

# **HP OpenView Management Suite for Desktops Using Radia**

## **Radia Management Applications Messages and Codes Guide**

**Version: 4.0i**

**for the Windows® operating system**



**Manufacturing Part Number: T3420-90008**

**July 2005**

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## About this Guide

### Who this Guide is for

This book is for users of any of the Radia Management Applications: Radia Application Manager, Radia Software Manager, and Radia Inventory Manager. The messages contained in this guide apply to all three management applications. This guide will assist a user's understanding of the various error messages Radia can produce, as well as offer probable causes and remedial actions a user can take.

### What this Guide is about

*Radia Management Applications Messages and Codes* contains the following information:

- Numbers and descriptions of the various Radia error messages and codes produced during the connection process.
- Possible causes of an error, and the necessary steps to troubleshoot a problem and have a successful connection process.

# Summary of New Features

This printing of the Management Application Messages and Codes contains the following new messages for version 4.0.

## Chapter 2: Messages and Codes

- Page 24. Added the following error message to *Table 2.4 ~ User Errors*.

<b>Table SOC.1 ~ User Errors</b>		
<b>Message Number</b>	<b>Message Text</b>	
326	The user opted to defer the current request.	<b>4.0</b>

- Page 35. Added the following error message to *Table 2.12 ~ Radia Internal Errors*.

<b>Table SOC.2 ~ Radia Internal Errors</b>		
<b>Message Number</b>	<b>Message Text</b>	
880	Client is ready to apply maintenance immediately.	<b>4.0</b>

- Page 39. Added the following error messages to *Table 2.14 ~ Radia SAP Errors*.

<b>Table SOC.3 ~ Radia SAP Errors</b>		
<b>Message Number</b>	<b>Message Text</b>	
996	Application has been skipped as part of processing.	<b>4.0</b>
997	Application has been ignored as part of processing.	<b>4.0</b>

## Editorial Improvements

In addition to the changes listed above, this version contains various editorial and style updates to each chapter and section and the index.

# Conventions

You should be aware of the following conventions used in this book.

**Table P.1 ~ Styles**

Element	Style	Example
References	<i>Italic</i>	See the <i>Publishing Applications and Content</i> chapter in this book.
Dialog boxes and windows	<b>Bold</b>	The <b>Radia System Explorer Security Information</b> dialog box opens.
Code	Andale Mono	<code>radia_am.exe</code>
Selections	<b>Bold</b>	Open the <b>\Admin</b> directory on the installation CD-ROM.

**Table P.2 ~ Usage**

Element	Style	Example
Drives (system, mapped, CD)	Italicized placeholder	<i>SystemDrive</i> :\Program Files\Novadigm might refer to C:\Program Files\Novadigm on your computer. <i>CDDrive</i> :\client\radia_am.exe might refer to D:\client\radia_am.exe on your computer.
Files (in the Radia Database)	All uppercase	PRIMARY
Domains (in the Radia Database)	All uppercase	PRIMARY.SOFTWARE May also be referred to as the SOFTWARE domain in the PRIMARY file.
Classes (in the Radia Database)	All uppercase	PRIMARY.SOFTWARE.ZSERVICE May also be referred to as the ZSERVICE class in the SOFTWARE domain in the PRIMARY file.

The table below describes terms that may be used interchangeably throughout this book.

**Table P.3 ~ Terminology\***

\* Depends on the context. May not always be able to substitute.

<b>Term</b>	<b>May also be called</b>
Application	software, service
Client	Radia Application Manager and/or Radia Inventory Manager
Computer	workstation, server
NOVADIGM domain	PRDMAINT domain <b>Note:</b> As of the 4.0 release of the database, the NOVADIGM domain is being renamed the PRDMAINT domain. Therefore, if you are using an earlier version, you will see the NOVADIGM domain in the database.
Radia Configuration Server	Manager, Active Component Server
Radia Database	Radia Configuration Server Database



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# Introduction

## About Radia

Radia is a client/server application. The Radia Client (i.e., the subscriber) and the Radia Configuration Server (the Radia Manager) connect and exchange information, which results in the management of the configuration of the desktop computer upon which the Radia Client resides.

### Note

Throughout this document, *Radia Configuration Server* will be used to reference what was formerly known as the Manager. However, in some of the tables of messages that follow, you will find references to the "Manager", as this table is replicating the messages that appear in the Radia Configuration Server log file.

A connection between the subscriber and the Radia Configuration Server can be initiated in the following ways:

- **Manual Connect**  
The desktop computer user visits the Radia Web page.

■ **Notify**

The Radia Configuration Server sends a message to the subscriber, which initiates a connection.

■ **Timed Connection**

A timer running on the subscriber's machine expires, and initiates a connection.

The connection process consists of a number of steps. Each step executes one or more programs on the subscriber's computer. These programs exchange information with the Radia Configuration Server over a communication link.

During the connection process, conditions can exist or events can arise which prevent its successful completion. When such conditions occur, Radia produces informational messages. This document enumerates and describes the messages Radia can produce during the connection process.

## Overview of this Guide

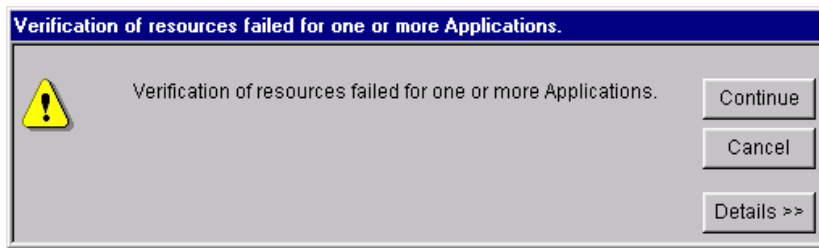
The Messages that Radia can produce during the connection process are organized into the following categories. These categories delineate the major activity, which is active when the message is produced, within the connection process:

- Catalog processing
- Transmission errors
- External data download codes
- User exceptions
- Invalid data errors
- Client processing
- User Interface Errors
- Verification errors
- Server Side Errors
- Method execution errors
- SSL errors
- Radia internal errors
- API Errors
- SAP Errors

Messages are one of two types:

- An **Error** message describes a condition that prevents the connection process from proceeding to a successful completion.
- A **Note** message provides information about a condition that permits the connection process to continue.

Messages are numbered. When the connect process issues a message, the user can click the **Details** button in the message dialog box. The full message text and its number and/or additional pertinent information will be displayed. For example, when the subscriber verifies a software application that fails to pass verification, the following message appears.



*Figure 1.1 ~ Failed resource verification.*

---

To display a list of which resources failed verification, click **Details**.

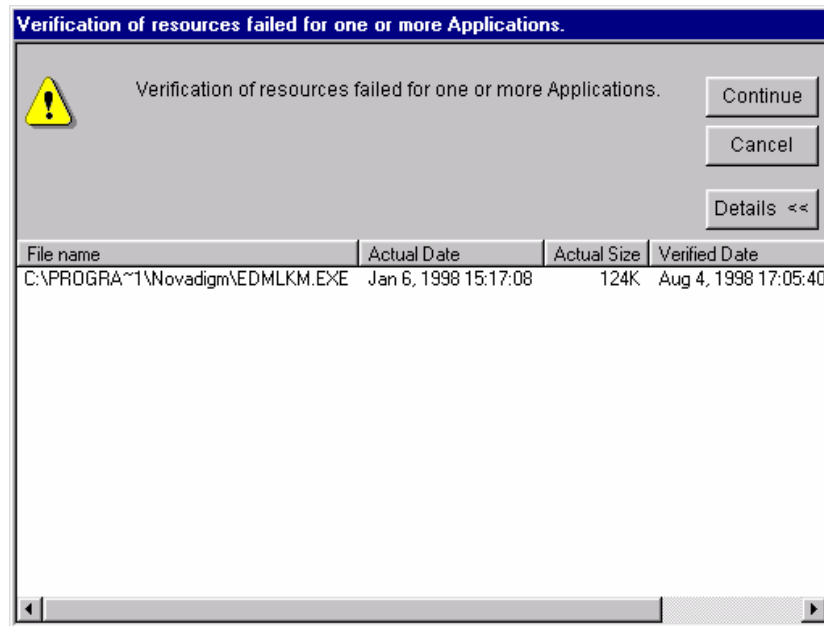


Figure 1.2 ~ Detailed explanation of failed resource verification.

---

For most errors, the message text appears similar to the following.

---

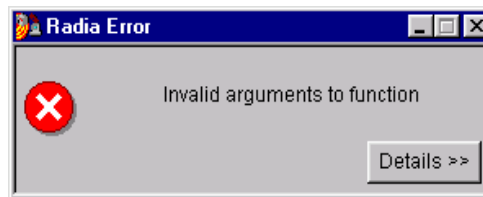
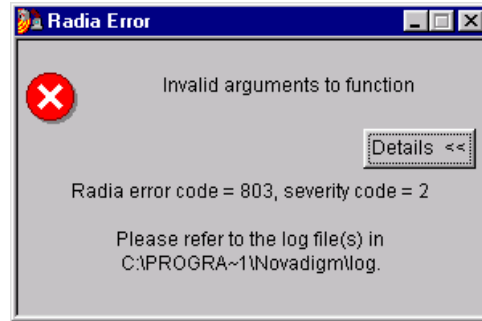


Figure 1.3 ~ Radia Error dialog box.

---

When you click **Details**, the message number is displayed, as follows.



*Figure 1.4 ~ Detailed Radia Error dialog box.*

---

When a message is issued, the message number and text are recorded in the appropriate log file on the subscriber's desktop computer. Log files are located in the LOG sub-directory of the Radia Client installation, by default **C:\Program Files\Novadigm\LOG\**. There are three log files in which the messages described in this document may appear.

- RADPINIT.LOG
- RADCONCT.LOG
- RADAPI.LOG

For example, the RADPINIT.LOG file for the error in the previous example looks like this:

```

open_log_file EDH000001 98.268 14:05:29 System [Microsoft Windows (32Bit)] started [RADPINIT] on [Fri Sep 25
14:05:29 1998]
open_log_file EDH000000 98.268 14:05:29 Running OS: Windows NT 4.0 Build=(1381)
Pooltab_build EDH009403 98.268 14:05:29 Adding Pool [ZPOOLTAB] with a heap size of [1024] (v103)
Pooltab_build EDH009403 98.268 14:05:29 Adding Pool [ZMASTER ] with a heap size of [1024] (v103)
Pooltab_replace EDH009453 98.268 14:05:29 Pool [C:\PROGRAM\Novadigm\Lib\ZMASTER.EDM] has [1] heaps of size [4096]
each (v153)
SyncObjFrmDisk EDH009461 98.268 14:05:29 Total [0001] pools restored (v161)
Edm_Set_Trace EDH009462 98.268 14:05:29 Trace Level has been reset from [64] to [40] (v162)
C:\PROGRAM\Nov EDH000001 98.268 14:05:29 Module Date:[9/09/1998] Time:[9:54:34] Size:[205312]
File:[C:\PROGRAM\Novadigm\Radpinit.exe]
RADPINIT EDH000001 98.268 14:05:29 Module Information: Rev 1.65 Sep 09 1998 09:53:48
RADPINIT EDH000010 98.268 14:05:29 ARGS =
req="Undo",mid=DF02ABCDEF01,did=DF0212345678,sid=,mname=LA15,dname=SOFTWARE,sname=,ip=204.7.83.133,port=3460,exec=n
parse_args EDH000100 98.268 14:05:29 exec buffer : n
parse_args EDH000100 98.268 14:05:29 exec flag : 0
parse_args EDH000100 98.268 14:05:29 ManagerID : DF02ABCDEF01
parse_args EDH000100 98.268 14:05:29 DomainID : DF0212345678
parse_args EDH000100 98.268 14:05:29 Operation : Undo
parse_args EDH000100 98.268 14:05:29 Manager Name : LA15
parse_args EDH000100 98.268 14:05:29 Domain Name : SOFTWARE
parse_args EDH000100 98.268 14:05:29 IP Address: 204.7.83.133
parse_args EDH000100 98.268 14:05:29 Port : 3460
Edm_Trim_Field EDH000010 98.268 14:05:29 Output from trim was [OFFICE] Length [6]
Edm_Trim_Field EDH000010 98.268 14:05:29 Output from trim was [PROJECT] Length [7]
Edm_Trim_Field EDH000010 98.268 14:05:29 Output from trim was [AMORTIZE] Length [8]
Edm_Trim_Field EDH000010 98.268 14:05:29 Output from trim was [GS-CALC] Length [7]
Edm_Trim_Field EDH000010 98.268 14:05:29 Output from trim was [FPW_TEST] Length [8]
Edm_Trim_Field EDH000010 98.268 14:05:29 Output from trim was [DEMO_CTU] Length [8]
RADPINIT EDH000010 98.268 14:05:29 Invalid Service ID []
EDM_EXIT EDH000010 98.268 14:05:29 RADPINIT Terminating rc = 803
Close_Log_File EDH000001 98.268 14:05:29 Closing log file on [Fri Sep 25 14:05:29 1998]

```

Figure 1.5 ~ RADPINIT.LOG file.

If the cause of an error is not immediately apparent, note the steps you took on your computer that immediately preceded the appearance of the message, and copy these log files to a backup location. Do not do anything with Radia after the error message appears and before you take these steps in order to preserve the information needed to resolve your problem. This way, you will have the necessary information and log files should you be asked to supply them to support personnel.

## General Troubleshooting Procedures

In order for the connection process to successfully perform to completion, the following conditions must apply:

- The Radia Configuration Server must be running.
- The Radia Database must be correctly configured for the subscriber, and for the software applications under Radia management for the subscriber.
- There must be sufficient resources available on the subscriber's desktop computer for the programs associated with the connection process, and with management of application software on the subscriber's computer, to run successfully.
- Hardware and communication links must operate successfully.



Even if these conditions apply, events may have occurred, such as inadvertent deletion of necessary files, or incomplete prior Radia self-maintenance, which cause errors to be detected and recorded.

The first step in troubleshooting is to determine the likely cause of the error. Make sure that the four necessary conditions listed above were met.

Was the Radia Configuration Server running during the entire connection process? There may have been a power failure, or a software or hardware problem on the Radia Configuration Server computer. A call to the operators of the Radia Configuration Server's computer can ascertain this one way or the other. Troubleshooting procedures for the Radia Configuration Server can be found in the *Radia Configuration Server Guide, Chapter 8: Troubleshooting the Radia Configuration Server*.

Your Radia administrator responsible for configuring the Radia Database should be consulted to verify that the subscriber and the software applications under Radia management are properly configured for the subscriber's computer.

Check the resources on the subscriber's desktop 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 functioning properly.

Once the cause has been determined, evaluate the consequences. Usually, the primary consequence is that the subscriber computer's Radia-managed software applications are not installed or configured properly. If the error's cause was transient, such as the Radia Configuration Server being unavailable, or the communication link being severed, remedial action may be as straightforward as simply trying the connection again. Less transient error causes, such as lack of free disk space, or hardware failure, require remediation before a successful connection can ever occur.

In the tables of the following chapter, there are suggestions for probable causes and remedial actions for individual messages.



# Messages and Codes

## Catalog Processing Messages

Catalog processing messages can be produced as the Radia subscriber attempts to create and populate the Service List, from which the subscriber can select applications for Radia to install, verify, or uninstall. Except as noted in Table 2.1 below, the probable cause is corruption of the Service List either on the subscriber's desktop computer or in the Radia Database. Consult your Radia Database administrator for assistance.

**Table 2.1 ~ Catalog Errors**

Message Number	Message Text	Message Type	Additional Information
100	Failed to get available services from Manager.	Error	Radia was unable to obtain the software catalog from the Manager. Please select the <b>Refresh Catalog</b> button and verify your User ID.
101	Corrupt catalog, missing object id.	Error	Unique Identifier missing from this item in catalog.

**Table 2.1 ~ Catalog Errors**

<b>Message Number</b>	<b>Message Text</b>	<b>Message Type</b>	<b>Additional Information</b>
102	Corrupt catalog, missing application name.	Error	An application is configured in the software catalog that lacks a name.
103	Corrupt catalog, missing application title.	Error	Description missing from this item in catalog.
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	Please contact your system administrator for assistance.
106	Unable to locate directory where catalogs are stored for this Manager.	Error	
107	Unable to locate directory for this catalog.	Error	
108	Radia was unable to locate the software catalog.	Error	Please contact your system administrator for assistance.
109	Presently there are no applications available in the software catalog. Please contact your system administrator for assistance.	Note	Probable Radia Database configuration problem. There are no software applications configured for this subscriber in the Radia Database.
110	Force service to be displayed in catalog.	Error	
111	The requested application does not exist in the catalog.	Error	

## Transmission Errors

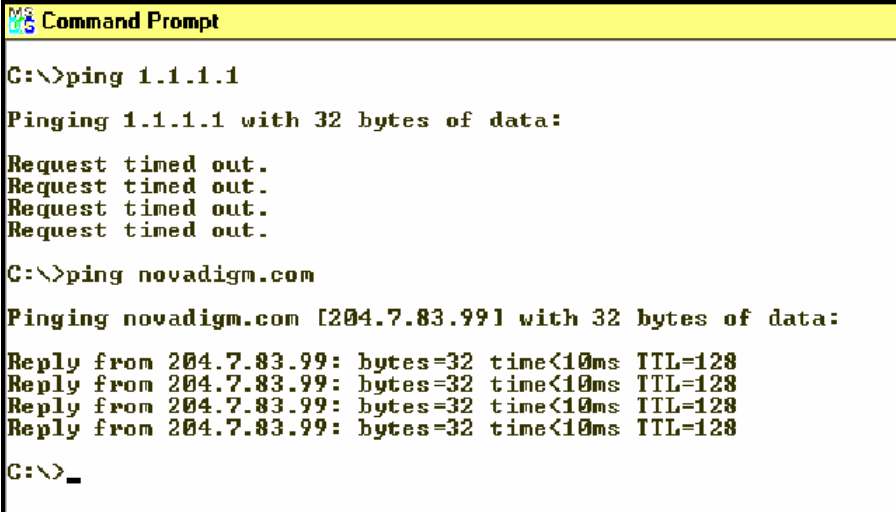
Transmission errors indicate there is a problem establishing or maintaining the communication link with the Radia Configuration Server. The Radia Configuration Server may not be running, or there may be a problem with the Radia Configuration Server's computer. Contact the operator of the Radia Configuration Server computer to determine if the Radia Configuration Server is running.

Another potential cause is lack of connectivity to the Radia Configuration Server computer. You can verify that your computer has connectivity to the Radia Configuration Server computer 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 Radia Configuration Server computer. If you have connectivity to that computer, a line will be displayed in the MS-DOS session window indicating the transmission time for each successful packet exchanged with the Radia Configuration Server computer. The following example shows the results of pinging an IP address unsuccessfully (1.1.1.1) and successfully (novadigm.com).

---



```
MS-DOS Command Prompt
C:\>ping 1.1.1.1
Pinging 1.1.1.1 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
C:\>ping novadigm.com
Pinging novadigm.com [204.7.83.99] with 32 bytes of data:
Reply from 204.7.83.99: bytes=32 time<10ms TTL=128
Reply from 204.7.83.99: bytes=32 time<10ms TTL=128
Reply from 204.7.83.99: bytes=32 time<10ms TTL=128
Reply from 204.7.83.99: bytes=32 time<10ms TTL=128
C:\>_
```

Figure 2.1 ~ Running the PING program.

---

**Table 2.2 ~ Transmission Errors**

<b>Message Number</b>	<b>Message Text</b>	<b>Message Type</b>	<b>Additional Information</b>
200	Radia was unable to perform the requested action – due to a network connection failure with the Manager.	Error	Radia Configuration Server not running or stopped running during connection 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	A transmission error occurred when sending data to the Manager.	Error	Please contact your system administrator for assistance.
207	Error receiving data from server.	Error	
208	Received patch from Manager instead of full file.	Error	
209	A transmission error occurred when transferring the application files from the Manager.	Error	Client failed to get files. Please contact your system administrator for assistance.
210	Expected files not found on server.	Error	
211	Radia could not connect thru proxy server.	Error	

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

**Table 2.3 ~ External Data Download Codes**

Message Number	Message Text	Message Type	Additional Information
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 Exceptions

**Table 2.4 ~ User Errors**

Message Number	Message Text	Message Type	Additional Information
319	Client failed to sign-on because of a bad password.	Error	User sign on failed – please verify your user id/password combination is correct. Click the <b>Refresh</b> button on your browser to retry.
320	Sign on panel cancelled by user.	Note	User pressed <b>Cancel</b> button in the Logon dialog box.
321	User opted to cancel the current request.	Note	Cancels the entire process.
322	Versioning not available.	Note	Versioning is a feature of the Radia Application Manager. The user does not have this feature installed on his computer.
323	User could not be authenticated on the proxy server.	Error	
324	User opted to cancel the current service.	Note	Cancels only this service, but will continue the installation of additional services.
325	The bootstrap method 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 Radia Database. Contact your Radia Database administrator and preserve your log files for further analysis.

<b>Table 2.5 ~ Invalid Data Errors</b>			
<b>Message Number</b>	<b>Message Text</b>	<b>Message Type</b>	<b>Additional Information</b>
450	Missing ZRSCSIZE variable.	Error	
451	Invalid object id.	Error	
452	Missing ZOBJID variable.	Error	
453	Missing ZOBJDATE variable.	Error	
454	Missing ZOBJTIME variable.	Error	
455	Missing ZOBJCRC variable.	Error	
456	Error fetching path information.	Error	
457	Missing ZRSCCFIL variable.	Error	
458	Variable is empty.	Error	
459	Local object instance name missing.	Error	
460	'More Info' URL missing from service.	Error	
461	Catalog is either incompatible or corrupted.	Error	
462	Missing variable.	Error	
463	Invalid ownership specified in database.	Error	
464	The application package contains path that cannot be resolved.	Error	
465	Attempting to remove license for uninstalled product.	Error	
466	Attempted invalid operation on service group.	Error	

## Client Processing Errors

Client processing errors are probably caused by a malfunction, misconfiguration or misuse of the subscriber's desktop computer. Possibilities include:

- Incomplete prior Radia self-maintenance resulting in Radia modules of different release levels attempting to interact on the desktop computer;
- Lack of necessary system resources or available memory on the desktop computer;
- Conflicting concurrently active processes on the desktop computer, such as deleting files or running a disk re-organization program, etc.

**Table 2.6 ~ Client Processing Errors**

Message Number	Message Text	Message Type	Additional Information
500	Error opening file.	Error	
501	Error writing data to file.	Error	
502	This application could not be repaired locally, click Continue to 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 retry the connection process.
507	Error creating directory.	Error	
508	Incomplete file path.	Error	The location for a file to be deployed on the subscriber's desktop computer is incorrectly configured in the Radia Database, or was incorrectly specified by the subscriber in the <b>Set Installation Directory</b> dialog box.
509	Error getting drive statistics.	Error	
510	Missing file from temp directory.	Error	A file downloaded from the Radia Configuration Server was deleted before it could be deployed to the proper location on the subscriber's desktop computer.
511	Error deleting file.	Error	
512	Error deleting directory.	Error	
513	Error applying patch.	Error	

**Table 2.6 ~ Client Processing Errors**

<b>Message Number</b>	<b>Message Text</b>	<b>Message Type</b>	<b>Additional Information</b>
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 not enough space on the disk.
517	Client not authorized to change versions.	Note	Refer to the CONTROL variable in the VGROUP class, which indicates whether the Radia administrator (Radia Configuration Server) or the end user (CLIENT) controls version activation. The end user is attempting to activate a version, when version activation is under control of the Radia administrator, or vice versa.
518	Error deactivating version.	Error	The currently active version could not be deactivated because one of the methods to delete a file, link, etc., is missing.
519	Error setting file ownership.	Error	
520	Application cannot be installed because drive/file system cannot be accessed.	Error	

## User Interface Errors

**Table 2.7 ~ User Interface Errors**

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

## Verification Errors

Verification errors occur when the subscriber attempts to verify files on the subscriber's desktop computer, according to the verification settings configured for those files in the Radia Database. These errors can indicate damage to the file on the subscriber's desktop computer, or misconfiguration of the verification option settings for the file in the Radia Database. You can correct the former by having Radia repair the software application. To correct the latter, consult your Radia Database administrator.

**Table 2.8 ~ Verification Errors**

Message Number	Message Text	Message Type	Additional Information
600	One or more files for this application failed verification. Click Continue to repair the application.	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	A required file has been inadvertently deleted from the subscriber's desktop computer. Have Radia repair the software application.
606	Missing directory.	Error	A required directory has been inadvertently deleted from the subscriber's desktop computer. Have Radia repair the software application.
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	

**Table 2.8 ~ Verification Errors**

<b>Message Number</b>	<b>Message Text</b>	<b>Message Type</b>	<b>Additional Information</b>
615	Missing link.	Error	
616	File is maintained by the Desktop DNA.	Note	

## Server Side Errors

**Table 2.9 ~ Server Errors**

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

## Method Execution Errors

Methods are programs that run on the subscriber's desktop computer as part of the connection process. The methods can be supplied by HP, or by the user. Method execution errors indicate a problem occurred in 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, lack of necessary system resources or memory to run the method, the method encounters an unexpected condition during its execution, a bug in the method, itself, etc. Usually, the cause is misconfiguration of an instance in the Radia Database. Contact your Radia Database administrator for assistance, and preserve your logs for further analysis. If the error occurred in a method not supplied by HP, contact the developer of the method.

**Table 2.10 ~ Method Execution Errors**

Message Number	Message Text	Message Type	Additional Information
701	Lock method failed.	Error	
702	Init method failed.	Error	
703	Create method failed.	Error	
704	Delete method failed.	Error	
705	Update method failed.	Error	
706	Missing method.	Error	Unable to install downloaded resources. The programs/methods used to install the resources could not be found.
707	Internal error in method.	Error	
708	Client failed to dispatch methods.	Error	Unable to install downloaded resources. The programs /methods used to install the resources could not be executed.
709	Method returned an error.	Error	This application failed to install correctly.



## SSL Errors

**Table 2.11 ~ SSL Errors**

Message Number	Message Text	Message Type	Additional Information
750	Unable to get CA certificate from server.	Error	
751	Unable to get peer certificate from server.	Error	
752	Not yet valid CA certificate.	Error	
753	Not yet valid certificate.	Error	
754	Expired CA certificate.	Error	
755	Expired certificate.	Error	
756	Missing certificate revocation list.	Error	
757	Error decrypting CA certificate.	Error	
758	Error decrypting certificate.	Error	
759	Error decrypting CRL.	Error	
760	Error decoding CA public key.	Error	
761	Error decoding public key.	Error	
762	Error in CA certificate signature.	Error	
763	Error in certificate signature.	Error	
764	Error in certificate revocation list signature.	Error	
765	Expired CRL.	Error	
766	Time stamp error in CRL.	Error	
767	Self-signed certificate found at depth 0.	Error	
768	Self-signed certificate found in certificate chain.	Error	
769	Missing local CA certificate.	Error	
770	Missing local certificate.	Error	
771	Error verifying leaf certificate signature.	Error	
772	Verify chain too long.	Error	
773	CA certificate has been revoked.	Error	
774	Certificate has been revoked.	Error	
775	Invalid or corrupt local CA certificate.	Error	
776	Invalid or corrupt local certificate.	Error	
777	Expired local CA certificate.	Error	
778	Expired local certificate.	Error	

**Table 2.11 ~ SSL Errors**

<b>Message Number</b>	<b>Message Text</b>	<b>Message Type</b>	<b>Additional Information</b>
779	Internal error in Secure Socket Layer interface.	Error	
780	Missing Private Key file.	Error	
781	Missing password for Private Key file.	Error	
782	Bad password supplied for Private Key file.	Error	
783	Invalid private key.	Error	
784	Certificate required to connect to server.	Error	

## Radia Internal Errors

Radia internal errors occur when Radia encounters an unexpected condition. Possible causes include corruption of Radia desktop objects, incompletely applied Radia self-maintenance, conflicting processes running concurrently on the Radia desktop computer, simultaneous conflicting connection processes attempting to process concurrently (for example, a Notify or Timer connection is attempted during a manual connection), etc. Radia desktop objects can be inspected and modified, if necessary, using the Radia Client Explorer. Preserve your logs for further analysis and contact your primary source of technical support.

**Table 2.12 ~ Radia Internal Errors**

Message Number	Message Text	Message Type	Additional Information
800	Client has 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 instance number.	Error	
809	Invalid password.	Error	
810	Reboot required to complete request.	Note	
811	Machine is being rebooted to complete request.	Note	If the user okayed the reboot request to complete the installation.
812	No configuration changes required.	Note	
813	Invalid template.	Error	
814	Client failed to start GUI interface.	Note	Failed to start graphical progress indicator.
815	Client failed to build an object.	Error	Error occurred trying to save local information.
816	Error adding heap to local object.	Error	
817	Error reading a Radia object.	Error	Unable to process request. Could not read local information.
818	Null pointer.	Error	
819	Unable to find folder containing local objects (IDMLIB). Check settings.	Error	

**Table 2.12 ~ Radia Internal Errors**

Message Number	Message Text	Message Type	Additional Information
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 to invoke Client.	Error	
827	Version mismatch between RADAPI.DLL & RADIA.DLL. Incompatible Radia subscriber components found on desktop.	Error	Probable incomplete Radia self-maintenance. Re-install Radia Client from installation media and retry the connection to the Radia Configuration Server.
828	Invalid Request.	Error	
829	Error copying self-maintenance.	Note	
830	Missing undo object.	Note	
831	Error creating directory for this user.	Error	
832	Unable to determine Userid.	Error	
833	Client failed to delete a service.	Error	
834	Client failed to send ZERROR at start.	Error	Error sending previous error information to Administrator.
835	Client failed to discover or send hardware information.	Error	Error occurred during configuration determination. Configuration information may be missing or inaccurate.
836	Client failed to select service version.	Error	
837	Client failed to activate service version.	Error	
838	Client failed to execute program, after application installation.	Error	
839	Client does not support this operating system.	Error	
840	An error has occurred in a dialog rexx method.	Error	
841	Missing reference object.	Error	
842	Error loading reference object.	Error	

**Table 2.12 ~ Radia Internal Errors**

<b>Message Number</b>	<b>Message Text</b>	<b>Message Type</b>	<b>Additional Information</b>
843	Error opening Radia object.	Error	
844	Missing instance.	Error	
845	Unregistered Radia Client.	Note	
846	Missing version group instance.	Error	A non-existent version group instance was specified to the Radia 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 to UNDO directory. Either out of space or file is missing.	Error	
849	Error getting a variable value from an object.	Error	
850	Error setting a variable value in an object.	Error	
851	Error saving an object. Check disk space.	Error	
852	Instance is corrupted, may be missing key variables.	Error	
853	The application failed to install correctly due to a Remote Execution Failure.	Error	Please 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	Process timed out.	Error	
861	Manager rejected identity object (invalid license).	Error	
880	Client is ready to apply maintenance immediately.	Error	

## API Errors

**Table 2.13 ~ Radia API Errors**

Message Number	Message Text	Message Type	Additional Information
901	Missing the registry settings.	Error	
902	Update engine has already been installed.	Error	
903	SDK settings could not be initialized.	Error	
904	Incompatible version of Radia Application Management SDK.	Error	

## SAP Errors

**Table 2.14 ~ Radia SAP Errors**

Message Number	Message Text	Message Type	Additional Information
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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