CA DataMinder

Error Code Reference Guide

Release 14.5

CA technologies

CA Technologies Product References

This document references the following CA Technologies products:

- CA DataMinder

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Chapter 1: Introduction

This guide describes the CA DataMinder error codes, including warning and informational codes, and indicates which log file they are written to.

CA DataMinder log entries in the Windows Event Log appear in the Application Log with a Source of "CA DataMinder". A log code listed as, for example, "E1A11 (Error 6673)" indicates that message E1A11 appears in the Windows Event Log with an Event ID of 6673 and an Event Type of "Error".

Note: For information how to enable logging to the Windows Event log, see the Log Files section in the *CA DataMinder Deployment Guide*.

Chapter 2: Generic Log Codes

The following are generic error and informational log codes that can be reported in any component log.

E3000 (Error 12288)

Failed to open registry key '<registry key>', error <error description>.

Reason:

Self-explanatory error message.

E3001 (Error 12289)

Failed to read registry setting '<registry value name>', error <error description>.

Reason:

Self-explanatory error message.

E3002 (Error 12290)

The registry setting '<registry value name>' contains an invalid value <value>.

Reason:

Self-explanatory error message.

E3003 (Error 12291)

The registry setting '<registry value name>' contains an invalid value <value>, error <error description>.

Reason:

Self-explanatory error message.

E3004 (Error 12292)

Runtime error using the registry setting '<registry value name>' (runtime value <value>), error <error description>.

Reason:

Self-explanatory error message.

I3005 (Informational 12293)

The registry setting '<registry value name>' is obsolete and will be ignored.

Reason:

Self-explanatory informational message.

I3006 (Informational 12294)

The registry setting '<registry value name>' is not set. Using its default value <value>.

Reason:

Self-explanatory informational message.

Chapter 3: Account Import Log

This section contains the following topics:

Account Import Log Codes

The following are error and warning codes from the account import log file:

E1001 (Error 4097)

<error description> Aborting account import process.

Reason:

An error was encountered during an Account Import process. The error is described.

E1039 (Error 4153)

Invalid group path.

Reason:

The group path specified in an Account Import command file line is invalid.

E1041 (Error 4161)

The line <command> is not formatted correctly. Please check the format of the file.

Reason:

The Account Import command file contains one or more badly formatted lines.

E1042 (Error 4162)

Item <user/group/machine> was not found.

Reason:

The named user, group or machine was not found in the CA DataMinder database.

E1043 (Error 4163)

Group is blank.

Reason:

Blank group name encountered when a 'newgroup' command is being processed.

E1044 (Error 4164)

User is blank.

Reason:

Blank user name encountered when a 'newuser' command is being processed.

E1057 (Error 4183)

Invalid role for <user name> (<role name>).

Reason:

The supplied role name is not one of the recognized set or is an invalid numeric role number or is an invalid hex number specifying the privileges directly.

E1060 (Error 4192)

Client machine name too long: <machine name>.

Reason:

Machine names must be less than 64 characters long.

E1061 (Error 4193)

Gateway machine name too long: <machine name>.

Reason:

Machine names must be less than 64 characters long.

E1064 (Error 4196)

Cannot perform <account import command> action because the appropriate privilege is not held. No changes have been made to the database.

Reason:

The privilege to perform the command is not held by the user account performing the Account Import.

E1067 (Error 4199)

Failed to find new parent machine <machine name>.

Reason:

The machine name given in a 'movemachine' command does not exist.

E1068 (Error 4200)

Machine <machine name> can only be parented by the CMS or a Gateway.

Reason:

A Utility or Client machine cannot be used to parent another machine.

E1069 (Error 4201)

Machine <machine name> cannot be parented by itself.

Reason:

A 'movemachine' command is badly formed.

E1071 (Error 4209)

Machine <machine name> is a CMS and cannot be moved.

Reason:

The CMS must always be at the top of the machine hierarchy.

E1072 (Error 4210)

The command <command> cannot be applied to current user <user name>.

Reason:

Account Import cannot be used to change the password, rename, change the role or set the management groups for the account used to run the command.

E1080 (Error 4224)

Cannot rename <user name> because <new name> already exists.

Reason:

A user with the new name already exists in the CA DataMinder database.

E1081 (Error 4225)

Cannot rename <user name> because <new name> is not a valid name.

Reason:

The supplied user name is invalid (it may contain forward-slash characters).

E1082 (Error 4226)

Failed to bind to <LDAP server> at <domain> using account <account name>.

Reason:

When running Account Import in batch mode, the connection to the LDAP server could not be made.

E1094 (Error 4244)

The <attribute name> field is longer than <number> characters in record '<user name>'. Ignoring record.

Reason:

Indicates that the specified field is too long. The record will be ignored.

E1096 (Error 4246)

The user name field for <user> contains one or more '/' characters. Ignoring record.

Reason:

User names in CA DataMinder are not permitted to contain forward slashes.

E1098 (Error 4248)

File is not in valid Account Import XML format. <file name>

Reason:

Check content of file.

E109D (Error 4253)

<file name> does not exist or is a directory

Reason:

The Account Import data file was not specified correctly or is not accessible.

E109E (Error 4254)

Add email address failure. Error code = <code>

Reason:

The Account Import process was unable to add an e-mail address to a user.

E10A8 (Error 4264)

One or more unknown options were found ('<options file>'). Import will terminate.

Reason:

The Account Import process failed to recognize one or more parameters in the specified options file. The import process will not continue.

E10AC (Error 4268)

Unmanaged user <user name> cannot be moved.

Reason:

This user is not in a management group of the user performing the Account Import process.

E10B5 (Error 4277)

This change cannot be made to the root administrator.

Reason:

The root administrator account is not permitted to be modified by the Account Import process.

E10BE (Error 4286)

Root group cannot be moved.

Reason:

You cannot move the root group.

E10BF (Error 4287)

Moving a group into one of its children is not allowed.

Reason:

You cannot move a group into one of its own subgroups.

E10C5 (Error 4293)

User not found in database.

Reason:

Account Import cannot find the user in the database.

E10C7 (Error 4295)

Less than '<number>' user properties are configured.

Reason:

The format of the attributeX, setsettributeX or deleteattrX command is incorrect. <number> cannot be larger than the actual number of user attributes.

E10C8 (Error 4296)

Attribute numbers must be greater than zero.

Reason:

Specified attribute numbers must match the number of an actual attribute.

E10D3 (Error 4307)

Roll back of changes for batch number <batch> failed.

Reason:

The specified database transaction failed during rollback.

E10D4 (Error 4308)

Roll back retry limit (<number>) reached for batch number <batch>. Account import will exit.

Reason:

Account Import has reached its limit on the number of times a failed batch job can be rolled back and re-tried.

E10D6 (Error 4310)

Commit failed for batch number <number>.

Reason:

The specified database transaction commit process failed. No changes have been written to the database.

E10D7 (Error 4311)

Group name too long: '<long group name>'.

Reason:

The maximum length for a group name is 64 characters.

E10DB (Error 4315)

Utility machine name too long: '<long machine name>'.

Reason:

The maximum length for a utility machine name is 64 characters.

E10E0 (Error 4320)

Groups cannot be moved because the 'Allow groups to be moved' CMS machine policy setting is false.

Reason:

This policy setting is set is to False by default.

E10E8 (Error 4328)

Root group cannot be deleted.

Reason:

You cannot remove the root group.

W10CE (Warning 4302)

Email address is not assigned to this user.

Reason:

An 'emaildelete' command appeared in the command file for a user who was not currently assigned the given email address.

W10CF (Warning 4303)

Removing this address may have produced orphaned events.

Reason:

The address has been removed from the user it is currently assigned to and this may have resulted in events being orphaned.

W10CF (Warning 4303)

Reassigning this address from {0} may have produced orphaned events.

Reason:

The address was assigned to another user, so assigning it to this user may have resulted in events being orphaned.

W10D0 (Warning 4304)

Command to add this email address takes priority.

Reason:

Commands to add and remove the same e-mail address from the same user have been found. The delete command will be ignored.

W10D1 (Warning 4305)

Email address is already assigned to this user.

Reason:

A command to add an email address to a user was found, but the email was already assigned to that user. No action taken.

W10D2 (Warning 4306)

Email address has been, or is already, assigned to another user.

Reason:

A command to add an email address to this user was found, but another command to assign the address to a different user has already been executed.

Chapter 4: Activity Log

This section contains the following topics:

Activity Log Codes

The following are error, warning, success and informational codes for the activity log file:

E0009 (Error 9)

Server <machine name> is running an incompatible version of the infrastructure. All communication with it has been suspended.

Reason:

The machine that initiated communications with this machine is running a different version of the inter-machine comms protocol. Comms will resume if the machine is upgraded.

E0015 (Error 21)

<machine name> is running an incompatible version of the infrastructure (<software version> Internal version <comms version>). All communication with it has been suspended.

Reason:

Comms cannot be initiated to the specified machine because it is running a different version of the inter-machine comms protocol. Comms will resume if the machine is upgraded.

E0016 (Error 22)

Failed to upload data to <machine name > on shutdown. Reason: <error description>

Reason:

On shutdown, a client or gateway attempts to replicate all remaining data to its parent machine. This message is logged on failure (for example, parent machine not contactable).

This error only occurs on client machines and gateways.

E0020 (Error 32)

Could not load policy <policy name> – <error description>.

Reason:

Unable to load machine or user policy (name of policy and error given for example, corrupt file).

E0021 (Error 33)

Could not save policy <policy name> – <error description>.

Reason:

Unable to save machine or user policy (name of policy and error given, for example, disk error).

This error only occurs on the CMS.

E0024 (Error 36)

Replicated update of <object description> from <source machine> could not be stored in the database.

Reason:

Replication error – could not replicate (copy) specified object from specified machine.

E0025 (Error 37)

Replicated deletion of <object description> from <source machine> failed.

Reason:

Replication error – could not replicate (delete) specified object from specified machine.

E0026 (Error 38)

Machine <machine name> is a <CMS|Gateway|Client|Utility> but is in the database as a <CMS|Gateway|Client|Utility>.

Reason:

Installation error/missing installation files. See system log for more info.

E0027 (Error 39)

Corrupt or missing <User|Machine> restriction policy.

Reason:

Defaulting to the most restrictive license because the restriction policy is not readable. Install a new one using the Administration console.

This error only occurs on the CMS.

E0028 (Error 40)

Infrastructure failed to start correctly. <(error description)>

Reason:

Product is now disabled because the infrastructure cannot run. Possible installation error. See system log for more info.

E002C (Error 44)

The export process has halted with error: <(error description)>

Reason:

Error when exporting user or machine account information to a text file (for example, user cancelation).

This error only occurs on the CMS.

E002F (Error 47)

Unsupported DBMS (<DBMS description>) has been detected. The infrastructure cannot be started.

Reason:

The installed DBMS cannot be identified/is not supported.

E003A (Error 58)

The machine policy schema version is <schema version> but the expected version is <schema version>.

Reason:

Schema versions consist of a major and minor version number. The machine policy schema version has a different major version, so it is incompatible and this machine will be suspended.

E003E (Error 62)

The <service name> service for <instance> running on host <machine name> is not responding.

Reason:

A service (for example, a Quarantine Manager) has stopped responding, so it is no longer available to the CMS.

E0044 (Error 68)

Error synchronizing data from new parent, <machine name>. Check status of <machine name> and restart this machine.

Reason:

Gateways and clients must synchronize basic machine information with their parent if they are moved in the hierarchy. This message indicates that a failure has occurred.

This error only occurs on client machines and gateways.

E0045 (Error 69)

Unable to resynchronize <table name> data from our parent machine. The machine and user settings in use by this machine may be invalid or out of date.

Reason:

The specified database table could not be synchronized from the parent machine.

This error only occurs on client machines and gateways.

E0046 (Error 70)

Machine <machine name> is trying to create a user record for <user account name> but there is no record of machine <machine name>.

Reason:

A client machine is requesting that a new user account be created, but the client machine name is not recognized – it has no account itself.

This error only occurs on the CMS.

E0047 (Error 71)

The database schema version <version from database table> is not compatible with the infrastructure schema version <database version from software>.

Reason:

Installation/upgrade error. The database content is incompatible with the software.

E004C (Error 76)

The database schema is inaccessible or has been corrupted.

Reason:

The database may be corrupted or have a configuration error.

E004F (Error 79)

Reason:

The Policy Check process has completed. Errors: <number of errors>. Policies verified: <number of checked policies>. Policies fixed: <number of policies fixed>.

The PolicyCheck command line utility has been run and errors were detected in the results.

E0050 (Error 80)

The infrastructure has been suspended. (<reason>)

Reason:

The suspension may have been initiated by a user via the Admin Console or automatically for example, if the local disk is full.

E0052 (Error 82)

Could not load policy <policy name>. There is an error in the policy document with id <database id: error description>.

Reason:

Unable to load machine or user policy (name/id of policy and error given for example, corrupt file).

E0053 (Error 83)

Could not save policy <policy name>. There is an error in the policy document with id <database id: error description>.

Reason:

Unable to save machine or user policy (name/id of policy and error given for example, disk error).

This error only occurs on the CMS.

E0054 (Error 84)

Unexpected database error. Code:<DBMS error code> Object: <current database object> Description: <error description from DBMS.>

Reason:

Database failure – see database documentation for additional info.

E0056 (Error 86)

Data directory free disk space has fallen below <number> MB. The infrastructure will now be suspended.

Reason:

Automatic suspension due to disk being too full. Making more space available will cause an automatic resume.

E005A (Error 90)

Unexpected error during resynchronization. Object: <database object> Description: <error description>

Reason:

Detailed info on resync failure (see E0045). See system log for more info.

This error only occurs on client machines and gateways.

E005D (Error 93)

Centera support is disabled because the required library files are not present. Install the library files and re-start the Infrastructure Service.

Reason:

To install the Centera library files, select the CA DataMinder Server component "CMS Storage Connectors, EMC Centera Connector" using the installation wizard.

E007B (Error 123)

The Centera record with hash code <Centera hash code> could not be deleted when deleting <event record identifier> (<reason>).

Reason:

A purge process has failed to remove a Centera record. The reason may include a Centera API error code. The deletion will be reattempted during the next purge.

This error only occurs on the CMS.

E007F (Error 127)

The data blob at location <disk location> could not be deleted.

Reason:

The purge of a file-system based blob has failed. Check file permissions and access.

E0091 (Error 145)

An error occurred purging data from the database : <exception information>

Reason:

Check purge settings and database consistency.

E0098 (Error 152)

Data Reconciliation did not complete successfully : <exception information>

Reason:

See exception information for more detail.

This error only occurs on the CMS.

E009F (Error 159)

Data Lookup handler <handler name> could not be created.

Reason:

The data lookup plug-in is not compatible with the infrastructure.

This error only occurs on gateways and the CMS.

E00A0 (Error 160)

Data Lookup was unable to find a parent server to handle the request.

Reason:

The data lookup handler for the current request is not present on this machine.

This error only occurs on the CMS.

E00A2 (Error 162)

Data Lookup handler conversion expression for mail type <email address type> failed: <error description>

Reason:

The syntax of the email address conversion expression is incorrect.

This error only occurs on gateways and the CMS.

E00AF (Error 175)

Import filter had the following syntax error: <error description>.

Reason:

The user policy setting "Infrastructure/Filter/User Filter" contains an error.

E00B7 (Error 183)

<event name> ---> Failed to replicate the BLOB file for <machine>.

Reason:

Indicates that the blob file for the named event did not replicate to the named machine.

E00BA (Error 186)

Error storing <number> BLOB files to <blob storage device>. Number of <blob storage device> errors: <number>. <error description>

Reason:

Indicates how many blob files failed to be stored and the number of errors corresponding to those failed blob files.

E00BB (Error 187)

Synchronization of Infrastructure Data was incomplete, and will be attempted again later.

Reason:

This error can occur on Gateways, Clients or Utility machines. Failure could have been due to network connectivity or CMS loading.

E00CB (Error 203)

The storage queue for <blob storage device> now contains <number> BLOB files. The infrastructure will be suspended.

Reason:

Indicates how many blob files are in the specified blob storage device.

E00E7 (Error 231)

Error setting retention period on file '<file name>'. <SnapLock error description>. Number of NetApp SnapLock errors: <number of errors so far>.

Reason:

Indicates that the retention period was not set for the specified file. The precise error is detailed in <SnapLock error description>. The count of the number of errors is also output. This count resets to zero if the infrastructure is restarted.

E0526 (Error 1318)

The Collection Manager process (wgncm.exe) required a restart after terminating unexpectedly.

Reason:

Indicates that a policy engine or client integration automatically recovered after the local user process (wgncm.exe) terminated.

E0535 (Error 1333)

Trigger <name> was not created for a mail with subject <subject>. The associated quarantine action is not allowed for this client type.

Reason:

The assigned policy is configured to quarantine an e-mail, but this feature is not supported on this type of client. The quarantine action should be disabled for this type of client.

This error only occurs on the email client machine.

W0B09 (Warning 2825)

Console error for TAABSVR1: 'The program could not display this event correctly. (The Remote Data Manager was given invalid data.)' Details: '0xe563f407: Unable to access BLOB file contents.'.

Reason:

Retrieval failed. The version of the WgnRDM.dll module is tied to the version of the WgnZDS.dll module, and you need to update both for ZANTAZ Digital Safe to work.

Action:

Update your WgnZDS.dll, smtputils.dll, and Wgnmsg.dll.

E0B0A (Error 2826)

Console message for <machine name>. '<Error message>'. Details: '<Additional info>'.

Reason:

Logged on the machine where the console is running. The console has experienced an unexpected error.

E0F43 (Error 3907)

Data lookup for trigger '<trigger name>' failed. See the following message for details...

Reason:

Depending on the following message, check the connection to the parent machine, configuration of the parent machine email address conversion policy, or the syntax of the relevant data lookup command.

E0F45 (Error 3909)

Data lookup source '<lookup source>' was not recognized.

Reason:

Check the syntax of 'Data lookup command' in the trigger identified in the log.

E0F46 (Error 3910)

Data lookup failed with error '<error description>'.

Reason:

This is a general error message that will be present when a lookup command fails.

E0F69 (Error 3945)

The "Block" data lookup failure mode can only be performed in client integration - raising trigger '<trigger>' instead.

Reason:

The failure mode for a data lookup command was configured to 'block' the e-mail on a client that does not support this (for example, server integration). The fallback behavior in this case is to raise the trigger. The data lookup failure mode should be updated to 'fire' or 'do not fire' or else the trigger should be disabled on the server.

I1027 (Informational 4135)

No events found in time slices

Reason:

The CMS contains time periods when no events are captured. No events were indexed between the messages.

Action:

Increase the TIMESLICE setting of the job to reduce the number of time slices that fail to find events. The default time slice value in the OPT file is 60 minutes (1 hour). Increase the size of a time slice until the performance of the content indexer improves. For example, try setting it to 1440 minutes(a day).

E130E (Error 4878)

A policy engine created by machine '<machine>' failed to initialize. See the following message for details…

Reason:

General failure error. The following error indicates the specific problem; this could be a system problem such as lack of memory. This error only occurs on policy engine machines.

E1284 (Error 4740)

The Remote Data Manager failed to process a request: 'The Remote Data Manager was given invalid data. ' (0xE5631202).

Reason:

Retrieval failed. The version of the WgnRDM.dll module is tied to the version of the WgnZDS.dll module, and you need to update both for ZANTAZ Digital Safe to work.

Action:

Update your WgnRDM.dll, smtputils.dll, and Wgnmsg.dll.

E1284 (Error 4740)

The Remote Data Manager failed to process a request: 'The adapter failed to process the asset. ' (0xE5632285).

Reason:

Retrieval failed. The version of the WgnRDM.dll module is tied to the version of the WgnZDS.dll module, and you need to update both for ZANTAZ Digital Safe to work.

Action:

Update your WgnZDS.dll, smtputils.dll, and Wgnmsg.dll.

E1292 (Error 4754)

The Remote Data Manager failed to process the email because it was not a valid structured storage file.

Reason:

Retrieval failed. The version of the WgnRDM.dll module is tied to the version of the WgnZDS.dll module, and you need to update both for ZANTAZ Digital Safe to work.

Action:

Update your WgnRDM.dll, smtputils.dll, and Wgnmsg.dll.

E1310 (Error 4880)

The policy engine failed with error '<error description>'.

Reason:

This is a general error message that will be present in the log after another policy engine failure message to provide additional information. This error only occurs on policy engine machines.

E1323 (Error 4899)

The policy engine failed to get an e-mail from machine '<machine name>' for processing. See the following message for details…

Reason:

This usually indicates that the policy engine did not have access rights to the policy engine hub.

Check that the policy engine service user matches the user details typed on the "wgnphub –setcredentials" command line.

This error only occurs on policy engine machines.

E1325 (Error 4901)

Policy engine failed to contact machine '<machine>'. See the following message for details…

Reason:

Check the connection to the policy engine hub and that the policy engine service user has access rights.

This error only occurs on policy engine machines.

E1326 (Error 4902)

The policy engine hub failed with error '<error information>'.

Reason:

This is a general error message that will be present in the log after another policy engine failure message to provide more information.

This error only occurs on policy engine machines.

E1328 (Error 4904)

The policy engine failed to initialize the directory lookup module. See the following message for details...

Reason:

There may have been an installation problem with the wgndlook.dll file. Check this file is present in the CA DataMinder client subdirectory.

This error only occurs on policy engine machines.

E132D (Error 4909)

The policy engine failed to set '<user name>' as the fallback user. See the following message for details...

Reason:

Check that the specified fallback user exists in the user hierarchy.

This error only occurs on policy engine machines.

E132F (Error 4911)

The policy engine failed to set '<user name>' as the failed lookup user. See the following message for details...

Reason:

Check that the specified default user (previously called 'failed lookup user') exists in the user hierarchy.

This error only occurs on policy engine machines.

E1333 (Error 4915)

A CA DataMinder user could not be located or created for email address '<address>'. Please see the following message for details...

Reason:

Check the email address to CA DataMinder user machine policy settings, or enable auto user creation.

This error only occurs on policy engine machines.

E1336 (Error 4918)

The Policy Engine was expecting a callback, indicating that the event was saved, but no callback was received.

Reason:

An event could not be saved in the database. This could be a system problem such as lack of memory or due to an error in another component of CA DataMinder .

This error only occurs on policy engine machines.

E133D (Error 4925)

A required client action result was not supplied.

Reason:

Some server-based clients can process a single e-mail in two passes; the first pass identifies user actions/interventions (for example, warning dialogs) and the second pass allows the user's responses to be stored with the e-mail. This log message indicates that a required response to a user action was not supplied in the second pass.

This error only occurs on policy engine machines.

E1344 (Error 4932)

The local infrastructure service required a restart after terminating unexpectedly.

Reason:

Indicates that the policy engine automatically recovered after the local CA DataMinder infrastructure terminated.

This error only occurs on policy engine machines.

E1500 (Error 5376)

The Directory Lookup Module could not bind to the rootDSE.

Reason:

LDAP server is unavailable/authentication error.

An explicit bind to the rootDSE failed when trying to connect to the LDAP server to retrieve email address information.

Check the server name/network/connectivity/authentication details.

This error only occurs on gateways and the CMS.

E1501 (Error 5377)

The Directory Lookup Module could not find the naming context. Incorrect LDAP server version or setup.

Reason:

An attempt to find the default or schema naming context failed when connecting to the LDAP server to retrieve email address information. Check LDAP configuration.

This error only occurs on gateways and the CMS.

E1502 (Error 5378)

The Directory Lookup Module could not bind to the specified object. Incorrect LDAP setup or object does not exist.

Reason:

An attempt has been made to bind to a non-existent object in the LDAP database.

Check LDAP connectivity/configuration.

This error only occurs on gateways and the CMS.

E1503 (Error 5379)

The Directory Lookup Module could not set search options.

Reason:

Failed to set up an LDAP search.

Check LDAP configuration.

This error only occurs on gateways and the CMS.

E1504 (Error 5380)

The Directory Lookup Module could not execute the search.

Reason:

Failed to successfully search for an LDAP object.

Check LDAP connectivity/configuration.

This error only occurs on gateways and the CMS.

E1505 (Error 5381)

The Directory Lookup Module could not connect to the LDAP Server <machine name>.

Additional information:
<Additional info>.

Reason:

A connection to the LDAP server could not be established.

Check additional info for details.

This error only occurs on gateways and the CMS.

E150A (Error 5386)

An exception occurred while the Directory Lookup Module was initializing connections.

Reason:

This log message will occur if a problem was encountered while reading the registry settings from the following key:
HKEY_LOCAL_MACHINE\Software\ComputerAssociates\CA
DataMinder\CurrentVersion\UserProcess

E1D00 (Error 7424)

No email ID or email server has been configured. The Quarantine Manager on machine <machine name> will not be able to resend messages.

Reason:

The machine hosting the Quarantine Manager needs mailbox configuration information to be added to the registry.

E1D01 (Error 7425)

The Quarantine Manager on machine <machine name> could not access the email server <machine name> using the supplied configuration information. The error returned was <error description>.

Reason:

Usually because of invalid mailbox information in the registry. See <error description> for more information.

E1D02 (Error 7426)

The Quarantine Manager on machine <machine name> could not access the email server <machine name> as it is unavailable. The error returned was <error description>.

Reason:

The Quarantine Manager cannot connect to the email server. See <error description> for more information.

E1D03 (Error 7427)

The Quarantine Manager on machine <machine name> could not submit message with ID <event record identifier>. The error returned was <error description>. Submission of the message will be retried later.

Reason:

The Quarantine Manager could not send the released email. See <error description> for more information.

E1D04 (Error 7428)

The Quarantine Manager on machine <machine name> could not submit message with ID <event record identifier> after <number> attempts. The message will not be resubmitted.

Reason:

The Quarantine Manager has failed to submit the message 5 times and it will be marked as blocked.

E1D07 (Error 7431)

The Quarantine Manager could not logon to CMS <machine name>. The error returned was <error description>.

Reason:

The reason for the logon failure is given in the <error description>.

E1D0B (Error 7435)

The message with ID <event record identifier> is incomplete/invalid and the Quarantine Manager on machine <machine name> cannot send this message. The message will not be resubmitted.

Reason:

The message in the CMS does not contain enough information to be sent or has been corrupted.

E1D0E (Error 7438)

The Quarantine Manager on machine <machine name> encountered an error when querying the CA DataMinder database. The error returned was <error description>.

Reason:

The database query to retrieve the quarantined events has failed, see <error description> for more information.

E1D10 (Error 7440)

The Quarantine Manager on machine <machine name> could not register with the CMS <machine name>. The error returned was <error description>.

Reason:

The attempt to register with the CMS failed, see <error description> for more information.

E1D11 (Error 7441)

The Quarantine Manager on machine <machine name> failed to connect to the CMS <machine name>. The error returned was <error description>.

Reason:

Failed to connect with the CMS, see <error description> for more information.

E1D12 (Error 7442)

The Quarantine Manager on machine <machine name> does not have enough privileges to use the CMS <machine name>.

Reason:

The account used for the Quarantine Manager does not have the 'Events: Control Quarantined events' privilege.

E1D14 (Error 7444)

The Quarantine Manager on machine <machine name> cannot send Lotus Notes e-mails because Lotus Notes is not installed.

Reason:

Lotus Notes Client software is not installed on the machine hosting the Quarantine Manager.

E1D15 (Error 7445)

The Quarantine Manager on machine <machine name> cannot send MAPI emails because Microsoft Outlook is not installed.

Reason:

Microsoft Outlook is not installed on the machine hosting the Quarantine Manager.

E1D17 (Error 7447)

The Quarantine Manager on machine <machine name> cannot send Lotus Notes emails because no mailbox information has been configured.

Reason:

No Lotus Notes mailbox has been specified in the Quarantine Manager configuration.

E1D18 (Error 7448)

The Quarantine Manager on machine <machine name> cannot send MAPI e-mails because no mailbox information has been configured.

Reason:

No Exchange mailbox has been specified in the Quarantine Manager configuration.

I0B10 (Informational 2832)

Published content agent '<agent name>'.

Reason:

'<agent name>' content agent has been published.

I0B11 (Informational 2833)

Unpublished content agent '<agent name>'.

Reason:

'<agent name>' content agent has been unpublished.

I0B14 (Informational 2836)

Exporting entire results set to PST.

Reason:

This log message occurs when CA DataMinder is exporting the entire results set to an existing .PST file.

I0B15 (Informational 2837)

Entire results set was exported to PST.

Reason:

This log message occurs when all search results are exported to an existing .PST file.

I0B16 (Informational 2838)

<total> Events were in the results set.

Reason:

This log message displays the total number of events in the results set.

I0B17 (Informational 2839)

<exported> Events successfully exported.

Reason:

This log message displays the number of events successfully exported.

I0B18 (Informational 2840)

<not emails> Events not exported because they were not email events.

Reason:

This log message displays the number of events that were not exported, as they were not email events.

I0B19 (Informational 2841)

<no data> Events not exported because they had no captured data attached.

Reason:

This log message displays the number of events that were not exported, as they had no captured data attached.

I0B1A (Informational 2842)

<failed> Events not exported because of failure.

Reason:

This log message displays the number of failed events.

I0B1B (Informational 2843)

<wrong type> Events not exported because they were not email or IM events.

Reason:

This log message displays the number of events that were not exported, as they were not email or IM events.

I0B1C (Informational 2844)

Exporting selected results set to PST

Reason:

This log message occurs when CA DataMinder is exporting selected results to an existing .PST file.

I0B1D (Informational 2845)

Selected results were exported to PST

Reason:

This log message occurs when all search results are exported to an existing .PST file.

I0B1E (Informational 2846)

Exporting entire results set to Virtual Web Site.

Reason:

This log message occurs when CA DataMinder is exporting the entire results set to a Virtual Web Site.

I0B1F (Informational 2847)

Entire results set was exported to Virtual Web Site.

Reason:

This log message occurs when all search results are selected and exported to a Virtual Web Site.

I0B20 (Informational 2848)

Exporting selected results to Virtual Web Site.

Reason:

This log message occurs when CA DataMinder is exporting selected events to a Virtual Web Site.

I0B21 (Informational 2849)

Selected results were exported to Virtual Web Site.

Reason:

This log message occurs when all search results are exported to a Virtual Web Site.

I0B23 (Informational 2851)

Modified user '<user>'. Privilege '<privilege>' granted.

Reason:

This log message occurs if a privilege has been added to a user.

I0B24 (Informational 2852)

Modified user '<user>'. Privilege '<privilege>' removed.

Reason:

This log message occurs if a privilege has been removed from a user.

I0B25 (Informational 2853)

Modified user '<user>'. Management group '<management group path>' removed.

Reason:

This message occurs if a user has been removed from a Management group.

I0B26 (Informational 2854)

Modified user '<user>'. Management group '<management group path>' added.

Reason:

This message occurs if a user has been added to a Management group.

I0B27 (Informational 2855)

Exporting selected results to NSF.

Reason:

This log message occurs when CA DataMinder is exporting selected results to a Notes Database (NSF file).

I0B28 (Informational 2856)

Selected results were exported to NSF.

Reason:

This log message occurs when selected search results are exported to a Notes Database (NSF file).

I0B2A (Informational 2858)

Exporting entire results set to NSF.

Reason:

This log message occurs when CA DataMinder is exporting all results to a Notes Database (NSF file).

I0B2B (Informational 2859)

Entire results set was exported to NSF.

Reason:

This log message occurs when all search results are exported to a Notes Database (NSF file).

I0B2C (Informational 2860)

Modified user '<user>'. Address '<address>' was deleted.

Reason:

This message occurs if a user's email address has been removed from the database.

I1D05 (Informational 7429)

The Quarantine Manager on machine <machine name> successfully submitted message with ID <event record identifier> after a previous failure.

Reason:

The Quarantine Manager has submitted a message that previously failed.

I1D06 (Informational 7430)

The Quarantine Manager on machine <machine name> is now active.

Reason:

Indicates that the Quarantine Manager is now active.

I1D09 (Informational 7433)

The Quarantine Manager on machine <machine name> has connected to CMS <machine name>.

Reason:

The Quarantine Manager has successfully connected to the CMS.

I1D0C (Informational 7436)

The Quarantine Manager on machine <machine name> successfully accessed the email server <machine name>.

Reason:

Displayed the first time the Quarantine Manager successfully connects to the email server.

I1D0F (Informational 7439)

The Quarantine Manager is attempting to connect to CMS <machine name>.

Reason:

The Quarantine Manager is attempting to connect to CMS <machine name>.

W1D0A (Warning 7434)

The Quarantine Manager has lost contact with CMS <machine name>.

Reason:

The Quarantine Manager has disconnected from the CMS.

W1D16 (Warning 7446)

The Quarantine Manager on machine <machine name> will not be started because it has not been configured.

Reason:

The Quarantine Manager registry settings have not been configured.

S1305 (Success 4869)

Loading policy <policy_id>.

Reason:

Indicates that the policy engine is about to load a new policy.

This message only occurs on the policy engine.

S1306 (Success 4870)

Replacing policy <old_policy_id> with policy <new_policy_id>.

Reason:

Indicates that an old policy is being unloaded, and a new policy loaded in its place. This will occur if the number of unique policies in the system exceeds the max that can be loaded concurrently (in the policy engine machine policy)

This message only occurs on the policy engine.

S1307 (Success 4871)

Unloading policy <policy_id>.

Reason:

Indicates that the policy engine is about to unload a policy. This normally happens on policy engine shutdown. This message only occurs on policy engine machines.

S130D (Success 4877)

A Policy Engine was successfully created by machine '<machine>'.

Reason:

Indicates that a policy engine instance has successfully been created. This message only occurs on policy engine machines.

S130F (Success 4879)

The Policy Engine created by machine '<machine>' has been terminated.

Reason:

Indicates that a policy engine instance has been successfully shut down. Together with S130D messages, this message allows the operational status of a policy engine to be determined. This message only occurs on policy engine machines.

Chapter 5: Event Import Log

This section contains the following topics:

Event Import Log Codes

The following are error, warning and informational codes for the event import log:

E0DA (Error 218)

System Error. Threads in the importer are having to be re-initialized too frequently.

Reason:

Logged when too many problems have occurred with the infrastructure. The importer will stop after logging this message.

I0DA (Informational 218)

System Info. Thread <thread ID> re-initializing.

Reason:

Occurs after an error 0x0DA9 if the importer is able to re-initialize the infrastructure.

E0D15 (Error 3349)

<Error description>

Reason:

General code to report an Event Import error.

E0D70 (Error 3440)

Failed. Title: <Message Title>. Reason: API <Method Name> failed with <error code>. Ext Error Code: <error code>. Ext Error Description: <description>

Reason:

Reported when the infrastructure returns an error, preventing the importer from continuing.

E0D71 (Error 3441)

System Error. The broker thread caught an exception. The error was: <error code>. Description is: <description>

Reason:

Unlikely to occur in normal operation. Following this error the importer will shut down.

E0D72 (Error 3442)

System Error. The event thread caught an exception. The error was: <error code>. Description is: <description>

Reason:

Unlikely to occur in normal operation. Following this error the importer will shut down.

I0D73 (Informational 3443)

Captured. Title: <message title>

Reason:

Only logged if the importer's logging is set to 'verbose' and a message is successfully imported.

E0D75 (Error 3445)

Failed. Title: <message title>. Reason: <description>

Reason:

Unlikely to occur during normal operation. If it does the importer will shut down.

I0D76 (Informational 3446)

Excluded (Imp). Title: <message title>. Reason: <description>

Reason:

Logged only when logging is set to 'verbose'. It may be seen when an invalid message type is imported, such as the Outlook Welcome message.

E0D77 (Error 3447)

Failed. Title: <message title>. Reason: <description>, Extended Error: <error code>

Reason:

Seen when the importer fails to obtain the participants of a message. The reason for the failure is described by the extended error code and description.

E0D78 (Error 3448)

Failed. Title: <message title>. Reason: <description>, Extended Error: <error code>

Reason:

Seen when the importer fails to process a message. The reason for the failure is described by the extended error code and description.

I0D79 (Informational 3449)

Excluded (Imp). Title: <message title> Reason: Participants all failed the user filter.

Reason:

Occurs when the importer fails to import a message as it has no participants associated with it.

E0D7A (Error 3450)

System Error. A critical error occurred processing message <message title>. Error was <error code>.

Reason:

Unlikely to occur in general use. It is used as a 'catch all' error code when something extremely unexpected has gone wrong.

I0D7E (Informational 3454)

System Info. Message Processing thread <thread ID> has finished processing.

Reason:

Only logged when the importer's logging is set to 'verbose'. This informs the user that a message processing thread has finished processing messages. The thread will exit after this message.

I0D7F (Informational 3455)

System Info. Import Started.

Reason:

Always logged when a new import session is started.

I0D80 (Informational 3456)

System Info. Import Finished.

Reason:

Always logged when an import session finishes.

E0D81 (Error 3457)

System Error. Title: <message title>. Reason: chapter <chapter number> is reported as ignored.

Reason:

Unlikely to occur under normal operation. This error can occur if the conversation source files are corrupted for example.

E0D82 (Error 3458)

Failed. Title: <message title>. Reason: A chapter could not be obtained from the importer. Error: <error code>. Reason <description>.

Reason:

Can occur if for some reason the conversation file has become corrupted and the importer parameter Engine.StopOnError = yes. The importer will begin shutdown after this log entry.

E0D84 (Error 3460)

System Error. A critical error occurred in the importer. Extended error code: <error code>, Extended error description: <description>.

Reason:

Can occur if system resources are extremely low. Details of the error encountered found in the extended error code and description. The importer will begin shutdown after this log entry.

I0D85 (Informational 3461)

Excluded (Imp). Title: <message title>. Reason: After applying the retention period, the email expiry date is in the past.

Reason:

The message's timestamp plus the retention period is earlier than the time of import. The retention period is specified by the parameter 'Engine.EventRetentionPeriod' in the importer's ini file. Only logged when the importer's logging is set to 'verbose'.

E0D86 (Error 3462)

Failed. Title: <message title>. Reason: Unable to obtain a remote location from the importer. Extended error code: <error code>, Extended error description: <description>.

Reason:

Can happen if a message is marked as being remote, and yet no remote location is available for it. This would generally indicate a problem with the remote data storage system or corruption of the message.

E0D87 (Error 3463)

Failed. Title: <message title>. Reason: Unable to obtain a remote location from the importer for message <message>.

Reason:

Unlikely to occur in general use. If it is seen the importer will begin shutting down after logging this message.

E0D88 (Error 3464)

Failed. Title: <message title>. Reason: Unable to obtain a remote location from the importer. The Event Importer returned <error code>.

Reason:

Indicates that there was a problem obtaining the message's remote location. The error that occurred while trying to do this is described by the <error code>.

E0D89 (Error 3465)

System Error. The StartImporting RPC thread caught an exception. Importer will now shut down. The error was: <error code>. Description is: <description>.

Reason:

An unexpected error occurred in the main importer thread. The error is described by the error code and description.

E0D8B (Error 3467)

Failed. Title: <message title>. Reason: Import Policy Hub or Engine reported <description>.

Reason:

Used to log all messages that failed to be successfully dealt with by the Import Policy hub. The specific error is detailed by the error code.

I0D8C (Informational 3468)

System Info. Import Summary: Processed <number>. Captured <number>. Excluded <number>. Failed. <number>.

Reason:

Occurs before shutdown to provide a summary of how many messages succeeded, failed or were ignored during an import session.

E0D8D (Error 3469)

System Error. A critical error occurred processing message <message title>. Error was <error code>.

Reason:

Should not be seen in general use. It indicates that an unexpected error occurred while trying to obtain details regarding the participants of a message.

E0D8E (Error 3470)

System Error. Failed to create a transaction. Error code <error code>. Ext Error Code: <error code>. Ext Error Description: <description>.

Reason:

May occur if system resources are extremely low or if there is a serious problem with the infrastructure service. The initial error code details the error code returned by the infrastructure service. The extended error code and description relate to the error that occurred in the infrastructure.

E0D8F (Error 3471)

System Error. Failed to commit a transaction. Error code <error code>. Ext Error Code: <error code>. Ext Error Description: <desc>.

Reason:

See above.

E0D90 (Error 3472)

System Error. Failed to roll back a transaction. Error code <error code>. Ext Error Code: <error code>. Ext Error Description: <description>.

Reason:

See above.

I0D92 (Informational 3474)

System Info. Message broker thread <thread ID> has finished processing.

Reason:

Only logged when the importer's logging is set to 'verbose'. This informs the user that the thread that obtains messages from their source has finished obtaining messages. The thread will exit after this message.

E0D93 (Error 3475)

Failed. Could not obtain a sequence ID for chapter <chapter>. Error was <error code>, from <API>. Ext Error Code: <error code>. Ext Error Description: <description>.

Reason:

Occurs when the importer fails to obtain a sequence ID from the infrastructure. Sequence IDs are used to link the chapters of a sequence. This may occur if there is a problem with the infrastructure.

I0D94 (Informational 3476)

System Info. System successfully connected to the policy engine hub.

Reason:

Occurs when the importer has successfully connected to the Import Policy hub. It will try to do this when Engine.UsePolicyEngineConnector = yes defined in the importer's initialization file.

I0D95 (Informational 3477)

System Info. Successfully re-connected to the policy engine hub.

Reason:

Occurs when the importer has successfully re-connected to the Import Policy hub. It will try to do this when Engine.UsePolicyEngineConnector = yes defined in the importer's initialization file and the connection with the hub is temporarily lost.

E0D96 (Error 3478)

System Error. Failed to connect to the policy engine hub. Error was <error code>.

Reason:

Occurs when the importer has failed to connected to the Import Policy hub. The importer will try to connect to the hub when Engine.UsePolicyEngineConnector = yes defined in the importer's initialization file. This connection may fail if there is a problem with the Import Policy hub. The error is described by the error code.

E0D97 (Error 3479)

System Error. Shutting down the importer, as the infrastructure is stopping.

Reason:

Occurs when the infrastructure notifies the importer that it is stopping while the importer is running.

E0D98 (Error 3480)

System Info. The infrastructure is starting up.

Reason:

Occurs when the infrastructure notifies the importer that it is starting up.

E0D99 (Error 3481)

System Info. The infrastructure is shutting down.

Reason:

Occurs when the infrastructure notifies the importer that it is shutting down.

E0D9A (Error 3482)

System Info. The infrastructure failed to start.

Reason:

Occurs when the infrastructure notifies the importer that it has failed to start.

E0D9B (Error 3483)

System Info. The infrastructure has been suspended.

Reason:

Occurs when the infrastructure notifies the importer that it has been suspended.

E0D9C (Error 3484)

System Info. The infrastructure has been resumed.

Reason:

Occurs when the infrastructure notifies the importer that it has been resumed.

E0D9D (Error 3485)

System Info. The infrastructure has entered an undefined state.

Reason:

Occurs when the infrastructure notifies the importer that it has entered a state, but that state is not recognized by the importer.

W0D9F (Warning 3487)

System Info. A participant from the message <message title> was not imported: No email address.

Reason:

Occurs when a participant of the message did not have a participant address.

W0DA0 (Warning 3488)

System Error. Failed to initialize the importer. Error was <error code>. Error Description is <description>

Reason:

Occurs when a problem with configuration prevents the importer from starting correctly.

E0DA1 (Error 3489)

System Error. Failed to initialize the importer. The supplied import user <user name> does not have bulk import privileges.

Reason:

Can occur when Engine.BulkImporUserName and Engine.BulkImporUserPasswd (defined in the importer's initialization file or set using wgnimpsv –SetCredentials) are set for a user that does not have the correct privileges to allow event import to be done.

W0DA2 (Warning 3490)

System Warning. Failed to move file <file name> to failed directory. Error <error code>

Reason:

Can occur when the importer fails to move a file because it does not have access to it, or it has been deleted or a similar problem.

W0DA3 (Warning 3491)

System Warning. Failed to delete file <file name>. Error <error code>

Reason:

Can occur when the importer fails to delete a file because it does not have access to it, or it has been deleted or a similar problem.

W0DA4 (Warning 3492)

A generic log code through which importer .dll errors are made.

Reason:

Configuration and runtime errors that occur in the .dll that manages import of a specific type will be logged using this code.

W0DA5 (Warning 3493)

The remote data location tag <tag text> was not found in file <file name>. Resetting remote data type and location to NULL.

Reason:

Logged when an EML file is imported but the MIME headers are not available for the importer to determine the remote data location.

E0DA6 (Error 3494)

System Error. Could not initialize the importer. API <API name> failed with <error code>. Ext Error Code: <error code>. Ext Error Description: <description>.

Reason:

Generally caused by configuration or installation issues that prevent the importer from starting.

E0DA7 (Error 3495)

System Error. Could not initialize the importer. API <API name> failed with <error code>.

Reason:

Generally caused by configuration or installation issues that prevent the importer from starting.

E0DA9 (Error 3497)

System Info. An infrastructure API returned <error code> from <API name> while processing <message title>.

Reason:

Occurs when there is a problem communicating with the infrastructure service via COM. Usually the importer will be able to recover from this and re-initialize the infrastructure service.

I0DB0 (Informational 3504)

System Info. Processed <number>. Captured <number>, Excluded <number>, Failed <number>.

Reason:

Logged periodically for informational purposes.

I0DB1 (Informational 3505)

System Info. There are <number> messages outstanding in the import policy hub. Hub throttling is now on.

Reason:

Logged when the importer is throttling due to the number of messages being processed by the import policy or policy engine.

I0DB2 (Informational 3506)

System Info. There are <number> messages outstanding in the import policy hub. Hub throttling is now off.

Reason:

Logged when the importer is resumes importing after throttling due to the number of messages being processed by the import policy or policy engine.

I0DB3 (Informational 3507)

System Info. There are <number> messages ready for processing. Throttling is now on.

Reason:

Logged when the importer begins throttling due to the number of messages in the broker thread awaiting processing hitting the high water mark.

I0DB4 (Informational 3508)

System Info. There are <number> messages ready for processing. Throttling is now off.

Reason:

Logged when the importer resumes importing after throttling due to the number of messages in the broker thread awaiting processing hitting the high water mark.

E0DB5 (Error 3509)

System Error. Failed to get the IWgnImportEngine interface from the CWgnImportEngine object. Error was <error code>. Message was <message title>.

Reason:

Unlikely to occur under normal circumstances, but may occur if system resources are extremely low.

E0DB6 (Error 3510)

System Error. A critical exception occurred in the importer. The importer will now shut down.

Reason:

Unlikely to occur under normal circumstances, but may occur if system resources are extremely low.

E0DB8 (Error 3512)

System Error. The main thread caught an exception. The error was: <error code>. Description is: <description>.

Reason:

Unlikely to occur under normal circumstances, but may occur if system resources are extremely low.

E0DB9 (Error 3513)

System Error. Failed to register as a client of the policy engine. Error was <error code>.

Reason:

Unlikely to occur under normal circumstances, but may occur if there is a problem with the policy engine and the importer is in direct import policy mode.

E0DBB (Error 3515)

System Error. Failed to set the configuration of the policy engine. Error was <error code>.

Reason:

Unlikely to occur under normal circumstances, but may occur if there is a problem with the policy engine and the importer is in direct import policy mode.

E0DBC (Error 3516)

System Error. Failed to co-create the policy engine. Error was <error code>.

Reason:

Can happen when there is a problem co-creating the policy engine service. For example, the policy engine is not registered.

E0DBD (Error 3517)

System Error. Failed to register a callback interface with the policy engine. Error was <error code>.

Reason:

Unlikely to occur under normal circumstances, but may occur if there is a problem with the policy engine and the importer is in direct import policy mode.

E0DBE (Error 3518)

System Error. Failed to query the policy engine object for its callback interface. Error was <error code>.

Reason:

Unlikely to occur under normal circumstances, but may occur if system resources are extremely low.

E0DBF (Error 3519)

System Error. Failed to create the Import Policy Engine's suspension event. Error was <error code>.

Reason:

Unlikely to occur under normal circumstances, but may occur if system resources are extremely low.

I0DC0 (Informational 3520)

System Info. The policy engine has reported that its local infrastructure is suspended.

Reason:

Occurs when the policy engine informs the event importer that the local infrastructure has been suspended.

I0DC1 (Informational 3521)

System Info. The policy engine has reported that its local infrastructure has been resumed.

Reason:

Occurs when the policy engine informs the event importer that the local infrastructure has been resumed.

I0DC2 (Informational 3522)

System Info. A call to the policy engine has failed and the policy engine will now be re-created and initialized. Error was <error code>.

Reason:

Unlikely to occur under usual circumstances. It may be seen if the policy engine service crashes or is terminated in an unusual manner.

E0DC3 (Error 3523)

Failed. Title: <message title>. Failed to pass a message to the policy engine. Error was <error code>.

Reason:

Logged when the importer fails to pass a message to the policy engine for processing.

E0DC4 (Error 3524)

The remote data location item <location> was not found.

Reason:

Logged when the Event Importer is importing Lotus Notes events and a remote data location is expected but not found in the message.

I0DC6 (Informational 3526)

System Info. Title: <message title>. Info: A message will be passed to the policy engine again. It was not processed as the infrastructure has been suspended.

Reason:

Logged when the policy engine fails to process an event because the infrastructure was suspended.

I0DC7 (Informational 3527)

Excluded (PE). Title: <message title>. Reason: <description>.

Reason:

Logged when the policy engine processes a message, but it is not captured.

E0DC8 (Error 3528)

The required remote data location tag <tag string> was not found in file <file name>. Failing the message.

Reason:

Logged when the Event Importer is importing EML events and a remote data location is expected but not found in the message.

I0DCA (Informational 3530)

Abandoned. Title: <message title>. Reason: 'Dumping outstanding events'.

Reason:

Seen when the importer is stopped via service stop or the PC is shutting down.

I0DD2 (Informational 3538)

Attachment References not supported in BB XML Logs. Event description: <description>, Reference:<reference text>.

Reason:

Logged from ImpBB.dll when it is processing a Bloomberg Email XML log that includes an attachment by reference.

Chapter 6: Event Log

This section contains the following topics:

Event Log Codes

The following are error, warning and informational codes for the event log:

Error 9

The infrastructure ended unexpectedly due to the Java Virtual Machine calling exit().

Reason:

Only applicable to machines running the infrastructure.

Error 10

The infrastructure ended unexpectedly due to the Java Virtual Machine calling abort().

Reason:

Only applicable to machines running the infrastructure.

Informational 11

<service name> started successfully.

Reason:

Only applicable to machines running the services.

Informational 12

<service name> stopped.

Reason:

Only applicable to machines running the services.

Error 13

Bad service request for <service name>.

Reason:

Only applicable to machines running the services.

Error 15

<service name> failed to start - check previous event messages for details.

Reason:

Only applicable to machines running the services.

Informational 16

Remote Data Manager Server has started.

Reason:

Only applicable to machines running RDM.

Error 17

Remote Data Manager Server failed to start: <failure reason>.

Reason:

Only applicable to machines running RDM.

Error 20

<service name> failed to initialize - check previous event messages for details.

Reason:

Only applicable to machines running the services.

Informational 21

<service name> paused.

Reason:

Only applicable to machines running the services.

Informational 22

<service name> resumed.

Reason:

Only applicable to machines running the services.

Error 23

External error code: <error message>.

Reason:

Only applicable to machines running the services that encounter an unknown error code.

Error 25

<service name> raised an unhandled exception and will terminate.

Reason:

Only applicable to machines running the services.

Warning 26

The module <module name> has defined a log path of <path name> which is invalid - will not log until fixed. Error is <reason for error>.

Reason:

Only applicable to machines running components that write to logfiles.

Error 1546

Microsoft Outlook has disabled the CA DataMinder Outlook Extension (wgnemol.dll).

Reason:

Only valid on Outlook Client Integration.

Error 1547

Microsoft Outlook has disabled the CA DataMinder Outlook Extension (wgnemol.dll), but CA DataMinder has re-enabled it.

Reason:

Only valid on Outlook Client Integration.

Informational 1548

The CA DataMinder Outlook Extension (wgnemol.dll) has been re-enabled.

Reason:

Only valid on Outlook Client Integration.

Error 1554

The CA DataMinder Outlook extension is active, but is not installed correctly. Internal info: <additional info>.

Reason:

Only valid on Outlook Client Integration.

Warning 1555

The CA DataMinder Outlook extension does not recognise the current version of Outlook. Internal info: <additional info>.

Reason:

Only valid on Outlook Client Integration.

Warning 1556

The CA DataMinder Outlook extension was not correctly registered with Outlook. This problem is now corrected but will not take effect until Outlook is restarted. Internal info: <additional info>.

Reason:

Only valid on Outlook Client Integration.

Warning 1557

The CA DataMinder Outlook extension was not correctly registered with Outlook. This problem could not be corrected. Internal info: <additional info>.

Reason:

Only valid on Outlook Client Integration.

Warning 1558

The CA DataMinder Outlook extension was unable to fully access the Outlook address book. This may affect application of policy for the rest of this Outlook session.

Reason:

Only valid on Outlook Client Integration.

Error 3421

An exception was raised by the Exchange provider. <details of exception>

Reason:

Only valid on an importer for Exchange Server Import.

Chapter 7: Exchange Server Agent Log

This section contains the following topics:

More information:

Exchange 2003 ESA Log Codes (SMTP Event Sink)

The following are error and informational log codes for the Exchange Server 2003 ESA (SMTP Event Sink) log file. The log files are named WgnSmtpS_*datestamp*.log.

E1B03 (Error 6915)

<count> emails are outstanding in the Policy Engine Hub.

Reason:

The SMTP Event Sink is shutting down while some emails are still outstanding in the Policy Engine Hub. The processing of these emails has been abandoned.

W1B04 (Warning 6916)

Re-loading the pending email with subject '<subject>' failed, error <error description>. The email will re-load as if it had just been submitted.

Reason:

If the Exchange server is restarted or reset, emails currently being processed by the agent (that is, pending emails) are restored to their pending state. If restoring the state of an email fails, this message is logged. The email is reprocessed by the agent as if it has just been submitted.

I1B05 (Informational 6917)

Blocked email with subject '<subject>'.

Reason:

The email identified was blocked.

E1B06 (Error 6918)

Failed to block email with subject '<subject>'.

Reason:

An error occurred when blocking (deleting) an email. This may be caused by an external program accessing the SMTP Server message pipeline.

I1B07 (Informational 6919)

Applying failure mode: Deleted email with subject '<subject>'.

Reason:

Informational message. The processing of the email failed. Because Failure Mode is set to 'delete', this message reports that the email was successfully deleted.

E1B08 (Error 6920)

Applying failure mode: Should have deleted the email, but failed. Subject '<subject>'.

Reason:

The processing of the email identified failed. Failure Mode is set to 'delete', but deleting the email failed.

E1B11 (Error 6929)

Failed to issue a warning for email with subject '<subject>', error <error description>.

Reason:

Applying policy to the email with subject <subject> generated a warning event. Sending the warning email to the sender failed. The reason for the failure is given in <error description>.

I1B12 (Informational 6930)

Applying failure mode: The email was allowed to go. Subject '<subject>'.

Reason:

Informational message. The processing of the email failed. Because Failure Mode is set to 'allow', this message reports that the email was allowed to go.

E1B13 (Error 6931)

Failed to create and populate the Wigan event for email with subject '<subject>', error <error description>.

Reason:

The agent could not create the data needed by the Policy Engine Hub to process the email identified. The reason for the failure is given in <error description>.

I1B14 (Informational 6932)

The number of pending warned emails has exceeded 80% of the maximum allowed by configuration (MaxPendingWarnings=<count>).
Emails already pending will start heeding their warning automatically if the maximum is reached.

Reason:

Informational message.

W1B15 (warning 6933)

The number of pending warned emails has exceeded the maximum allowed by configuration (MaxPendingWarnings=<count>).
Emails already pending have started heeding their warning automatically.

Reason:

Informational message.

E1B16 (Error 6934)

Failed to read the configuration, error <error description>.

Reason:

One or more configuration settings may be incorrect, or an internal error may have occurred. The <error description> provides details.

E1B29 (Error 6953)

Failed to query email event for email store interface, error <error description>.

Reason:

Internal error.

E1B2A (Error 6954)

Sending action email: Failed to create a new CDO message, error <error description>.

Reason:

The cause of the error is given in <error description>. This error was generated by a Microsoft interface called Collaboration Data Objects (CDO). This error may occur if CDO is not correctly installed, or if insufficient memory is available.

I1B2B (Informational 6955)

Applying failure mode: The email was marked and allowed to go. Subject '<subject>'.

Reason:

Informational message. The processing of the email failed. Because Failure Mode is set to 'mark', this message reports that the email was marked and allowed to go.

E1B30 (Error 6960)

Failed to save email contents to file '<filepath>', error <error description>.

Reason:

You have requested to save the contents of emails to EML or EVF files, a diagnostic facility. There was a Windows file system error, <error description>, creating or writing to one of these files.

E1B32 (Error 6962)

Policy Engine Hub not installed.

Reason:

The Policy Engine Hub is not installed, or not correctly installed.

E1B33 (Error 6963)

Failed to create Policy Engine Hub, error <error description>. Entering failure mode.

Reason:

The Policy Engine Hub failed to launch. The cause of the error is given in <error description>. The agent is entering Failure Mode.

E1B34 (Error 6964)

Failed to retrieve local computer name, error <error description>. Entering failure mode.

Reason:

Failed to retrieve the local computer name to configure the Policy Engine Hub. This error could be caused by an incorrect Windows Installation, or by low memory. The agent is entering Failure Mode.

E1B35 (Error 6965)

Failed to register with Policy Engine Hub, error <error description>. Entering failure mode.

Reason:

The agent failed to register with the Policy Engine Hub. The cause of the error is given in <error description>. The agent is entering Failure Mode.

I1B36 (Informational 6966)

Successfully connected to the Policy Engine Hub.

Reason:

Informational message.

E1B37 (Error 6967)

Failed to configure the Policy Engine Hub, error <error description>. Entering failure mode.

Reason:

The agent failed to configure the Policy Engine Hub. The cause of the error is given in <error description>. The agent is entering Failure Mode.

E1B38 (Error 6968)

Failed to retrieve message status, error <error description>.

Reason:

Unable to load the Message Status property from the email. The email may be corrupt.

E1B39 (Error 6969)

Failed to map message contents into memory, error <error description>.

Reason:

Unable to load the email into memory. There may be insufficient memory. The email may be corrupt. The Windows error details are given in <error description>.

E1B3A (Error 6970)

Sending action email: failed to get root Body Part interface for new message, error <error description>.

Reason:

The cause of the error is given in <error description>. This error was generated by a Microsoft interface. This error may occur if you are short of memory.

E1B3B (Error 6971)

Sending action email: failed to add Body Part to new message, error <error description>.

Reason:

The cause of the error is given in <error description>. This error was generated by a Microsoft interface. This error may occur if you are short of memory.

E1B3C (Error 6972)

Sending action email: failed to get Data Source interface for original email, error <error description>.

Reason:

The cause of the error is given in <error description>. This error was generated by a Microsoft interface. This error may occur if you are short of memory.

E1B3D (Error 6973)

Sending action email: failed to embed message, error <error description>.

Reason:

The cause of the error is given in <error description>. This error was generated by a Microsoft interface. This error may occur if you are short of memory.

W1B3E (Warning 6974)

Sending action email: error adding subject to message, error <error description>.

Reason:

The cause of the warning is given in <error description>. This error was generated by a Microsoft interface. This warning may occur if you are short of memory.

W1B3F (Warning 6975)

Sending action email: error setting DSN Option to 'Never', error <error description>.

Reason:

The cause of the warning is given in <error description>. This error was generated by a Microsoft interface. This warning may occur if you are short of memory.

I1B40 (Informational 6976)

Skipping email already processed with subject '<subject>'.

Reason:

Informational message. The email message was detected as already processed by a previous agent, and has been skipped.

E1B41 (Error 6977)

SMTP On Message Submission event cannot be processed asynchronously.

Reason:

Reason: Internal error.

E1B42 (Error 6978)

Failed to create email context object, error <error description>.

Reason:

The cause of the error is given in <error description>. This error may occur if you are short of memory.

E1B43 (Error 6979)

Failed to create email callback object, error <error description>.

Reason:

The cause of the error is given in <error description>. This error may occur if you are short of memory.

E1B44 (Error 6980)

Failed to create email additional info object, error <error description>.

Reason:

The cause of the error is given in <error description>. This error may occur if you are short of memory.

E1B45 (Error 6981)

Failed to pass email with subject '<subject>' to hub, error <error description>. Retrying.

Reason:

Informational message.

E1B46 (Error 6982)

Giving up on email with subject '<subject>' because the hub won't start.

Reason:

Informational message.

E1B47 (Error 6983)

Giving up on email with subject '<subject>' due to hub error <error description>.

Reason:

Informational message.

E1B48 (Error 6984)

Initialization failure. Failed to create a synchronization event, error <error description>.

Reason:

During initialization, the program requested a synchronization event from Windows. Windows returned error <error description>.

E1B49 (Error 6985)

Initialization failure. Failed to create registry parameters object, error <error description>.

Reason:

The cause of the initialization failure is given in <error description>. This error may occur if you are short of memory.

I1B50 (Informational 6992)

SMTP Sink started in <mode> mode.

Reason:

Informational message.

I1B51 (Informational 6993)

SMTP Sink stopped.

Reason:

Informational message.

E1B52 (Error 6994)

Action on email with subject '<subject>' - Failed to submit an email to send to '<to address>', subject '<subject>', error <error description>.

Reason:

The processing of the email identified by <subject> generated a CA DataMinder message. An error occurred trying to send the CA DataMinder message. The error is given in <error description>.

I1B53 (Informational 6995)

Action on email with subject '<subject>' - A notification email sent to '<to address>' is empty.

Reason:

Informational message. The processing of the email message identified by <subject> generated a CA DataMinder message. The CA DataMinder message is empty. This may be due to an incorrect policy configuration.

E1B54 (Error 6996)

Action on email with subject '<subject>' - Failed to build a email to send to '<to address>', subject '<subject>', error <error description>.

Reason:

The processing of the email identified by <subject> generated a CA DataMinder message. An error occurred during the building of the CA DataMinder message. The error is given in <error description>.

E1B72 (Error 7026)

Failed to initialize due to error <error description>.

Reason:

The agent failed to initialize. The cause of the initialization failure is given in <error description>. This error may occur if you are short of memory or have ran out of some system resources.

I1B73 (Informational 7027)

Reading the configuration parameters following the detection of a potential change.

Reason:

Informational message.

I1B74 (Informational 7028)

Integration is currently disabled.

Reason:

Informational message.

I1B75 (Informational 7029)

Integration has been enabled.

Reason:

Informational message.

I1B76 (Informational 7030)

Integration has been disabled.

Reason:

Informational message.

E1B77 (Error 7031)

The configuration is invalid. Integration is staying disabled.

Reason:

Informational message.

E1B78 (Error 7032)

The new configuration is invalid and has been discarded. Integration is staying enabled with the previous configuration.

Reason:

Informational message.

I1B79 (Informational 7033)

The configuration has changed. Integration is staying enabled and is now using this new configuration.

Reason:

Informational message.

I1B7A (Informational 7034)

The registry setting '<setting>' is not set. Using its default value <value>.

Reason:

Informational message.

W1B7C (Warning 7036)

The changed value of the registry setting '<setting>' will not be picked up until IIS is restarted.

Reason:

The value of the registry setting <setting> has been changed, but the changed value needs a restart of IIS to be picked up by the agent.

I1B7D (Informational 7037)

Progress Summary: Processed <count>. Captured <count>. Excluded <count>. Failed <count>. Interactive warn pending <count>.

Reason:

Informational message displaying counts of email messages.

I1B7E (Informational 7038)

Captured. Message: '<subject>'.

Reason:

Informational message. The email identified was captured.

I1B7F (Informational 7039)

Excluded. Message: '<subject>'. Reason: <reason description>.

Reason:

Informational message. The email message identified was excluded from policy processing. The cause of the exclusion is given in <reason description>.

E1B80 (Error 7040)

Failed. Message: '<subject>'. Reason: <reason description>.

Reason:

The processing of the email message identified failed. The cause of the failure is given in <reason description>.

E1B81 (Error 7041)

Domain Mapping: Conflict: The domain '<domain>' in '<organization1>' is already defined in '<organization2>'.

Reason:

A domain defined for an organization (organization1) is already defined for another organization (organization2). The same domain cannot be used for more than one organization.

I1B82 (Informational 7042)

Domain Mapping: The sender email address '<address>' does not map to a domain.

Reason:

Informational.

Exchange 2007/2010 Log Codes (Transport Agent)

The following are error and informational log codes for the Exchange Server 2007/2010 (Transport Agent). The log files are named WgnESA_<datestamp>.log.

I2F80 (Informational 12160)

Agent started.

Reason:

Informational message.

I2F81 (Informational 12161)

Agent stopped.

Reason:

Informational message.

I2F82 (Informational 12162)

Captured. Message: '<subject/ID>'.

Reason:

Informational message. The email message identified was captured.

I2F83 (Informational 12163)

Excluded. Message: '<subject/ID>'. Reason: <reason>.

Reason:

Informational message. The email message identified was excluded from policy processing. The cause of the exclusion is given in <reason>.

E2F84 (Error 12164)

Failed. Message: '<subject/ID>'. Reason: <reason>.

Reason:

The processing of the email message identified failed. The cause of the failure is given in <reason>.

I2F85 (Informational 12165)

Successfully connected to the Policy Engine Hub.

Reason:

Informational message.

E2F86 (Error 12166)

The Policy Engine Hub is not installed.

Reason:

The Policy Engine Hub is not installed, or not correctly installed.

E2F87 (Error 12167)

Failed to create Policy Engine Hub, error <error>.

Reason:

The Policy Engine Hub failed to launch. The cause of the error is given in <error>.

E2F88 (Error 12168)

Failed to register with Policy Engine Hub, error <error>.

Reason:

The agent failed to register with the Policy Engine Hub. The cause of the error is given in <error>.

E2F89 (Error 12169)

Failed to configure the Policy Engine Hub, error <error>.

Reason:

The agent failed to configure the Policy Engine Hub. The cause of the error is given in <error>.

E2F8A (Error 12170)

Entering failure mode.

Reason:

The agent entered Failure Mode following one or more errors.

I2F8B (Information 12171)

Attempting to leave failure mode...

Reason:

Informational message.

E2F8C (Error 12172)

Failed to pass message '<subject/ID>' to Policy Engine Hub. Retrying. Reason: <reason>.

Reason:

Informational message.

E2F8D (Error 12173)

Giving up on message '<subject/ID>' because the Policy Engine Hub won't start.

Reason:

Informational message.

E2F8E (Error 12174)

Giving up on message '<subject/ID>' due to Policy Engine Hub error <error>.

Reason:

Informational message.

I2F8F (Information 12175)

Blocked message '<subject/ID>'.

Reason:

Informational message. The email message identified was blocked.

E2F90 (Error 12176)

Failed to block message '<subject/ID>'. Reason: <reason>.

Reason:

Informational message. An error occurred when blocking (deleting) an email message. The reason for the failure is given in <reason>.

I2F91 (Information 12177)

Applying failure mode: Deleted message '<subject/ID>'.

Reason:

Informational message. The processing of the email message identified failed. Because Failure Mode is set to 'delete', this message reports that the email was successfully deleted.

E2F92 (Error 12178)

Applying failure mode: Should have deleted the message, but failed. Message: '<subject/ID>'. Reason: <reason>.

Reason:

The processing of the email message identified failed. Failure Mode is set to 'delete', but deleting the email failed. The reason for the failure is given in <reason>.

I2F93 (Information 12179)

Applying failure mode: The message was marked and allowed to go. Message '<subject/ID>'.

Reason:

Informational message. The processing of the email message failed. Because Failure Mode is set to 'mark', this message reports that the email was marked and allowed to go.

I2F94 (Information 12180)

Applying failure mode: The message was allowed to go. Message '<subject/ID>'.

Reason:

Informational message. The processing of the email message failed. Because Failure Mode is set to 'allow', this message reports that the email was allowed to go.

E2F95 (Error 12181)

Failed to mark the message '<subject/ID>'. Reason: <reason>.

Reason:

The email message identified failed to be marked. The reason for the failure is given in <reason>.

I2F96 (Information 12182)

Skipping message already processed. Message '<subject/ID>'.

Reason:

Informational message. The email message was detected as already processed by a previous agent, and has been skipped.

E2F97 (Error 12183)

Failed to issue a warning for message '<subject/ID>'. Reason: <reason>.

Reason:

Applying policy to the email message identified by <subject/ID> generated a warning event. Sending the warning email to the sender failed. The reason for the failure is given in <reason>.

E2F98 (Error 12184)

Unhandled exception. Context: '<context>'. Description: '<description>'.

Reason:

Internal error. An exception occurred and was not handled in the code. The <context> and <description> provide information about the exception.

E2F99 (Error 12185)

Action on message '<subject/ID>' - Failed to build a notification email to send to '<recipient>', subject '<subject>', error <error>.

Reason:

The processing of the email message identified by <subject/ID> generated a CA DataMinder message. An error occurred during the building of the CA DataMinder message. The error is given in <error>.

E2F9A (Error 12186)

Action on message '<subject/ID>' - Failed to submit a notification email to send to '<recipient>', subject '<subject>', error <error>.

Reason:

The processing of the email message identified by <subject/ID> generated a CA DataMinder message. An error occurred trying to send the CA DataMinder message. The error is given in <error>.

I2F9B (Information 12187)

Action on message '<subject/ID>' - A notification email sent to '<recipient>' is empty.

Reason:

Informational message. The processing of the email message identified by <subject/ID> generated a CA DataMinder message. The CA DataMinder message is empty. This may be due to an incorrect policy configuration.

I2F9C (Information 12188)

Progress Summary: Processed <count>. Captured <count>. Excluded <count>. Failed <count>. Interactive warn pending <count>.

Reason:

Informational message displaying counts of email messages.

I2F9D (Information 12189)

Reading the configuration parameters.

Reason:

Informational message.

I2F9E (Information 12190)

Integration is currently disabled.

Reason:

Informational message.

I2F9F (Information 12191)

Integration has been enabled.

Reason:

Informational message.

I2FA0 (Information 12192)

Integration has been disabled.

Reason:

Informational message.

E2FA1 (Error 12193)

The configuration is invalid. Integration is staying disabled.

Reason:

Informational message.

E2FA2 (Error 12194)

The new configuration is invalid and has been discarded. Integration is staying enabled with the previous configuration.

Reason:

Informational message.

I2FA3 (Information 12195)

The configuration has changed. Integration is staying enabled and is now using this new configuration.

Reason:

Informational message.

W2FA4 (Warning 12196)

The changed value of the registry setting '<setting>' will not be picked up until the agent is restarted.

Reason:

The value of the registry setting <setting> has been changed, but the changed value needs a restart of the agent to be picked up.

E2FA5 (Error 12197)

Failed to read the configuration, error <error>.

Reason:

One or more configuration settings may be incorrect, or an internal error may have occurred. The <error> provides details.

E2FA6 (Error 12198)

Failed to start the inter-agent communication service, error <error>.

Reason:

The inter-agent communication service failed to start. This may be caused by a configuration error. The cause of the failure is given in <error>.

I2FA7 (Information 12199)

The number of pending warned emails has exceeded 80% of the maximum allowed by configuration (MaxPendingWarnings=<count>).
Emails already pending will start heeding their warning automatically if the maximum is reached.

Reason:

Informational message.

W2FA8 (Warning 12200)

The number of pending warned emails has exceeded the maximum allowed by configuration (MaxPendingWarnings=<count>).

Emails already pending have started heeding their warning automatically.

Reason:

Informational message.

E2FA9 (Error 12201)

The Agent failed to initialize and will not process messages, error <error>.

Reason:

The cause of the initialization failure is given in <error>. This error may occur if you are short of memory or have ran out of some system resources.

Chapter 8: Policy Engine Hub Log

This section contains the following topics:

More information:

Policy Engine Hub Log Codes

The following are error, warning and informational codes for the Policy Engine Hub log file. The log files are named WgnPHub_<datestamp>.log.

E1A11 (Error 6673)

Failed to disconnect a policy engine on machine <machine name>. Error was <Error data>.

Reason:

Could not cleanly disconnect from the policy engine. Very rare.

E1A1A (Error 6682)

"Event <subject> has been timed out while waiting for policy engine <PE name>"

Reason:

The event timestamp was found to be expired just before being assigned to a policy engine.

E1A1C (Error 6684)

Failed to analyze event from <PE state> state on policy engine <PE name>.

Reason:

The event was just about to be assigned to policy engine when the policy engine status changed (shutdown, suspended). The event will be reassigned to another policy engine. Very rare.

E1A22 (Error 6690)

Failed to respond to heartbeat on policy engine <PE name>. Error was <Error data>.

Reason:

When a heartbeat is received by the hub from a policy engine it responds with its own call back to the policy engine. If that call fails it probably implies a serious network problem. Very rare.

E1A24 (Error 6692)

Timed out waiting for management thread on <PE name> to die cleanly.

Reason:

The policy engine handling code has failed to shut down cleanly. Very rare.

E1A2C (Error 6700)

Failed to connect to the policy engine <pe name>. Error was <Error data>.

Reason:

The DCOM connection to the policy engine could not be created. Most likely error is ACCESS_DENIED which implies a problem with the SetCredentials user.

E1A2E (Error 6702)

The 'CA DataMinder Policy Engine Server' service has not been started on machine <machine name>. Please manually start it.

Reason:

The hub has queried the remote service manager and has found the WgnPESv service has not been started.

E1A2F (Error 6703)

The 'CA DataMinder Policy Engine Server' service is not registered on machine <machine name>. Please reinstall it.

Reason:

The hub has queried the remote service manager which cannot find the WgnPESv service.

E1A30 (Error 6704)

Cannot contact machine <machine name>. Please check for access.

Reason:

The hub cannot query the remote service manager. Possibly the service manager itself has not started yet.

E1A31 (Error 6705)

Access is denied contacting machine <machine name> for service status.

Reason:

The hub cannot query the remote service manager because of a security problem. Check rights of credentials user.

E1A32 (Error 6706)

Failed to impersonate user. Error was <Error data>.

Reason:

The hub failed to use the credentials user correctly. Check rights of credentials user. Very rare.

E1A33 (Error 6707)

Failed to obtain a monitor callback from PE on machine <machine name>. Error was <Error data>.

Reason:

Failed to initialize policy engine. Implies a serious error with the policy engine. Very rare.

E1A34 (Error 6708)

Failed to register monitor callback on <machine name>. Error was <Error data>.

Reason:

Failed to initialize policy engine. Implies a serious error with the policy engine. Very rare.

E1A39 (Error 6713)

Failed to unregister monitor callback on PE <pe name>. Error was <Error data>.

Reason:

Policy engine failed to disconnect cleanly. Implies a problem with the policy engine.

E1A3B (Error 6715)

Failed to register client on policy engine <pe name>. Error was <Error data>.

Reason:

Failed to initialize the policy engine.

E1A3C (Error 6716)

Failed to UnregisterClient on Machine <pe name>. Error was <Error data>.

Reason:

Failed to disconnect cleanly from the policy engine.

E1A3D (Error 6717)

SetConfig failed on <pe name>. Error was <Error data>.

Reason:

Failed to initialize the policy engine. The usual error is because of an incorrect default/fallback user.

E1A3F (Error 6719)

The method '<method name>' on policy engine <pe name> has taken too long to complete. The call may now be canceled.

Reason:

Most calls to the policy engine from the hub are timed. If this time exceeds "PECallTimeoutMilliseconds" (or the default if not defined), the call is failed and the policy engine is reconnected.

E1A46 (Error 6726)

SetEventDetails on pWgnHubWorkItem failed. Error was <Error data>.

Reason:

There was a problem creating the necessary event data to pass to a policy engine. This may be due to being passed bad data by the client, or possibly due to environmental problems such as low memory. Very rare.

E1A47 (Error 6727)

AddToBackofQueue failed to add pNewWorkItem to the back of queue. Error was <Error data>.

Reason:

There was a problem creating the necessary event data to pass to a policy engine. This may be due to being passed bad data by the client, or possibly due to environmental problems such as low memory. Very rare.

E1A54 (Error 6740)

Event has failed to be added to queue. Error is: <error data>.

Reason:

Signifies a problem with the supplied event, or the hub environment being out of memory?

E1A5A (Error 6746)

Unknown type for event copying mode. New mode will be ignored.

Reason:

Unknown copying mode. Very rare.

E1A5E (Error 6750)

Event '<subject>' cannot be processed due to a communication fault - it will be returned to the source. Error is: <error data>.

Reason:

The event cannot be processed due to a problem with the data source. Most likely, the client has disconnected from the hub while there are outstanding events.

E1A5F (Error 6751)

Failed to add event '<subject>' to <pe name>. Error was <error data>.

Reason:

Failed to add event to policy engine.

E1A68 (Error 6760)

Failed to obtain the IWgnEMailEventStore from the email store. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A69 (Error 6761)

Failed to obtain the mail envelope from the email store. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A6A (Error 6762)

Failed to obtain the subject from the mail envelope. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A6B (Error 6763)

Event '<subject>' failed to be processed on policy engine <pe name> and will be retried. Retry count is <number>. Error was: <error data>.

Reason:

The policy engine has failed to process an event. It will be retried.

E1A6C (Error 6764)

Event '<subject> failed to be processed on policy engine <pe name>. Error was: <error data>.

Reason:

The policy engine has failed to process an event. It will not be retried, as retry count was set to 0.

E1A6D (Error 6765)

Event '<subject>' failed to be processed on policy engine <pe name> and has reached its maximum retry count. It will be returned. Error was: <error data>.

Reason:

The policy engine has failed to process an event. It will not be retried, as event has reached its maximum retry count.

E1A6E (Error 6766)

Failed to CoCreate a WgnComboStream. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A6F (Error 6767)

Failed to obtain the IWgnEMailEventStore interface from iEvent. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A70 (Error 6768)

Mark() on the EventStore failed. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A71 (Error 6769)

SaveStream() on the Event failed. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A72 (Error 6770)

Stat() on the Event failed. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A73 (Error 6771)

Failed to CoCreate a WgnEvent. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A74 (Error 6772)

Seek on pStream failed. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A75 (Error 6773)

LoadStream on pNewWgnEvent failed. Error was <error data>.

Reason:

Internal error converting email data. Very rare.

E1A76 (Error 6774)

Failed to initialize COM security. Error is <error data>.

Reason:

Failure to initialize the DCOM security. Possible problem with too early windows version, or issue with credentials user.

E1A77 (Error 6775)

You must supply valid logon credentials via the SetCredentials option before starting the Policy Engine Hub. Error is: <error data>.

Reason:

Generally this means the credentials user does not have the "Logon as batch" right.

E1A7A (Error 6778)

Failed to obtain password from LSA. Error is: <error data>.

Reason:

Failure to obtain password. Please retry setting the credentials user with installer or SetCredentials switch.

E1A7B (Error 6779)

Timed out removing event on queue <queue name>.

Reason:

Implies an event counting problem on an internal queue. Very rare.

E1A7C (Error 6780)

Event '<subject>' has been timed out.

Reason:

The event has been in the hub longer than "GlobalEventTimeoutSeconds".

E1A7E (Error 6782)

Critical Error: <freeform text>.

Reason:

Unpredicted critical error in hub. The hub should be restarted after one of these. Very rare.

E1A88 (Error 6792)

Failed to notify completion of <subject>. Error was <error data>.

Reason:

Hub has failed to notify client (exchange, notes, importer and so on) of the completed status of an event. This is usually because the client has been closed down.

E1A8A (Error 6794)

Failed to initialize queue <queue name>. Are the registry entries complete?

Reason:

Implies serious problems with the registry settings for a queue. Unlikely to happen.

E1A8E (Error 6798)

An error occurred trying to write to the Policy Engine Hub Log file.

Reason:

This can occur if the policy engine hub cannot write to its log file.

E1A8F (Error 6799)

The LowWaterMarkEventCount registry value cannot be higher than the HighWaterMarkEventCount value.

Reason:

The value of LowWaterMarkEventCount must not be higher than that of HighWaterMarkEventCount.

E1A90 (Error 6800)

The LowWaterMarkMB registry value cannot be higher than the HighWaterMarkMB value.

Reason:

The value of LowWaterMarkMB must not be higher than that of HighWaterMarkMB.

E1A91 (Error 6801)

Access to the policy engine on machine <machine name> has been denied. This may occur if the user account <account name> is not a member of the local administrators group on that machine.

Reason:

Access to the policy engine host machine has been denied. This may occur if the specified user account is not a member of the local administrators group on the policy engine host machine.

I1A05 (Informational 6661)

The <number of> surplus policy engine connections(s) on queue <queue name> will be disconnected.

Reason:

This is the same as I1A04 above except for multiple Policy Engines.

I1A06 (Informational 6662)

Connection to policy engine <PE Name> failed. Error is <error data>.

Reason:

The hub failed to establish a DCOM connection to the PE. This is usually due to DCOM security issues with the hub "SetCredentials" user or, if used, hub service named user. Please check installation guide.

I1A07 (Informational 6663)

There are no more standby policy engines to replace <PE Name> so it will be restarted. Shutdown reason <error data>.

Reason:

An active PE has failed to connect with code <error data> and there are no more standby's to connect. The failing PE will continue to attempt to connect.

I1A08 (Informational 6664)

Active policy engine connection <PE Name> has been made inactive and will be restarted. Shutdown reason <Error data>.

Reason:

PE has shut down because of the error shown, but will be restarted.

I1A09 (Informational 6665)

There are no more standby policy engines to replace <PE Name> so it will be restarted. Shutdown reason <Error data>.

Reason:

Restarting failed PE immediately as there are no more standby policy engines to start.

I1A0A (Informational 6666)

Policy engine <PE Name> has been suspended.

Reason:

The policy engine has stopped processing because its infrastructure has suspended. The infrastructure may have been manually suspended or it may have been suspended automatically because of a fault such as lack of disk space.

I1A0B (Informational 6667)

Policy engine <PE Name> has been resumed.

Reason:

The suspended policy engine has started processing again.

I1A0C (Informational 6668)

The <number> surplus policy engine connections(s) on queue <queue name> will be disconnected.

Reason:

One or more Active policy engines have resumed and the Standby policy engines that replaced them are no longer required.

I1A0E (Informational 6670)

Policy engine <PE Name> has stopped processing.

Reason:

The policy engine has stopped processing. This message is part of the normal PE disconnection procedure.

I1A0F (Informational 6671)

Policy engine <PE Name> has started processing.

Reason:

The policy engine is now ready to accept events.

I1A12 (Informational 6674)

Failed to created policy engine proxy for machine <machine name> on queue <queue name>.

Reason:

Error was <Error data>. Failed to initialize policy engine on named queue. Very rare.

I1A15 (Informational 6677)

Starting up standby policy engine connection <PE Name> to make up requirements.

Reason:

Replacing Active policy engine with standby policy engine.

I1A16 (Informational 6678)

Starting up standby policy engine connection <PE name> to make up for failing active policy engine.

Reason:

Attempting to replace a single active policy with a standby.

I1A18 (Informational 6680)

No more standby policy engines to connect to make up requirements.

Reason:

Cannot make up numbers of active policy engines with standbys because there are no more available.

I1A1B (Informational 6683)

Policy engine <PE Name> is currently unable to process event '<subject>'. The event will be reassigned.

Reason:

The event was just about to be assigned to policy engine when the policy engine status changed (shutdown, suspended). The event will be reassigned to another policy engine.

I1A1D (Informational 6685)

Config changed on policy engine <pe name>.

Reason:

The policy engine registry configuration has changed.

I1A1E (Informational 6686)

Security config changed on policy engine <pe name>.

Reason:

Policy engine code for named policy engine has acknowledged changes to the credentials user.

I1A1F (Informational 6687)

Reason:

Event timeout changed on policy engine <pe name>.

Policy engine code acknowledged change of global event timeout in registry.

I1A20 (Informational 6688)

Common config changed on policy engine <pe name>.

Reason:

Policy engine code acknowledged change of common configuration in registry (Default user, Fallback user and so on).

I1A23 (Informational 6691)

Policy engine <pe name> has signaled its intention to shut down.

Reason:

The named policy engine is shutting down. Either the service is being stopped, or the host machine is shutting down.

I1A25 (Informational 6693)

Policy engine connection to <pe name> will now attempt to shut down.

Reason:

The policy engine is being shut down, either because it has been removed from the registry or the hub is being shut down.

I1A26 (Informational 6694)

Heartbeat not received from policy engine <pe name>. It will be retired.

Reason:

The hub has not received a heartbeat from the policy engine for 4 x HeartbeatPeriodMilliseconds. This implies either the policy engine is extremely busy, deadlocked or there is a network problem.

I1A27 (Informational 6695)

Suspect heartbeat failure on policy engine <pe name>.

Reason:

After a heartbeat failure described above in I1A26 a double check is applied to make sure it wasn't a simple timer problem. If this is the case then the missed heartbeat is ignored.

I1A28 (Informational 6696)

Policy engine for <pe name> will now attempt to connect.

Reason:

The policy engine will now attempt to connect.

I1A29 (Informational 6697)

Attempting to reconnect to policy engine <pe name>.

Reason:

The policy engine will now attempt to reconnect.

I1A2A (Informational 6698)

Policy engine <pe name> has been successfully loaded with modified settings.

Reason:

Policy engine specific settings (heartbeat, reconnect time etc) have been applied to the policy engine.

I1A2D (Informational 6701)

Successfully connected to policy engine <pe name>.

Reason:

The policy engine has connected successfully.

I1A35 (Informational 6709)

Deallocating all events on <pe name>.

Reason:

About to deallocate all events from policy event and reassign them.

I1A36 (Informational 6710)

Timed out waiting for events to process on policy engine <pe name>. Outstanding events will be deallocated.

Reason:

When a policy engine is shut down cleanly all the events already allocated to a policy engine are given a period of time to complete naturally. After this time events are forcibly deallocated.

I1A37 (Informational 6711)

Successfully waited for all events to process on <pe name>.

Reason:

As in message I1A36 above but all events managed to complete before they got reallocated.

I1A38 (Informational 6712)

Disconnecting policy engine <pe name>.

Reason:

Policy engine is being disconnected.

I1A40 (Informational 6720)

Pre-processing thread pool changing from <thread count> to <thread count> threads.

Reason:

The "PreprocessingThreadCount" value (if defined,) has changed.

I1A41 (Informational 6721)

Completion thread pool changing from <thread count> to <thread count> threads.

Reason:

The "CompletionThreadCount" value (if defined,) has changed.

I1A43 (Informational 6723)

Total item memory has gone under low watermark.

Reason:

The combined memory load of all events in the queues has gone below (LowWaterMarkMB) while in throttling mode. Throttling mode will be canceled.

I1A45 (Informational 6725)

Event count has gone under low watermark.

Reason:

The combined count of all events in the queues has gone below (LowWaterMarkEventCount) while in throttling mode. Throttling mode will be canceled.

I1A4C (Informational 6732)

Failed to add event '<subject>' of size <event size> to a valid queue returning to input queue.

Reason:

Temporarily unable to assign event to a queue, the operation will be retried.

I1A51 (Informational 6737)

Successfully created queue <queue name>.

Reason:

A queue has been successfully created.

I1A52 (Informational 6738)

Removing queue <queue name>.

Reason:

A queue is about to be removed.

I1A53 (Informational 6739)

Queue <queue name> has been removed.

Reason:

A queue has been successfully removed.

I1A55 (Informational 6741)

Hub throttling mode has been set to 'Wait'.

Reason:

The throttling mode has been set to "wait" mode.

I1A56 (Informational 6742)

Hub throttling mode has been set to 'Fail'.

Reason:

The throttling mode has been set to "fail" mode.

I1A57 (Informational 6743)

Event copying mode has been set to 'Immediate'.

Reason:

Incoming events are copied in full in the hub.

I1A58 (Informational 6744)

Event copying mode has been set to 'On Demand'.

Reason:

Parts of the incoming event are copied when required.

I1A59 (Informational 6745)

Event copying mode has been set to 'Never'.

Reason:

The incoming event is never copied by the hub.

I1A5B (Informational 6747)

Accepted event '<subject>'.

Reason:

The event has successfully entered the hub.

I1A5C (Informational 6748)

About to analyze event '<subject>' on <pe name>.

Reason:

The event is about to be processed on policy engine.

I1A5D (Informational 6749)

Analyzing event '<subject>' on <pe name>

Reason:

The event is being processed on policy engine.

I1A60 (Informational 6752)

Completed processing of event '<subject>' on <pe name> status <processing code>.

Reason:

The hub has finished with event and is returning the event to the client. The processing code is the final state of the event and may be a failure code. This event has been processed by a policy engine.

I1A61 (Informational 6753)

Completed processing of event '<subject>' status <processing code>. The hub has finished with event and is returning the event to the client.

Reason:

The processing code is the final state of the event and may be a failure. This event has not been processed by a policy engine.

I1A78 (Informational 6776)

The Policy Engine Hub Service is being run as a named user but has the 'Credentials' user specified. The 'Credentials' user will be ignored.

Reason:

The hub has previously been run with the credentials user, but now is running as a named user. Ideally the -clearcredentials switch should be used to clear details of the credentials user.

I1A79 (Informational 6777)

Policy Engine Hub is running in security context of '<user name>'.

Reason:

Shows the user the hub process is running as. This is the main process user, not the credentials user.

I1A7D (Informational 6781)

<Freeform text>

Reason:

General freeform informational text.

I1A7F (Informational 6783)

CA DataMinder Policy Engine Hub is starting.

Reason:

The hub is starting and is initializing.

I1A80 (Informational 6784)

CA DataMinder Policy Engine Hub stopped successfully.

Reason:

The hub has stopped.

I1A81 (Informational 6785)

CA DataMinder Policy Engine Hub started successfully.

Reason:

The hub has started.

I1A82 (Informational 6786)

****

Reason:

Used before starting (I1A7F) and after stopping (I1A80).

I1A85 (Informational 6789)

Closing Distributor Agent ...

Reason:

The Distributor agent (if installed) is closing. No more events will be processed from the distributor.

I1A86 (Informational 6790)

The Policy Engine Hub Service is being run under the LocalSystem account and has no 'Credentials' user specified. Remote policy engines may not be accessible.

Reason:

When the hub is run in this mode you may get ACCESS_DENIED errors from remote policy engines. You should only use this mode if you have a single policy engine on the hub machine.

I1A87 (Informational 6791)

The Policy Engine Hub Service has been configured with the 'Credentials' user '<name>'.

Reason:

The hub will use the named user for all remote communications.

I1A89 (Informational 6793)

<subject> successfully called back into source.

Reason:

Hub has notified client of completion of event. Hub has finished with event.

I1A8B (Informational 6795)

Policy engine <PE Name> connected successfully.

Reason:

The policy engine has connected. Note this does not mean that it has started processing yet.

I1A8C (Informational 6796)

Shutting down standby policy engine connection <PE Name> as it's surplus to requirements.

Reason:

A standby PE that was previously started to compensate for a failing active PE has been disconnected. Most likely this is due to an active PE restarting.

W1A19 (Warning 6681)

Event '<subject>' has been deallocated from queue <queue name>.

Reason:

The named queue is being shutdown and all events currently allocated to it are being reallocated to another queue.

W1A3A (Warning 6714)

Event <subject> has been deallocated from policy engine <pe name>.

Reason:

Event has been successfully deallocated from policy engine.

W1A42 (Warning 6722)

Total item memory has gone over high watermark.

Reason:

The combined memory load of all events in the queues has exceeded (HighWaterMarkMB) and the throttling mode will be used.

W1A44 (Warning 6724)

Total event count has gone over high watermark.

Reason:

The combined count of all events in the queues has exceeded (HighWaterMarkEventCount) and the throttling mode will be used.

W1A48 (Warning 6728)

Event has been added to the hub while in memory throttling mode event will be returned.

Reason:

The hub is in memory throttling mode and is set by the client to fail incoming events.

W1A49 (Warning 6729)

Event has been added to the hub while in memory throttling mode event processing will be delayed.

Reason:

The hub is in memory throttling mode and is set by the client to delay incoming events so the total memory load does not go over high watermark.

W1A4A (Warning 6730)

Event has been added to the hub while in event count throttling mode. Event will be returned.

Reason:

The hub is in event throttling mode and is set by the client to fail incoming events.

W1A4B (Warning 6731)

Event has been added to the hub while in event count throttling mode. Event processing will be delayed.

Reason:

The hub is in event throttling mode and is set by the client to delay incoming events so the total event count does not go over high watermarks.

W1A4D (Warning 6733)

No active queues are defined so no events can be processed.

Reason:

This should never happen as you always have a default queue.

W1A50 (Warning 6736)

Queue '<queue name>' has the same byte limit as queue '<queue name> and will not be assigned events. Please reconfigure you queues.

Reason:

If two queues are configured with the same byte limit only one of the queues will be assigned events. It is best to reconfigure one of the queues.

W1A62 (Warning 6754)

Event '<subject>' has previously been completed, possibly by a timeout.

Reason:

The event will not be completed as it has already been completed (possibly previously timed out.)

W1A63 (Warning 6755)

Event '<subject>' has not been processed but will be completed successfully. Reason is: <error data>.

Reason:

Policy engine has returned this event unprocessed. A typical reason is having no matching user and no default user set. It will be returned to the client as usual.

W1A83 (Warning 6787)

Queue <queue name> is entering failure mode.

Reason:

A queue has had no processing policy engines for longer than NoPEFailTimeoutSeconds. Future events for this queue will be immediately timed out.

W1A84 (Warning 6788)

Queue <queue name> is leaving failure mode.

Reason:

A queue previously in no PE failure mode has left that mode because a policy engine has started processing.

Chapter 9: File Scanning Agent Log

This section contains the following topics:

File Scanning Agent Log Codes

The following are error, warning, and informational codes for the File Scanning Agent log file. The log files are named WgnESA_<datestamp>.log.

E2E05 (Error 11781)

Error occurred processing file "<file path>" - <error string>.

Reason:

The system cannot find the file specified. File has been locked, moved, or deleted making it unavailable during processing Review Event Logs for preceding events.

E2E09 (Error 11785)

Error occurred loading configuration - <config file>.

Reason:

The job configuration file failed to load. For example, the file is corrupted or does not exist.

E2E0A (Error 11786)

Failed to parse Job XML configuration.

Reason:

The job configuration file failed to parse because the XML is not valid.

E2E0B (Error 11787)

Failed to process file - unknown error.

Reason:

The FSA failed to scan a file due to an unknown error.

E2E0C (Error 11788)

A timeout occurred while waiting for the event to be processed.

Reason:

The FSA processing has been timed out by the policy engine or policy engine hub.

E2E0D (Error 11789)

Failed to create a timer queue object.

Reason:

The operating system was unable to create a timer object handle.

E2E0F (Error 11791)

Location not found or access denied.

Reason:

The FSA failed to scan a location. This can be because it does not exist, or because the FSA does not have access to it.

E2E10 (Error 11792)

Secure overwrite failed - file contents do not match last overwrite.

Reason:

DoD deletion failed because the file contents could not be over overwritten. This is often because of a hard disk failure.

E2E13 (Error 11795)

Failed to connect to the <Scan|NIST> Database.

Reason:

Database error. The FSA failed to connect to the scanned file database or NIST database.

E2E14 (Error 11796)

Failed to end database transaction – "<file path>" failed.

Reason:

Database error. The FSA failed to commit or roll back the details of file "<file path>" to the scanned file database after it had been scanned.

E2E15 (Error 11797)

Failed to process file in the scan database - "<file path>".

Reason:

Database error. The FSA failed to retrieve or store the details of file "<file path>" from or in the scanned file database.

E2E16 (Error 11798)

Failed to retrieve job ID – "<job name>".

Reason:

Database error. The FSA failed to retrieve the job ID for "<job name>" from the scanned file database.

E2E17 (Error 11799)

Failed to purge job data – "<job name>".

Reason:

Database error. The FSA failed to purge the file data for job "<job name>" from the scanned file database.

E2E1E (Error 11806)

Failed to retrieve job ID for "<job name>".

Reason:

Database error. The FSA failed to retrieve the job ID for "<job name>" from the scanned file database.

E2E1F (Error 11807)

Failed to check file "<file path>" in the Scan DB.

Reason:

Database error. The FSA failed to retrieve or store the details of file "<file path>" from or in the scanned file database.

E2E26 (Error 11814)

*** FSA failed to start - <reason>.

Reason:

The FSA service failed to start for the reason stated.

E2E2D (Error 11821)

FSA <Scan|NIST> Database Connection Failed to Close.

Reason:

Database error. The FSA has failed to close the connection to the scanned file database or the NIST database.

E2E31 (Error 11825)

Failed to load file "<file path>" - <reason>.

Reason:

The FSA failed to load the job file "<file path>" either because the file was corrupted, no longer existed, or because the FSA failed to access the file.

E2E32 (Error 11826)

Invalid FSA Registry parameter "<reg parameter>".

Reason:

The FSA registry parameter "<reg parameter>" is invalid. That is, it may not exist in the job file.

E2E33 (Error 11827)

Failed to start job "<job name>" - Couldn't connect to the Scan database.

Reason:

Database error. The FSA was unable to start job "<job name>" because it failed to connect to the scanned file database.

E2E34 (Error 11828)

Error occurred running "<job name>" - reason.

Reason:

The FSA encountered an error when running job "<job name>" for the reason specified.

E2E35 (Error 11829)

An error occurred getting the file list for Job "<job name>", Input location "<location path>" - <reason>.

Reason:

The FSA encountered an error while enumerating files in location "<location path>" for the reason specified.

E2E38 (Error 11832)

Another Job with the same name is already running.

Reason:

The FSA cannot run the job because a job with the same name is already running.

E2E39 (Error 11833)

Another Job named "<job name>" is already running.

Reason:

The FSA cannot run the job "<job name>" because a job with that name is already running.

E2E40 (Error 11840)

Job "<job name>" does not exist in the scan database.

Reason:

Database error. The job "<job name>" does not exist in the file scanning database.

E2E41 (Error 11841)

Job name is empty.

Reason:

The <job name> parameter in the job file is empty or does not exist.

E2E42 (Error 11842)

Job name exceeds 63 character limit.

Reason:

The <job name> parameter in the job file must not exceed 63 characters.

E2E44 (Error 11844)

Failed to retrieve job ID.

Reason:

Database error. The FSA failed to retrieve the job ID for "<job name>" from the scanned file database.

E2E45 (Error 11845)

The job does not exist in the scan database.

Reason:

Database error. The job does not exist in the scanned file database as it has not been run before.

E2E46 (Error 11846)

Failed to purge the job data.

Reason:

Database error. The FSA was unable to purge job data from the scanned file database.

E2E47 (Error 11847)

Failed to connect to the scan database.

Reason:

Database error. The FSA was unable to connect to the scanned file database.

E2E4A (Error 11850)

Timed out while waiting to reconnect to the FSA service.

Reason:

Database error. A delegate process (the FSA stub) previously lost its connection to the FSA service and tried to reconnect. This reconnection has now timed out.

E2E4B (Error 11851)

Couldn't find <locations> XML element in config file.

Reason:

The XML tag <locations> does not exist in the job file.

E2E4C (Error 11852)

Couldn't find <participants> XML element in config file.

Reason:

The XML tag <participants> does not exist in the job file.

E2E4D (Error 11853)

Couldn't find <fsa> element in XML config file.

Reason:

The XML tag <FSA> does not exist in the job file.

E2E4E (Error 11854)

Couldn't find <jobs> element in XML config file.

Reason:

The XML tag <jobs> does not exist in the job file.

E2E4F (Error 11855)

Failed to parse file "<config file>" - <reason>.

Reason:

The job file contains invalid XML for the reason stated.

E2E50 (Error 11856)

Failed to start job file "<config file>" - <reason>.

Reason:

The job(s) in the job file "<config file>" failed to start for the reason stated.

E2E51 (Error 11857)

Couldn't apply relative path "<path>" to location "<location path>".

Reason:

The FSA failed to calculate the absolute location path based on the relative path defined in the job file.

E2E52 (Error 11858)

Invalid relative path.

Reason:

The relative path specified in the job file was not valid.

E2E53 (Error 11859)

The message is the wrong type for the target folder.

Reason:

Exchange Public Folders error.

E2E55 (Error 11861)

Invalid job file argument (< <keyword> <attribute>=<value> />) - <reason>.

Reason:

The specified parameter in the job file is invalid for the reason given.

E2E57 (Error 11863)

Failed to generate PDF contents.

Reason:

An error occurred while generating a PDF file as part of a Replace action. This is sometimes caused by memory corruption.

E2E60 (Error 11872)

Failed to check file in the NIST Database.

Reason:

Database error. The FSA failed to check the file against the NIST database.

E2E61 (Error 11873)

Failed to connect to the NIST Database.

Reason:

Database error. The FSA failed to connect to the NIST database.

E2E70 (Error 11888)

The FSA failed to initialize MAPI (<reason>). Please ensure a Microsoft Exchange-compatible email application such as Outlook is the default email application.

Reason:

The FSA failed to initialize Exchange integration because of the reason stated. This is often because Microsoft Outlook is not installed.

E2E71 (Error 11889)

Failed to initialize MAPI.

Reason:

The FSA failed to initialize MAPI. This can be because a MAPI client does not exist.

E2E72 (Error 11890)

The FSA could not find the mailbox "<mailbox>" on the server "<server>" (the mailbox is located on the server whose DN is "<DN>").

Reason:

Exchange Public Folders error.

E2E73 (Error 11891)

The mailbox does not exist on the configured mail server.

Reason:

Exchange Public Folders error.

E2E74 (Error 11892)

The newly created MAPI service could not be found.

Reason:

Exchange Public Folders error.

E2E75 (Error 11893)

The required MAPI store could not be found.

Reason:

Exchange Public Folders error.

E2E76 (Error 11894)

*Error creating PST Profile "<profile name>" "<PST file name>" "<PST display name>" - <error description>.

Reason:

Exchange Public Folders error.

E2E77 (Error 11895)

There is more than one entry that matches the user/mailbox name.

Reason:

The Address List contains more than one entry for the user or mailbox.

E2E78 (Error 11896)

The returned MAPI property is not of the expected type.

Reason:

Exchange Public Folders error.

E2E79 (Error 11897)

The FSA could not create a MAPI profile to access the mailbox (username: <username>, server: <password>). The error returned was <reason>.

Reason:

Exchange Public Folders error.

E2E7A (Error 11898)

The FSA could not access the configured mailbox (username: <username>, server: <server>). The error returned was <reason>.

Reason:

The FSA failed to access the mailbox (username: <username>, server: <server>) for the reason stated.

E2E7B (Error 11899)

Failed to create a MAPI profile.

Reason:

Exchange Public Folders error.

E2E80 (Error 11904)

Failed to retrieve SharePoint file object from URL.

Reason:

SharePoint error. The FSA failed to retrieve the SharePoint file object from the SharePoint site. This can be because the <SharePointSiteURL> parameter is invalid in the job file.

E2E81 (Error 11905)

Failed to retrieve SharePoint list item object from URL.

Reason:

SharePoint error. The FSA failed to retrieve the SharePoint list item from the SharePoint site. This can be because the <SharePointSiteURL> parameter is invalid in the job file.

E2E82 (Error 11906)

Failed to delete SharePoint file.

Reason:

SharePoint error. The FSA failed to delete the SharePoint file.

E2E83 (Error 11907)

Failed to replace SharePoint file.

Reason:

SharePoint error. The FSA failed to replace the SharePoint file.

E2E84 (Error 11908)

Failed to copy SharePoint file.

Reason:

SharePoint error. The FSA failed to replace the SharePoint file.

E2E85 (Error 11909)

Failed to retrieve SharePoint file contents.

Reason:

SharePoint error. The FSA failed to retrieve the contents of the SharePoint file.

E2E86 (Error 11910)

Failed to retrieve URL for SharePoint file.

Reason:

SharePoint error. The FSA failed to retrieve the URL of the SharePoint file. This can be because the <SharePointSiteURL> parameter is invalid in the job file.

E2E87 (Error 11911)

Failed to retrieve URL for SharePoint list item.

Reason:

SharePoint error. The FSA failed to retrieve the URL of the SharePoint generic list item. This can be because the <SharePointSiteURL> parameter is invalid in the job file.

E2E88 (Error 11912)

Failed to retrieve SharePoint item attributes.

Reason:

SharePoint error. The FSA failed to query file or item attributes or metadata.

E2E89 (Error 11913)

Failed to build SharePoint event data.

Reason:

SharePoint error. The FSA failed to create a file event for a SharePoint file or list item.

E2E90 (Error 11920)

Unable to detect the installed version of Microsoft SharePoint Services.

Reason:

SharePoint error. The FSA was unable to detect the version of Microsoft SharePoint Services running. For example, the Service Pack version may be undefined.

E2E91 (Error 11921)

Microsoft SharePoint exception occurred: "<exception description>".

Reason:

SharePoint error. Microsoft SharePoint threw an exception. A description of the error is displayed.

E2E99 (Error 11922)

ODBC Error occurred: "<ODBC error string>".

Reason:

This logs the ODBC error that contains the reason for a database error.

I2E00 (Informational 11776)

Loading updated configuration.

Reason:

The job configuration file has been updated by the user and reloaded by the FSA.

I2E01 (Informational 11777)

Started processing Job "<job name>", Input location "<location path>".

Reason:

The input location <location> has been launched for processing.

I2E02 (Informational 11778)

Stopped processing Job "<job name>", Input location "<location path>".

Reason:

The input location <location> has finished processing.

I2E03 (Informational 11779)

Processing file "<file path>".

Reason:

The file <file> is currently being processed.

I2E04 (Informational 11780)

Completed file "<file path>".

Reason:

The file "<file path>"has finished processing.

I2E06 (Informational 11782)

Deleting file "<file path>".

Reason:

Attempting to delete file "<file path>".

I2E07 (Informational 11783)

Replacing file "<file path>".

Reason:

Attempting to replace file "<file path>".

I2E08 (Informational 11784)

Copying file "<file path>" to "<destination>".

Reason:

Attempting to copy file "<file path>"to destination "<destination>".

I2E0E (Informational 11790)

Excluded file "<file path>", which was found in the NIST database.

Reason:

The file "<file path>" will not be scanned as it exists in the NIST database and therefore exempt.

I2E11 (Informational 11793)

Scan DB Check - Already scanned file "<file path>".

Reason:

The file "<file path>" will not be scanned because it exists in the scanned file database and has therefore already been scanned.

I2E19 (Informational 11801)

Excluded file "<file path>", which was not captured by policy.

Reason:

The file "<file path>" was not scanned because it was not captured by policy.

I2E1A (Informational 11802)

Summary: Processed <count1>. Captured <count2>. Excluded <count3>. Failed <count4>.

Reason:

This summary information is displayed every 30 seconds while a scan is in progress.

I2E1B (Informational 11803)

Cancelled file "<file path>", parent Input is shutting down.

Reason: (Informational)

The processing of the file "<file path>" was cancelled because the FSA is shutting down, or the scanning job has been stopped by the user.

I2E1C (Informational 11804)

Excluded <count> files not matched by the job's filter.

Reason:

The number of files excluded by the XML <exclude> tag, as defined in the job file.

I2E21 (Informational 11809)

Missed restart time for job "<job name>".

Reason:

The job "<job name>" failed to repeat as scheduled (using the <frequency> tag in the job file) because it was still completing its previous iteration.

I2E22 (Informational 11810)

Job "<job name>" is scheduled to start at <time>.

Reason:

The next scheduled repeat of job "<job name>" is at <time> as set by the <frequency> tag in the job file.

I2E24 (Informational 11812)

*** FSA has started.

Reason:

The FSA service has started up.

I2E25 (Informational 11813)

*** FSA is starting...

Reason:

The FSA service is starting up.

I2E27 (Informational 11815)

*** FSA has shutdown.

Reason:

The FSA service has shut down.

I2E28 (Informational 11816)

*** FSA is shutting down...

Reason:

The FSA service is shutting down.

I2E2A (Informational 11818)

FSA Connecting to the <Scan|NIST> Database using DSN "<DSN name>".

Reason:

The FSA is attempting to connect to the scanned file database or the NIST database using the Database Source Name (DSN) "<DSN name>".

I2E2B (Informational 11819)

FSA Closing <Scan|NIST> Database Connection.

Reason:

The FSA is attempting to close the connection to the scanned file database or the NIST database. This occurs when the FSA service has shut down.

I2E2C (Informational 11820)

FSA <Scan|NIST> Database Connection Closed.

Reason:

The connection to the scanned file database or the NIST database has been closed. This occurs when the FSA service has shut down.

I2E2D (Informational 11821)

FSA <Scan|NIST> Database Connection Failed to Close.

Reason:

The FSA has failed to close the connection to the scanned file database or the NIST database.

I2E2E (Informational 11822)

FSA attempting to reconnect to the <Scan|NIST> database...

Reason:

The FSA is attempting to reconnect to the scanned file database or the NIST database.

I2E2F (Informational 11823)

FSA connected to the <Scan|NIST> database - <DB version info>.

Reason:

The FSA has successfully connected to the scanned file database or the NIST database.

I2E30 (Informational 11824)

A Delegate process is still running, and waiting for FSA to restart.

Reason:

The FSA service was shut down while a delegate process (the FSA stub) was still running. This process is waiting for the FSA service to restart.

I2E36 (Informational 11830)

Skipping "<Folder name>" - <reason>.

Reason:

The folder "<Folder name>" will not be scanned for the reason stated.

I2E3A (Informational 11834)

Job "<job name>" has started.

Reason:

The job "<job name>" has started successfully.

I2E3B (Informational 11835)

Job "<job name>" has finished.

Reason:

The job "<job name>" has finished.

I2E3C (Informational 11836)

Job "<job name>" was stopped before it finished.

Reason:

The job "<job name>" was stopped by a user before completion.

I2E3D (Informational 11837)

Configuration Updated.

Reason:

The FSA registry has been reconfigured and reloaded.

I2E3E (Informational 11838)

Configuration Updated for Job File "<config file>".

Reason:

The job file "<config file>" has been updated and reloaded.

I2E3F (Informational 11839)

Job "<job name>" was purged successfully.

Reason:

The data from job "<job name>" has been successfully purged from the scanned file database.

I2E43 (Informational 11843)

All jobs were purged successfully.

Reason:

The data from all jobs has been successfully purged from the scanned file database.

I2E48 (Informational 11848)

Copying file "<file path>" to "<destination folder>" and tagging the copy.

Reason:

The FSA is attempting to copy file "<file path>" to destination "<destination folder>" and then apply smart tags to the copy of the file.

I2E49 (Informational 11849)

Tagging file "<file path>".

Reason:

The FSA is attempting to apply smart tags to file "<file path>".

W2E1D (Warning 11805)

Reparse point "<point name>" skipped.

Reason:

The reparse point <name> was skipped, and therefore not scanned.

W2E23 (Warning 11811)

Job "<job name>" has passed its 'until' time, and will not be started.

Reason:

The job "<job name>" failed to repeat as scheduled (using the <frequency> tag in the job file) because the specified 'until' time has expired.

W2E37 (Warning 11831)

Failed to acquire backup privilege, which may limit access to some files - <reason>.

Reason:

The FSA does not have the required Windows security model backup privilege. Access to some files may now be unavailable.

W2E54 (Warning 11860)

Replacement of Exchange message "<message>" not supported. Message will be deleted instead.

Reason:

The Replace action is not supported for Exchange Public Folders. The message will be deleted.

W2E56 (Warning 11862)

Couldn't apply smart tags to file "<file path>" - <reason>.

Reason:

The FSA failed to apply smart tags to the file "<file path>" for the reasons stated.

W2E92 (Warning 11922)

Unable to access SharePoint List.

Reason:

The FSA cannot access the SharePoint List.

W2E93 (Warning 11923)

Unable to access SharePoint Site.

Reason:

The FSA cannot access the SharePoint Site.

Chapter 10: iConsole Log

This section contains the following topics:

iConsole Log Codes

The following are error, warning, and informational codes for the iConsole log file:

E1900 (Error 6400)

The specified CMS '<cms>' is not a valid CMS server.

Reason:

An incorrect CMS name was specified during a login.

E1901 (Error 6401)

The IIS Session is invalid.

Reason:

An invalid IIS Session was specified during an operation.

E1902 (Error 6402)

The search id '<id>' is invalid.

Reason:

Not currently used.

E1903 (Error 6403)

The search definition file failed validation for the following reasons: <details> No search definitions have been installed.

Reason:

The search definition file was not valid XML. <details> will list the syntax and semantic validation errors.

I1904 (Informational 6404)

The search definition file was successfully loaded. <details>

Reason:

Indicates that the installation of a search definition file was successful.

E1905 (Error 6405)

Installation of search definitions was incomplete because some of the search definitions failed to install. <details>

Reason:

Indicates that some search definitions could not be installed.

I1906 (Informational 6406)

<number> search definitions were successfully published: <details>

Reason:

Indicates how many search definitions were successfully published. <details> lists the names of these published search definitions.

E1907 (Error 6407)

<number> search definitions were successfully published:<number> search definitions failed to be published: <details>

Reason:

Indicates how many search definitions were successfully published and how many were not published. <details> lists the names of each of these search definitions.

I1908 (Informational 6408)

<number> search definitions were successfully unpublished: <details>

Reason:

Indicates how many search definitions were successfully unpublished. <details> lists the names of these unpublished search definitions.

E1909 (Error 6409)

<number> search definitions were successfully unpublished:<number> search definitions failed to be unpublished: <details>

Reason:

Indicates how many search definitions were successfully unpublished and how many were not unpublished. <details> lists the names of each of these search definitions.

I190A (Informational 6410)

<number> search definitions were successfully uninstalled: <details>

Reason:

Indicates how many search definitions were successfully uninstalled. <details> lists the names of each of these search definitions.

E190B (Error 6411)

The search is referenced by one or more customized searches.

Reason:

An attempt was made to move or delete a search that is referenced by a saved or derived search.

I190C (Informational 6412)

The details for search definition <name> were successfully updated.

Reason:

Indicates a search definition was successfully updated with new details, e.g. name or description.

I190D (Informational 6413)

The customized search definition '<name>' was successfully saved.

Reason:

Indicates a customized search was successfully saved.

E190E (Error 6414)

The customized search definition '<name>' was not saved because it already exists.

Reason:

Indicates a customized search was not saved because a search of that name already exists.

I190F (Informational 6415)

<number> customized search definitions were successfully deleted: <details>

Reason:

Indicates a number of customized searches were successfully deleted. <details> lists the names of these search definitions.

E1910 (Error 6416)

Deletion of customized searches was not completed. <number> customized search definitions were successfully deleted: <details> <number> customized search definitions failed to be deleted because they do not exist: <details>

Reason:

Indicates how many customized searches were successfully deleted and how many were not deleted. <details> lists the names of each of these search definitions.

I1911 (Informational 6417)

The query executed successfully.

Reason:

Indicates a successful execution of a search query.

E1912 (Error 6418)

The '<type>' search definition for query '<name>' could not be retrieved: <details>. This could be because the baseline search has been moved or deleted.

Reason:

Indicates a failure to access the specified search. <details> lists the names of these search definitions. This often occurs for a saved or derived search where the baseline search that it was created from has been moved or deleted.

E1913 (Error 6419)

The query with ID=<id> failed to run successfully: <details>.

Reason:

Indicates an unsuccessful execution of a search query. <details> contains more information about the specific nature of the problem (for example, a database error message).

E1914 (Error 6420)

The requested query results with ID=<id> were not in the cache. This could be because the search failed or because you have not accessed the results for some time. Re-run the query.

Reason:

Shown when the displayed search results have timed out and have been removed from the cache to save machine resources.

E1915 (Error 6421)

The XML request submitted for '<operation>' was invalid.

Reason:

The XML document being processed for an operation was not valid XML. This is an internal error indicating that the XML passed to a Web Service failed validation.

E1916 (Error 6422)

The argument position(argpos="<number>") specified for parameter '<name>' is invalid. The position must be between 1 and <number>.

Reason:

Search definition parameters can be assigned a position in the call to the stored procedure. If there are 'n' arguments for the stored procedure, the position specified must be between 1 and 'n'.

E1917 (Error 6423)

The argument position for parameter '<paramname>' was specified as '<number>' but parameter '<paramname>' has already been specified in this position.

Reason:

Two parameters in the search definition have been assigned the same position for the call to the stored procedure.

I1918 (Informational 6424)

<number> search definitions were successfully installed: <details>

Reason:

Successful installation of one or more search definitions. <details> lists the names of each of these search definitions.

E1919 (Error 6425)

<number> search definitions failed to install correctly: <details>

Reason:

Unsuccessful installation of one or more search definitions. <details> lists the names of each of these search definitions.

E191A (Error 6426)

The search definition was already installed.

Reason:

Not currently used.

E191B (Error 6427)

There is no content search capability currently available.

Reason:

The product was not licensed to allow for content searching.

E191C (Error 6428)

The search database type '<type>' is not supported.

Reason:

The search database specified in the search definition was not a type supported.

E191D (Error 6429)

Password has expired

Reason:

The user password expired.

E191E (Error 6430)

You do not have the privileges needed to access the requested iConsole function.

Reason:

The user did not have the privileges needed to access the requested iConsole function.

I191F (Informational 6431)

The search with ID=<id> was canceled by the user.

Reason:

A search was canceled by the user before it had completed.

E1920 (Error 6432)

The current software version was unobtainable

Reason:

The software version could not be determined (as part of the compatibility check between iConsole and CMS server).

E1921 (Error 6433)

This version of the software (<version>) is not compatible with the version running on the machine '<name>' (<cmsversion>)

Reason:

The iConsole version was not compatible with the CMS version.

E1922 (Error 6434)

Bad Pointer

Reason:

An invalid pointer was passed to a method as part of the operation. Usually caused by a previous failure in the infrastructure.

E1923 (Error 6435)

Failed to get the http context

Reason:

The http context could not be accessed (in order to get to the .Net cache).

E1924 (Error 6436)

Failed to get the cache from the http context

Reason:

The .Net cache could not be accessed from the http context.

E1925 (Error 6437)

The Infrastructure is currently unavailable

Reason:

The Infrastructure service was not responding.

E1926 (Error 6438)

The supplied search definition file was not an XML document (did not start with '<?xml')

Reason:

The user attempted to install a file that was not a valid XML file.

I1927 (Informational 6439)

It is not permitted to delete the currently logged on user from the system.

Reason:

Not currently used.

I1928 (Informational 6440)

It is not permitted to delete the group or parent group of the currently logged on user from the system.

Reason:

Not currently used.

I1929 (Informational 6441)

It is not permitted to delete the default group from the system.

Reason:

Not currently used.

I192A (Informational 6442)

It is not permitted to move the currently logged on user.

Reason:

Not currently used.

I192B (Informational 6443)

It is not permitted to move the parent group of the currently logged on user.

Reason:

Not currently used.

E192C (Error 6444)

The content database stopped responding while waiting for search results to be returned.

Reason:

While a content search was executing, an external event caused the content database to fail to respond within a reasonable time.

I192D (Informational 6445)

User '<name>' logged on to CMS Server '<cms>' (session id <id>)

Reason:

A user successfully logged on.

W192E (Warning 6446)

User '<name>' failed to logon to CMS Server '<cms>' (Reason: <details>)

Reason:

A user failed to log on.

E192F (Error 6447)

Unable to determine if password for user '<name>' on CMS Server '<cms>' has expired

Reason:

A user password could not be checked if it was still valid due to a problem with the infrastructure or CMS.

I1930 (Informational 6448)

Password for user '<user>' on CMS Server '<cms>' has expired

Reason:

The password supplied during a logon attempt has expired.

I1931 (Informational 6449)

Session (<id>) logged off

Reason:

A user logged out of the iConsole.

I1932 (Informational 6450)

Session (<id>) audit email sent (details - <details>)

Reason:

An audit mail was successfully sent.

E1933 (Error 6451)

Session (<id>) audit email send failed, message (<details>)

Reason:

An audit mail could not be sent.

E1934 (Error 6452)

Session (<id>) has been terminated due to a page load failure

The iConsole page could not be loaded and the session was closed.

I1935 (Informational 6453)

Session (<id>) has been added to the front-end session map (IIS Session <id>)

Reason:

Not currently used.

I1936 (Informational 6454)

Session (<id>) has been updated by a keep-alive request (IIS Session <id>)

Reason:

Not currently used.

I1937 (Informational 6455)

Session (<id>) has been removed from the front-end session map (IIS Session <id>)

Reason:

Not currently used.

E1938 (Error 6456)

Possible script attack detected, terminating session <id>

Reason:

Not currently used.

E1939 (Error 6457)

iConsole webservice (version <version>) is not compatible with the local infrastructure (version <version>)

Reason:

The iConsole webservice version was not compatible with the local infrastructure version.

I193A (Informational 6458)

iConsole front-end server (hostname <name>, version <version>) has connected to the webservice

Reason:

The iConsole front-end web server established a connection with the webservice.

E193B (Error 6459)

There was no progress information cached for search <name>

Reason:

Not currently used.

I193C (Informational 6460)

Session (<id>) email address lookup using LDAP Server (<name>)

Reason:

Not currently used.

I193D (Informational 6461)

** The webservice is starting (Webservice version <version>, Local Infrastructure version <version>) **

Reason:

Displayed when the webservice is first loaded.

I193E (Informational 6462)

The webservice has been shutdown successfully, IIS Status Code (<code>)

Reason:

Displayed when the webservice is shut down.

E193F (Error 6463)

Unable to initialize MAPI. Please ensure a Microsoft Exchange-compatible email application such as Outlook is the default email application on the application server machine.

Reason:

MAPI could not be initialized.

E1940 (Error 6464)

The IWgnSession interface pointer was NULL or invalid.

Reason:

The session was not valid.

E1941 (Error 6465)

Unable to get datastore services.

Reason:

The datastore services interface was not retrieved. This means that information e.g. event data could not be retrieved from the CMS database.

E1942 (Error 6466)

Unable to get IWgnDBEvent interface.

Reason:

The event interface was not retrieved. This means that event information could not be retrieved from the CMS database.

E1943 (Error 6467)

Unable to get IWgnWellKnownString interface.

Reason:

The wellknown string interface could not be retrieved. This means that certain text, e.g. audit field value strings, could not be retrieved from the CMS database.

E1944 (Error 6468)

The cached CMS details for this IIS session could not be found.

Reason:

Information about the CMS associated with the session could not be found in the list of cached information in the webservice.

E1945 (Error 6469)

Unable to get cached data for the CMS.

Reason:

Information about the CMS associated with the session could not be found in the list of cached information in the webservice.

E1946 (Error 6470)

Unable to get IWgnDBEventAudit interface.

Reason:

The event audit interface could not be retrieved. This means that auditing operations could not be performed.

E1947 (Error 6471)

Unable to get IWgnDBUser interface.

Reason:

The user interface could not be retrieved. This means that user associated operations could not be performed.

E1948 (Error 6472)

Unable to get IWgnDBUserGroup interface.

Reason:

The user group interface could not be retrieved. This means that group associated operations could not be performed.

E1949 (Error 6473)

Insufficient bytes were read from the source stream.

Reason:

An error occurred while retrieving the data from an event blob or attachment stream.

E194A (Error 6474)

Unexpected number of wellknown strings encountered.

Reason:

The number of strings of a particular category was different to the expected number, indicating a problem with the database table.

E194B (Error 6475)

The format of the audit configuration string was not recognized.

Reason:

The string containing audit configuration information was in an invalid format.

I194C (Informational 6476)

The following search was started, name:<name>, spname:<spname>, major-version:<number>, minor-version:<number>, type:<type>, ID:<id>

Reason:

A search was started.

E194D (Error 6477)

SSO Logon failed for user '<name>' CMS Server '<cms>' (Reason: <details>)

Reason:

A user failed to log on using single sign on.

E194E (Error 6478)

The policy item list could not be retrieved.

Reason:

A list policy setting could not be retrieved from the user policy.

E194F (Error 6479)

The policy item enumerated value could not be retrieved.

Reason:

An enumerated policy setting could not be retrieved from the user policy.

E1950 (Error 6480)

The policy item internal name could not be determined from the supplied display name.

Reason:

A policy setting name could not be determined from the supplied display name. This indicates a misnamed setting in the BasicUserAdmin.xml file.

E1951 (Error 6481)

The policy item display name path could not be determined from the supplied internal name.

Reason:

A policy setting display name path could not be determined from the supplied internal name. This indicates an error in the webservice policy processing code.

E1952 (Error 6482)

The supplied policy id was not valid.

Reason:

The id of the edited policy was not valid. This indicates an error in the webservice policy processing code.

E1953 (Error 6483)

The operation could not be performed because the policy has not been loaded yet.

Reason:

The policy was not loaded successfully and could not be edited. This indicates an error in the infrastructure policy code.

E1954 (Error 6484)

The policy item could not be updated because the enumerated item list could not be retrieved.

Reason:

An edited policy setting could not be updated because the setting could not be retrieved from policy. This indicates an error in the infrastructure policy code.

E1955 (Error 6485)

The policy item could not be updated because an enumerated item was found to have no associated link text.

Reason:

An edited policy setting could not be updated because the setting could not be retrieved from policy. This indicates an error in the infrastructure policy code.

E1956 (Error 6486)

The policy item could not be updated because the supplied action path was not found in the list of enumerated items.

Reason:

An edited policy setting could not be updated because the setting could not be retrieved from policy. This indicates an error in the infrastructure policy code.

E1957 (Error 6487)

The policy item could not be updated because a single list column was not supplied in the XML.

Reason:

An edited policy list setting could not be updated because the list column was not specified in the BasicUserAdmin.xml file.

E1958 (Error 6488)

The policy item could not be updated because the first column tag could not be found.

Reason:

An edited policy setting could not be updated because the column tag was not specified in the BasicUserAdmin.xml file.

E1959 (Error 6489)

The policy item number value could not be retrieved.

Reason:

A numeric policy setting could not be retrieved from the user policy.

E195A (Error 6490)

The policy item string value could not be retrieved.

Reason:

A text policy setting could not be retrieved from the user policy.

E195B (Error 6491)

The policy item boolean value could not be retrieved.

Reason:

A Boolean policy setting could not be retrieved from the user policy.

E195C (Error 6492)

The web service file system services are not available.

Reason:

The iConsole would not connect to the Wigan File system to access the search definitions.

E195D (Error 6493)

The remote CMS (<cms>) is currently not available.

Reason:

The remote CMS could not be contacted. This usually indicates a problem with that CMS machine, or connectivity to it.

E195E (Error 6494)

The content database did not respond when attempting to log on to the specified content proxy.

Reason:

The content database could not be contacted. This usually indicates a problem with that machine, or connectivity to it.

E195F (Error 6495)

The content database did not respond when attempting to log off from the specified content proxy.

Reason:

The content database could not be contacted. This usually indicates a problem with that machine, or connectivity to it.

E1960 (Error 6496)

The content database did not respond when attempting to initialize a connection to the content proxy.

Reason:

The content database could not be contacted. This usually indicates a problem with that machine, or connectivity to it.

E1961 (Error 6497)

Failed to find subgroup <name>.

Reason:

A subgroup with the specified name could not be found in the specified user group. This indicates a problem in the BasicUserAdmin.xml file.

E1962 (Error 6498)

A new issue could not be created (a zero issue id was returned from the database).

Reason:

A new issue could not be created as part of an audit operation because the database returned a zero value for the new issue id. This indicates a problem with the infrastructure or CMS database.

E1963 (Error 6499)

The issue could not be updated (the issue id was invalid or zero).

Reason:

An issue could not be updated as part of an audit operation because the database returned a zero or invalid value for the issue id. This indicates a problem with the infrastructure or CMS database.

E1964 (Error 6500)

The search parameter type for parameter <name> is not supported.

Reason:

A search definition had an invalid parameter type.

E1965 (Error 6501)

The email mask is invalid, defaulting to "", message '<name>'.

Reason:

Not currently used.

I1966 (Informational 6502)

Using audit email 'from' address '<address>'.

Reason:

Not currently used.

I1967 (Informational 6503)

Executing Search <name> SP=<spname> ID=<id> Parameters:<params>

Reason:

Displayed when a search is run to show the search criteria.

I1968 (Informational 6504)

Search <name> SP=<spname> ID=<id> returned <number> results in <number> seconds

Reason:

Displayed when a search completes to show how long it took and how many results were returned.

E1969 (Error 6505)

Search <name> SP=<spname> ID=<id> failed. Refer to error <details> below.

Reason:

Displayed when a search fails to complete. <details> will contain a reference to a later error code.

E1970 (Error 6512)

Incorrect SID configuration. Please contact technical support.

Reason:

The security ID configuration was incorrect for a search.

E1971 (Error 6513)

The SID facility is not configured correctly. Either the registry setting 'UserSIDAttribute' could not be read, or was blank.

Reason:

The Security ID facility was not configured correctly. Either the registry setting 'UserSIDAttribute' could not be read, or was blank.

E1972 (Error 6514)

SID not present in the search definition. Please contact technical support.

Reason:

The Security ID facility was configured, but the search definition did not specify a column to contain the Security ID.

This message is displayed to the user, so gives less technical detail.

E1973 (Error 6515)

The search definition for <name> must have a $SID column defined in the results because it is defined as class="EventReview" and SID checking is enabled.

Reason:

The search definition did not have a $SID column defined in the results and SID checking is enabled.

In contrast to the previous message, this error message is written to the log file for the benefit of the administrator.

E1974 (Error 6516)

Mismatched SID in the result set. Please contact technical support.

Reason:

The security ID returned in a set of search results did not match any of the allowed IDs in the user's security ID list.

This message is displayed to the user, so gives less technical detail.

E1975 (Error 6517)

The search results requested contained a result (<rowdata>) containing a SID that was not present in this users list of permitted SIDs (<sidlist>).

Reason:

The security ID returned in a set of search results did not match any of the allowed IDs in the user's security ID list.

In contrast to the previous message, this error message is written to the log file for the benefit of the administrator.

E1976 (Error 6518)

The search id was not found in the query info map (it may have been removed already).

Reason:

A search query ID was not found in the cached list of queries, possibly due to it having timed out already.

E1977 (Error 6519)

The specified key string was not found in the map.

Reason:

Information for a specified session could not be found in the information cached in the webservice.

E1978 (Error 6520)

The local infrastructure returned a blank CMS name.

Reason:

The infrastructure did not return a default CMS name for populating the iConsole connect page. This usually indicates a problem with the infrastructure.

E1979 (Error 6521)

The CMS does not support multiple participants per issue.

Reason:

An attempt was made to associate multiple users to an issue, and the underlying CMS schema does not support this feature.

I197A (Informational 6522)

The multiple participants were not set for this issue.

Reason:

An unsuccessful attempt was made to associate multiple users to an issue.

I197B (Informational 6523)

Search <name> SP=<spname> ID=<id> was canceled by the user.

Reason:

A search was canceled by the user using the cancel button on the progress popup.

I197C (Informational 6524)

Search <name> SP=<spname> ID=<id> returned a record count of <number> in <number> seconds

Reason:

Information logged about the total number of records when a user with unlimited search capability requests an unlimited search.

W197D (Warning 6525)

The email '<name>' (eventuid = <eventuid>) was released from quarantine, but a quarantine manager service is not registered.

Reason:

Warning displayed after an email is released from quarantine, but a quarantine manager service is not registered.

E197E (Error 6526)

The CMS database has not been configured correctly to support auditing operations. Please contact your administrator.

Reason:

Shown when the information required to support auditing operations has not yet been configured in the administration console.

E197F (Error 6527)

The policy item could not be updated because the supplied display value was not found in the list of enumerated items.

Reason:

A policy setting was not updated because the supplied display value was not found in the list of enumerated items. This indicates a problem with the BasicUserAdmin.xml file.

E1980 (Error 6528)

The policy item could not be updated because the supplied enumindex attribute value was not found in the list of enumerated items.

Reason:

A policy setting was not updated because the supplied index value was not found in the list of enumerated items. This indicates a problem with the BasicUserAdmin.xml file.

E1981 (Error 6529)

The iConsole searches are currently unavailable because they are being upgraded to the latest version. Please try again later. If the problem persists contact your administrator.

Reason:

Shown when the iConsole searches are being upgraded.

E1982 (Error 6530)

The iConsole searches are currently unavailable because they need to be upgraded to the latest version. Please contact your administrator.

Reason:

Shown when the iConsole searches need to be upgraded.

I1983 (Informational 6531)

Upgrade of the iConsole searches to version <number> has started.

Reason:

Message logged when the iConsole searches upgrade starts.

I1984 (Informational 6532)

The iConsole searches were upgraded successfully.

Reason:

Message logged when the iConsole searches upgrade completes successfully.

E1985 (Error 6533)

Upgrade of the iConsole searches failed: <details>

Reason:

Message logged when the iConsole searches upgrade fails to complete successfully.

I1986 (Informational 6534)

The iConsole searches in folder <name> of <path> are being upgraded.

Reason:

Message logged when the iConsole searches are being upgraded.

I1987 (Informational 6535)

Successfully upgraded <number> of <number> searches in folder <name> of <path>. <number> searches did not need upgrading.

Reason:

Message logged when the iConsole searches upgrade completes successfully.

E1988 (Error 6536)

Upgrade of the iConsole searches in folder <name> of <path> failed: <details>

Reason:

Message logged when the iConsole searches upgrade fails to complete successfully.

E1989 (Error 6537)

The iConsole Front-end web server was unable to contact the iConsole Application server: <name>

Reason:

The iConsole Front-end web server was unable to contact the iConsole Application server. This indicates a problem with the webservice or connectivity to the webservice machine (if the web server is on a separate machine).

E198A (Error 6538)

The content query with ID=<id> failed to run successfully on content proxy <machine>:<instance>. The error message returned was: <details>.

Reason:

Shown when a content search fails to run. <details> contains the error message returned from the content database.

E198B (Error 6539)

Searching by groups was requested but this facility is not supported by the selected content proxy.

Reason:

Searching by groups was requested for a content search but the content proxy did not support the feature.

E198C (Error 6540)

The tar file could not be compressed by gzip.

Reason:

Not currently used.

I198D (Informational 6541)

The results for search ID=<id> were downloaded in DO NOT USE format.

Reason:

Shown when search results are exported from the iConsole in a variety of formats, e.g. csv.

E198E (Error 6542)

A download of search results was requested but no format was specified.

Reason:

Shown when an export of search results from the iConsole were requested, but no format was specified. This is probably due to an error in the search definition.

E198F (Error 6543)

It was not possible to create a download file in DO NOT USE format. Reason: <details>

Reason:

An attempt to export search results failed. This is usually a result of an error in the format stylesheet or the post processor. <details> contains the error messages returned from the transform engine or post-processor.

E1990 (Error 6544)

There was a problem with the search identifier. This was probably because the search identifier specified (<id>) does not belong to your current session (<sessionid>).

Reason:

Search results could not be displayed because the search identifier specified did not belong to the current session.

E1991 (Error 6545)

An attempt was made to get the temporary copy of the <category> search that you had modified, but it had been discarded because you haven't used it recently. It may still be possible to recover the customize page from the browser history.

Reason:

An attempt was made to get the temporary copy of a modified search, but it had been discarded because it had not been used recently.

E1992 (Error 6546)

Searching for users by ID was requested but this facility is not supported by the selected content proxy.

Reason:

Searching by users by ID was requested for a content search but the content proxy did not support the feature.

E1993 (Error 6547)

The zip file could not be created.

Reason:

A zip file used to encompass the content of a mail could not be created in a temporary folder on the webservice machine. A possible cause of this could be insufficient permissions to the windows temp folder.

E1994 (Error 6548)

The tar file could not be created.

Reason:

Not currently used.

I1995 (Warning 6549)

Audit operation started - Pending(<number>).

Reason:

Shown when an audit button operation is started.

I1996 (Warning 6550)

Audit operation completed - Updated(<number>), Skipped(<number>), Errors(<number>).

Reason:

Shown when an audit button operation completes.

I1997 (Warning 6551)

Audit operation completed.

Reason:

Shown when an audit button operation completes.

E1998 (Error 6552)

Searching for file events was requested but this facility is not supported by the selected content proxy.

Reason:

Searching for file events was requested for a content search but the content proxy did not support the feature.

E1999 (Error 6553)

The custom search definition being saved was empty.

Reason:

The custom search definition being saved was empty.

I199A (Warning 6554)

Email was sent - <details> (session id <id>)

Reason:

Not currently used.

E199B (Error 6555)

Upgrade of the iConsole search file <name> in folder <name> of <path> failed: <details> <extendeddetails>

Reason:

A search file upgrade failed.

E199C (Error 6556)

The iConsole session tracking initialization failed: <details>

Reason:

The iConsole session tracking initialization failed.

W199D (Warning 6557)

Failed to read the default preferences file: <details> Built-in default preferences have been used.

Reason:

The default preferences file could not be retrieved from the CMS database.

W199E (Warning 6558)

The default preferences file failed XML validation: <details> Built-in default preferences have been used.

Reason:

The default preferences file failed XML validation. This indicates a problem with the file itself.

W199F (Warning 6559)

Reading the default preferences file caused an XML error: <details> Built-in default preferences have been used.

Reason:

Reading the default preferences file caused an XML error. This indicates a problem with the file itself.

W19A0 (Warning 6560)

Failed to read the user's preferences file: <details> Default preferences have been used.

Reason:

Failed to read the user's preferences file: <details> Default preferences have been used.

W19A1 (Warning 6561)

Reading the user's preferences file caused an XML error: <details> Default preferences have been used.

Reason:

The user preferences file could not be retrieved from the CMS database.

E19A2 (Error 6562)

The '<type>' search definition for query '<name>' could not be retrieved, there was an error reading the search definition file from the file system: <details>.

Reason:

A search definition file could not be retrieved from the CMS database due to an error. <details> contains further information.

E19A3 (Error 6563)

The '<type>' search definition for query '<name>' could not be retrieved, it wasn't possible to determine the name of the search definition file: <details>.

Reason:

A search definition file could not be retrieved from the CMS database because its name could not be determined. <details> contains further information.

E19A4 (Error 6564)

The user preferences could not be retrieved: <details>.

Reason:

The user preferences file could not be retrieved from the CMS database.

E19A5 (Error 6565)

<number> search definitions were successfully deleted: <details> <number> search definitions failed to be deleted: <details>

Reason:

Shown after an attempt to delete one or more search definitions. <details> contains further information.

W19A6 (Warning 6566)

Failed to set the size of the webservice threadpool: <details>. Default size of 2 * Num Processors will be used.

Reason:

The WebServiceThreadpoolSize registry setting could not be applied.

E19FD (Error 6653)

An unexpected error occurred in '<method>': <details>

Reason:

An error occurred that had not been anticipated in the named module. <details> contains details of the nature of the error.

E19FE (Error 6654)

An XML Exception was thrown: "<exceptiondetails>" <details>

Reason:

An error occurred while processing XML data that had not been anticipated. A traceback of the location of the problem is given along with specific details of the error.

E19FF (Error 6655)

An unexpected Exception was thrown: "<exceptiondetails>" <details>

Reason:

An unexpected exception was thrown.

Chapter 11: Universal Adapter Log

This section contains the following topics:

Universal Adapter Log Codes

The following are error, warning, and informational codes for the Universal Adapter log file:

E1E00 (Error 7680)

Error allocating <number> bytes for <component> - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E01 (Error 7681)

Error adding recipients to mail recipient table - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E03 (Error 7683)

Error extracting recipient table - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E04 (Error 7684)

Error adding distribution list members to mail address list - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E05 (Error 7685)

Error accessing recipient table - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E06 (Error 7686)

Error querying recipient table rows - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E07 (Error 7687)

Error setting directory attributes - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E08 (Error 7688)

<component> error getting object attributes for <search address> - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E09 (Error 7689)

<component> error searching for <search location> object <search address> - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E0A (Error 7690)

<component> error search alternate for <search location> object <search address> - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E0B (Error 7691)

Unsupported Directory Type <directory type>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E0C (Error 7692)

Expecting SMTP address. Cannot expand <type>:<DL>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E0D (Error 7693)

Error deleting old mail recipient table rows - <error string>

Reason:

Problem with expanding DLs. Check the machine can contact the LDAP server.

E1E13 (Error 7699)

The Universal Adapter could not access the configured UA mailbox (username: <user name>, server: <server name>). The error returned was <error string>.

Reason:

The UA could not access the specified mailbox. The error is shown.

E1E15 (Error 7701)

The Universal Adapter could not create a MAPI profile to access the UA mailbox (username:<user name>, server: <server name>). The error returned was <error string>.

Reason:

The UA could not create the MAPI profile necessary to access the UAMailbox.

E1E16 (Error 7702)

The Universal Adapter could not initialize the DirectoryLookup component. The error returned was <error string>.

Reason:

The UA could not initialize the DLExpansion Directory Lookup component. The error is given.

E1E17 (Error 7703)

The Universal Adapter could not initialize the 'De-duplication' database component. The error returned was <error string>.

Reason:

The UA could not connect to the de-duplication database. The error is given.

E1E19 (Error 7705)

The message "<message subject>" from mailbox "<mailbox name>" has failed, and will be retried.

Reason:

The specified message was not successfully processed. It has not been deleted from the source mailbox. Check above messages for reason.

E1E1E (Error 7710)

Moving message "<message subject>" from mailbox "<mailbox name>" to the failed folder due to an unrecoverable error.

Reason:

The specified message is about to be moved to the 'failed' folder.

E1E1F (Error 7711)

The message "<message subject>" from mailbox "<mailbox name>" has been moved to the failed folder.

Reason:

The specified message has been successfully moved to the 'failed' folder.

E1E20 (Error 7712)

The message "<message subject>" from mailbox "<mailbox name>" could not be moved to the failed folder: The error returned was <error string>.

Reason:

The specified message could not be moved to the 'failed' folder. The error is given. The message will still be in the source mailbox.

E1E25 (Error 7717)

Failed to open registry key "<key name>" - "<error string>".

Reason:

The UA failed to open the specified registry key. The error is given.

E1E26 (Error 7718)

Failed to initialize Perfmon Total counter - "<error string>".

Reason:

The perfmon input mailbox "Total" counter could not be initialized.

E1E27 (Error 7719)

Failed to initialize the application - error was "<error string>".

Reason:

An error occurred while initializing the application. The error is given.

E1E29 (Error 7721)

Error creating PST Profile "<profile name>" "<profile name>" "<PST store display name>" - <error string>

Reason:

The specified PST profile could not be created. The error is given.

E1E30 (Error 7728)

Failed to change the worker thread count from <old value> to <new value> - keeping at <old value>. The error returned was <error string>

Reason:

The worker thread count could not be changed to the requested value. It will stay at the old (specified) value.

E1E38 (Error 7736)

The Universal adapter could not access the property "<property code>" on the message "<message subject>" in mailbox "<mailbox name>". The error returned was<error string>.

Reason:

The specified property could not be accessed on the specified message. The property either doesn't exist or has been incorrectly specified. The error is given.

E1E39 (Error 7737)

The Universal adapter could not write the unique ID property "<property name>" on the message "<message subject>" in mailbox "<mailbox name>". The error returned was <error string>.

Reason:

The specified property could not be created on the message. The error is given.

E1E3D (Error 7741)

The input mailbox "<mailbox name>" has been configured to use 'De-duplication' but no 'De-duplication' object is available.

Reason:

An earlier error when initializing the de-dup object means no de-dup is available, but the specified mailbox has been configured to use de-dup.

E1E42 (Error 7746)

The De-duplication component detected a database error - State <state> (Code <error code>) - <error string>.

Reason:

There has been a database error concerning the de-dup database. The error is given.

E1E43 (Error 7747)

An error occurred converting an email address from DN to Exchange 5.5 format (<email address>) - <error string>.

Reason:

An error occurred converting an email address from DN to Exchange 5.5 format. The format and error are given.

E1E44 (Error 7748)

An error occurred converting an email address from Exchange 5.5 to DN format (<DL>) - <error string>.

Reason:

An error occurred converting an email address from Exchange 5.5 to DN format. The format and error are given.

E1E46 (Error 7750)

Invalid state: message "<message subject>" from mailbox "<mailbox name>" has been processed but the state is unexpected so will be reprocessed: State is <state>

Reason:

There has been an internal error and a message is in an unexpected state, so it will be reprocessed. This shouldn't happen.

E1E49 (Error 7753)

The Universal adapter could not write the journal type property on the message "<message subject>" in mailbox "<mailbox name>". The error returned was <error string>.

Reason:

The 'journal type' property could not be written to the specified message. The error is given.

E1E4A (Error 7754)

The outpool pool "<output pool name>" specified in mailbox "<mailbox name>" does not exist

Reason:

The output pool specified in the 'Outputs' field for the specified mailbox does not exits - the mailbox will be disabled.

E1E4C (Error 7756)

The outpools specified for mailbox "<mailbox name>" are either empty or invalid, mailbox has been disabled

Reason:

The 'Outputs' field for the specified mailbox is either empty or contains an output pool that does not exist. The mailbox will be disabled.

E1E4F (Error 7759)

The Universal Adapter encountered an error when moving failed messages back to the Inbox for mailbox "<mailbox name>". The error returned was <error string>.

Reason:

An error occurred while moving messages from the failed folder to the specified mailbox's source folder. Connectivity might have been lost. The error is given.

E1E52 (Error 7762)

The Universal Adapter encountered an error when moving messages to the failed folder for mailbox "<mailbox name>". The error returned was <error string>.

Reason:

An error occurred while moving messages from the mailbox's source folder to the failed folder. The error is given.

E1E53 (Error 7763)

IsDuplicate failed for message "<message subject>" from mailbox "<mailbox name>". The error was <error string>.

Reason:

There was a problem checking if the specified message was a duplicate. Connectivity with the de-dup database was probably lost or the database was not setup correctly. The error is given.

E1E59 (Error 7769)

The input mailbox "<mailbox name>" has an invalid subject filter - the mailbox has been disabled. Filter is: "<filter value>". Error is: "<error string>" -

Reason:

The mailbox's subject filter is not valid. The subject filter must be of a specific form specified in the UA docs.

E1E5A (Error 7770)

The input mailbox "<mailbox name>" has an invalid config - the mailbox has been disabled.

Reason:

There is a problem with the mailbox's config, so it will be disabled and not process any massages. See earlier messages in the log for causes.

E1E5B (Error 7771)

The input mailbox "<mailbox name>" has an invalid config - the base template "<template name>" does not exist.

Reason:

The BaseTemplate specified for the mailbox does not exist. Check config.

E1E5C (Error 7772)

The input mailbox "<mailbox name>" has an invalid config - the base template "<template name>" is invalid.

Reason:

The BaseTemplate specified for the mailbox exists, but its config is not valid. Check the config.

E1E5D (Error 7773)

The template mailbox "<mailbox name>" is in a cyclic dependency - it will be disabled

Reason:

The template mailbox depends on a mailbox which in turn depends on this mailbox. This is not valid.

E1E5E (Error 7774)

The mailbox "<mailbox name>" has an invalid <parameter name> - it will be disabled

Reason:

The specified parameter on the specified mailbox is not valid. Check the config.

E1E5F (Error 7775)

The mailbox "<mailbox name>" has the same source as mailbox "<mailbox name>" - both will be disabled

Reason:

Two (or more) mailboxes have the same source, they will both be disabled.

E1E61 (Error 7777)

All outputs in output pool "<output pool name>" have failed. Last error was: "<error string>"

Reason:

The UA could not write to any of the locations in the specified output pool. Messages will be failed. The error is given.

E1E62 (Error 7778)

The input mailbox "<mailbox name>" failed to initialize - it has not been added. Error was: "<error string>"

Reason:

There was a problem initializing the specified mailbox. See the error code and earlier errors for clues. Check the config.

E1E65 (Error 7781)

The output pool "<output pool name>" has invalid config - it will not be available for selection

Reason:

There is something wrong with the config for the specified output pool.

E1E66 (Error 7782)

The output pool "<output pool name>" has an invalid value for parameter "<parameter name>". Value is "<parameter name>"

Reason:

The specified parameter on the specified output pool has an invalid value. Check the config.

E1E68 (Error 7784)

The output location "<Location name>" has a missing parameter. Parameter is "<parameter name>"

Reason:

The specified output location has a missing necessary parameter. Check the config.

E1E71 (Error 7793)

Invalid property id "<property ID>", property not added to the unique property ID list for "<registry key name>"

Reason:

The specified property ID does not have the correct form.

E1E79 (Error 7801)

Could not generate hash for message "<message subject>" from mailbox "<mailbox name>". Error was "<error string>"

Reason:

Could not generate the hash for the specified message. This is often because the message is missing a property that is being used to form the hash.

E1E80 (Error 7808)

Too many attachments for journal message "<message subject>" from mailbox "<mailbox name>".

Reason:

The specified message has been detected as a envelope journal message, but it has more than one attachment. The UA is unable to process.

E1E85 (Error 7813)

The "<parameter name>" parameter contains an invalid entry, "<parameter value>"

Reason:

The specified parameter has an invalid value. Check the config.

E1E86 (Error 7814)

All hash ordering parameters are empty

Reason:

HashOrder, EnvelopeInnerOrder, and EnvelopeOuterOrder under UniqueIDPropList are all empty. At least one of these must be specified.

E1E8A (Error 7818)

There was an error initializing the 'De-duplication' database "<database server>"

Reason:

There was an error initializing the de-dup database. The error is given.

E1E8D (Error 7821)

Input mailbox "<mailbox name>" has specified 'DeDuplicate' but no database has been specified - the mailbox will be disabled

Reason:

The specified mailbox has specified 'de-dup' but no de-dup database has been specified. Check the config.

E1E90 (Error 7824)

The output pool "<output pool name>" no locations specified - it is invalid

Reason:

At least one location must be specified for each output pool.

E1E92 (Error 7826)

Failed to connect to the input mailbox "<mailbox name>" (mailbox name = "<user name>", server = "<server name>"). The error returned was <error string>.

Reason:

The UA could not connect to the specified input mailbox. The error is given.

E1E93 (Error 7827)

Failed to connect to the output mailbox "<mailbox name>" (mailbox name = "<user name>", server = "<server name>"). The error returned was <error string>.

Reason:

The UA could not connect to the specified output mailbox. The error is given.

E1E95 (Error 7829)

Can't process non-envelope message "<message subject>" from mailbox "<mailbox name>" as HashOrder is empty.

Reason:

The specified non-envelope message cannot be processed as dedup has been specified but HashOrder has not been set.

E1E97 (Error 7831)

Can't process envelope message "<message subject>" from mailbox "<mailbox name>" as EnvelopeInnerOrder and EnvelopeOuterOrder are empty

Reason:

The specified envelope message cannot be processed as dedup has been specified but EnvelopeInnerOrder and EnvelopeOuterOrder have not been set.

E1E9C (Error 7836)

The Universal Adapter is unable to move any failed messages back to the Inbox for mailbox "<mailbox name>" as the mailbox is disabled.

Reason:

The UA is unable to move messages from the failed folder to the specified mailbox's source folder as the mailbox is disabled. Enable the mailbox and try again.

E1E9D (Error 7837)

The Universal Adapter encountered an error when accessing mailbox <mailbox name>. The error returned was <error>.

Reason:

The UA encountered an error when accessing the specified mailbox.

E1EA5 (Error 7845)

The output pool <pool name> has had a secondary output failure. Secondary output: <pool name>. Error was "<error>".

Reason:

Outputting to a secondary output pool has failed. The error is given.

E1EA6 (Error 7846)

The output location <location name> has had a secondary output failure. Secondary output: <pool name>. Error was "<error>".

Reason:

Outputting to a secondary output pool has failed. The error is given.

E1EAE (Error 7854)

The registry value "UAMailboxName" has not been specified.

Reason:

The required registry value "UAMailboxName" has not been specified.

E1EAF (Error 7855)

The registry value "UAMailboxServer" has not been specified.

Reason:

The required registry value "UAMailboxServer" has not been specified.

E1EB0 (Error 7856)

The registry value "UAMailboxName" has changed.

Reason:

The required registry value "UAMailboxName" has changed.

E1EB1 (Error 7857)

The registry value "UAMailboxServer" has changed.

Reason:

The required registry value "UAMailboxServer" has changed.

I1E0F (Informational 7695)

The Universal Adapter has started.

Reason:

The Universal Adapter has started

I1E10 (Informational 7696)

The Universal Adapter has stopped.

Reason:

The Universal Adapter has stopped

I1E11 (Informational 7697)

The Universal Adapter has started processing mailbox "<mailbox name>".

Reason:

The UA has started to process the specified mailbox

I1E12 (Informational 7698)

The Universal Adapter has stopped processing mailbox "<mailbox name>".

Reason:

The UA has stopped processing the specified mailbox

I1E18 (Informational 7704)

The message "<message subject>" from mailbox "<mailbox name>" was successfully processed.

Reason:

The specified message was successfully processed, outputted, and deleted from the source mailbox.

I1E1A (Informational 7706)

Connected to mailbox "<mailbox name>".

Reason:

The UA has connected to the specified mailbox.

I1E23 (Informational 7715)

Filtered message "<message subject>" from mailbox "<mailbox name>".

Reason:

The specified message has been filtered. It has been deleted from the source mailbox but not written to any outputs.

I1E24 (Informational 7716)

Duplicated message "<message subject>" from mailbox "<mailbox name>".

Reason:

The specified message is a duplicate. It has been deleted from the source mailbox but not written to any outputs.

I1E28 (Informational 7720)

The Universal Adapter has stopped processing mailbox "<mailbox name>" - will reconnect in <number> seconds

Reason:

The UA has stopped processing the specified mailbox. The UA will reconnect to the mailbox after the specified number of seconds. This might happen due to loss in connectivity.

I1E32 (Informational 7730)

Changed the worker thread count from <old value> to <new value>

Reason:

The worker thread count has been changed to a new value.

I1E33 (Informational 7731)

Changed the log level from <old value> to <new value>

Reason:

The log level has been changed to a new value.

I1E36 (Informational 7734)

The Universal adapter failed has successfully deleted the message "<message subject>" from mailbox "<mailbox name>" after a previous failure.

Reason:

The specified message has now been deleted from the source mailbox.

I1E3A (Informational 7738)

The maximum log size has changed from <old value> to <new value>.

Reason:

The maximum size of each log file has been changed.

I1E3B (Informational 7739)

The maximum log count has changed from <old value> to <new value>.

Reason:

The maximum number of log files has been changed.

I1E3F (Informational 7743)

The Universal Adapter has been configured to use the server "server name" as the 'De-duplication' database.

Reason:

The specified de-dup database has been configured.

I1E40 (Informational 7744)

The Universal Adapter has successfully updated its configuration.

Reason:

The UA configuration has been updated.

I1E41 (Informational 7745)

The Universal Adapter has been failed to update its configuration.

Reason:

There was a problem updating the UA configuration.

I1E47 (Informational 7751)

FailedRetryIntervalMinutes has changed from <old value> to <new value>.

Reason:

The interval that the failed list is reprocessed has been changed.

I1E48 (Informational 7752)

TotalRetryTimeMinutes has changed from <old value> to <new value>

Reason:

The time after which failed messages are moved to the failed folder has been changed.

I1E4D (Informational 7757)

The Universal Adapter is about to start moving failed messages back to the Inbox for mailbox "<mailbox name>".

Reason:

The specified mailbox has had its 'RetryFAILEDFolderMessages' field set to 1. Any messages in the failed folder will be moved to the mailbox's source folder.

I1E4E (Informational 7758)

The Universal Adapter has finished moving failed messages back to the Inbox for mailbox "<mailbox name>". <number> messages were moved.

Reason:

The messages have been successfully moved from the failed folder to the mailbox's source folder.

I1E50 (Informational 7760)

The Universal Adapter is about to start moving messages to the failed folder for mailbox "<mailbox name>".

Reason:

The specified mailbox is about to start moving messages to the failed folder. Messages have been failing for the time specified in TotalRetryTimeMinutes.

I1E51 (Informational 7761)

The Universal Adapter has finished moving messages to the failed folder for mailbox "<mailbox name>". <number> messages were moved.

Reason:

The specified mailbox has finished moving messages to the failed folder.

I1E55 (Informational 7765)

Changed the log path from <old value> to <new value>

Reason:

The log path has been changed.

I1E57 (Informational 7767)

Changing the log file path to "<log path>".

Reason:

The log path is being changed.

I1E58 (Informational 7768)

The input mailbox "<mailbox name>" has changed its target - connecting to new target.

Reason:

The input mailbox has a new target. i.e. a new server name and mailbox name has been specified to the mailbox.

I1E60 (Informational 7776)

The input mailbox "<mailbox name>" has become enabled

Reason:

The specified mailbox was disabled (either due to an error, or by setting the enabled parameter to 0), and it is now enabled, so processing will start.

I1E99 (Informational 7833)

The input mailbox "<mailbox name>" has been disabled

Reason:

The specified input mailbox has been disabled.

I1E9A (Informational 7834)

The Universal Adapter will not move any messages to the failed folder for mailbox "<mailbox name>" as the UA has not completely initialized.

Reason:

The specified mailbox is unable to move messages to the failed folder as it has not been initialized. Enable the mailbox then try again.

I1E9B (Informational 7835)

The Universal Adapter is unable to move any messages to the failed folder for mailbox "<mailbox name>" as the mailbox is disabled.

Reason:

The specified mailbox is unable to move messages to the failed folder as it has been disabled. Enable the mailbox then try again.

I1E9E (Informational 7838)

The Universal Adapter has disconnected from the output mailbox <mailbox name>.

Reason:

The UA has disconnected from the specified mailbox.

I1E9F (Informational 7839)

The Universal Adapter failed to disconnect from the output mailbox <friendly mailbox name> (mailbox name = <mailbox name>, server = <server name>). The error returned was <error>.

Reason:

The UA was unable to disconnect from the specified mailbox.

W1E1C (Warning 7708)

Failed to output message to "<output pool name>". The error returned was <error string>.

Reason:

The UA failed to output to the specified output location.

W1E35 (Warning 7733)

The Universal adapter failed to delete the message "<message subject>" from mailbox "<mailbox name>". The error returned was <error string>. The message will be deleted later.

Reason:

The specified message was successfully processed but it could not be deleted from the source mailbox. The delete will be retried later.

W1E37 (Warning 7735)

The Universal adapter could not open a message from mailbox "<mailbox name>". The error returned was<error string>.

Reason:

The specified message could not be opened. It might not exist anymore. The error is given.

W1E3C (Warning 7740)

The UA was unable to change the log size/count values. The error returned was <error string>.

Reason:

An error occurred when changing the log files size or count. The error is given.

W1E3E (Warning 7742)

No 'De-duplication' database specified. De-duplication will not be available.

Reason:

No de-dup database has been specified. Any mailboxes specifying "de-dup" will be disabled.

W1E45 (Warning 7749)

The Universal adapter failed to completely process the message "<message subject>" from mailbox "<mailbox name>" before shutting down. This message will be processed again.

Reason:

The UA was shut down before the specified message was completely processed. It will be reprocessed when the UA was restarted. There might be duplicates.

W1E56 (Warning 7766)

The UA was unable to change the log file path to "<log path>. The error returned was <error string>.

Reason:

The UA was unable to change the log path. The new path is probably not a valid path.

W1E63 (Warning 7779)

The input mailbox "<mailbox name>" failed to initialize its perfmon counters - no perfmon info will be available for this mailbox

Reason:

The perfmon counters for the specified mailbox could not be initialized. This is usually because too many input mailboxes have been specified.

W1E64 (Warning 7780)

The output "<output location name>" failed to initialize its perfmon counters - no perfmon info will be available for this mailbox

Reason:

The perfmon counters for the specified output could not be initialized. This is usually because too many outputs have been specified.

W1E88 (Warning 7816)

HashOrder is empty - non-envelope journal mails will fail if dedup is set

Reason:

No HashOrder parameter has been specified. The UA will be unable to generate hashes for non-envelope mails.

W1E89 (Warning 7817)

EnvelopeInnerOrder and EnvelopeOuterOrder are empty - envelope journal mails will fail if dedup is set

Reason:

No EnvelopeInnerOrder or EnvelopeOuterOrder parameters have been set. The UA will be unable to generate hashes for envelope journal mails.

W1E8C (Warning 7820)

Failed to connect to 'De-duplication' database on "<database server>" - it may be down

Reason:

The UA could not connect to the de-dup database on the specified machine.

W1E8E (Warning 7822)

Too many threads specified - will only create <number>

Reason:

Too many worker threads have been specified. The number of threads will not be changed.

W1E8F (Warning 7823)

Config has changed - <number> failing messages are being reprocessed - could produce duplicates

Reason:

The config has been changed while there are failing messages. These messages will be completely reprocessed, so they could be written to targets that they have already been written to, so duplicates could occur.

W1E91 (Warning 7825)

The UA could not find the mailbox "<mailbox name>" on the server "<server name>" (the mailbox is located on the server whose DN is "<server name>").

Reason:

The specified mailbox was not found on the specified server. Check config.

W1EA0 (Warning 7840)

The output pool <pool name> has a SecondaryOutput value of <secondary output value>, which is not a valid output pool. The pool will not be available for selection.

Reason:

The specified output pool's secondary output pool is not the name of another output pool.

W1EA1 (Warning 7841)

The output pool <pool name> has set the SecondaryOutput value to itself. The pool will not be available for selection.

Reason:

The specified output pool has set a secondary output pool value of itself. This is invalid.

W1EA2 (Warning 7842)

The output pool <pool name> has a SecondaryOutput value of <secondary output value>, which has a SecondaryOutput set. The pool will not be available for selection.

Reason:

The specified output pool has set a secondary output pool which also has a secondary output pool. This is invalid.

W1EA3 (Warning 7843)

The output pool <pool name> has a SecondaryOutput value of <secondary output value>, which is not an EVF Output Pool. The pool will not be available for selection.

Reason:

All secondary output pools must be EVF output pools.

W1EA4 (Warning 7844)

The output pool <pool name> has specified a SecondaryOutput value but it is not a DLL or an Exchange Output Pool. The pool will not be available for selection.

Reason:

Only DLL output pools can specify a secondary output pool.

W1EA7 (Warning 7847)

The bulk message delete failed with error: <error message>.

Reason:

The UA failed to delete the messages queued for deletion. These will be deleted individually.

W1EA8 (Warning 7848)

Individual delete returned <error string>; open message returned <error string>. Treating as successful delete.

Reason:

The UA encountered an error when trying to delete an email, but the operation is still being treated as a successful deletion. This can happen if the email is deleted by the user before the UA deletes it.

W1EA9 (Warning 7849)

The message <message subject> from mailbox <mailbox name> does not have the property tag: <property tag hex>, defined in registry value <registry value>.

Reason:

The specified email does not have the specified property tag.

W1EAA (Warning 7850)

The message <message subject> from mailbox <mailbox name> does not have the property tag: <property tag name>, defined in registry value <registry value>.

Reason:

The specified email does not have the specified property tag.

W1EAB (Warning 7851)

Worker thread count not specified. Defaulting to <number>.

Reason:

The worker thread count has not been specified. Using the default value.

W1EAC (Warning 7852)

The output pool <pool name> has specified a SecondaryOutputDataType value, but it is not an Exchange Output Pool. The pool will not be available for selection.

Reason:

Only Exchange Output Pools may specify a SecondaryOutputDataType.

W1EAD (Warning 7853)

Zero threads were specified. The UA will actually create <number>.

Reason:

Zero worker threads were specified. Using the default value.

W1EB2 (Warning 7858)

Property <property info> added to the unique property ID list for <friendly registry name>.

Reason:

The specified property tag has been added to the property list used to unique ID specification.

Appendix A: Accessibility Features

CA Technologies is committed to ensuring that all customers, regardless of ability, can successfully use its products and supporting documentation to accomplish vital business tasks. This section outlines the accessibility features that are supported by CA DataMinder.

Display

To increase visibility on your computer display, you can adjust the following options:

Font style, color, and size of items

Defines font color, size, and other visual combinations.

The CA DataMinder iConsole also supports a High Visibility mode. This increases the size of text and images in the iConsole screens.

Screen resolution

Defines the pixel count to enlarge objects on the screen.

Cursor width and blink rate

Defines the cursor width or blink rate, which makes the cursor easier to find or minimize its blinking.

Icon size

Defines the size of icons. You can make icons larger for visibility or smaller for increased screen space.

High contrast schemes

Defines color combinations. You can select colors that are easier to see.

Sound

Use sound as a visual alternative or to make computer sounds easier to hear or distinguish by adjusting the following options:

Volume

Sets the computer sound up or down.

Text-to-Speech

Sets the computer's hear command options and text read aloud.

Warnings

Defines visual warnings.

Notices

Defines the aural or visual cues when accessibility features are turned on or off.

Schemes

Associates computer sounds with specific system events.

Captions

Displays captions for speech and sounds.

Keyboard

You can make the following keyboard adjustments:

Repeat Rate

Defines how quickly a character repeats when a key is struck.

Tones

Defines tones when pressing certain keys.

Sticky Keys

Defines the modifier key, such as Shift, Ctrl, Alt, or the Windows Logo key, for shortcut key combinations. Sticky keys remain active until another key is pressed.

Mouse

You can use the following options to make your mouse faster and easier to use:

Click Speed

Defines how fast to click the mouse button to make a selection.

Click Lock

Sets the mouse to highlight or drag without holding down the mouse button.

Reverse Action

Sets the reverse function controlled by the left and right mouse keys.

Blink Rate

Defines how fast the cursor blinks or if it blinks at all.

Pointer Options

Let you do the following:

- Hide the pointer while typing
- Show the location of the pointer
- Set the speed that the pointer moves on the screen
- Choose the pointer's size and color for increased visibility
- Move the pointer to a default location in a dialog box