

HP OpenView Management Suite for Desktops Using Radia

for the Windows operating system

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Management Applications Messages and Codes Guide

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1 Introduction

About this Guide

Who this Guide is for

This *Messages and Codes Guide for the HP OpenView Management Suite for Desktops Using Radia (Messages and Codes Guide)* is for administrators of all three of the Radia Management Applications. The messages contained in this guide apply to all three Radia Management Applications products, which are:

- HP OpenView Application Manager Using Radia (Application Manager)
- HP OpenView Inventory Manager Using Radia (Inventory Manager),
- HP OpenView Software Manager Using Radia (Software Manager)



For additional information on these products, refer to:

- *Installation and Configuration Guide for the HP OpenView Application Manager Using Radia (Application Manager Guide)*
- *Installation and Configuration Guide for the HP OpenView Inventory Manager Using Radia (Inventory Manager Guide)*
- *Installation and Configuration Guide for the HP OpenView Software Manager Using Radia (Software Manager Guide)*

This guide is designed to increase an administrator's understanding of the various messages that are produced by HP OpenView Using Radia, as well as offer probable causes and remedial actions that can be taken.

What this Guide is about

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

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

Terminology

The following table lists the terms that might be used interchangeably in this book, as well as in other HP OpenView Using Radia publications.



Substitution is dependent on the context and, therefore, is not always possible.

Table 1 Terminology

Term	Alternate
Application	software, service
Client	Radia client, Application Manager, Software Manager
Computer	workstation, server, machine, host, desktop
edmprof file	Configuration Server Settings File; Profile File; Profile Editor; edmprof.dat (Windows); .edmprof (UNIX) Note: This is the text file wherein a Configuration Server's operational parameters are specified. This manual uses this non-platform specific, generic reference.
NOVADIGM domain	PRDMAINT domain Note: Starting with the 4.0 release of the Radia database, the NOVADIGM domain was renamed to PRDMAINT. Therefore, references to the PRDMAINT domain can be assumed to be referencing the NOVADIGM domain in pre-version 4.0 Radia databases.

Term	Alternate
Configuration Server	Manager, Active Component Server

About HP OpenView Using Radia

HP OpenView Using Radia is a client-server application. The Radia client and the Configuration Server connect and exchange information, which results in the management of the configuration of the desktop upon which the Radia client resides.

► 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 Radia client and the Configuration Server can be initiated in the following ways:

- **Manual Connect**
The desktop user visits the HP OpenView Using Radia web page.
- **Notify**
The Configuration Server sends a message to the Radia client, which initiates a connection.
- **Timed Connection**
A timer running on the Radia client machine expires, and initiates a connection.

The connection process consists of a number of steps. Each step executes one or more programs on the Radia client computer. These programs exchange information with the 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, HP OpenView Using Radia produces informational messages. This document enumerates and describes the messages that HP OpenView Using Radia can produce during the connection process.

Overview of this Guide

The messages that HP OpenView Using Radia can produce during the connection process are organized into the following categories. These categories are high-level indicators of which part of the connection-process is active when the message is produced.

Table 2 HP OpenView Using Radia Messages

API Errors
Catalog Processing
Client Processing
External Data Download Codes
HP OpenView Using Radia Internal Errors
Invalid Data Errors
Method Execution Errors
SAP Errors
Server Errors
SSL Errors
Transmission Errors
User Exceptions
User Interface Errors
Verification Errors

Message Types

There are two types of messages:

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

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

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 can be clicked 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 user's computer. The log files are located in the `log` folder of the directory in which the Radia client was installed (the default location is `C:\Program Files\Novadigm\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 HP OpenView Using Radia until the log files are copied to a backup location. This will preserve information that might prove valuable in resolving the issue.

Requirements

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

- The Configuration Server must be running.
- The Radia database must be correctly configured for the user and for managing the user's software applications.
- There must be sufficient resources available on the user's computer for the programs associated with the connection process, and for the management of application software on the user's computer.
- Hardware and communication links must be operating properly.

Even with these conditions met, events such as the inadvertent deletion of needed files might have occurred that caused errors to be detected and recorded.

Troubleshooting

The first step in troubleshooting is to attempt to determine the cause of the error. Start with the four previously listed conditions as the basis of this inquiry.

- *Was the Configuration Server running during the entire connection 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 Radia database correctly configured for the user; and for managing the user's software applications?*
The administrator of HP OpenView Using Radia is responsible for configuring the Radia database, and should be consulted to verify that

the subscriber and the software applications that are being managed by HP OpenView Using Radia are properly configured for the user's computer.

- *Are there sufficient resources on the user's computer for the programs associated with the connection process, and for the management of application software on the user's computer? Are the hardware and communication links operating properly?*

Check the resources on the user'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 functioning properly.

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

The tables in the following chapter provide suggestions of probable causes for the various HP OpenView Using Radia note and error messages, and offers suggested remedial actions.

2 Messages and Codes

Receiving a Message

All of the messages that are produced by HP OpenView Using Radia are numbered. The numeric ranges are grouped by the part of the connection-process with which it is associated. This chapter presents all of the HP OpenView Using Radia messages divided into tables based on their part in the connection-process.

Catalog Processing Messages

Catalog-processing messages can be produced as the Radia subscriber attempts to create and populate the Service List, from which the user can select applications to install, verify, and uninstall. Except as noted in Table 3, the probable cause is corruption of the Service List either on the user's desktop or in the Radia database. Consult your Radia database administrator for help.

Table 3 Catalog Messages

Number	Text	Type	Additional Information
100	Failed to get available services from Manager.	Error	HP OpenView Using Radia was unable to obtain the software catalog from the Configuration Server. Select Refresh Catalog and verify the user ID.
101	Corrupt catalog, missing object id.	Error	Unique Identifier missing from this item in the catalog.
102	Corrupt catalog, missing application name.	Error	An application that lacks a name is configured in the software catalog.

Number	Text	Type	Additional Information
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	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	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 user 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 Error Messages

Transmission errors indicate that there is a problem establishing or maintaining the communication 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 your computer has connectivity to the 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 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 Errors

Number	Text	Type	Additional Information
200	Radia was unable to perform the requested action – due to a network connection failure with the Manager.	Error	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	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	Radia client failed to get files. 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 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	Client failed to sign-on because of a bad password.	Error	User sign-on failed –verify user ID and password are correct. Click Refresh to retry.
320	Sign on panel cancelled by user.	Note	User pressed Cancel 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 Application Manager; it is not installed on the computer.
323	User could not be authenticated on the proxy server.	Error	

Number	Text	Type	Additional Information
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.

Table 7 Invalid Data Errors

Number	Text	Type
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

Number	Text	Type
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 Error Messages

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

- Incomplete prior Radia self-maintenance resulting in HP OpenView Using Radia 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 Client 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, 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.

Number	Text	Type	Additional Information
507	Error creating directory.	Error	
508	Incomplete file path.	Error	The location for a file to be deployed on the user's desktop is incorrectly configured in the Radia database, or was incorrectly specified by the user 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 user'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	Client not authorized to change versions.	Note	Refer to the CONTROL variable in the VGROUP class, which indicates whether the Configuration Server or the Radia client controls version activation. The user 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 Errors

Number	Text	Type
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 Error Messages

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

Table 10 Verification Error Messages

Number	Text	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 user's desktop. Have HP OpenView Using Radia repair the software application.
606	Missing directory.	Error	A required directory has been inadvertently deleted from the user's desktop. Have HP OpenView Using 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	

Number	Text	Type	Additional Information
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 Errors

Number	Text	Type
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 user's desktop as part of the connection process. The methods can be supplied by HP, or by the user.

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 Radia database. Contact the Radia database administrator for assistance, and preserve the logs for further analysis. If the error occurred in a method not supplied by HP, contact the developer of the method.

Table 12 Method Execution Errors

Number	Text	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 that are 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 that are used to install the resources could not be executed.
709	Method returned an error.	Error	This application failed to install correctly.

SSL Errors

Table 13 SSL Errors

Number	Text	Type
750	Unable to get CA certificate from server.	Error
751	Unable to get peer certificate from server.	Error

Number	Text	Type
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

Number	Text	Type
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

HP OpenView Using Radia Internal Error Messages

Internal errors occur when HP OpenView Using Radia encounters an unexpected condition. Possible causes include corruption of HP OpenView Using Radia desktop objects, incompletely applied Radia self-maintenance, and conflicting processes running concurrently on the desktop. HP OpenView Using Radia desktop objects can be inspected and modified, if necessary, using the Client Explorer for the HP OpenView Administrator Workstation Using Radia (Client Explorer). Preserve the logs for further analysis and contact Technical Support.

Table 14 HP OpenView Using Radia Internal Error Messages

Number	Text	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	

Number	Text	Type	Additional Information
809	Invalid password.	Error	
810	Reboot required to complete request.	Note	
811	Machine is being rebooted to complete request.	Note	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	
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	

Number	Text	Type	Additional Information
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 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 might 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	

Number	Text	Type	Additional Information
841	Missing reference object.	Error	
842	Error loading reference object.	Error	
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 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	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	

Number	Text	Type	Additional Information
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 15 API Errors

Number	Text	Type
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 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

Number	Text	Type
996	Application has been skipped as part of processing.	Error
997	Application should be ignored as part of processing.	Error

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