HP IT Executive Scorecard

Software Version: 9.50
Windows ® operating system

Error Messages

Document Release Date: February 2015
Software Release Date: June 2014

Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Copyright Notice

Trademark Notices

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

AMD is a trademark of Advanced Micro Devices, Inc.

Intel and Xeon are trademarks of Intel Corporation in the U.S. and other countries.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: **https://softwaresupport.hp.com**

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: **https://hpp12.passport.hp.com/hppcf/createuser.do**

Or click the **the Register** link at the top of the HP Software Support page.

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

Support

Visit the HP Software Support Online web site at: **https://softwaresupport.hp.com**

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests

- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

https://hpp12.passport.hp.com/hppcf/createuser.do

To find more information about access levels, go to:

https://softwaresupport.hp.com/web/softwaresupport/access-levels

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is **http://h20230.www2.hp.com/sc/solutions/index.jsp**

About this PDF Version of Online Help

This document is a PDF version of the online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format. Because this content was originally created to be viewed as online help in a web browser, some topics may not be formatted properly. Some interactive topics may not be present in this PDF version. Those topics can be successfully printed from within the online help.

Contents

Error Messages

Most error messages in Executive Scorecard are self-explanatory and the issues are easy to resolve.

Some of the more complex errors are listed below. The relevant entry in the Solution/Comment column provides a link to the detailed solution or workaround.

Message	Where/ When	Solution/Co mment
	While running the install for XS 9, a Data Warehouse error at the level of the Configure External Source File Location is issued.	KM00828448
	A permanent license was uploaded to the XS, but when you enter the SAP BusinessO bjects Enterpriseit fails and the error message asks you to check the license.	KM00833030
	Warning about the not trusted certificate	KM00828500 or KM00828533

Message	Where/ When	Solution/Co mment
	and the certificate error after the logon.	
ETL Fails to Complete		KM00828568
file not found tnsnames.ora		
	Error Occurs During dw_ clean_ data	KM00831569
General Error	'General Error Message' When running 'Test KPI\Metric'	KM00831612
<?xml version="1.0" encoding="UTF-8" standalone="yes"?> <QCRestException><Id>qccore.general-error </Id> <Title>Not Found</Title> <StackTrace>javax.ws.rs. WebApplicationException... </StackTrace> </QCRestException>	ALM_ SOURCE_ EXTRAC T_JB fails for *audit REST requests	KM00831619
java.sql.SQLException: [Mercury][SQLServer JDBC Driver] [SQLServer]Database 'SOME_ PROJECT' does not exist. Make sure that the name is entered correctly.	ALM_ SOURCE_ EXTRAC T_JB fails	KM00831615
Internal Server Error	BSM_ EXTRACT OR	KM00831620
BSM did not perform data aggregations during ETL.	Too much data	
	fbi.log Error Occurs During BSM	KM00831635

Message	Where/ When	Solution/Co mment
	Activation	
[80134] Named pipe error occurred: <The pipe has been ended>.		KM00836413
ALT_SOURCE_EXTRACT.XLS Does not Exist		KM00832950
ALT_SOURCE_EXTRACT.XLS is Open		KM00832951
404 - File Not Found or Service Temporarily Unavailable		KM00833004
SharedUIException		KM00833006
HTTP403		KM00833024 or KM00833025
INFO - Finish Tracking. status: ERROR INFO - Calculation process for <Context>: <Context> has been finished with ERROR.	in engine.log	KM00833028
certificate error or Error 510 (Insecure Response)		KM00833030
	General Max Time Reached for All Steps in a Job	KM00836339
	ETL Step Failure	KM00836406
	Period Attribute is Invalid or Unknown	KM00836407
com.hp.dwh.adapters.fbi.common.exception. ExtractorException: com.microsoft.sqlserver.jdbc.SQLServerException: Invalid column name '<column_name> '- MSSQL ORA-00904 :"<column_name> invalid identifier – ORACLE Error Code: 1054. Unknown column '<column_name>' in 'field list' - MYSQL	SOURCE_ EXTRAC T_JOB to Source - Failure or No Connection	KM00836409

Message	Where/When	Solution/Comment
	ETL Step is Running for Too Long	KM00836410
Unclosed quotation mark after the character string		KM00836412
SQLServerException: invalid object name		
The site certificate is not trusted.		KM00836418
	General or database connection error.	
	Error deactivating the AM Content Pack	KM00836468
	time zone conversion errors	KM00836470
com.mercury.infra.flowmngr.exceptions. TaskExecutionException: Failed launching batch file "C\HPXS_dvd_290\agora\Datawarehouse/bin/dw_ds_ automation.bat".		KM00836471
The Central Management Server has failed to start. Press 'Retry' to attempt to start it again or 'Cancel' to skip any actions dependent on the Central Management Server. STW00213.		KM00836472
The transaction log for database 'XXXX is full. To find out why space in the log cannot be reused, see the log_reuse_wait_desc column in sys.databases Could not allocate space for object 'itaapp.xxx' in database 'xxx' because the 'userdata001' filegroup is full. Create disk space by deleting unneeded files, dropping objects in the filegroup, adding additional files to the filegroup, or setting autogrowth on for existing files in the filegroup.		KM00836492

Message	Where/ When	Solution/Co mment
com.hp.dwh.adapters.fbi.common.exception.ExtractorEx ception: com.microsoft.sqlserver.jdbc.SQLServerException: Invalid column name '<column_name>'- MSSQL ORA-00904 :"<column_name>invalid identifier – ORACLE Error Code: 1054. Unknown column '<column_name>' in 'field list' - MYSQL		KM00836496
Error 403		KM00838153
Cannot find the batch job XXX Please verify that you have either published the batch job as a web service or specified a correct repository name		KM01046054
	Installation Fails While Creating Schema User Views	KM00838173
	Error Message Issued when Working with SQL CMD	KM01046433
12.2) 12-11-13 11:21:13 (E) (8856:10672) SYS-055005: Data flow REQUEST_DETAIL_PLHD_MS_CON_DF Transform QRY_CSNP Insufficient memory in allocation attempt. Details: <2402000 bytes>.	Error Occurs in MS_CON Step when PPM ETL is Running	
	ETL error	ETL Management in the *IT Executive Scorecard Administrator Guide*

Message	Where/ When	Solution/Comment
	If the column names do not match, an error is issued.	Semantic Layer - Data Loader Scheduler in the *IT Executive Scorecard Administrator Guide*
	Instance displayed in the Data Source Management list with an **Error** status.	Data Source Management in the *IT Executive Scorecard Administrator Guide*
	Step error in ETL Management	ETL Management in the *IT Executive Scorecard Administrator Guide*
	Allocation of ITFM returns an error	Foundation in the *IT Executive Scorecard Administrator Guide*
	Error message in Table Preview page of Content Import wizard	Semantic Layer - Excel (or .CSV) File Loader in the *IT Executive Scorecard Administrator Guide*
	Certificate	Logon in the

Message	Where/ When	Solution/Co mment
	error during log on	*IT Executive Scorecard Administrator Guide*
	Warnings or errors in logs	Logs and the LogTool in the *IT Executive Scorecard Administrator Guide*
	License error icon	Licenses in the *IT Executive Scorecard Administrator Guide*
No valid data available	Explorer	Overview in the *IT Executive Scorecard Business Analyst Guide*
	Selected Metrics or KPIs have different units and/or periods in Pie Chart component.	The Pie Chart Component in the *IT Executive Scorecard Business Analyst Guide*
Cannot establish connectionjava.sql.SQLNonTransientConnectionExcepti on: [mercury][SQLServer JDBC Driver]Conflicting connection information. When the instance name is specified, it is invalid to specify the port number.	configwizar d.log when upgrading a 9.40 system to 9.41	
Failed populating content for table: <table_name> <database_exception_number>	Data Loader Scheduler	Semantic Layer - Data

Message	Where/ When	Solution/Co mment
		Loader Scheduler in the *IT Executive Scorecard Administrator Guide*
No user credentials found.	XS application	
Invalid customer.	XS application	
The application is out of date. Click the refresh button on your browser.	XS application	
Failed to get a response from the server. Check your network connection.	XS application	
The server denied your request. Your session might have timed out. Log on again.	XS application	
The category name cannot be empty.	XS application	
The component name cannot be empty.	XS application	
The component URL cannot be empty.	XS application	
The page name cannot be empty.	XS application	
The parameter name cannot be empty.	XS application	
A valid protocol must be specified for this URL.	XS application	
Error parsing URL	XS application	
Failed to get component categories.	XS application	

Message	Where/ When	Solution/Co mment
Failed to delete component categories.	XS applicati on	
Failed to delete the component category.	XS applicati on	
Failed to create component {0}.	XS applicati on	
Failed to update properties for component {0}.	XS applicati on	
Failed to create component category.	XS applicati on	
Failed to get component categories.	XS applicati on	
Failed to delete component.	XS applicati on	
Failed to get components.	XS applicati on	
Failed to save filter settings for page {0}.	XS applicati on	
Failed to get preferences for the component.	XS applicati on	
Failed to rename category {0}.	XS applicati on	
Failed to get page categories.	XS applicati on	
Failed to get pages.	XS applicati on	
Failed to open a page. Page was not found.	XS applicati on	
Failed to create page category.	XS applicati on	
Failed to delete page category.	XS applicati on	

Message	Where/ When	Solution/Comment
Failed to rename page category.	XS application	
Failed to save page.	XS application	
Failed to update properties for page {0}.	XS application	
Failed to delete pages.	XS application	
Component {0} already exists. Provide a different name.	XS application	
Category {0} already exists. Provide a different name.	XS application	
Page {0} already exists. Provide a different name.	XS application	
To view this component, you must have a valid license. Contact your project administrator for more details.	XS application	
You are not allowed to view this component. Contact your project administrator for more details.	XS application	
The component was deleted.	XS application	
Error: "getLocationOnScreen" or "copyToClipboard is not a function"	XS application	KM01237121
"com.google.gwt.rpc.client.impl.RemoteException:java.lang.NullPointerException" error during LDAP log on	LDAP	KM01232181

Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Error Messages (IT Executive Scorecard 9.50)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-Doc@hp.com.

We appreciate your feedback!