HP Client Automation Enterprise

Management Applications

for the Enterprise Linux ES, AS, WS; SuSE Linux Enterprise Server; and Windows® operating systems

Software Version: 7.20

Messages and Codes Guide

hp invent

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Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.

    — The number before the period identifies the major release number.

    — The first number after the period identifies the minor release number.

    — The second number after the period represents the minor-minor release number.

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You will also receive updated and new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Table 1 below lists the changes that were made to this document.

Table 1   Documentation changes

Chapter	Version	Change
Entire Guide	5.10	There were no documentation changes for this release.
Chapter 1	5.00	Page 14, added the default directories of the CM agent logs.
Chapter 2	5.00	Page 17, Messages and Codes, in this chapter, all messages were revised to align with standard HP product-naming conventions.

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Contents

1 Introduction

This chapter offers:

- An overview of who this guide is for and what it covers

- The methods by which an **HP Client Automation agent** can connect to an **HP Client Automation Configuration Server**

- The conditions that are necessary in order to allow for an HPCA agent connect

- An overview of:

  — Message categories,

  — Message types,

  — Message details, and

  — Message logs

- Troubleshooting information

Overview

The *HPCA Management Applications Messages and Codes Guide* is designed to increase an administrator's understanding of the messages that might be generated by the HP Client Automation agent (**HPCA agent**) *connect* process. It also offers some probable causes for error situations, as well as remedial actions that can be taken.

The *Messages and Codes Guide* contains the following information.

- Numbers and descriptions of the HPCA messages and codes that are produced during the connect process.

- Possible causes of an error, and the steps that you need to take to troubleshoot and correct a problem.

This *Messages and Codes Guide* is for HP Client Automation (HPCA) administrators. The messages in this guide apply to the HPCA **management applications** products.

- **HP Client Automation Application Manager** agent (**Application Manager**),

- **HP Client Automation Application Self-service Manager** agent (**Application Self-service Manager**), and

- **HP Client Automation Inventory Manager** agent (**Inventory Manager**).

   For additional information on these products, refer to:

   — *HP Client Automation Application Manager and Application Self-service Manager Installation and Configuration Guide* (*Application Manager and Application Self-service Manager Guide*)

   — *HP Client Automation Inventory Manager Installation and Configuration Guide* (*Inventory Manager Guide*)

Using this Guide with Core and Satellite Servers

> If your environment uses Core and Satellite servers, first read the *Core and Satellite Servers Getting Started Guide* as the installation, configuration, and troubleshooting information in that guide may override the information in this guide.

System Requirements and Platform Support

For information about the platforms that are supported in this release, see the accompanying release notes.

HP Client Automation

HP Client Automation is an agent-server application. The HPCA agent and the HP Client Automation Configuration Server (**Configuration Server**) connect and exchange information in order to manage the configuration of the HPCA agent desktop.

> The Configuration Server was formerly known as "the Manager." Some of the tables in this document still use this reference in order to accommodate backward compatibility.

A connection between the HPCA agent and the Configuration Server—which houses the **HP Client Automation Configuration Server Database** (**Configuration Server Database**, **CSDB**)—can be initiated in either of the following ways:

- **Manual Connect**
  The subscriber visits the HP web page.

- **Notify**
  The Configuration Server sends a message to the HPCA agent, which initiates a connect.

- **Timed Connection**
  A timer running on the HPCA agent host machine expires and initiates a connect.

The connect process consists of a number of steps, each of which executes one or more programs on the HPCA agent. These programs exchange information with the Configuration Server over a communications link.

Conditions

In order for the connect process to complete, the following conditions must be met:

- The Configuration Server must be running.

- The Configuration Server Database must be configured for the subscriber and for managing the subscriber's software applications.

- On the subscriber's computer there must be sufficient available resources for the programs that are associated with the connect process, and for the management of the subscriber's software applications.

- Hardware and communications links must be properly operating.

Even with these conditions met during the connect process, other conditions can exist or events (such as the inadvertent deletion of needed files) can arise that prevent a successful completion. When this happens, HPCA produces informational messages. These messages are enumerated and described in the sections that follow.

Message Categories

The messages that HPCA can produce during the connect process are organized into the following categories.

Table 2   Client Automation message categories

API Errors	Catalog Processing
Client Processing	External Data Download Codes

Client Automation Internal Errors	Invalid Data Errors
Method Execution Errors	SAP Errors
Server Errors	SSL Errors
Transmission Errors	User Exceptions
User Interface Errors	Verification Errors

These categories are high-level indicators of which part of the connect process is active when the message is produced.

Message Types

There are two types of messages.

- **Note messages**
  provide information about a condition that allows the connect process to continue.

- **Error messages**
  describe a condition that prevents the connect process from proceeding to a successful completion.

Message Details

The connect process issues messages in dialog boxes. The appearance of the dialog boxes will vary slightly, depending on whether the message is a **Note** or an **Error**.

- **Note messages**
  have a button, Details, which you can click in order to view additional information for the condition that triggered the message.

- **Error messages**
  also have a Details button. When it is selected, the message box expands to display the **message number** (also called the **error code**), the **severity code**, and the **logs** that should be checked for additional information.

Message Logs

When a message is issued, its number and text are recorded in the appropriate log on the subscriber's computer. The `log` files are located in the `log` subdirectory of the directory in which the HPCA agent was installed. The default directories for `log` files are listed below.

- UNIX: `opt/HP/CM/Agent/log`

- Windows: `C:\Program Files\Hewlett-Packard\CM\Agent\log`

There are three `log` files into which the messages might be written.

- `RADPINIT.LOG`

- `RADCONCT.LOG`

- `RADAPI.LOG`

If the cause of an error is not immediately apparent, note the steps that were taken immediately before the message appeared.

> ⚠ Do not do anything with Client Automation until the `log` files are copied to a backup location. This will preserve information that might prove valuable in resolving the issue.

Troubleshooting

The first step in troubleshooting is to determine the cause of the error. Start with the four conditions listed in Conditions on page 12 as the basis of this inquiry.

- *Was the Configuration Server running during the entire connect process?*
  There might have been a power failure, or a software or hardware problem on the Configuration Server computer. A call to the operators of the Configuration Server's computer can determine this.

- *Is the Configuration Server Database correctly configured for the subscriber, and for managing the subscriber's software applications?*
  The administrator of Client Automation is responsible for configuring the Configuration Server Database, and should be consulted to verify that the

subscriber and the software applications that are being managed by Client Automation are properly configured for the subscriber's computer.

- *On the subscriber's computer, are there sufficient resources for the programs that are associated with the connect process, and for managing the subscriber's software applications? Are the hardware and communication links operating properly?*
Check the resources on the subscriber's computer. Is there enough memory and free disk space? Run `scandisk` to verify the file system. Check the system and device settings in the Control Panel and verify that the computer is properly configured and all devices are properly functioning.

Once the cause has been determined, evaluate the consequences. Usually, the primary consequence is that HPCA-managed software applications are not installed or configured properly on the subscriber's computer. If the cause was transient, such as the Configuration Server being unavailable or the communications link being severed, remedial action could be as simple as re-trying the connect. Less transient error causes, such as a lack of free disk space and hardware failure, need to be fixed before a connect can occur.

The tables in Chapter 2, Messages and Codes, offer:

- Probable causes for the Client Automation messages, and

- Suggested remedial actions.

2 Messages and Codes

This chapter offers:

- A listing of the various HPCA messages which are divided into groups; each group is associated with a different phase in the connect process

Receiving a Message

All HPCA messages are numbered. The numbering is divided into groups, each of which is associated with a different phase in the connect process.

This chapter contains the HPCA messages in tables based on the connect-process phases.

Catalog Processing Messages

Catalog-processing messages can be produced as the HPCA agent attempts to create and populate the Service List, from which the subscriber can select applications to install, verify, and uninstall. Except as noted in Table 3 below, the probable cause is corruption of the Service List either on the subscriber's desktop or in the Configuration Server Database.

Consult your Configuration Server Database administrator.

Table 3   Catalog processing messages

Number	Text	Type	Additional Information
100	Error obtaining catalog from manager. Verify Userid and retry request.	Error	Select **Refresh Catalog** and verify the user ID.
101	Unique Identifier missing from this item in catalog.	Error	
102	Name missing from this item in catalog.	Error	An application that lacks a name is configured in the software catalog.
103	Description missing from this item in catalog.	Error	
104	Unable to create a directory to store catalogs from this Manager.	Error	Possible problem with security rights.
105	Unable to create a directory for this catalog.	Error	Contact your system administrator for assistance.

Number	Text	Type	Additional Information
106	Unable to locate directory where catalogs are stored for this Manager.	Error	
107	Unable to locate directory for this catalog.	Error	
108	Unable to locate catalog	Error	Contact your system administrator for assistance.
109	No services available, empty catalog	Note	Probable CSDB configuration problem. There are no software applications configured for this subscriber in the CSDB.
110	Force service to be displayed in catalog.	Error	
111	The requested application does not exist in the catalog.	Error	

Transmission Error Messages

Transmission errors indicate that there is a problem establishing or maintaining the communications link with the Configuration Server. The Configuration Server might not be running, or there could be a problem with its host. Contact the operator of the Configuration Server computer to determine if it is running.

Another potential cause is lack of connectivity to the Configuration Server computer. Verify that the HPCA agent has connectivity to it by running the PING program from an MS-DOS session. Type

```
PING ip address
```

on the command line, where *ip address* is the IP address of the Configuration Server host machine. If the connectivity is good, a line will be displayed in the MS-DOS session window indicating the transmission time for each successful packet that was exchanged.

Table 4   **Transmission error messages**

Number	Text	Type	Additional Information
200	Unable to perform request - connection to manager failed.	Error	Configuration Server not running or stopped running during the connect process.
201	Invalid record received from Manager.	Error	
202	Template not received from Manager.	Error	
203	Instance not received from Manager.	Error	
204	Data not received from Manager.	Error	
205	Requested object not found.	Error	
206	Error sending data to server.	Error	Contact your system administrator for assistance.
207	Error receiving data from server.	Error	
208	Received patch from Manager instead of full file.	Error	
209	Error transferring physical application files from server.	Error	HPCA agent failed to get files. Contact your system administrator for assistance.
210	Expected files not found on server.	Error	
211	HPCA could not connect thru proxy server.	Error	

External Data-Download Return Codes (Multicast and Staging Requestor)

Table 5   External data-download return codes

Number	Text	Type
240	No error, all data files successfully downloaded from the requested source.	Note
241	Not all data files could be downloaded from the requested source.	Error
242	Not all data files found at the requested source, do not try alternate sources.	Error
243	The data files will be downloaded at a later time via multicast.	Note
244	The Internet Explorer is set to work offline.	Error

User Exception Messages

Table 6   User exception messages

Number	Text	Type	Additional Information
319	Sign-on failed - invalid user ID-password combination.	Error	Verify user ID and password. Click **Refresh** to retry.
320	Sign-on panel cancelled.	Note	Subscriber clicked **Cancel** in the Logon dialog box.
321	Cancelled at user's request.	Note	Cancels the entire process.
322	Versioning not available.	Note	Versioning is a feature of the Application Manager; it is not installed on the computer.
323	User could not be authenticated on the proxy server.	Error	
324	Cancelled service at user's request.	Note	Cancels only this service, but will continue the installation of additional services.

Number	Text	Type	Additional Information
325	Bootstrap method has decided to abort the connect process.	Error	
326	The user opted to defer the current request.	Note	

Invalid Data Errors

Invalid data errors indicate probable corruption in the Configuration Server Database.

Contact your CSDB administrator and preserve your `log` files for further analysis.

Table 7   Invalid data error messages

Number	Text
450	Missing ZRSCSIZE variable.
451	Invalid object id.
452	Missing ZOBJID variable.
453	Missing ZOBJDATE variable.
454	Missing ZOBJTIME variable.
455	Missing ZOBJCRC variable.
456	Error fetching path information.
457	Missing ZRSCCFIL variable.
458	Variable is empty.
459	Local object instance name missing.
460	'More Info' URL missing from service.
461	Catalog is either incompatible or corrupted.
462	Missing variable.
463	Invalid ownership specified in database.
464	The application package contains path that cannot be resolved.

Number	Text
465	Missing COMPxxx for product.
466	Attempted invalid operation on service group.

HPCA Agent Processing Error Messages

HPCA agent processing errors are usually caused by a malfunction, incorrect configuration, or misuse of the subscriber's desktop. Possibilities include:

- Incomplete HPCA agent self-maintenance that has resulted in HPCA modules of different release levels attempting to interact on the desktop;

- Lack of necessary system resources or available memory on the desktop;

- Conflicting concurrent processes, such as deleting files or running a disk re-organization program, on the desktop.

Table 8   HPCA agent processing error messages

Number	Text	Type	Additional Information
500	Error opening file.	Error	
501	Error writing data to file.	Error	
502	This application could not be repaired locally; connect to the Manager to fix it.	Error	
503	Error reopening file, for checkpoint restart.	Error	
505	Error decompressing data.	Error	
506	Insufficient disk space to install application.	Error	Free up additional disk space and re-try the connect.
507	Error creating directory.	Error	

Number	Text	Type	Additional Information
508	Incomplete file path.	Error	The location for a file to be deployed on the subscriber's desktop is incorrectly configured in the CSDB, or was incorrectly specified by the subscriber in the Set Installation Directory dialog box.
509	Error getting drive statistics.	Error	
510	Missing file from temp directory.	Error	A file that was downloaded from the Configuration Server was deleted before it could be deployed to the proper location on the subscriber's desktop.
511	Error deleting file.	Error	
512	Error deleting directory.	Error	
513	Error applying patch.	Error	
514	Error setting file date/time.	Error	
515	Error setting file attributes.	Error	
516	Error in versioning.	Error	Error activating a version either because a method failed or there is insufficient disk space.
517	Agent not authorized to change versions.	Note	Refer to the CONTROL variable in the VGROUP class, which indicates whether the Configuration Server or the HPCA agent controls version activation. The subscriber is attempting to activate a version, which is under control of the Configuration Server, or vice versa.
518	Error deactivating version.	Error	The active version could not be deactivated because one of the methods to delete a file or link is missing.
519	Error setting file ownership.	Error	

Number	Text	Type	Additional Information
520	Application cannot be installed because drive/file system cannot be accessed.	Error	

User Interface Errors

Table 9   User interface error messages

Number	Text
550	Invalid message header received.
551	Error receiving response to a dialog from UI.
552	Error in XML Parser.
553	Error in building UI message.
554	Error sending message to UI.
555	Error receiving message from UI.
556	Error connecting to UI Server.
557	Error connect process still has not finished.
558	Error connecting to remote notify daemon.
559	Error sending data to remote notify daemon.
560	Error executing program from HPCA UI Agent.
561	Entity not supported.
562	Entity not opened.
563	Error creating UI socket.
564	End of entity, no more data.
565	Error reading entity.
566	Error writing entity.

Verification Error Messages

Verification errors occur when the subscriber attempts to verify files on the subscriber's desktop, according to the verification settings configured for those files in the Configuration Server Database. These errors can indicate damage to the file on the subscriber's desktop or incorrect configuration of the verification option settings for the file in the CSDB.

You can correct the former by having HPCA repair the software application. To correct the latter, consult your CSDB administrator.

Table 10   Verification error messages

Number	Text	Type
600	Verification of resources failed for one or more Applications.	Error
601	Resource CRC does not match.	Error
602	Resource size does not match.	Error
603	Desktop file is newer.	Error
604	Desktop file is older.	Error
605	Missing file.	Error
606	Missing directory.	Error
607	Environment has changed. Application needs to be updated.	Note
608	Environment has changed and some resources failed verification. Application needs to be updated.	Error
609	Some of the data files are missing from temporary storage.	Error
610	Resource internal version does not match.	Error
611	File is maintained by the Windows File Protection system.	Error
612	Desktop file has wrong UID.	Error
613	Desktop file has wrong GID.	Error
614	Desktop file has wrong permissions.	Error
615	Missing link.	Error
616	File is maintained by the Desktop DNA.	Note

Server Errors

Table 11   Server error messages

Number	Text
650	Server stopped application configuration.
651	Server does not contain a license for Agent's operating system.
652	Server is at task limit and will not accept connections.
653	Server is down for maintenance, updating database.
654	Server has disabled Agent connections.

Method Execution Errors

Methods are programs that run on the subscriber's desktop as part of the connect process. The methods can be supplied by HP or by the subscriber. Method-execution errors indicate that a problem occurred while running one of these methods. Typical problems include misspelling the method name (resulting in a "File not found" condition), coding invalid parameters on the method's command line, and lack of needed system resources or memory to run the method. Usually, the cause is incorrect configuration of an instance in the Configuration Server Database.

Contact the CSDB administrator for assistance and preserve the logs for further analysis.

> If the error occurred in a method that was not supplied by HP, contact the developer of the method.

Table 12   Method execution error messages

Number	Text
701	Lock method failed.
702	Init method failed.
703	Create method failed.

Number	Text
704	Delete method failed.
705	Update method failed.
706	Unable to install downloaded resources. The programs/methods that are used to install the resources could not be found.
707	Internal error in method.
708	Unable to install downloaded resources. The programs/methods that are used to install the resources could not be executed.
709	Installation of a component failed. The program/method used to install the component returned an error.

SSL Errors

Table 13   SSL error messages

Number	Text
750	Unable to get CA certificate from server.
751	Unable to get certificate from server.
752	Not yet valid CA certificate.
753	Not yet valid certificate.
754	Expired CA certificate.
755	Expired certificate.
756	Missing certificate revocation list.
757	Error decrypting CA certificate.
758	Error decrypting CA certificate
759	Error decrypting CRL.
760	Error decoding CA public key.
761	Error decoding public key.
762	Error in CA certificate signature.
763	Error in certificate signature.

Number	Text
764	Error in certificate revocation list signature.
765	Expired CRL.
766	Time stamp error in CRL.
767	Self-signed certificate found at depth 0.
768	Self-signed certificate found in certificate chain.
769	Missing local CA certificate.
770	Missing local certificate.
771	Error verifying leaf certificate signature.
772	Verify chain too long.
773	CA certificate has been revoked.
774	Certificate has been revoked.
775	Invalid or corrupt local CA certificate.
776	Invalid or corrupt local certificate.
777	Expired CA Certificate
778	Expired Certificate
779	Internal error in Secure Sockets Layer interface.
780	Missing Private Key file.
781	Password not supplied for private key
782	Bad password supplied for private key
783	Invalid private key.
784	Certificate required to connect to server.

HPCA Internal Error Messages

Internal errors occur when HPCA encounters an unexpected condition. Possible causes include corruption of HPCA desktop objects, incompletely applied HPCA self-maintenance, and conflicting processes running concurrently on the desktop. HPCA desktop objects can be inspected and

modified, if necessary, using the **HP Client Automation Administrator Agent Explorer** (**Admin Agent Explorer**).

Preserve the logs for further analysis and contact technical support.

Table 14   **HPCA internal error messages**

Number	Text	Type	Additional Information
800	Internal error	Error	
801	Error allocating RAM.	Error	
802	Null object pointer.	Error	
803	Invalid arguments to function.	Error	
804	Error getting template.	Error	
805	Error getting instance.	Error	
806	Insufficient buffer size.	Error	
807	Empty object.	Error	
808	Invalid heap number	Error	
809	Invalid password.	Error	
810	Reboot required to complete request.	Note	
811	Machine is being rebooted to complete request.	Note	The subscriber okayed the reboot request to complete the installation.
812	No configuration changes required.	Note	
813	Invalid template.	Error	
814	Failed to start graphical progress indicator	Note	
815	Error occurred trying to save local information	Error	
816	Error adding heap to local object.	Error	
817	Unable to process request - could not read local information.	Error	
818	Null pointer.	Error	

Number	Text	Type	Additional Information
819	Unable to find folder containing local objects (IDMLIB). Check settings.	Error	
820	Unable to find folder containing executable files (IDMSYS). Check settings.	Error	
821	Buffer too small.	Error	
822	Serialization error occurred. Process aborted?	Error	
823	Serialization error occurred. Process aborted?	Error	
824	Invalid operation.	Note	
825	Unable to create directory for Service information. Installation cannot continue.	Error	
826	Invalid mode	Error	
827	Version mismatch between RADAPI.DLL & RADIA.DLL. Incompatible HPCA subscriber components found on desktop.	Error	Probable incomplete HPCA agent self-maintenance. Re-install HPCA agent from installation media and retry to connect to the Configuration Server.
828	Invalid Request.	Error	
829	Error copying self-maintenance.	Note	
830	Nothing to Undo	Note	
831	Error creating directory for this user.	Error	
832	Unable to determine User ID.	Error	
833	Error uninstalling service	Error	
834	Error sending previous error information to Administrator.	Error	
835	Error occurred during configuration determination; configuration information may be missing or inaccurate.	Error	

Number	Text	Type	Additional Information
836	Failed to select service version	Error	
837	Failed to activate service	Error	
838	Client failed to execute program, after application installation.	Error	
839	Unsupported operating system	Error	
840	Dialog REXX method failed	Error	
841	Missing reference object.	Error	
842	Error loading reference object.	Error	
843	Error opening HPCA object.	Error	
844	Missing instance.	Error	
845	Unregistered HPCA agent.	Note	
846	Missing version group instance.	Error	A non-existent version group instance was specified to the version-activation function.
847	Missing version instance.	Error	The specification of the version to activate within a version group is invalid. Likely, the INITIAL field in the VGROUP instance indicates a non-existent VERSION instance.
848	Error copying file	Error	
849	Error getting a variable value from instance	Error	
850	Error setting a variable value	Error	
851	Error saving an object. Check disk space.	Error	
852	Instance is corrupted, may be missing key variables.	Error	

Number	Text	Type	Additional Information
853	Remote Execution Failure	Error	Contact your system administrator for assistance.
854	Failed to create a backup of a file that was to be updated.	Error	
855	Invalid Variable Name.	Error	
856	Invalid Variable Value.	Error	
857	Application wasn't installed completely.	Error	
858	Application wasn't installed completely. Reboot needed.	Error	
859	Installation is not complete (phased install process).	Error	
860	Current process has timed out	Error	
861	Server rejected Agent identity (Invalid license).	Error	
880	Client is ready to apply maintenance immediately.	Error	
881	RADIA_ERROR_INSTALL _INPROGRESS_AND_REBOOT	Error	Reboot pending for the application's installation

API Errors

Table 15   **API error messages**

Number	Text
901	Missing the registry settings.
902	Update engine has already been installed.
903	SDK settings could not be initialized.
904	Incompatible version of HPCA Application Management SDK.

SAP Error Messages

Table 16   **SAP error messages**

Number	Text	Type
000	Request successfully completed.	Note
920	SAP is not accessible.	Error
940	System is shutting down.	Error
996	Application has been skipped as part of processing.	Error
997	Application should be ignored as part of processing.	Error

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