in question; the file could be corrupted.

Cause: This tuple could be produced by a hardware error or by one of the causes described in [“Common Cause/Action information” on page 341](#).

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 could 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**Internal MSAR surface error; HWM value not found.
(LSI_error_label_HWM_zero)**

The High Water Mark (HWM) value is not found. The internal High Water Mark cannot be located on the MSAR surface. The internal High Water Mark tracks the data usage on the MSAR surface. When this value is missing from the file, this error is generated.

Cause: This tuple could be produced by one of the causes described in [**“Common Cause/Action information” on page 341.**](#)

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 could 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 encountered 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 could 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, and so on).
- 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 could 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 could be down or the network could be down, or the configured domain name or IP address of the Centera repository could 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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This product incorporates technology covered by one or more of the following patents: U.S. Patent Numbers: 6,094,505; 5,768,416; 5,625,465; 5,369,508; 5,258,855.

Index

A

access rights 113
aperture card 160
arithmetic function 135, 324
ARM 228
auto-indexing 160

B

backup 329
bar code 160
Batch Entry Services 125
BES 125
BJC 61, 62

C

cache 78
CDB shared library 320
cluster index 155
CNF shared library 118
COLD programs 264–274
Configuration Database shared library 320
Configuration Editor 105, 114, 140
Configuration shared library 118
copying documents 61
 maximum 71
COR shared library 234–238
COR_Listen 59
Courier shared library 58, 234–238

D

data dictionary 177

Database Maintenance application 124,
 151, 154, 160
database, lock 157
DefaultIMS 119
df utility 63
DIR 145
DLS shared library 96
DOC shared library 121
doccopy shared library 61
DocLocator server 96
DOCS table 96
DOCTABA table 141
document class 146
 ID 154
 index 162
 name 150
document copy
 messages 61–77
 program 61
document ID 68, 102, 122, 146
Document Locator Server 110, 119
Document Locator Service 96
Document Services shared library 121
Document Table shared library 101
document transfer program 109
document, index record 145
documents
 committing 121
 copying 61
 deleting 121

disposition 147
migrating 121
prefetching 121
drive, optical 79–88
dsched program 110
DT shared library 101
dtp 109

E

EBR 329
Enterprise Backup and Restore 329
erase media 75
ERM shared library 94
Event Log 107

F

Fax server 112
Fax Server Manager shared library 112
FCL shared library 305–308
FileNet
 Compatibility Layer shared
 library 305–308
 Storage libraries 81
filter, query 149
Floating Point shared object 135, 324
fn_msg tool 52
folder level 152
FOLDER table 141
folder, retention value 153
FP shared object 135, 324
FSM shared library 112

G

GDB shared library 203–215

Generic Database Interface shared
 library 203–215
group member 190

H

High Level Tasks shared library 109
HLT shared library 109

I

image ID 104
index
 cluster 155
 database 138
 key 157
 mask 158
 name 159
 range 150
 system 153, 158
 types 148
 user 152
Index Services 176
Index Services shared library 138
index type 155
indexes
 maximum 146
 system-defined 147
INX shared library 138
IS Toolkit (formerly known as WAL) 182

K

key index 157

L

libraries, shared 51
Library Services Information
 abstract 337–344

LSI abstract 337–344

M

mask, index 158

media 109

erasing 75

family 124

optical 79–88

member, group 190

MKF shared library 243

MKF_tool 122

Multi-Keyed Files shared library 243

multiple Storage Library server 74

N

name, index 159

National Language Translation shared
library 314–319

NCH database 98, 115, 118, 179, 185

NCH shared library 239–242

network

configuration 98

errors 58

Network Clearinghouse shared
library 239–242

NLT shared library 314–319

O

ODT shared library 108

ODX shared library 78

Operator Message Passing 217

Optical Disk Table shared library 108

Optical Disk Transfer shared library 78

optical drive 79–88

scheduler program 110

optical media 78, 79–88, 109

OSAR Arm 229

OSAR Arm Manager 228

P

paper size 113

parser shared library 138

password 187, 189

performance tuning 69

permissions 113, 140

Print Services 114

printer 113

PRS shared library 138

Q

query 148

errors 163–175

filter 149

Queue Manager shared library 98

R

RDB shared library 311–313

Remote Procedure Call 60

Render Document Bitmap shared
library 311–313

restore 329

RPC 60

RSVP messages 217

S

SAS session handle 115

Scalar Numbers Table shared library 104

scalar_numbers table 122

SDS abstract 345–349

SEC shared library 181

security 181–202

function 187
object 186
Security Administration 183
security database 182
Security shared library 181
Sequential Packet Protocol 58
server, multiple Storage Library 74
shared libraries 51
Single Document Storage abstract 345–349
SLC 88
SLM shared library 330–336
SNT shared library 104
Software License Management shared
library 330–336
SPP 58
SPX errors 58
SSN 87, 108
stamp tool 97, 102, 114, 137, 177
stdocpy tool 70
Storage libraries, FileNet 81
Storage Library Control 88
Storage Library server 74, 96, 101, 110
system index 153, 158
System Serial Number 87, 108
SystemV Miscellaneous (SysV) shared
library 280–304
SysV shared library 280–304

T

Task Manager 106
TCP errors 58
TPI shared library 275–279
transaction log 124
Transport Interface shared library 275–279
transport protocol 58

tuple 52
type, index 155

U

upretent tool 151
user index 152

V

validation table 160



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