

CA XCOM™ Data Transport® Gateway

Message Reference Guide

Version 12.0



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CA Technologies Product References

This document references the following CA Technologies products:

- CA XCOM™ Data Transport® (CA XCOM Data Transport)
- CA XCOM™ Data Transport® Gateway (CA XCOM Gateway)
- CA XCOM™ Data Transport® Management Center (CA XCOM Management Center)

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Chapter 1: Introduction

This guide provides information about the messages produced by the CA XCOM Gateway.

This section contains the following topics:

[Message Storage](#) (see page 7)

[Location of the Log File](#) (see page 7)

[Message Syntax](#) (see page 8)

Message Storage

CA XCOM Gateway includes a comprehensive set of error messages. These messages are written to log files. The log files serve the CA XCOM Gateway status and activity as an audit trail. Some messages are also displayed in the users Gateway session.

Location of the Log File

A Gateway administrator can change the CA XCOM Gateway global parameters that control the disposition of the log files. The CA XCOM Gateway global parameters include:

Log File Parameter

The log file parameter specifies the destination path of the log file that the CA XCOM Gateway creates.

Log Date Format Parameter

The log date format parameter determines the format of the date that is included at the start of each message. This information is written to the log file.

Log Level Parameter

The log level parameter specifies the level of information that CA XCOM Gateway is to record in the log file.

For more information about setting global parameters, see Update the Global Parameters File in the *CA XCOM Data Transport Gateway Product Guide*.

Message Syntax

The following shows the CA XOM Gateway message syntax:

```
XCOM<system identifier><message no><message type> <message text>
```

Parts of the Message

The parts of a CA XOM Gateway message are as follows:

(position 0)

If # precedes the message number, the transfer can be retried.

XCOM (positions 1 through 4; alphabetic)

Displays the first four characters of a CA XCOM Gateway message.

system identifier (position 5; alphabetic)

Specifies the CA XCOM Gateway system that generated the message. The valid values include:

CA XCOM Gateway components:

- 2—Gateway Control Server
- 3—Gateway Web Interface
- 4—Gateway FTP Server

CA XCOM Data Transport platforms:

- D—OpenVMS Alpha
- E—IBM z/VSE
- K—IBM CICS
- M—IBM z/OS
- N—Windows
- R—Netware
- S—IBM i
- T—Tandem, HP NonStop
- U—UNIX, Linux
- V—IBM zVM
- 8—Stratus Computer

message no (positions 6 through 9; numeric)

Specifies the message number.

message type (position 10; alphabetic)

Indicates the message type, as follows:

- I—An informational message. No user action is required.
- E—An error message. Usually some action is necessary to correct the problem or to determine the cause.

- W—A warning message. The corrective action may or may not be required to remedy a potential error situation.

message text (position 11; alphanumeric)

Displays the message text.

Sample Message

The following is a sample CA XCOM Gateway message:

```
XCOM45103I      XCOM Gateway Ftplet initialized
```

Conventions

The subsequent chapters are divided according to the system identifier, as an example, the leading character of the message number. Each chapter lists messages that CA XCOM Gateway can generate, with reasons and recommended user actions, where appropriate. The list of messages uses the following conventions:

- The prefix XCOM has been deleted from each message ID. The type identifier (I, W, or E) has been appended to each ID (for example, error message XCOM45102 is listed as 45103I).
- The messages are listed in numerical order.

Chapter 2: Gateway Control Server Messages: XCOM20000 – XCOM25205

This chapter contains messages that the CA XCOM Gateway Control Server issues.

This section contains the following topics:

[Authentication 20000 - 20999](#) (see page 11)
[Policy Index 21000 - 21999](#) (see page 20)
[External Server Index 21100 - 21199](#) (see page 24)
[External Server Communication 21200 - 21299](#) (see page 24)
[Import Manager 21300 - 21399](#) (see page 30)
[Policy File Index 21400 - 21499](#) (see page 30)
[HTTP\(s\) File Upload 21500 - 21599](#) (see page 32)
[HTTP\(s\) File Download 1600-1699](#) (see page 48)
[Export Manager 21700 - 21799](#) (see page 49)
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[Transfer Status and Rescheduling 22000 - 22099](#) (see page 51)
[Policy Administration 23000 - 23199](#) (see page 52)
[Realm Administration 23200 - 23299](#) (see page 63)
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[Client Session Management 24000 - 24099](#) (see page 83)
[Common Services 25000 - 25099](#) (see page 83)
[Configuration Services 25200 - 25299](#) (see page 84)

Authentication 20000 - 20999

20000E

User {0} passed CA XCOM Gateway Authentication, but error occurred while retrieving authorization information. Please contact your XCOM Gateway Administrator.

Reason:

Although the userid was defined to both CA EEM and CA XCOM Gateway, the database authorization is not allowing the database to be updated.

Action:

Contact the CA XCOM Gateway Administrator. Verify the db2 userid, database name and schema (for DB2) were defined correctly during the installation process.

20001E

User {0} passed CA XCOM Gateway authentication, but error occurred while adding the user as administrator

Reason:

User ID is defined only in CA EEM, but not in CA XCOM Gateway. Error occurred while adding user as administrator in database.

Action:

Contact the Gateway Administrator. Verify if the db2 user ID, database name and schema (for DB2) were defined correctly during the installation process.

20002E

Error occurred while fetching the user last login time.

Reason:

Unable to fetch the last login time of user from database.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the db2 user ID, database name and schema (for DB2) were defined correctly during the installation process.

20003E

Error occurred while creating a new user with Login Id {0}

Reason:

Unable to insert new user into database.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the db2 user ID, database name and schema (for DB2) were defined correctly during the installation process.

20004E

Error occurred while updating the user with Login Id {0}

20005E

Error occurred when getting users.

Reason:

Unable to retrieve user count from database.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the db2 user ID, database name and schema (for DB2) were defined correctly during the installation process.

20006E

User {0} is not defined in Gateway Control Server. Please contact CA XCOM Gateway Administrator.

Reason:

User is not defined in the database of Gateway Control server.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the db2 user ID, database name and schema (for DB2) were defined correctly during the installation process.

20007E

User {0} passed CA XCOM Gateway Authentication, but error occurred while updating required information in DB. Please contact XCOM Gateway Administrator

Reason:

Unable to update user information in Database.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the db2 user ID, database name and schema (for DB2) were defined correctly during the installation process.

20008E

Error occurred when getting servers.

Reason:

Unable to retrieve servers list from database.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the db2 user ID, database name and schema (for DB2) were defined correctly during the installation process.

20030E

Unable to persist user session in cache

Reason:

Problem occurred while saving user session to cache.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the cache location mentioned in the "xcom-globals.xml" exists.

20031E

Unable to retrieve Cache object / session cache object is null.

Reason:

Problem occurred while retrieving cache object or the session cache object is not present in cache.

Action:

Contact the CA XCOM Gateway Administrator. Verify if the cache location mentioned in the "xcom-globals.xml" exists.

20032E

Invalid/Expired session.

Reason:

Either user session is invalid or the session has expired.

Action:

Re-login into the application.

20033E

User is not defined in Gateway Control Server. Please contact CA XCOM Gateway Administrator.

Reason:

The ID is defined to CA EEM but not to the CA XCOM Gateway product.

Action:

The userid should be added to the CA XCOM Gateway database or the user should login with a valid userid.

20034E

Unknown Host machine.

Reason:

Error occurred while retrieving IP address of machine.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20035E

Unable to generate UID for the host machine.

Reason:

Error occurred while generating Unique Identifier for Gateway Control Server.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20036E

Unable to retrieve IP address of the host machine.

Reason:

Error occurred while retrieving IP address of machine.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20037E

Problem in generating the Base64 encoding of session token.

Reason:

Error occurred while doing Base64 encoding of the session token.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20038E

Internal error occurred. Please contact Gateway administrator

Reason:

Error occurred while retrieving session of user.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20039E

Unsupported Encoding specified while converting base 64 byte array

20040E

Passed base 64 encoded string is null

20041E

RSA cryptographic algorithm not available in the environment

20042E

SUN Security provider is requested but is not available in the environment

20043E

Insufficient Authentication Parameters passed

Reason:

Error occurred while retrieving public key of user from user session, during authentication of user.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20044E

XCOM Gateway session does not exist

Reason:

Unable to retrieve user session object.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20045E

Exception occurred during authentication for user

Reason:

Unable to authenticate user.

Action:

Internal error. Verify if Gateway Control Server is running. Contact Gateway Administrator.

20046E

Passed base 64 encoded string is null

20047E

Passed base 64 encoded string is null

20048E

Passed base 64 encoded string is null

20049E

Unable to retrieve user session from cache

20050E

CA EEM server details missing in configuration file

Reason:

EEM server details are missing in the "xcom-globals.xml" configuration file.

Action:

Update "xcom-globals.xml" file with EEM server details.

20051E

Unable to reach CA EEM server

Reason:

CA EEM server is not accessible.

Action:

Check whether CA EEM server is running and is accessible.

20052E

User is not authenticated against EEM

Reason:

An attempt was made to log in to the CA XCOM Gateway, however, the log in failed because either the userid or the password was incorrect.

Action:

Correct the userid and password and resubmit request. If the log in fails after providing legitimate credentials, please contact the CA XCOM Gateway Administrator.

20053E

Invalid Credentials.

20054E

Error occurred while authenticating user against EEM.

Reason:

Unable to authenticate user against EEM server.

Action:

Check whether legitimate credentials are provided, verify if EEM server details are updated in the property file, and if EEM server is accessible. If user is still unable to authenticate after all this attempts, contact CA XCOM Gateway Administrator.

20060E

Exception occurred in Gateway Control Server while sending a discovery request. Please contact your administrator.

Reason:

While sending discovery request, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

20061E

Exception occurred in Gateway Control Server while authenticating user login. Please contact your administrator.

Reason:

While authenticating user, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

20062E

Exception occurred in Gateway Control Server while user logout. Please contact your administrator.

Reason:

Gateway encountered an unexpected error while logging out.

Action:

Retry the job. If the problem continues contact customer support.

20063E

Exception occurred in Gateway Control Server while keeping user session alive. Please contact your administrator.

Reason:

Gateway encountered an unexpected error while keeping user session alive.

Action:

Retry the job. If the problem continues contact customer support.

Policy Index 21000 - 21999

21000E

Error occurred when getting pending extraction file count for Policy {0} and User {1}

Reason:

A database error occurred while fetching the count of files, which are pending for extraction.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21001E

Error occurred when getting staged file count for the Policy

Reason:

A database error occurred while fetching the count of files, which are associated to the policy.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21030E

Error occurred when fetching user with Logon Id {0}

Reason:

The given user could not be found in the database or could not be found in the policy list.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

21031W

User with Logon Id {0} is not registered in XCOM Gateway.

Reason:

The given user could not be found in the user list.

Action:

None

21032E

Error occurred while fetching Policy list for user.

Reason:

The policy list for the user could not be fetched from the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

21034E

Error occurred when getting the list of Servers

Reason:

The list of servers could not be retrieved from the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

21035E

Error occurred when getting the list of Servers for user by userRowId={0} and policyRowId={1}

Reason:

This list of registered servers based on the policy row id and user row id could not be fetched from the database.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21036E

Unable to fetch the list of servers for invalid policy {0}

Reason:

The policy could not be found when fetching the list of servers.

Action:

None.

21037E

Error occurred when getting the list of servers for policy {0}

Reason:

The list of servers for the corresponding policy could not be fetched.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

21060E

Exception occurred in Gateway Control Server while querying for policies. Please contact your administrator.

Reason:

A database error occurred while querying a policy related to the logged in user.

Action:

Ensure your DB2 database is up, and retry the job. If the problem continues contact customer support.

21061E

Exception occurred in Gateway Control Server while querying for servers. Please contact your administrator.

Reason:

A database error occurred while querying the list of servers.

Action:

Ensure your DB2 database is up, and retry the job. If the problem continues contact customer support.

21065E

Exception occurred in Gateway Control Server while ending file extraction. Please contact your administrator.

Reason:

An error occurred during the file extraction process.

Action:

Ensure that your target directory has adequate space for the extraction. Also check that the file is not corrupt, and there are no permission errors. Then retry the job.

21066E

Exception occurred in Gateway Control Server while querying for files. Please contact your administrator.

Reason:

A database error occurred while querying files for a policy.

Action:

Ensure your DB2 database is up, and retry the job. If the problem continues contact customer support.

21067E

Exception occurred in Gateway Control Server while querying for user activity on file. Please contact your administrator.

Reason:

A database error occurred while querying activities related to the logged in user.

Action:

Ensure your DB2 database is up, and retry the job. If the problem continues contact customer support.

External Server Index 21100 - 21199

External Server Communication 21200 - 21299

21200E

Error occurred while initializing import of file {0} from external server {1}

Reason:

An error occurred while communicating with or accessing file on the server.

Action:

Check whether external server is accessible with the credentials used while importing file.

21201W

Missing realm path in the start file insertion response

21202W

Unable to access the realm path {0} returned in the start file insertion response

Reason:

Realm path is not returned in the response of start file insertion.

Action:

Internal error, verify if Gateway Control Server is running and your database is up and accessible. If the problem still exists contact Gateway Administrator.

21203E

Missing credentials for server {0} in Gateway

Reason:

Server credentials are not available in the Gateway database.

Action:

Internal error, verify if Gateway Control Server is running and your database is up and accessible. If the problem still exists contact Gateway Administrator.

21204E

Server {0} registered with protocol {1} which is different from the transfer request protocol {2}

Reason:

Protocol to be used to access server does not match with protocol to be used to access the server sent in the transfer request.

Action:

Internal error, verify if Gateway Control Server is running. If problem persists contact Gateway Administrator.

21205E

Server {0} is not registered with policy {1}

Reason:

Server is not assigned to the policy used for transfer.

Action:

Ensure that server is assigned to policy. Verify if Gateway Control Server is running. If problem persists contact Gateway Administrator.

21206E

Error occurred while decrypting the server credentials

Reason:

Server credentials cannot be decrypted.

Action:

Internal error, check whether Gateway Control Server is running. If problem persists contact Gateway Administrator.

21207E

Error occurred while decrypting credentials passed through transfer xml

Reason:

Server credentials passed through transfer xml cannot be decrypted.

Action:

Internal error, verify if Gateway Control Server is running. If problem persists contact Gateway Administrator.

21208E

Import File from external server web service invoked with insufficient parameters. Please verify the request parameters.

Reason:

All of the required parameters for import file from external server are not passed when invoking web service.

Action:

Ensure all of the required parameters are passed to the web service. If problem persists contact Gateway Administrator.

21209E

Export file to external server web service invoked with insufficient parameters. Please verify the request parameters.

Reason:

All of the required parameters for export file to external server are not passed when invoking web service.

Action:

Ensure all of the required parameters are passed to the web service. If problem persists contact Gateway Administrator.

21210E

File Name {0} passed for verifying existence doesn't match the parameter criteria. Should not contain any slashes.

Reason:

File name contains slashes.

Action:

Ensure that file name does not contain any slashes. If problem persists contact Gateway Administrator.

21211E

Server credentials not sent via web service invocation. Please verify the request parameters.

Reason:

Parameters of web service does not contain server credentials.

Action:

Ensure server credentials are passed in the web service parameters. If problem persists contact Gateway Administrator.

21212E

Error occurred while initializing export of file {0} to external server {1}

Reason:

Gateway unable to initialize exporting of file to external server.

Action:

Ensure that external server is up and accessible. If problem persists contact Gateway Administrator.

21213E

Exception occurred in Gateway Control Server while importing file from external server. Please contact your administrator

Reason:

Gateway unable to initialize importing of file from external server.

Action:

Ensure that external server is up and accessible. If problem persists contact Gateway Administrator.

21214E

**Exception occurred in Gateway Control Server while exporting file to external server.
Please contact your administrator**

Reason:

Gateway unable to initialize exporting of file to external server.

Action:

Ensure that external server is up and accessible. If problem persists contact Gateway Administrator.

21215E

Please provide a valid value for parameter serverFileType. valid values are B, A and E

Reason:

Invalid value has been passed for parameter serverFileType.

Action:

Ensure valid value(B, A or E) is passed for parameter serverFileType. If problem persists contact Gateway Administrator.

21216E

Please provide a valid value for parameter fileNameAvailable. valid values are 0 and 1

Reason:

Invalid value has been passed for parameter fileNameAvailable.

Action:

Ensure valid value(0 or 1) is passed for parameter fileNameAvailable. If problem persists contact Gateway Administrator.

21217E

Please provide a valid value for parameter serverFileReplace. valid values are 0 and 1

Reason:

Invalid value has been passed for parameter serverFileReplace.

Action:

Ensure valid value(0 or 1) is passed for parameter serverFileReplace. If problem persists contact Gateway Administrator.

21218E

Please provide a valid value for fileInsertionProtocol. Valid values are FTP, SFTP and FTPS

Reason:

Invalid value has been passed for parameter fileInsertionProtocol.

Action:

Ensure valid value(FTP, SFTP or FTPS) is passed for parameter fileInsertionProtocol. If problem persists contact Gateway Administrator.

21219E

Non root directory cannot contain //. Please provide a valid directory path

Reason:

Invalid directory path is passed, since non root directory path contains //.

Action:

Ensure valid directory path is passed and non root directory doesn't contains //. If problem persists contact Gateway Administrator.

Import Manager 21300 - 21399

21300E

Failed to import file {0} from external server {1} via web service

Reason:

Gateway unable to initialize importing of file from external server.

Action:

Ensure that external server is up and accessible. If problem persists contact Gateway Administrator.

Policy File Index 21400 - 21499

21400E

XCOM21400E Error occurred while updating the file expiry.

21401E

Error occurred while retrieving the files that can be downloaded by user.

21402E

Error occurred while retrieving the list of users who have downloaded the file.

21403E

Error occurred while retrieving the file by file row Id {0}

21404E

Error occurred while invalidating the file by user {0}

21405E

Error occurred while revalidating the file by user {0}

21406E

Error occurred while marking the file {0} for deletion by user {1}

21407E

Error occurred while deleting the disposal records for the file with row id {0}

21408E

User {0} does not have permissions to invalidate the file

21409E

User {0} does not have permissions to revalidate the file

21410E

User {0} does not have permissions to mark the file {1} for deletion

HTTP(s) File Upload 21500 - 21599

21500E

Error occurred when getting user file count and total file size for User by Login Id={0}

Reason:

A database error occurred while retrieving file count and total file size for the user defined with a database id of {0}.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21501E

Error occurred when verifying the duplicates for the file {0}

Reason:

A database error occurred while querying the database to verify a duplicate file for the specified file defined with a database id of {0}.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21502E

Error occurred when registering file {0} details into the database.

Reason:

A database error occurred while registering a new file into the database defined with a database id of {0}.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21503E

Error occurred when updating file {0} details into the database.

Reason:

A database error occurred while updating a file defined with a database id of {0}.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21504E

Error occurred when updating the file disposal details

Reason:

A database error occurred while adding a file to the list of disposed files.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21505E

The logged-in user does not have permissions on policy {0}

Reason:

The user is not assigned to the selected policy with name of {0}.

Action:

None.

21506E

Query timeout while fetching permissions for logged-in user on policy {0}

Reason:

The database query to fetch user permissions for the selected policy named {0} has timed out. Therefore no user permission information for the policy has been returned.

Action:

Retry the request after verifying that the database is available.

21507E

Error occurred when getting Permissions for logged-in user {0} on policy {0}

Reason:

A database error occurred while fetching user permissions to the selected policy named {0}.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21508E

Policy with name {policyname} does not exist.

Reason:

The selected policy {policyname} does not exist in the policy table.

Action:

Retry the request after verifying that the policy {policyname} exists.

21509E

Query timeout while fetching Policy with row Id {0}

Reason:

The database query to fetch the selected policy with a database id of {0} has timed out. Therefore no policy information has been returned.

Action:

Retry the request after verifying that the database is available.

21510E

Error occurred when validating Policy with row Id {0}

Reason:

A database error occurred while fetching the policy defined with the database id of {0}.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21511E

Error occurred when updating policy with newly uploaded file details

Reason:

A database error occurred while updating a policy with details for a newly uploaded file.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21512E

Error fetching user permission by policy row Id

Reason:

A database error occurred while fetching user permissions for the selected policy.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21513E

Error fetching server by policy row Id

Reason:

A database error occurred while fetching servers for the selected policy.

Action:

Contact the database administrator with the SQL error code to determine the cause of the query failure.

21530W

User {0} does not exist. Please contact your Gateway administrator.

Reason:

Gateway was unable to find the user while doing an authentication check.

Action:

Ensure that you have the correct spelling of the user ID. If need be, contact your Gateway administrator to create the user.

21531W

A file with same name already exists in the selected policy.

Reason:

Gateway detected a file with the same name in the selected policy.

Action:

Rename the file, or upload to a different policy.

21532W

User file count upload limit has been exceeded.

Reason:

While doing the user limit check, Gateway determined the User file count upload limit has been exceeded.

Action:

Increase the users upload limit, or remove un-needed uploads.

21533E

Exception occurred in Gateway Control Server while starting file insertion. Please contact your administrator.

Reason:

An error occurred while starting the file insertion process.

Action:

Check that the file is not corrupt, and retry the job. If the problem continues contact customer support.

21534W

No policy exists for policy row Id {0}.

Reason:

A database error occurred while querying the policy row Id.

Action:

Ensure your DB2 database is up, and retry the job. If the problem continues contact customer support.

21535W

Policy with policy Id {0} is not configured with a Realm.

Reason:

No realm was found for the Policy.

Action:

Contact your Gateway administrator to attach a Realm to the Policy.

21536E

File transferred successfully, but will be removed as error occurred while registering with Gateway

Reason:

An error occurred during completion of the file insertion process into the Gateway. One of the following conditions occurred:

- The policy where the file was inserted could not be found in the database.
- The database query to retrieve the policy has timed out
- A database error occurred for the query used to retrieve the policy
- A database error occurred when registering the file into the Gateway database

Action:

In the case of a database error, notify the database administrator providing the SQL Error Code and SQL State values from the logs to determine the cause of the database error.

For the condition where the policy could not be found, insure the policy still exists. A database administrator can validate that the policy exists by reviewing the XCOM_GATEWAY_POLICY table.

21537W

File Guid should not be null

Reason:

No GUID was generated for the inserted file.

Action:

Review the logs for the cause of the error and retry the operation.

21538W

Invalid file GUID {0}

Reason:

During final processing for file insertion, the GUID for the file is not found in the list of file GUIDs created by the user in this session.

Action:

The user file limits may have been exceeded. Review the logs and user permissions to determine if an error condition occurred.

21539W

Logged in user is not a valid user

Reason:

An attempt was made to validate user limits but no userid was specified.

Action:

Verify that the userid is valid and is assigned to a policy. A database administrator can validate that the user is assigned to a policy by reviewing the XCOM_GATEWAY_PERMISSIONS table. If the user exists, contact CA Technical Support.

21540W

Valid policy is not configured for the logged in user {0}

Reason:

An attempt was made to validate user limits but no policy was specified to check against.

Action:

Verify that the policy still exists and the user is assigned to the policy. A database administrator can validate that the user is assigned to a policy by reviewing the XCOM_GATEWAY_PERMISSIONS table. If the user is assigned to the policy contact CA Technical Support.

21541W

Cannot fetch realm configured to the policy {0} and logged in user {1}

Reason:

When performing limit checks for a policy, there is no realm assigned to the policy.

Action:

Validate that the policy is valid and is assigned to a realm. A database administrator can validate that the policy has a valid Realm RowID value in the XCOM_GATEWAY_POLICY table. If the policy has a valid realm, contact CA Technical Support.

21542W

Total file count exceeded for the policy

Reason:

While doing the XCOM limit check, Gateway determined the Policy file count limit has been exceeded.

Action:

Increase the XCOM upload/download count limit for the selected Policy, or remove un-needed uploads.

21543W

User file count exceeded for the policy

Reason:

While doing the XCOM limit check, Gateway determined the User file count limit has been exceeded.

Action:

Increase the XCOM upload/download count limit for the selected User, or remove un-needed uploads.

21544W

Total file count exceeded for the realm

Reason:

While doing the XCOM limit check, Gateway determined the total realm file count limit has been exceeded.

Action:

Increase the XCOM upload/download count limit for the selected Realm, or remove un-needed uploads.

21545W

User file count exceeded for the realm

Reason:

While doing the XCOM limit check, Gateway determined the User file count limit has been exceeded for the selected Realm.

Action:

Increase the User upload/download count limit for the selected Realm, or remove un-needed uploads.

21546W

User file count exceeded for the user

Reason:

While doing the user limit check, Gateway determined the User file count limit has been exceeded.

Action:

Increase the users upload/download limit, or remove un-needed uploads.

21547W

User permission file count exceeded

Reason:

While doing the user limit check, Gateway determined the User file count limit has been exceeded for policy.

Action:

Increase the users upload/download count limit for the policy, or remove un-needed uploads.

21548W

Total file size exceeded for the policy

Reason:

While doing the XCOM limit check, Gateway determined the Policy size limit has been exceeded.

Action:

Increase the XCOM file size limit for the selected Policy.

21549E

User file size exceeded for the policy

Reason:

While doing the XCOM limit check, Gateway determined the Policy size limit has been exceeded.

Action:

Increase the User file size limit for the selected Policy.

21550W

Total file size exceeded for the realm

Reason:

While doing the XCOM limit check, Gateway determined the Realm size limit has been exceeded.

Action:

Increase the XCOM file size limit for the selected Realm.

21551W

User file size exceeded for the realm

Reason:

While doing the XCOM limit check, Gateway determined the Realm size limit has been exceeded.

Action:

Increase the User file size limit for the selected Realm.

21552W

User file size exceeded for the user

Reason:

While doing the XCOM limit check, Gateway determined the User size limit has been exceeded.

Action:

Increase the User file size limit for the selected User.

21553W

User permission file size exceeded

Reason:

While doing the user limit check, Gateway determined the User file size limit has been exceeded for the policy.

Action:

Increase the users upload/download size limit for the policy, or remove un-needed uploads.

21554W

XCOM file count exceeded for policy.

Reason:

While doing the XCOM limit check, Gateway determined the XCOM file count limit has been exceeded.

Action:

Increase the XCOM upload/download count limit for the selected policy, or remove unneeded uploads.

21555W

XCOM file count exceeded for realm

Reason:

While doing the XCOM limit check, Gateway determined the XCOM file count limit has been exceeded.

Action:

Increase the XCOM upload/download count limit for the selected realm, or remove unneeded uploads.

21556W

XCOM file size exceeded for policy

Reason:

While doing the XCOM limit check, Gateway determined the XCOM size limit has been exceeded.

Action:

Increase the XCOM file size limit for the selected policy.

21557W

XCOM file size exceeded for realm

Reason:

While doing the XCOM limit check, Gateway determined the XCOM size limit has been exceeded.

Action:

Increase the XCOM file size limit for the selected realm.

21558E

Error occurred when getting the user limit check

Reason:

While doing the user limit check, Gateway encountered and unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

21559E

Error occurred when getting the XCOM limit check

Reason:

While doing the user limit check, Gateway encountered and unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

21560W

User file size upload limit has been exceeded

Reason:

While doing the XCOM limit check, Gateway determined the User file size limit has been exceeded.

Action:

Increase the XCOM file size limit for the selected User.

21561W

CA XCOM file upload limit has been exhausted

Reason:

While doing the XCOM limit check, Gateway determined the XCOM file count limit has been exceeded.

Action:

Increase the XCOM upload/download count limit, or remove un-needed uploads.

21562W

XCOM file size upload limit has been exhausted

Reason:

While doing the XCOM limit check, Gateway determined the XCOM size limit has been exceeded.

Action:

Increase the XCOM file size limit.

21563E

Error occurred when reading Algorithms mapping file

21564E

Algorithms mapping file not found.

21565E

Error occurred while closing I/O resource

21566E

Error occurred when encrypting data

21567E

Error occurred when decrypting data

21568E

Error occurred when creating key xml file

21569E

Gateway DSN validation failed due to the invalid value of {0} Global Parameter defined in xcom-globals.xml is set null or blank

21570E

Encryption algorithm({0}) not supported or invalid encryption algorithm

21571E

Specified Padding technique({0}) not supported with specified encryption algorithm

21572E

Error occurred when reading the private key of the certificate

21573E

Invalid name-format({0}) of encryption algorithm. Use format [AlgoName] or [AlgoName/Mode] or [AlgoName/Mode/Padding]

21574E

Error occurred when creating symmetric encryption key

21575E

Error occurred when recovering symmetric encryption key

21576E

Error occurred when reading the certificate

21577E

Gateway certificate store not found at location ({0}) as path defined in Global Parameters

21578E

Error occurred when verification of certificate. certificate validation not completed

21579E

Invalid Certificate. Certificate domain name does not match any of the registered domain names

21580E

Invalid Certificate. Certificate Authentication Fails

21581E

Gateway certificate information not added in Global Parameters

21582E

Error occurred when recovering the encrypted digest. Received file may be corrupted or modified

21583E

Error occurred when Checking data integrity

21584E

Error occurred when reading a key .xml file

21585E

FileNotFoundException occurred during Global Parameters XML file processing

21586E

Unable to get InitialContext

21587W

Parameter name and/or value not found for parameter

21588E

Problem accessing the Global Parameters file

21589E

Error while parsing the file

21590E

{0} Global Parameter value defined in xcom-globals.xml is set null or blank

21591W

Key file/keystore does not contain a valid certificate for {{0}} alias name

21592E

Cannot upload File {0} into Policy {1} using {2} protocol. The protocol is disabled for the policy.

21593E

Error occurred while validating the keystore for certificate with {0} alias name

21594E

The {0} realm password could not be decrypted. Please contact the administrator.

21595E

Cannot download File {0} from Policy {1} using {2} protocol. The protocol is disabled for the policy.

HTTP(s) File Download 1600-1699

21600E

Error occurred while initiating file extraction

21601W

You are not authorized to extract file from this policy. Please contact your Gateway administrator.

21602E

File {0} is no longer valid under the policy {1}

21603E

File {0} is encrypted/hashed and requires certificate to access its contents.

21604E

Error occurred while initiating file extraction. Possible reason is invalid Policy {0}

21605E

Error occurred while updating the file extraction information

21606E

File {0} doesn't belong to Policy {1}. Please verify and try again.

21607E

Failed to register File {0} under Policy {1}

21608E

Cannot download File {0} under Policy {1} using {2} protocol. The protocol is disabled for the policy.

21609W

You do not own this file. You can not extract this file from this policy. Please contact your Gateway administrator.

Export Manager 21700 - 21799

21700W

File {0} already exists on external server {1} at following location {2} and replace flag is set to false

21701E

Missing required parameter to process export request

21702E

Failed to export file {0} to external server {1} via web service

Onward Delivery 21800 - 21899

21800E

Error occurred while fetching file disposal records for onward processing

21801E

21802E

21803E

21804E

Error occurred while monitoring the scheduled transfers

21805E

Error occurred while updating the monitor schedule date on success

21806E

Error occurred while updating the monitor schedule for transfer in progress

21807E

Error occurred while updating the monitor schedule for failed query submission

21808E

Error occurred while setting the next schedule date.

21809E

Error occurred while inserting the XCOM Gateway File Transfer.

21810E

Error occurred while retrieving disposal records for file transfer monitoring

21811E

Error occurred while retrieving transfer records for transfer monitoring of file {0}

21812E

Error occurred while retrieving transfer records having incomplete status for file {0}

21813E

Error occurred while retrieving expired file list

21814E

Error occurred while removing expired file instance from database

21815E

Error occurred while fetching file transfer records by transfer MICR

21816E

Error occurred while fetching file disposal records for following filerowid {0}

21817E

Error occurred while retrieving certificate from gateway.

21818E

Error occurred when getting disposal records count for persistent thread scheduling

Transfer Status and Rescheduling 22000 - 22099

22000W

Error occurred while initiating the record fetching process. Please contact your Gateway administrator.

22001E

Error occurred while retrieving transfer records

22002E

Exception occurred in Gateway Control Server while fetching transfer diagnostics records. Please contact your administrator.

22003E

User {0} doesn't have permissions to reschedule transfers

22004E

Exception occurred in Gateway Control Server while rescheduling transfer. Please contact your administrator.

22005E

Exception occurred while initiating reschedule of file {0} as file guid is missing. Please contact your administrator.

Policy Administration 23000 - 23199

23000E

Cannot insert Policy data

Reason:

A database error occurred while inserting the policy in the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23001E

Cannot update Policy data

Reason:

A database error occurred while updating the policy in the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23002E

Cannot delete Policy {0}

Reason:

A database error occurred while deleting a policy from the database with id {0}.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23003E

Error occurred while getting Policies

Reason:

A database error occurred while getting the list of policies from the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23004E

Error occurred while getting files for Policy

Reason:

A database error occurred while getting the file list for a policy.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23005E

Error occurred while inserting Policy. The Policy {0} already exist.

Reason:

Another policy with name {0} already exist in the database.

Action:

Give a different policy name and try to insert the policy again.

23006E

Error occurred while getting User Permissions

Reason:

A database error occurred while getting the list of user permissions.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23007E

Error occurred while inserting User Permissions

Reason:

A database error occurred while inserting the user permission in the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23008E

Error occurred while getting User Permissions with Policy Row Id {0} and User Row Id {1}

Reason:

A database error occurred while getting the user permissions for policy with database id {0} and user with database id {1}.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23009E

Error occurred while inserting User Permissions. The user permission already exist.

Reason:

The user permission being inserted already exist in the database.

Action:

Since the user permission already exist, it cannot be reinserted. To modify the user permission, go to the Manage Policies on the Administration tab. Select the policy and click Edit. Go to the Assign Users screen and modify the user permission.

23010E

Error occurred while getting Server Permissions

Reason:

A database error occurred while getting the list of server permissions.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23011E

Error occurred while inserting Server Permissions

Reason:

A database error occurred while inserting the server permission in the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23012E

Error occurred while getting Server Permissions with Policy Row Id {0} and Server Row Id {1}

Reason:

A database error occurred while getting the server permissions for policy with database id {0} and server with database id {1}.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23013E

Error occurred while inserting Server Permissions. The server permission already exist.

Reason:

The server permission being inserted already exists in the database.

Action:

Since the server permission already exist, it cannot be reinserted.

23030E

Error occurred while inserting Policy

Reason:

While inserting a policy, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23031E

Error occurred while updating Policy

Reason:

While updating a policy, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23032E

Error occurred while deleting Policy {0}

Reason:

While deleting a policy {0}, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23033E

Error occurred while getting policies

Reason:

While getting policy list, Gateway encountered an unexpected error

Action:

Retry the job. If the problem continues contact customer support.

23034E

Cannot configure Policy without Policy Id

Reason:

The Policy Id was not provided in the policy configuration web service request. To configure the policy using the policy configuration web service, the policy id is mandatory.

Action:

Provide the Policy Id in the policy configuration web service requests.

23035E

Cannot configure Policy without Realm Id

Reason:

The Realm Id was not provided in the policy configuration web service request. To configure the policy using the policy configuration web service, the Realm Id is mandatory.

Action:

Provide the Realm Id in the policy configuration web service request.

23036E

{0} cannot be deleted because it contains pending files in it.

Reason:

A Policy cannot be deleted if it contains any files in it. Since policy {0} contains files in it, it cannot be deleted.

Action:

Set both the retention periods (Extracted Retention and Unextracted Retention) for policy {0} to zero. Setting the retention period to zero will expire all the files in policy {0} and the files will be deleted. You can retry to delete the policy after setting the retention period to zero.

Note: If you get the same error immediately after setting retention periods to zero, wait and retry deleting policy {0} as Gateway might be in the process of deleting the files from policy.

23037E

Error occurred while getting file list for Policy

Reason:

While getting a file list for the Policy, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23038E

Error occurred while getting file limits for Policy

Reason:

While getting file limits for the Policy, Gateway encountered an unexpected error

Action:

Retry the job. If the problem continues contact customer support.

23039E

Error occurred while getting Policies for Export

Reason:

While getting a Policy list for the export operation, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23040E

Error occurred while getting User Permissions

Reason:

While getting the User Permissions for a policy, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23041E

Error occurred while inserting User Permissions

Reason:

While inserting the User Permission, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23042E

Error occurred while getting Server Permissions

Reason:

While getting the Server Permissions, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23043E

Error occurred while inserting Server Permissions

Reason:

While inserting the Server Permissions, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23060E

Error occurred in getPolicies web service

Reason:

While getting a policies list in the getPolicies web service, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23061E

Error occurred in configurePolicy web service

Reason:

While configuring a policy in the configurePolicy web service, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23062E

Cannot configure Policy without 'operation' type (add, update and delete)

Reason:

While configuring a policy in the configure policy web service, the operation type was not provided.

Action:

Provide the 'operation' type while configuring a policy using the configure policy web service request.

23063E

Cannot configure Policy without sessionId

Reason:

While configuring a policy in the configure policy web service, the session id was not provided.

Action:

Provide the session id while configuring a policy using the configure policy web service request.

23064E

Cannot delete Policy without Policy row Id

Reason:

Policy row Id was not provided while deleting the policy using the configure policy web service.

Action:

Provide the Policy row Id while deleting a policy using the configure policy web service.

23065E

Cannot configure Policy without Policy Id

Reason:

Policy Id was not provided while configuring a policy using the configure policy web service.

Action:

Provide the Policy Id while configuring a policy using the configure policy web service.

23066E

Cannot configure Policy without realm Id

Reason:

Realm Id was not provided while configuring a policy using the configure policy web service.

Action:

Provide the Realm Id while configuring a policy using the configure policy web service.

23067E

The 'operation' type specified is not valid. Only 'add', 'modify' and 'delete' are valid operations.

23068E

Error occurred while deleting Policy(s)

Reason:

While deleting the Policy(s), Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23069E

Error occurred while getting realms list

Reason:

While getting the realms list, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23070E

Empty policy/(s) supplied to be watched

23071E

Error occurred in starting the policy watch

Reason:

Watch process was unable to start. This error is most likely caused by an error in a Policy defined in the Folder Configuration section.

Action:

Use the Test Folder button in the Folder Configuration section to confirm the folders are configured correctly. Check the GatewayControlServer log for additional information.

23072E

Error occurred in stopping the policy watch

23073E

Error occurred while getting file list for Policy. Policy Row Id is required.

23074E

Error occurred while getting file list for Policy

Reason:

While getting the file list for a policy, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23075E

Error occurred while getting file limits for Policy

Reason:

While getting the file limits for a policy, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23081E

Folder path ({pathname}) matches with one of the folders in policy {policyname}.

Reason:

While saving a policy with automatic file folder configuration information, the folder configuration path with {pathname} is a duplicate path in the policy {policyname}.

Action:

Specify a unique {pathname} and then save the policy.

Realm Administration 23200 - 23299

23200E

Realm for realm Id={0} does not exist

23201E

Error occurred when getting the files in the Realm for row Id={0}

23202E

Realm with Row Id={0} is not configured with any Policy

23203E

Error occurred when fetching the Realm list

Reason:

A database error occurred while getting the Realm list.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23204E

Cannot insert Realm data

Reason:

A database error occurred while inserting the realm in the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23205E

Cannot update Realm data

Reason:

A database error occurred while updating the realm in the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23206E**Cannot delete Realm {0}****Reason:**

A database error occurred while deleting the realm {0} from the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23207E**Error occurred when getting a Realm by row Id={0}****Reason:**

A database error occurred while getting a realm with a row id {0} from the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23208E**Error occurred when committing the delete realm transaction****Reason:**

A database error occurred while deleting a realm from the database.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23209E**Error occurred when getting the files in the Realm for row Id={0} and policyRowId={1}****Reason:**

A database error occurred while getting files for a realm with a row id {0} and with the policy row id {1}.

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23210E

Error occurred while inserting Realm. The Realm {0} already exist.

Reason:

Another policy with the name {0} already exists in the database.

Action:

Give a different realm name and try to insert the realm again.

23211E

Error occurred while getting Realm by realm Id {0}

Reason:

A database error occurred while getting the realm with a real id {0}

Action:

If followed by an SQL error code contact the database administrator with the SQL error code to determine the cause of the query failure.

23230E

Realm for realm Id={0} does not exist

23231E

Error occurred when getting the files in the Realm for realmRowId={0}

Reason:

While getting files in the Realm with a row id {0}, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23232E

Realm with realmRowId={0} is not configured with any Policy

23233E

Error occurred when fetching the Realm list

Reason:

While fetching the Realm list, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23234E

Error occurred while inserting Realm

Reason:

While inserting a Realm, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23235E

Error occurred while updating the Realm with realm Id={0}

Reason:

While updating the Realm with a realm Id {0}, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23236E

Error occurred while deleting Realm {0}

Reason:

While deleting the Realm with a Realm Id {0}, Gateway encountered an unexpected error

Action:

Retry the job. If the problem continues contact customer support.

23237E

Error occurred when getting a Realm by row Id={0}

Reason:

While getting a Realm with the row id {0}, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23238E

Cannot configure Realm without Realm ID

23239E

Invalid RealmPath

23240E

Error occurred when updating the Realm with realmId={0}. No record found for update

23241E

Not valid Realm Row Id {0}

23242E

Realm with realmRowId={0} is not configured with any Policy

23243E

{0} cannot be deleted as it contains files in it.

Reason:

Realm {0} cannot be deleted because it contains files.

Action:

You can delete the files in a realm by deleting the policies in the realm.

23244E

{0} cannot be deleted as it contains policies in it.

Reason:

Realm {0} cannot be deleted as it contains policies in it.

Action:

If the policies in the realm do not contain a file:

You can reassign the policies to some other realm and then try to delete the realm, or you can delete the policies and try to delete the realm.

If policies in the realm contain any files, you can delete the policies and try to delete the realm again.

23245E

The realmRowId supplied is not valid.

23246E

Error occurred while getting File limits for Realm(s)

Reason:

While getting file limits for the Realm(s), Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23247E

Error occurred when getting the files in the Realm for row Id={0} and policyRowId={1}

Reason:

While getting files in a Realm for the row id {0} and a policy Row id {1}, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23248E

Error occurred when fetching the Realm list for Export

Reason:

While getting a Realm list for export, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23260E

Cannot configure Realm without row Id

Reason:

The realm row id was not provided in the configureRealm web service request.

Action:

Provide the realm row id in the configureRealm web service request.

23061E

Cannot configure Realm without 'operation' type (add, update and delete)

Reason:

While configuring a realm in the configure realm web service, an operation type was not provided.

Action:

Provide the operation type while configuring a realm using the configure realm web service request.

23262E

The 'operation' type specified is not valid. Only 'add', 'modify' and 'delete' are valid operations.

Reason:

The operation type specified in the configure policy web service is not valid.

Action:

Provide a valid value for the operation type.

23263E

Error occurred in configureRealm web service

Reason:

While configuring a realm in the configure realm web service, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23264E

Cannot configure Realm without realm Id

Reason:

Realm Id was not provided in the configure realm web service request.

Action:

Provide the Realm Id in the configure realm web service request.

23265E

Cannot configure Realm without realm path

Reason:

Realm Path was not provided in the configure realm web service request.

Action:

Provide the Realm path in the configure web service request.

23266E

Error occurred in all Realms web service

Reason:

While getting the realms in the allRealms web service, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23267E

Error occurred in realm Related Policies web service

Reason:

While getting the policies for a realm in the realmRelatedPolicies web service, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23268E

Error occurred in filesInRealm web service

Reason:

While getting the files in a realm, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23269E

Error occurred in all Users web service

23270E

Realm row Id is required

23271E

Error occurred while deleting Realm(s)

Reason:

While deleting the realms, Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23272E

Error occurred while getting File limits for Realm(s)

Reason:

While getting the file limits for the Realm(s), Gateway encountered an unexpected error.

Action:

Retry the job. If the problem continues contact customer support.

23273E

Cannot fetch file list without Realm Row Id

Reason:

The Realm row id was not provided while fetching the file list for a realm.

Action:

Provide the realm row id and retry the job.

User Administration 23300 - 23399

23300E

Cannot insert User data

23301E

Cannot update User data

23302E

Cannot delete User {0}

23303E

No users found for specified user RowId

23304E

Error occurred while deleting disposal rows referred by User

23305E

Error occurred while fetching User permission.

23306E

Error occurred while fetching files for User {0}

23307E

Error occurred while fetching files for User {0} for PolicyRowId {1}.

23308E

Error occurred while inserting User. The User {0} already exist.

23309E

Error occurred while inserting User Notification. The User Notification already exist.

23310E

Error occurred while inserting User Notification.

23311E

Error occurred while Updating User Notification.

23312E

Error occurred while getting User Notifications.

23313E

Error occurred while getting User Notification.

23330E

Error occurred when getting Users

23331E

Error occurred while inserting User

23332E

Error occurred while updating User

23333E

Error occurred while deleting User {0}

23334E

Notification Type is not valid

23335E

The userRowId supplied is invalid

23336E

Cannot delete currently logged in User {0}

23337E

Error occurred while fetching files for User {0}

23338E

Error occurred while fetching files for User {0} for PolicyRowId {1}.

23360E

Error occurred in get Users web service

23361E

Error occurred in configure User web service

23362E

Cannot configure User without 'operation' type (add, update and delete)

23363E

Cannot configure User without sessionId

23364E

Cannot delete User without User row Id

23365E

Cannot configure User without User name.

23366E

Cannot update User without User row Id

23367E

The 'operation' type specified is not valid. Only 'add', 'modify' and 'delete' are valid operations.

23368E

Error occurred while deleting User(s)

23369E

Cannot fetch files list without User Name.

23370E

Error occurred while getting file list for User {0}

Server Administration 23400 - 23499

23400E

Error occurred when creating a new server with name {0} and rowID {1}

23401E

Error occurred when updating the new server with name {0}

23402E

Error occurred when getting the list of Servers

23404E

Error occurred while inserting server

23405E

Cannot configure server without server name

23406E

Cannot insert server data

23407E

Cannot configure server without server name

23408E

Cannot update server data

23409E

Error occurred while updating server

23410E

Cannot delete server {0}

23411E

Error occurred while deleting server {0}

23412E

Error occurred in get Servers web service

23413E

Cannot configure server without 'operation' type (add, update and delete)

23414E

Cannot configure server without sessionId

23415E

Cannot delete server without server name

23416E

Cannot configure server without server RowID

23417E

Cannot configure server without

23418E

Error occurred while configuring Server

23419E

Error occurred while getting Server by Server Name {0}

23420E

Error occurred while inserting Server. The Server {0} already exist.

23421E

Error occurred when getting the list of Servers for Export

23422E

The selected policy does not have permission to transfer file(s) to/from the selected server.

23460E

Error occurred while deleting server(s)

Configuration Import/Export 23500 - 23699

23500E

Error occurred while performing import operation on server.

23501E

Error occurred while importing Realms.

23502E

Error occurred while importing Users.

23503E

Error occurred while importing User Notifications.

23504E

User not found, or no such User exist.

23505E

Error occurred while importing Policies.

23506E

Realm not found, or no such Realm exist.

23507E

Error occurred while importing Servers.

23508E

Error occurred while validating Watcher folder path "{0}".

23509E

Error occurred while validating Success folder path "{0}".

23510E

Error occurred while validating Failed folder path "{0}".

23511E

User "{0}" not found or no such user exist.

23512E

Certificate "{0}" is not available in keystore.

23513E

Error occurred while checking certificate "{0}".

23514E

Error occurred while decrypting password.

Reason:

An unsuccessful attempt was made to read or restore data that has been encrypted. This can include credentials that are stored in definitions of Policies, Realms, Servers, or Users as well as encrypted files.

Action:

Verify the certificate being used to decrypt data or Restore Metadata is the same certificate that is used when the data was encrypted or the Backup Metadata was performed. The certificate must be stored in the keystore pointed to in the keystore path of the xcom-globals.xml file.

23515E

Error occurred while validating monitor folder path.

23516E

Error occurred while decrypting realm password.

23517E

Error occurred while validating realm path "{0}".

23518E

Policy "{0}" not found, or no such Policy exist.

23519E

Error occurred while importing User Permissions.

23520E

Server "{0}" not found or no such server exist.

23550E

Error occurred while getting policies realms for Export

23551E

Error occurred while getting realms for Export

23552E

Error occurred while getting servers for Export

23553E

Error occurred while getting User Permissions for Export

23554E

Error occurred while getting Server Permissions for Export

Global Parameter Processing 23700 - 23799

23700E

User does not have administrative rights.

23701E

Error occurred while getting Global Parameters.

23702E

Error occurred while saving Global Parameters.

23703E

Error occurred while saving Global Parameters. The global parameters are null.

23704E

Error occurred while getting certificate list. Could not find keystore. Please check the keystore path.

23705E

Error occurred while getting certificate list. The keystore was tampered or the password is wrong.

23706E

Error occurred while getting certificate list from keystore.

23707E

Error occurred while checking keystore. The keystore path is required.

23708E

Error occurred while checking keystore. The keystore password is required.

23709E

Error occurred while checking keystore.

23710E

Error occurred while importing certificate. Certificate is required.

23711E

Error occurred while importing certificate. Certificate alias is required.

23712E

Could not find keystore information.

23713E

Error occurred while importing certificate.

23714E

Error occurred while importing certificate to keystore. Could not find keystore. Please check the keystore path.

23715E

Error occurred while importing certificate to keystore. The keystore was tampered with, or the password is wrong.

23716E

Error occurred while importing certificate to keystore.

23717E

Error occurred while saving Global Parameters. Keystore information not present.

Client Session Management 24000 - 24099

24000E

Session Id is required

24001E

Error in getting username

24002E

Error occurred in GCS while fetching the list of policies when logged in

24003E

Error occurred in GCS while fetching recent file uploads when logged in

Common Services 25000 - 25099

25000E

Session Id is required

25001E

Notification destination does not exist

25002E

User does not exist

25003E

User does not exist or the user row id {0} is not valid.

25004E

Error occurred when sending a notification to user for file download

25005E

The policy {0} is not valid or does not exist. Please contact the administrator.

25006E

No User found for the policy {0}

25007E

The certificate {0} is not available in keystore.

Configuration Services 25200 - 25299

25200E

Exception occurred while getting path for xcom-globals.xml

25201E

Exception occurred while reading the xcom-globals.xml file

25202E

Exception occurred while saving the xcom-globals.xml file

25203E

Exception occurred while validating the xcom-globals.xml file

25204E

Exception occurred while rebuilding the xcom-globals.xml file

25205E

Exception occurred while creating backup of the xcom-globals.xml file

Chapter 3: Gateway Web Interface: XCOM30000 – XCOM39999

This section contains the following topics:

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- [Policy Index 31000 - 31999](#) (see page 89)
- [External Server Index 31100 - 31199](#) (see page 90)
- [External Server Communication 31200 - 31299](#) (see page 90)
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- [Server Administration 33400 - 33499](#) (see page 106)
- [Configuration Import/Export 33500 - 33699](#) (see page 107)

Authentication 30000 - 30999

30000W

The user session is not active or session does not exist. Please re-login and try again.

30001W

CA License Check Failed: Not a valid License.

30002W

CA License Check Failed: Cannot open the License file.

30003W

CA License Check Failed: License has expired.

30004W

CA License Check Failed: License file has corrupted.

30005W

CA License Check Failed: Cannot read the License file

30006W

CA License Check Failed: License has been terminated.

30007I

CA License Check Success: License is valid.

30008W

CA License Check Failed: License could not be verified.

30009W

CA License Check Failed: Unable to load system files required for license verification.

30010E

The user credentials could not be verified because of system error. Please contact your administrator.

30200W

The public key was not set for the user password to be encrypted.

30201E

Encryption algorithm is not supported with which the user password is to be encrypted.

30202E

Encryption padding is not supported with which the user password is to be encrypted.

30203E

Encryption key is not valid with which the user password is to be encrypted.

30204E

Encoding is not supported with which the user password is to be encrypted.

30205E

Block size is not supported at which the user password is to be encrypted.

30206E

Bad padding error occurred for the user password to be encrypted.

30207W

The private key is null or not valid. The password could not be decrypted.

30208E

Encryption algorithm is not supported with which the user password is to be decrypted.

30209E

Encryption padding is not supported with which the user password is to be decrypted.

30210E

Encryption key is not valid with which the user password is to be decrypted.

30211E

Encoding is not supported with which the user password is to be decrypted.

30212E

Block size is not supported at which the user password is to be decrypted.

30213E

Bad padding error occurred for the user password to be decrypted.

30214E

Encryption algorithm is not supported with which the public key is generated.

30215E

Invalid key specification error occurred while generating the public key.

30216E

Encryption algorithm is not supported with which the public-private key pair is generated.

30217E

Invalid provider error occurred while generating the public-private key pair for encrypting the password.

30218E

Error occurred while marshaling the data. Please contact the administrator if the problem persists.

30219E

Error occurred while unmarshaling the data. Please contact the administrator if the problem persists.

30220E

Error occurred while closing the marshal/unmarshal data stream.

30221W

The Passed byte array for decryption is null.

30222E

Error occurred while encoding the byte stream.

30223W

Passed string for encryption is null.

30224W

Passed Hex String for encryption is null.

30225W

The Passed byte array for encoding is null.

30226W

Passed encoded string for decoding is null.

30227E

Error occurred while generating certificate object from byte array

Policy Index 31000 - 31999

31000E

Error occurred while fetching the list of user policies.

31001E

Error occurred while fetching the list of servers.

31002E

Error occurred while testing the connection to the server.

31003W

The user name and password should be valid for the server.

31004E

Error occurred while fetching the list of files for extraction.

31005E

Error occurred while invalidating the selected file.

31006E

Error occurred while revalidating the selected file.

31007E

Error occurred while marking the selected files for deletion.

External Server Index 31100 - 31199

External Server Communication 31200 - 31299

31200E

Error occurred before initiating the actual file transfer from external server

31201E

Error occurred during initial processing for file {0}

31202E

Error occurred while trying to register file {0} with Gateway

31203E

Unable to retrieve policy listing

31204E

Unable to retrieve external server listing

31205E

Invalid FTP server Hostname

31206E

Invalid port to connect FTP server

31207E

Username cannot be null or empty string

31208E

Password cannot be null or empty string

31209E

Reply Code: {0} Reply Message: {1}

31210E

Unable to connect to FTP server

31211E

Error occurred while logging into FTP server

31212E

Exception occurred while logging out

31216E

Invalid port to connect SFTP server

31219E

Unable to retrieve file list from SFTP server

31221E

Error occurred while disconnecting with FTP server

31222E

Error occurred while disconnecting with SFTP server

31223E

Unable to connect to SFTP server

31224E

Error occurred while opening SFTP channel

31225E

Error occurred while connecting SFTP channel

31226E

Error while retrieving file {0} from SFTP server

31227E

Error occurred while retrieving present working directory information

31228E

Error while retrieving file input stream for {0} from SFTP server

31229E

Error occurred while importing file {0} from external FTP server {1}

31212E

Exception occurred while logging out

31213E

Unable to retrieve file list from FTP server

31214E

Unable to change working directory to following directory {0} in FTP server

31215E

Invalid SFTP server Hostname

31216E

Invalid port to connect SFTP server

31217E

Unable to connect to SFTP server

31218E

Error occurred while Authentication to SFTP server

31219E

Unable to retrieve file list from SFTP server

31220E

Unable to change working directory in SFTP server

31221E

Error occurred while disconnecting with FTP server

31222E

Error occurred while disconnecting with SFTP server

31223E

Unable to connect to SFTP server

31224E

Error occurred while opening SFTP channel

31225E

Error occurred while connecting SFTP channel

31226E

Error while retrieving file {0} from SFTP server

31227E

Error occurred while retrieving present working directory information

31228E

Error while retrieving file input stream for {0} from SFTP server

31229E

Error occurred while importing file {0} from external FTP server {1}

31230E

Insufficient parameters provided to connect to external server. Please contact Gateway administrator.

31231E

Error occurred when decrypting data

31232E

Unable to extract file from Gateway due to system error. Please contact Gateway administrator.

31233E

File successfully downloaded but failed updating download status. Please contact Gateway administrator.

31234E

Error occurred while exporting file {0} to SFTP server {1} . Please contact Gateway administrator.

31235E

Error occurred while exporting file {0} to FTP server {1} . Please contact Gateway administrator.

31236E

Error occurred while transferring file.

31237E

Unable to invalidate file in Gateway due to system error. Please contact Gateway administrator.

31238E

Unable to revalidate file in Gateway due to system error. Please contact Gateway administrator.

31239E

Unable to mark file for deletion in Gateway due to system error. Please contact Gateway administrator.

31240W

Unable to retrieve file size of file {0} from FTP server {1} . Please contact Gateway administrator.

31241W

Unable to retrieve file size of file {0} from SFTP server {1} . Please contact Gateway administrator.

31207E

Username cannot be null or empty string

31217E

Unable to connect to SFTP server

31244E

Unable to check existence of file {0} from SFTP server {1}

31245E

Error occurred while exporting file to external server.

31241W

Unable to retrieve file size of file {0} from SFTP server {1} . Please contact Gateway administrator.

31242E

Error occurred while importing file from external server.

31222E

Error occurred while disconnecting with SFTP server

31225E

Error occurred while connecting SFTP channel

31243W

Unable to check existence of file {0} from FTP server {1}

31245E

Error occurred while exporting file to external server.

31245E

Error occurred while exporting file to external server.

31243W

Unable to check existence of file {0} from FTP server {1}

31207E

Username cannot be null or empty string

31217E

Unable to connect to SFTP server

31244E

Unable to check existence of file {0} from SFTP server {1}

31245E

Error occurred while exporting file to external server.

31244E

Unable to check existence of file {0} from SFTP server {1}

31245E

Error occurred while exporting file to external server.

Import Manager 31300 - 31399

31300W

Hashing algorithm({0}) not supported or invalid hashing algorithm

31301E

Error occurred when Checking data integrity

31302W

The file download is interrupted. Please check if source file exists.

31303E

Error occurred while closing File I/O stream

31304E

Error occurred while uploading a file in Staging Area

31305E

Error occurred while getting the import status for the transfers.

31306W

Null references found while getting the status of the imports.

31307W

Transfer protocol is not known for the transfer to complete.

31308W

Session is not established with the FTP/SFTP server. Please check the credentials and try again.

31309W

Gateway is not able to open the directory {0}. The file transfer has failed.

31310W

Gateway is not able to connect to the FTP/SFTP server. The file transfer has failed.

31311W

Realm path does not exist or user does not have permission to write to the Realm path {0}.

31312W

The FTP/SFTP server details are not valid.

31313W

The reference to the file that is getting uploaded is not found.

31314W

The reference to the file is null.

31315E

Error occurred while resuming the file {0} transfer.

31316E

Error occurred while canceling the file transfer.

31317E

Error occurred while deleting the partially transferred file {0} from the realm.

31318W

The Realm path is not configured or is not valid.

31319W

The file GUID should not be null.

31320W

Error occurred while uploading the file via HTTP protocol.

31321E

Zero byte sized file cannot be uploaded.

31322E

Error occurred while decrypting Realm password.

31323E

Unsupported protocol {0} passed to import file from external server {1}

Policy File Index 31400 - 31499

HTTP(s) File Upload 31500 - 31599

HTTP(s) File Download 31600 - 31699

Export Manager 31700 - 31799

31700W

Unable to retrieve file for export. Possible due to lack of read permission at the source directory.

31701W

Unable to retrieve file for export. Possible due to improper configuration of policies. Please contact your XCOM administrator.

31702W

Unable to retrieve file for export. Possible due to missing mandatory file parameters. Please contact your XCOM administrator.

31703E

Unable to schedule file for export. Possible due to missing mandatory server connection details. Please contact your XCOM administrator.

31704E

Unable to schedule file for export. Possible due to system error. Please contact your XCOM administrator.

31705W

Session is not established with the FTP/SFTP server. Please check the credentials and try again.

31706W

Unable to change the current working directory to {0} on remote server. Please verify and schedule again.

31707E

Unable to export file. Possible due to system error. Please contact your XCOM administrator.

31708E

File {0} not found to export. Possible due to file expired or system error. Please contact your XCOM administrator.

31709E

Export of file {0} to external server {1} failed. Possible due to improper configuration. Please contact your XCOM administrator.

31710W

Gateway is not able to connect to the FTP/SFTP server. The file transfer has failed.

31711W

Export operation for File {0} failed while data integrity check. File may be corrupt. Do you still want to export the file?

31712E

Export of file {0} to external server {1} failed. Please contact your XCOM administrator.

31713I

Failed to pause transfer of file to external server. Possible due to system error. Please contact your XCOM administrator.

31714I

Failed to cancel transfer of file to external server. Possible due to system error. Please contact your XCOM administrator.

31715E

Error occurred while resuming the file {0} transfer. Possible due to system error. Please contact your XCOM administrator.

31716E

Error occurred while exporting file to external server. Please contact your XCOM administrator.

31717E

Error occurred while getting the export status for the transfers. Please contact your XCOM administrator.

31718E

File {0} exported successfully to external server {1} but transfer registration failed. Please contact your XCOM administrator.

Onward Delivery 31800 - 31899

Transfer Status and Rescheduling 32000 - 32099

Policy Administration 33000 - 33199

33000E

Error occurred while getting Policies list

33001E

Error occurred while configuring Policy

33002E

Error occurred while getting user permissions for policy with policyRowId {0}.

33003E

Error occurred while deleting policy(s)

33004E

Error occurred while getting realms list for Policy.

33005E

Error occurred while getting file list for Policy.

33006E

Error occurred while getting file limits for Policy.

33010E

Error occurred while getting Policies list

33011E

Error occurred while configuring Policy

33012E

Error occurred while getting user permissions for Policy with policyRowId {0}.

33013E

Error occurred while deleting Policy(s)

33014E

Error occurred while getting realms list for Policy.

33015E

Error occurred while getting server permissions for Policy with policyRowId {0}.

33016E

Error occurred while application tried to start watching locations against policy/(s) requested.

33017E

Error occurred while application tried to stop watching locations against policy/(s) requested.

33018E

Error occurred while validating XCOM Delivery XML file.

33019E

Error occurred while reading the uploaded transfer XML file.

33020E

Error occurred while validating User Delivery XML file.

33021E

Error occurred while validating the UNC paths given for automatic file insertion in policy.

33022E

Error occurred while getting file list for Policy.

33023E

Error occurred while getting file limits for Policy.

33024E

Error occurred while encrypting password.

Realm Administration 33200 - 33299

33200E

Error occurred while getting Realm list

33201E

Error occurred while getting files list

33202E

Error occurred while getting Realm related policies

33203E

Error occurred while deleting Realm(s)

33204E

Error occurred while configuring Realm

33205E

Error occurred while getting file limits for Realms

33210E

Error occurred while getting Realm list

33211E

Error occurred while getting files list

33212E

Error occurred while getting Realm related policies

33213E

Error occurred while configuring Realm

33214E

Error occurred while deleting Realm(s)

33215

Error occurred while retrieving the hostname of system

33216

Unable to reach host {0}

33217

Unable to login into host {0}.

Reason:

User is unable to login to the host specified in variable {0}.

Action:

Consult the Gateway log file which will contain additional information about this error.

33218E

Path is not available or accessible.

Reason:

Path name specified in message is incorrect, or access to path is not allowed.

Action:

Verify the path name and logon credential information to access path are correct.

33219E

User doesn't have write access to path.

Reason:

User provided does not have write access to path specified in the message.

Action:

Grant user proper access to path.

33220

Unable to reach Source machine

33221

Unable to reach Destination machine

33222

Unable to open source file

33223

Error occurred while creating file on destination machine

33224

Error occurred while copying source file to destination machine

33225E

Error occurred while getting file limits for Realms

User Administration 33300 - 33399

33300E

Error occurred while getting Users list

33301E

Error occurred while configuring User

33302E

Error occurred while deleting User(s)

33303E

Error occurred while getting file list(s)

33310E

Error occurred while getting Users list

33311E

Error occurred while configuring Users

33312E

Error occurred while deleting User(s)

33313E

Error occurred while getting file list(s)

Server Administration 33400 - 33499

33400E

Error occurred while getting list of Servers

33401E

Error occurred while deleting Server(s)

33411E

Error occurred while deleting Server(s)

Configuration Import/Export 33500 - 33699

33500E

Error occurred while uploading file for import.

33501E

Expected XML file. The file provided in not an XML file.

33502E

Error occurred while parsing XML file.

33503E

Error occurred while uploading file for import

33504E

Error occurred while getting data from XML file.

33505E

Error occurred while checking upload status for XML file.

33506E

Error occurred while reading Realm. Realm Id cannot be blank.

33507E

Error occurred while reading Realm {0}. Realm Path cannot be blank.

33508E

Error occurred while reading Realm. Realm Id cannot be greater than 64 characters.

33509E

Error occurred while reading Realm {0}. "User Count Limit" cannot be greater than "Total Count Limit".

33510E

Error occurred while reading Realm {0}. "XCOM Count Limit" cannot be greater than "Total Count Limit".

33511E

Error occurred while reading Realm {0}. "User Size Limit" cannot be greater than "Total Size Limit".

33512E

Error occurred while reading Realm {0}. "XCOM Size Limit" cannot be greater than "Total Size Limit".

33513E

Error occurred while reading Realm from XML.

33514E

Error occurred while exporting XML file.

33515E

Error occurred while sending exported XML file.

33516E

Could not find file for export.

33517E

Error occurred while importing data to server.

33518E

Could not find file for export.

33519E

Error occurred creating XML file for export.

33520E

Error occurred while reading Realm {0}. "User Count Limit" is not valid.

33521E

Error occurred while reading Realm {0}. "XCOM Count Limit" is not valid.

33522E

Error occurred while reading Realm {0}. "Total Count Limit" is not valid.

33523E

Error occurred while reading Realm {0}. "User Size Limit" is not valid.

33524E

Error occurred while reading Realm {0}. "XCOM Size Limit" is not valid.

33525E

Error occurred while reading Realm {0}. "Total Size Limit" is not valid.

33526E

Error occurred while reading User. User Name cannot be blank.

33527E

Error occurred while reading User. User Name cannot be eater than 255 characters.

33528E

Error occurred while reading User {0}. Invalid superAdmin value. SuperAdmin value can be either 1 or 0.

33529E

Error occurred while reading User {0}. "File Count Limit" is not valid.

33530E

Error occurred while reading User {0}. "File Size Limit" is not valid.

33531E

Error occurred while reading Notification. User Name cannot be greater than 255 characters.

33532E

Error occurred while reading Notification. User Name cannot be blank.

33533E

Error occurred while reading Notification. Notification Destination cannot be blank.

33534E

Error occurred while reading Notification. Notification Destination not valid.

33535E

Error occurred while reading Notification. Notification Type not valid.

33536E

Error occurred while reading Notification. Notification Type cannot be blank.

33537E

Error occurred while reading Policy. Policy Id cannot be blank.

33538E

Error occurred while reading Policy. Policy Id cannot be greater than 64 characters.

33539E

Error occurred while reading Policy {0}. Realm Id cannot be blank.

33540E

Error occurred while reading Policy {0}. Realm Id cannot be greater than 64 characters.

33541E

Error occurred while reading Policy {0}. "User Count Limit" is not valid.

33542E

Error occurred while reading Policy {0}. "XCOM Count Limit" is not valid.

33543E

Error occurred while reading Policy {0}. "Total Count Limit" is not valid.

33544E

Error occurred while reading Policy {0}. "User Size Limit" is not valid.

33545E

Error occurred while reading Policy {0}. "XCOM Size Limit" is not valid.

33546E

Error occurred while reading Policy {0}. "Total Size Limit" is not valid.

33547E

Error occurred while reading Policy {0}. "User Count Limit" cannot be greater than "Total Count Limit".

33548E

Error occurred while reading Policy {0}. "XCOM Count Limit" cannot be greater than "Total Count Limit".

33549E

Error occurred while reading Policy {0}. "User Size Limit" cannot be greater than "Total Size Limit".

33550E

Error occurred while reading Policy {0}. "XCOM Size Limit" cannot be greater than "Total Size Limit".

33551E

Error occurred while reading Policy {0}. "Extracted Retention" is not valid.

33552E

Error occurred while reading Policy {0}. "Unextracted Retention" is not valid.

33553E

Error occurred while reading Policy {0}. "Schedule Retry Interval" is not valid.

33554E

Error occurred while reading Policy {0}. "Schedule Retry Limit" is not valid.

33555E

Error occurred while reading Policy {0}. "User File Sharing" value is not valid.

33556E

Error occurred while reading Policy {0}. "Cipher" is not valid.

33557E

Error occurred while reading Policy {0}. "Digest" is not valid.

33558E

Error occurred while reading Policy {0}. "Disabled Protocols" are not valid.

33559E

Error occurred while reading Policy {0}. "Duplication Warning Period" is not valid.

33560E

Error occurred while reading Policy {0}. "Autoinsertion Username" is not valid.

33561E

Error occurred while reading Policy {0}. Error occurred while getting transfer container.

33562E

Error occurred while reading Policy {0}. Error occurred while validating transfer container.

33563E

Error occurred while reading Policy {0}. "User delivery XML" is not valid.

33564E

Error occurred while reading Policy {0}. "XCOM delivery XML" is not valid.

33565E

Error occurred while reading Policy {0}. "User Delivery Script Execution" field is not valid.

33566E

Error occurred while reading Policy {0}. "User Delivery Script Timeout" field is not valid.

33567E

Error occurred while reading Policy {0}. "User Delivery Script OnAbort" field is not valid.

33568E

Error occurred while reading Policy {0}. "XCOM Delivery Script Execution" field is not valid.

33569E

Error occurred while reading Policy {0}. "XCOM Delivery Script Timeout" field is not valid.

33570E

Error occurred while reading Policy {0}. "XCOM Delivery Script OnAbort" field is not valid.

33571E

Error occurred while reading User from XML.

33572E

Error occurred while reading Notification from XML.

33573E

Error occurred while reading Policy from XML.

33574E

Realm Path cannot be greater than 256 characters.

33575E

Error occurred while importing data.

33576E

Error occurred while reading Policy {0}. "Disabled Protocols" are not valid. At least one protocol must be enabled.

33577E

Error occurred while reading Server. Server Name cannot be blank.

33578E

Error occurred while reading Server. Server Name cannot be greater than 256 characters.

33579E

Error occurred while reading Server {0}. Server Type is required.

33580E

Error occurred while reading Server {0}. Server Type is not valid.

33581E

Error occurred while reading Server {0}. Host Name is required.

33582E

Error occurred while reading Server {0}. Host Name cannot be greater than 256 characters.

33583E

Error occurred while reading Server {0}. Server Port is required.

33584E

Error occurred while reading Server {0}. Server Port is not valid.

33585E

Error occurred while reading Server {0}. Server Port is not in valid range.

33586E

Error occurred while reading Server {0}. Server User Name cannot be greater than 256 characters.

33587E

Error occurred while reading Server {0}. Server Password cannot be greater than 1024 characters.

33588E

Error occurred while reading Server {0}. Server Password is required.

33589E

Error occurred while reading Server {0}. Proxy Host Name cannot be greater than 256 characters.

33590E

Error occurred while reading Server {0}. Proxy Port is required.

33591E

Error occurred while reading Server {0}. Proxy Port is not valid.

33592E

Error occurred while reading Server {0}. Proxy Port is not in valid range.

33593E

Error occurred while reading Server {0}. Proxy Type is required.

33594E

Error occurred while reading Server {0}. Proxy Type is not valid.

33595E

Error occurred while reading Server {0}. Proxy Username is required.

33596E

Error occurred while reading Server {0}. Proxy Username cannot be greater than 256 characters.

33597E

Error occurred while reading Server {0}. Proxy Password is required.

33598E

Error occurred while reading Server {0}. Proxy Password cannot be greater than 1024 characters.

33599E

Error occurred while reading Server {0}. Encryption Key is required.

33600E

Error occurred while reading Server {0}. Encryption Key cannot be greater than 1024 characters.

33601E

Error occurred while reading Server {0}. Certificate Id is required.

33602E

Error occurred while reading Server {0}. Certificate Id cannot be greater than 256 characters.

33603E

Error occurred while reading Server from XML.

33604E

Error occurred while reading Server {0}. Available in UI is required.

33605E

Error occurred while reading Server {0}. Available in UI is not valid. Valid values are 0 and 1.

33606E

Error occurred while reading Server {0}. Available in Bridge is required.

33607E

Error occurred while reading Server {0}. Available in Bridge is not valid. Valid values are 0 and 1.

33608E

Error occurred while getting Policies.

33609E

Error occurred while reading Policy {0}. Watcher thread status is not valid.

33610E

Error occurred while reading Policy {0}. Policy Watch thread interval is not valid.

33611E

Error occurred while reading Policy {0}. Policy Success thread interval is not valid.

33612E

Error occurred while reading Policy {0}. Policy Failed thread interval is not valid.

33613E

Error occurred while reading Policy {0}. Encryption Key is required.

33614E

Error occurred while reading Policy {0}. Encryption Key cannot be greater than 1024 characters.

33615E

Error occurred while reading Policy {0}. Certificate Id is required.

33616E

Error occurred while reading Policy {0}. Certificate Id cannot be greater than 256 characters.

33617E

Error occurred while reading Policy {0}. Password is required for Watcher folder path "{1}" for user name "{2}".

33618E

Error occurred while reading Policy {0}. Password is required for Success folder path "{1}" for user name "{2}".

33619E

Error occurred while reading Policy {0}. Password is required for Failed folder path "{1}" for user name "{2}".

33620E

= User name is required

33621E

= User name is required

33622E

= User name is required

33623E

Error occurred while reading Realm {0}. User Name is required.

33624E

Error occurred while reading Realm {0}. User cannot be greater than 255 characters.

33625E

Error occurred while reading Realm {0}. Password is required.

33626E

Error occurred while reading Realm {0}. Password cannot be greater than 1024 characters.

33627E

Error occurred while reading Realm {0}. Encryption Key is required.

33628E

Error occurred while reading Realm {0}. Encryption Key cannot be greater than 1024 characters.

33629E

Error occurred while reading Realm {0}. Certificate Id is required.

33630E

Error occurred while reading Realm {0}. Certificate Id cannot be greater than 256 characters.

33631E

Error occurred while getting Realms.

33632E

Error occurred while getting Realms.

33633E

Error occurred while getting User Permissions.

33634E

Error occurred while getting User Permissions.

33635E

Error occurred while getting Policies.

33636E

Error occurred while reading User Permission. Policy Id cannot be blank.

33637E

Error occurred while reading User Permission. Policy Id cannot be greater than 64 characters.

33638E

Error occurred while reading User Permission. User Name cannot be blank.

33639E

Error occurred while reading User Permission. User Name cannot be greater than 256 characters.

33640E

Error occurred while reading User Permission {0}. Extraction Enabled is not valid.

33641E

Error occurred while reading User Permission {0}. Extraction Enabled is required.

33642E

Error occurred while reading User Permission {0}. Subscribed For Download is not valid.

33643E

Error occurred while reading User Permission {0}. Subscribed For Download must be zero as Extraction Enabled is set to zero.

33644E

Error occurred while reading User Permission {0}. Subscribed For Download is required.

33645E

Error occurred while reading User Permission {0}. File Count Limit is not valid.

33646E

Error occurred while reading User Permission {0}. File Size Limit is not valid.

33647E

Error occurred while reading User Permission from XML.

33648E

Error occurred while getting Server Permissions.

33649E

Error occurred while getting Server Permissions.

33650E

Error occurred while reading Server Permission. Policy Id cannot be blank.

33651E

Error occurred while reading Server Permission. Policy Id cannot be greater than 64 characters.

33652E

Error occurred while reading Server Permission. Server Name cannot be blank.

33653E

Error occurred while reading Server Permission. Server Name cannot be greater than 256 characters.

33654E

Error occurred while reading User Permission from XML.

33655E

Error occurred while getting Servers.

33656E

Error occurred while getting Servers.

Chapter 4: API Messages

This section contains the following topics:

[Messages](#) (see page 123)

Messages

The following are the API messages.

20002

Error occurred while fetching the user last login time

Reason:

An attempt was made to fetch the last login time of the user in to the CA XCOM Gateway, however, the retrieval failed because either the user is invalid or the user has not logged in earlier.

Action:

Verify the user ID and password and resubmit the request. If the log in fails after providing valid credentials, contact the CA XCOM Gateway Administrator.

20006

User {0} is not defined in Gateway Control Server. Please contact CA XCOM Gateway administrator

Reason:

An attempt was made to import or export files from external server using an invalid user session or invalid transport ID.

Action:

Retry using a valid user session ID or transport ID. If the import/export fails after providing valid details, contact the CA XCOM Gateway Administrator.

20032

Invalid/Expired session

Reason:

The user session ID provided is either expired, invalid or null.

Action:

Retry using a valid user session ID. If the operation fails after providing valid details, contact the CA XCOM Gateway Administrator.

20033

User is not defined in Gateway Control Server. Please contact CA XCOM Gateway administrator

Reason:

The user credentials provided are successfully authenticated, but the user is not authorized to access the CA XCOM Gateway.

Action:

Contact the CA XCOM Gateway Administrator for getting access to Gateway.

20038

Internal error occurred. Please contact Gateway administrator

Reason:

While trying to retrieve the policies accessible to the user the user session is expired or invalidated.

Action:

Clear the browser cache and re-login. If the problem persists, contact the CA XCOM Gateway Administrator.

20043**Insufficient authentication parameters passed****Reason:**

When using the API, the public key passed for authenticating the user credentials is invalid, or a null value is passed.

Action:

If API is used, pass a valid public key to authenticate the user. Otherwise, clear the browser cache and re-login. If the problem persists, contact the CA XCOM Gateway Administrator.

20045**Exception occurred during authentication for user****Reason:**

An internal error occurred while authenticating the user.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

20051**Unable to reach CA EEM server****Reason:**

The CA EEM Server is not accessible for authenticating the users.

Action:

Verify if the CA EEM server is running, and if the EEM Server to which the gateway is configured exists.

20052

Invalid credentials

Reason:

An attempt was made to log in to the CA XCOM Gateway, however, the log in failed because of incorrect user ID or password.

Action:

Correct the user ID and password and resubmit the request. If the log in fails after providing valid credentials, contact the CA XCOM Gateway Administrator.

20061

Exception occurred in Gateway Control Server while authenticating user login. Please contact your administrator

Reason:

An internal error occurred while authenticating the user.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

20062

Exception occurred in Gateway Control Server while user logout. Please contact your administrator

Reason:

An internal error occurred while logging out of the gateway.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

20064**Password cannot be null or empty****Reason:**

Password provided for user authentication is either null or empty.

Action:

In case of API call, refer to provide the correct password in web service request parameters. In case of non API, provide valid password and retry. If problem persists, verify GatewayControlServer and XCOMGateway logs for more information.

20065**Public key cannot be null or empty****Reason:**

The public key provided for user authentication is null or empty.

Action:

In case of API call, refer to provide the correct public key in web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

20066**Public Key provided for the creation of session token is invalid****Reason:**

The public key provided for user authentication is invalid.

Action:

In case of API call, refer to provide the correct public key in web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21030

Error occurred when fetching user with logon id {0}

Reason:

The user details were not found for the user log in ID. The user could have been deleted by the administrator.

Action:

Try to log out and log in again. If the log in is not successful, please contact the administrator.

21031

User with logon id {0} is not registered in XCOM Gateway

Reason:

The user details were not found for the users' log in ID. The user could have been deleted by the administrator.

Action:

Try to log out and login again. If the login is not successful, contact the administrator.

21032

Error occurred while fetching policy list for user

Reason:

The policies list could not be retrieved for the user due to an internal error.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21060

Exception occurred in Gateway Control Server while querying for policies. Please contact your administrator

Reason:

The policies list could not be retrieved for the user due to an internal server error.

Action:

In case of API call, refer to provide the correct public key in web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21065

Exception occurred in Gateway Control Server while ending file extraction. Please contact your administrator

Reason:

Some internal error occurred during updating the Gateway control server database

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

20052**Invalid credentials****Reason:**

An attempt was made to log in to the CA XCOM Gateway, however, the log in failed because of incorrect user ID or password.

Action:

Correct the user ID and password and resubmit the request. If the log in fails after providing valid credentials, contact the CA XCOM Gateway Administrator.

20065

Public key cannot be null or empty

Reason:

The public key provided for user authentication is null or empty.

Action:

In case of API call, refer to provide the correct public key in web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21032

Error occurred while fetching policy list for user

Reason:

The policies list could not be retrieved for the user due to an internal error.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21506

Query timeout while fetching permissions for logged-in user on policy {0}

Reason:

A database error has occurred while verifying if the logged in user has permission on the policy for inserting a file.

Action:

Contact the administrator to verify if the database configured to the Gateway is running properly. If the problem still persists, contact the CA Gateway Support team.

21507**Error occurred when getting permissions for logged-in user {0} on policy {0}****Reason:**

The general error has occurred while verifying if the logged in user has permission on the policy for inserting a file.

Action:

Verify if the policy specified is valid, and the user is valid and assigned to the policy. If the problem still persists, contact the administrator.

21508**Policy with name {0} does not exist****Reason:**

The policy ID provided is wrong.

Action:

Verify GatewayControlServer logs for more information. Verify the Gateway database table to see whether the policy is found. Contact Gateway Administrator. Restart the Tomcat.

21509**Query timeout while fetching policy with row id {0}****Reason:**

Internal error, policy does not exist with the row ID.

Action:

Verify GatewayControlServer logs for more information. Verify the Gateway database table to see if the policy is registered with the particular passed row ID. Restart the Tomcat.

21510

Error occurred when validating policy with row id {0}

Reason:

Internal error, policy does not exist with the row ID.

Action:

Verify GatewayControlServer logs for more information. Verify the Gateway database table to see whether the policy is registered with the particular passed row ID. Restart the Tomcat.

21511

Error occurred when updating policy with newly uploaded file details

Reason:

An error occurred while updating the last modified date of the policy.

Action:

Verify Gateway Control Server logs for more information. Verify the Gateway database table to see whether the policy is registered with the particular policy details. Restart the Tomcat.

21512

Error fetching user permissions by policy

Reason:

Error occurred while fetching all the subscribed users to the policy mentioned.

Action:

Verify Gateway Control Server logs for more information. Verify the Gateway database table to see whether the policy is valid, and if there are valid users subscribed to policy. Restart the Tomcat.

21514

Invalid file name. Please verify and try again

Reason:

The file name passed to the web service request is either null or is invalid.

Action:

Verify Gateway Control Server logs for more information. Verify the file name passed and try again. Restart the Tomcat.

21515

The file insertion protocol specified is invalid. Please verify and try again.

Reason:

The file insertion protocol passed to the web service request is not among the valid protocols (HTTP, FTP, FTPS, SFTP, XCOM, AUTO, OTHER) that are supported by Gateway.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21516

The AUTO protocol is not a valid protocol for this operation. Please verify and try again

Reason:

The file insertion protocol passed to the web service request is AUTO, and this protocol is not supported through web services for inserting a file.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21518

The symmetric encryption key has to be provided for the file as the encryption is set in the policy {0}

Reason:

The policy in which the file is transferred is an encrypted policy, and the symmetric encryption key has to be passed through web services for inserting a file.

Action:

Verify the symmetric encryption key passed and try again. If the problem still persists, contact the administrator.

21516

The AUTO protocol is not a valid protocol for this operation. Please verify and try again

Reason:

The file insertion protocol passed to the web service request is AUTO, and this protocol is not supported through web services for inserting a file.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21517

The file size specified is invalid. Please verify and try again

Reason:

The file size passed to the web service call is an invalid size.

Action:

Verify the file size passed and try again. If the problem still persists, contact the administrator.

21518

The symmetric encryption key has to be provided for the file as the encryption is set in the policy {0}

Reason:

The policy in which the file is transferred is an encrypted policy, and the symmetric encryption key has to be passed through web services for inserting a file.

Action:

Verify the symmetric encryption key passed and try again. If the problem still persists, contact the administrator.

21519

The digest has to be provided for the file as the digest algorithm is set in the policy {0}

Reason:

The policy in which the file is transferred has digest check enabled, and the file digest has to be passed through web services for inserting a file.

Action:

Verify the file digest passed and try again. If the problem still persists, contact the administrator.

21520

The gateway certificate Id has to be provided for the file as the digest algorithm is set in the policy {0}

Reason:

The policy in which the file is transferred is an encrypted policy, and the certificate ID with which the file is encrypted has to be passed through web services for inserting a file.

Action:

Verify the gateway certificate is passed and try again. If the problem still persists, contact the administrator.

21521

The XCOM protocol is not a valid protocol for this operation. Please verify and try again

Reason:

The file insertion protocol passed to the web service request is XCOM, and this protocol is not supported through web services for inserting a file.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21522

Import file from external server web service invoked with insufficient parameters. Please verify that the following request parameter(s) are not empty or null : {0}

Reason:

One or more parameters which are required for the web service execution are not passed correctly. The required parameters are sessionId, fileInsertionProtocol, fileSize and realmPath.

Action:

Verify that all the required parameters are passed and try again. If the problem still persists, contact the administrator.

21523

File transferred successfully, but will be deleted as the Policy {0} does not exist or user permissions have been revoked on this policy

Reason:

The file policy passed to the web service request is not valid or the permissions for the user on the policy are changed.

Action:

Verify the policy ID passed and try again. If the problem still persists, contact the administrator.

21524

The file type {0} is not a valid or supported type. Please verify and try again

Reason:

The file type passed to the web service request is not valid or is null.

Action:

Verify the file type passed and try again. If the problem still persists, contact the administrator.

21525

The file name cannot be more than 256 characters. Please verify and try again

Reason:

The file name cannot exceed 256 characters.

Action:

Verify that the file name passed is not more than 256 characters and try again. If the problem persists, contact the administrator.

21526

The {0} field cannot be more than 75 characters. Please verify and try again

Reason:

The value for the field specified cannot exceed 75 characters.

Action:

Verify that the field value passed is not more than 75 characters and try again. If the problem persists, contact the administrator.

21530

User {0} does not exist. Please contact your Gateway administrator

Reason:

The user session ID or the transport user details are not valid, or the user session has expired.

Action:

Verify that the user session is valid and try again. If the problem still persists, contact the administrator.

21531

A file with same name {0} already exists in the selected policy {1}

Reason:

The file with name selected is already uploaded into the specified policy. This message is displayed because the duplication warning period is set in the policy, and the duplicate file has been uploaded within the warning period.

Action:

It is a warning alerting the user that a file with the same name exists. User can either skip uploading the file, or upload the file ignoring the warning.

21532

File count upload limit has been exceeded for user {0}

Reason:

The user is not permitted to upload any files into the policy.

Action:

Verify that the user has permissions to upload a file into that policy. This is set in the user permissions section of Policy. If the problem still persists, contact the administrator.

21533

Exception occurred in Gateway Control Server while starting file insertion. Please contact your administrator

Reason:

A general error has occurred when trying to insert a file into gateway using the start file insertion.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21534**Policy {0} is not found or does not exist****Reason:**

The policy with the specified name was not found or does not exist.

Action:

Verify if the policy with the specified name exists. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21535**Policy with policy id {0} is not configured with a realm****Reason:**

The realm associated to the policy was not found. The realm could be deleted from the database, or an invalid realm is assigned to the policy.

Action:

Verify that a valid realm is assigned to the policy. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21536**File transferred successfully, but will be removed as error occurred while registering with gateway****Reason:**

A general error has occurred when trying to register a file into gateway using the end file insertion.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21537

File GUID should not be null

Reason:

The file GUID passed through the web service is not valid.

Action:

Verify if the file GUID passed is valid. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21538

Invalid file GUID {0}

Reason:

The file GUID passed through the web service is not valid, or a request has already been made with the same file GUID.

Action:

Verify if the file GUID passed is valid. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21530

User {0} does not exist. Please contact your Gateway administrator

Reason:

The user session ID or the transport user details are not valid, or the user session has expired.

Action:

Verify that the user session is valid and try again. If the problem still persists, contact the administrator.

21532**File count upload limit has been exceeded for user {0}****Reason:**

The user is not permitted to upload any files into the policy.

Action:

Verify that the user has permissions to upload a file into that policy. This is set in the user permissions section of Policy. If the problem still persists, contact the administrator.

21535**Policy with policy id {0} is not configured with a realm****Reason:**

The realm associated to the policy was not found. The realm could be deleted from the database, or an invalid realm is assigned to the policy.

Action:

Verify that a valid realm is assigned to the policy. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21541**Cannot fetch realm configured to the policy {0} and logged in user {1}****Reason:**

Internal error occurred while fetching the realm details for a policy specified while uploading or importing a file.

Action:

Verify if the policy passed is valid. Verify if the database connection is established properly. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21544

Total file count exceeded for the realm assigned to the policy {0}

Reason:

The number of files that could be uploaded into the realm storage space configured to the policy has exceeded.

Action:

None

21546

User file count exceeded for the user {0}

Reason:

The number of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None.

21547

User permission file count exceeded for user {0}

Reason:

The number of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21548

Total file size exceeded for the policy {0}

Reason:

The policy already contains the maximum size of files it is configured to hold.

Action:

None

21549**User file size exceeded for the policy {0}****Reason:**

The total size of files which can be uploaded into the policy by all the users has exceeded its limit. The files can still be transferred from the Base XCOM.

Action:

None

21550**Total file size exceeded for the realm assigned to the policy {0}****Reason:**

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded.

Action:

None

21551**User file size exceeded for the realm assigned to the policy {0}****Reason:**

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Gateway users. The files can still be transferred from the Base XCOM.

Action:

None

21552**User file size exceeded for the user {0}****Reason:**

The total size of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21553

User permission file size exceeded for the user {0}

Reason:

The total size of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21554

XCOM file count exceeded for policy {0}

Reason:

The number of files which can be uploaded into the policy by baseXCOM has exceeded its limit. The files can still be transferred by the Gateway users.

Action:

None

21555

XCOM file count exceeded for realm assigned to the policy {0}

Reason:

The number of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Base XCOM. The files can still be transferred by the Gateway users.

Action:

None

21556

XCOM file size exceeded for policy {0}

Reason:

The total size of files which can be uploaded into the policy by the Base XCOM has exceeded its limit. The files can still be transferred by the Gateway users.

Action:

None

21557**XCOM file size exceeded for realm assigned to the policy {0}****Reason:**

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Base XCOM. The files can still be transferred by the Gateway users.

Action:

None

21558**Error occurred when getting the user limit check in policy {0}****Reason:**

An internal error occurred while verifying the user limits on the policy.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21559**Error occurred when getting the XCOM limit check****Reason:**

An internal error occurred while verifying the XCOM limits on the policy.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21560**File size upload limit has been exceeded for user {0}****Reason:**

The total size of files that could be uploaded by the user has exceeded the limits.

Action:

None

21565

Error occurred while closing I/O resource

Reason:

An internal IO error occurred in the Gateway.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21567

Error occurred when decrypting data

Reason:

An internal error occurred while decrypting the data.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21572

Error occurred when reading the private key of the certificate.

Reason:

An internal error occurred while reading the private key of the gateway certificate.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21576**Error occurred when reading the certificate.****Reason:**

An internal error occurred while reading the gateway certificate.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21577**Gateway certificate store not found at location {{0}} as path defined in global parameters.****Reason:**

The path configured for the Gateway Certificate store is not valid.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21591**Key file/keystore does not contain a valid certificate for {{0}} alias name.****Reason:**

The keystore in the configured path does not contain a valid certificate with the mentioned alias name.

Action:

Verify that the Gateway is configured with a valid certificate and valid certificate alias in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21592

Cannot upload file {0} into policy {1} using {2} protocol. The protocol is disabled for the policy.

Reason:

The file upload failed because the protocol using which the file is uploaded into the policy is disabled.

Action:

Verify that the policy with which you want to upload a file into gateway is enabled. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21593

Error occurred while validating the keystore for certificate with {0} alias name.

Reason:

The keystore in the configured path does not contain a valid certificate with the mentioned alias name.

Action:

Verify that the Gateway is configured with a valid certificate and valid certificate alias in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21594

The {0} realm password could not be decrypted. Please contact the administrator.

Reason:

The encrypted realm password retrieved from the database could not be decrypted.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21595

Cannot download file {0} from policy {1} using {2} protocol. The protocol is disabled for the policy

Reason:

The protocol with which you are trying to extract the file is disabled for the policy.

Action:

Enable the protocol by updating the policy.

21596

The file insertion protocol {0} provided is not the same protocol provided while initiating the file GUID {1} generation.

Reason:

The file insertion protocol provided in the start file insertion is different from the protocol provided in the end file insertion web service call.

Action:

Verify that the protocol specified in start file and end file insertion web service is the same. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21597

The realm path might have been changed or the realm associated to the policy might have been changed. Please verify and try again.

Reason:

The realm path provided in the start file insertion is different from the realm path retrieved in the end file insertion web service call.

Action:

Verify that the realm path is not changed during the course of transfer. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21598

The length of destination file path cannot be more than 254 characters. Please verify and try again.

Reason:

The destination path has to be within 254 characters.

Action:

Verify the size of the destination file path. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21599

The policy {0} specified is not the same policy provided while initiating the file GUID {1} generation

Reason:

The file policy passed to the web service request is not the same as the policy ID passed during the start file insertion.

Action:

Verify the policy ID passed and try again. If the problem still persists, contact the administrator.

21600

Error occurred while initiating file extraction. Possible reason is file does not belong to Policy {0}

Reason:

File does not belong to policy. Either the file name is inappropriate or the file has expired.

Action:

In case of API call refer to appropriate section of web service request parameters. Verify whether parameter is properly encoded and also verify if the filename that is passed belongs to the same policy name that is passed. In case of non API, verify GatewayControlServer logs for more information.

21601

You are not authorized to extract file(s) from the policy {0}. Please contact your Gateway administrator

Reason:

User permission is set to "Extract None" for this policy.

Action:

Update policy user permission to "Extract all" or "Extract own files" to extract files.

21604

Error occurred while initiating file extraction. Possible reason is invalid policy {0}

Reason:

Gateway is unable to retrieve policy related information with the passed policy ID.

Action:

In case of API call, refer to the appropriate section of web service request parameters. Verify whether parameter is properly encoded.

In case of non API, verify GatewayControlServer logs for more information.

21607

Failed to register file {0} under policy {1}

Reason:

Some internal error occurred during updating the Gateway control server database

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21609

You do not own this file. You cannot extract this file from this policy. Please contact your Gateway administrator

Reason:

Your permissions are set to extract files you own and you are trying to extract a file that is owned by others.

Action:

Update policy user permission to "Extract all" to extract file owned by others.

21610

Policy name passed is null. Please provide the correct policy name or refer to documentation

Reason:

Policy name is mandatory for this operation and is not passed.

Action:

Verify the documentation and pass the policy name.

21612

File Extraction protocol value is required for this operation. Please provide the correct information or refer to documentation

Reason:

This operation requires a valid file extraction protocol and it has not been passed.

Action:

Refer API documentation.

21613

Unsupported protocol value passed. Please provide the correct information or refer to documentation

Reason:

This operation requires a valid file extraction protocol i.e. HTTP, HTTPS, OTHER, FTP, FTPS and SFTP.

Action:

Verify the documentation and pass the valid supported protocol.

21614

Certificate conversion error. Please make sure the appropriate format of certificate is passed

Reason:

Unable to convert the string i.e. public key to X.509 certificate object.

Action:

Verify API documentation and refer to samples directory to view sample code to understand how to convert X.509 certificate to string object.

21615

Certificate and TransportCertificateId are used together. Please provide the correct information or refer to documentation

Reason:

Either certificate or certificate id is null. Both of them are required.

Action:

Verify the request parameters. Verify API documentation. Refer to samples directory to view sample code to understand how to convert X.509 certificate to string object.

21616

As the policy is encrypted or digest enabled, please send your certificate and transport certificate Id along with the request

Reason:

Missing required parameters.

Action:

Verify the request parameters. Verify API documentation.

21617

File GUID is required for this operation and is passed as null. Please provide the correct information or refer to documentation.

Reason:

This operation requires File GUID i.e. unique id for each file instance and is required parameter for this operation.

Action:

Verify the documentation and pass the correct File GUID.

21618

Either File GUID passed is incorrect or you passed File Name instead of File GUID

Reason:

This operation requires File GUID i.e. unique id for each file instance. You passed file name instead.

Action:

Verify that you either copy the File GUID from Gateway Http GUI or contact Gateway administrator.

21619

AUTO protocol is not supported via API. Please provide the correct information or refer to documentation

Reason:

You cannot extract file using protocol AUTO, as AUTO protocol is only used for file insertion not extraction.

Action:

Try with supported protocols for extraction i.e. HTTP, HTTPS, FTP, SFTP, FTPS or OTHER.

21204

Server {0} registered with different transfer protocol or server is not available for Gateway bridge usage

Reason:

One reason could be the protocol of the specified server is not matching with the protocol parameter explicitly specified by the user. Another reason could be the server that is specified is not available for import/export of files through the API or Bridge invocations.

Action:

Verify if the specified server and the specified servers' protocol are correct. Also verify that the server mentioned is enabled for bridge transfers.

21205

Server {0} is not registered with policy {1}

Reason:

The specified server is not assigned to the policy specified. So, the files in that policy cannot be transferred to a server which is not authorized.

Action:

Verify if the specified server is assigned to the policy, and if the server specified is valid.

21207

Error occurred while decrypting credentials passed through transfer xml

Reason:

Error could have occurred while decrypting the password which was encrypted by the symmetric key. Error could also have occurred while decrypting the symmetric key, which was encrypted with the gateway's public key.

Action:

Verify that the password of the server is correctly encrypted with the symmetric key, and the symmetric key is correctly encrypted with the public key of gateway. Also, ensure that both password of the server and the symmetric key are hex encoded.

21208

Import file from external server web service invoked with insufficient parameters. Please verify that the following request parameter(s) are not empty or null : {0}

Reason:

One of the parameters among policy name, server name, server path, file name, server protocol, server file type, server credentials is missing for import.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21209

Export file to external server web service invoked with insufficient parameters. Please verify the request parameters

Reason:

One of the parameters among policy name, server name, server path, file name, server protocol, server file type, server credentials is missing for export.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21215

Please provide a valid value for parameter serverFileType. valid values are B, A and E

Reason:

The server file type specified is invalid. It can be either A, B or E (ASCII, Binary or EBCDIC respectively).

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21217

Please provide a valid value for parameter serverFileReplace. valid values are 0 and 1

Reason:

The server file replace parameter specified is invalid. On specifying a valid value of zero or one it identifies whether the file can be replaced in the server if a duplicate file exists.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21218

Please provide a valid value for fileInsertionProtocol. Valid values are FTP, SFTP and FTPS

Reason:

The error occurred because the file insertion protocol parameter provided is invalid. It must be one of FTP, FTPS and SFTP.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21300

Failed to import file {0} from external server {1} via web service

Reason:

An internal error occurred while importing a file from the external server.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21401

Error occurred while retrieving the files that can be downloaded by user

Reason:

An internal error has occurred while retrieving the list of all the files that can be downloaded by the user.

Action:

In case of API call, refer to appropriate section of web service request parameters. In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

21408

User {0} does not have permissions to invalidate the file

Reason:

Only administrator or user who owns the file can invalidate.

Action:

The user logged in as an administrator or the user does not have access to the file. Verify GatewayControlServer logs for more information.

21409

User {0} does not have permissions to revalidate the file

Reason:

Only administrator or user who owns the file can revalidate.

Action:

The user logged in as an administrator or the user does not have access to the file. Verify GatewayControlServer logs for more information.

21413

Sort field provided is invalid. Please verify and try again

Reason:

The sort field provided is invalid.

Action:

Provide the correct value or make the ignore errors as true. Verify GatewayControlServer logs for more information.

21414

Sort order provided is invalid. Please verify and try again

Reason:

The sort order provided is other than asc or desc. Provide one of asc or desc.

Action:

Provide a value among asc or desc or make the ignore errors as true. Verify GatewayControlServer logs for more information.

21415

File limit provided is invalid. Please verify and try again

Reason:

The file limit value provided is negative or zero.

Action:

The file limit value should not be negative or zero. Make it positive or make ignore errors field to true. Verify GatewayControlServer logs for more information.

21416

File offset provided is invalid. Please verify and try again

Reason:

File offset value set to negative.

Action:

File offset value should be positive or else make ignore errors field to true. Verify GatewayControlServer logs for more information.

21417

File offset provided is greater than the total no. of files ({{0}}). Please verify and try again

Reason:

File offset value is set to greater than total files.

Action:

File offset should be set less than total files. Verify GatewayControlServer logs for more information.

21418

Filters provided are invalid. Please verify and try again

Reason:

The filters provided are not in correct JSON format or invalid.

Action:

The filters provided should be valid and in correct JSON format. Verify GatewayControlServer logs for more information.

21419

File row Id/policy name provided is invalid.The file row Id provided may does not belong to this policy. Please verify and try again

Reason:

Policy name provided is invalid or not assigned to the user. If it is correct and assigned to the user, then file rowID mentioned does not exist under policy.

Action:

Policy name entered should be valid. If policyName provided is correct and assigned to the user, then file row ID should exist under that policy. Verify GatewayControlServer logs for more information.

21501

The logged-in user does not have permissions on policy {0}

Reason:

The error has occurred while verifying if a file with the same name already exists, when the duplication warning period is set to the policy.

Action:

Verify if the policy specified is valid, and the file name does not have any illegal characters. Verify Gateway Control Server logs for more information.

21503

Error occurred when updating file {0} details into the database.

Reason:

An error occurred while updating the file details into the database.

Action:

Verify that the file details are correct, and if the database is running. Verify Gateway Control Server logs for more information.

21504

Error occurred when updating the file disposal details

Reason:

An Error occurred when updating the file details in the file disposal table.

Action:

Verify that the file details are correct, and if the database is running. Verify Gateway Control Server logs for more information.

21505

The logged-in user does not have permissions on policy {0}

Reason:

The policy that is requested may be null or not assigned to the user.

Action:

Verify GatewayControlServer logs for more information. The policy that is requested is not assigned to the currently logged in user. Contact Gateway Administrator. Restart the Tomcat.

21506

Query timeout while fetching permissions for logged-in user on policy {0}

Reason:

A database error has occurred while verifying if the logged in user has permission on the policy for inserting a file.

Action:

Contact the administrator to verify if the database configured to the Gateway is running properly. If the problem still persists, contact the CA Gateway Support team.

21507**Error occurred when getting permissions for logged-in user {0} on policy {0}****Reason:**

The general error has occurred while verifying if the logged in user has permission on the policy for inserting a file.

Action:

Verify if the policy specified is valid, and the user is valid and assigned to the policy. If the problem still persists, contact the administrator.

21508**Policy with name {0} does not exist****Reason:**

The policy ID provided is wrong.

Action:

Verify GatewayControlServer logs for more information. Verify the Gateway database table to see whether the policy is found. Contact Gateway Administrator. Restart the Tomcat.

21509**Query timeout while fetching policy with row id {0}****Reason:**

Internal error, policy does not exist with the row ID.

Action:

Verify GatewayControlServer logs for more information. Verify the Gateway database table to see if the policy is registered with the particular passed row ID. Restart the Tomcat.

21510

Error occurred when validating policy with row id {0}

Reason:

Internal error, policy does not exist with the row ID.

Action:

Verify GatewayControlServer logs for more information. Verify the Gateway database table to see whether the policy is registered with the particular passed row ID. Restart the Tomcat.

21511

Error occurred when updating policy with newly uploaded file details

Reason:

An error occurred while updating the last modified date of the policy.

Action:

Verify Gateway Control Server logs for more information. Verify the Gateway database table to see whether the policy is registered with the particular policy details. Restart the Tomcat.

21512

Error fetching user permissions by policy

Reason:

Error occurred while fetching all the subscribed users to the policy mentioned.

Action:

Verify Gateway Control Server logs for more information. Verify the Gateway database table to see whether the policy is valid, and if there are valid users subscribed to policy. Restart the Tomcat.

21514

Invalid file name. Please verify and try again

Reason:

The file name passed to the web service request is either null or is invalid.

Action:

Verify Gateway Control Server logs for more information. Verify the file name passed and try again. Restart the Tomcat.

21515

The file insertion protocol specified is invalid. Please verify and try again.

Reason:

The file insertion protocol passed to the web service request is not among the valid protocols (HTTP, FTP, FTPS, SFTP, XCOM, AUTO, OTHER) that are supported by Gateway.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21516

The AUTO protocol is not a valid protocol for this operation. Please verify and try again

Reason:

The file insertion protocol passed to the web service request is AUTO, and this protocol is not supported through web services for inserting a file.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21518

The symmetric encryption key has to be provided for the file as the encryption is set in the policy {0}

Reason:

The policy in which the file is transferred is an encrypted policy, and the symmetric encryption key has to be passed through web services for inserting a file.

Action:

Verify the symmetric encryption key passed and try again. If the problem still persists, contact the administrator.

21516

The AUTO protocol is not a valid protocol for this operation. Please verify and try again

Reason:

The file insertion protocol passed to the web service request is AUTO, and this protocol is not supported through web services for inserting a file.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21517

The file size specified is invalid. Please verify and try again

Reason:

The file size passed to the web service call is an invalid size.

Action:

Verify the file size passed and try again. If the problem still persists, contact the administrator.

21518

The symmetric encryption key has to be provided for the file as the encryption is set in the policy {0}

Reason:

The policy in which the file is transferred is an encrypted policy, and the symmetric encryption key has to be passed through web services for inserting a file.

Action:

Verify the symmetric encryption key passed and try again. If the problem still persists, contact the administrator.

21519

The digest has to be provided for the file as the digest algorithm is set in the policy {0}

Reason:

The policy in which the file is transferred has digest check enabled, and the file digest has to be passed through web services for inserting a file.

Action:

Verify the file digest passed and try again. If the problem still persists, contact the administrator.

21520

The gateway certificate Id has to be provided for the file as the digest algorithm is set in the policy {0}

Reason:

The policy in which the file is transferred is an encrypted policy, and the certificate ID with which the file is encrypted has to be passed through web services for inserting a file.

Action:

Verify the gateway certificate is passed and try again. If the problem still persists, contact the administrator.

21521

The XCOM protocol is not a valid protocol for this operation. Please verify and try again

Reason:

The file insertion protocol passed to the web service request is XCOM, and this protocol is not supported through web services for inserting a file.

Action:

Verify the file insertion protocol passed and try again. If the problem still persists, contact the administrator.

21522

Import file from external server web service invoked with insufficient parameters. Please verify that the following request parameter(s) are not empty or null : {0}

Reason:

One or more parameters which are required for the web service execution are not passed correctly. The required parameters are sessionId, fileInsertionProtocol, fileSize and realmPath.

Action:

Verify that all the required parameters are passed and try again. If the problem still persists, contact the administrator.

21523

File transferred successfully, but will be deleted as the Policy {0} does not exist or user permissions have been revoked on this policy

Reason:

The file policy passed to the web service request is not valid or the permissions for the user on the policy are changed.

Action:

Verify the policy ID passed and try again. If the problem still persists, contact the administrator.

21524

The file type {0} is not a valid or supported type. Please verify and try again

Reason:

The file type passed to the web service request is not valid or is null.

Action:

Verify the file type passed and try again. If the problem still persists, contact the administrator.

21525

The file name cannot be more than 256 characters. Please verify and try again

Reason:

The file name cannot exceed 256 characters.

Action:

Verify that the file name passed is not more than 256 characters and try again. If the problem persists, contact the administrator.

21526

The {0} field cannot be more than 75 characters. Please verify and try again

Reason:

The value for the field specified cannot exceed 75 characters.

Action:

Verify that the field value passed is not more than 75 characters and try again. If the problem persists, contact the administrator.

21530

User {0} does not exist. Please contact your Gateway administrator

Reason:

The user session ID or the transport user details are not valid, or the user session has expired.

Action:

Verify that the user session is valid and try again. If the problem still persists, contact the administrator.

21531

A file with same name {0} already exists in the selected policy {1}

Reason:

The file with name selected is already uploaded into the specified policy. This message is displayed because the duplication warning period is set in the policy, and the duplicate file has been uploaded within the warning period.

Action:

It is a warning alerting the user that a file with the same name exists. User can either skip uploading the file, or upload the file ignoring the warning.

21532

File count upload limit has been exceeded for user {0}

Reason:

The user is not permitted to upload any files into the policy.

Action:

Verify that the user has permissions to upload a file into that policy. This is set in the user permissions section of Policy. If the problem still persists, contact the administrator.

21533

Exception occurred in Gateway Control Server while starting file insertion. Please contact your administrator

Reason:

A general error has occurred when trying to insert a file into gateway using the start file insertion.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21534**Policy {0} is not found or does not exist****Reason:**

The policy with the specified name was not found or does not exist.

Action:

Verify if the policy with the specified name exists. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21535**Policy with policy id {0} is not configured with a realm****Reason:**

The realm associated to the policy was not found. The realm could be deleted from the database, or an invalid realm is assigned to the policy.

Action:

Verify that a valid realm is assigned to the policy. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21536**File transferred successfully, but will be removed as error occurred while registering with gateway****Reason:**

A general error has occurred when trying to register a file into gateway using the end file insertion.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21537

File GUID should not be null

Reason:

The file GUID passed through the web service is not valid.

Action:

Verify if the file GUID passed is valid. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21538

Invalid file GUID {0}

Reason:

The file GUID passed through the web service is not valid, or a request has already been made with the same file GUID.

Action:

Verify if the file GUID passed is valid. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21530

User {0} does not exist. Please contact your Gateway administrator

Reason:

The user session ID or the transport user details are not valid, or the user session has expired.

Action:

Verify that the user session is valid and try again. If the problem still persists, contact the administrator.

21532**File count upload limit has been exceeded for user {0}****Reason:**

The user is not permitted to upload any files into the policy.

Action:

Verify that the user has permissions to upload a file into that policy. This is set in the user permissions section of Policy. If the problem still persists, contact the administrator.

21535**Policy with policy id {0} is not configured with a realm****Reason:**

The realm associated to the policy was not found. The realm could be deleted from the database, or an invalid realm is assigned to the policy.

Action:

Verify that a valid realm is assigned to the policy. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21541**Cannot fetch realm configured to the policy {0} and logged in user {1}****Reason:**

Internal error occurred while fetching the realm details for a policy specified while uploading or importing a file.

Action:

Verify if the policy passed is valid. Verify if the database connection is established properly. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21544

Total file count exceeded for the realm assigned to the policy {0}

Reason:

The number of files that could be uploaded into the realm storage space configured to the policy has exceeded.

Action:

None

21546

User file count exceeded for the user {0}

Reason:

The number of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None.

21547

User permission file count exceeded for user {0}

Reason:

The number of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21548

Total file size exceeded for the policy {0}

Reason:

The policy already contains the maximum size of files it is configured to hold.

Action:

None

21549**User file size exceeded for the policy {0}****Reason:**

The total size of files which can be uploaded into the policy by all the users has exceeded its limit. The files can still be transferred from the Base XCOM.

Action:

None

21550**Total file size exceeded for the realm assigned to the policy {0}****Reason:**

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded.

Action:

None

21551**User file size exceeded for the realm assigned to the policy {0}****Reason:**

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Gateway users. The files can still be transferred from the Base XCOM.

Action:

None

21552**User file size exceeded for the user {0}****Reason:**

The total size of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21553

User permission file size exceeded for the user {0}

Reason:

The total size of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21554

XCOM file count exceeded for policy {0}

Reason:

The number of files which can be uploaded into the policy by baseXCOM has exceeded its limit. The files can still be transferred by the Gateway users.

Action:

None

21555

XCOM file count exceeded for realm assigned to the policy {0}

Reason:

The number of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Base XCOM. The files can still be transferred by the Gateway users.

Action:

None

21556

XCOM file size exceeded for policy {0}

Reason:

The total size of files which can be uploaded into the policy by the Base XCOM has exceeded its limit. The files can still be transferred by the Gateway users.

Action:

None

21557**XCOM file size exceeded for realm assigned to the policy {0}****Reason:**

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Base XCOM. The files can still be transferred by the Gateway users.

Action:

None

21558**Error occurred when getting the user limit check in policy {0}****Reason:**

An internal error occurred while verifying the user limits on the policy.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21559**Error occurred when getting the XCOM limit check****Reason:**

An internal error occurred while verifying the XCOM limits on the policy.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21560**File size upload limit has been exceeded for user {0}****Reason:**

The total size of files that could be uploaded by the user has exceeded the limits.

Action:

None

21565

Error occurred while closing I/O resource

Reason:

An internal IO error occurred in the Gateway.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21567

Error occurred when decrypting data

Reason:

An internal error occurred while decrypting the data.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21572

Error occurred when reading the private key of the certificate.

Reason:

An internal error occurred while reading the private key of the gateway certificate.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21576**Error occurred when reading the certificate.****Reason:**

An internal error occurred while reading the gateway certificate.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21577**Gateway certificate store not found at location {{0}} as path defined in global parameters.****Reason:**

The path configured for the Gateway Certificate store is not valid.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21591**Key file/keystore does not contain a valid certificate for {{0}} alias name.****Reason:**

The keystore in the configured path does not contain a valid certificate with the mentioned alias name.

Action:

Verify that the Gateway is configured with a valid certificate and valid certificate alias in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21592

Cannot upload file {0} into policy {1} using {2} protocol. The protocol is disabled for the policy.

Reason:

The file upload failed because the protocol using which the file is uploaded into the policy is disabled.

Action:

Verify that the policy with which you want to upload a file into gateway is enabled. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21593

Error occurred while validating the keystore for certificate with {0} alias name.

Reason:

The keystore in the configured path does not contain a valid certificate with the mentioned alias name.

Action:

Verify that the Gateway is configured with a valid certificate and valid certificate alias in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21594

The {0} realm password could not be decrypted. Please contact the administrator.

Reason:

The encrypted realm password retrieved from the database could not be decrypted.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21595

Cannot download file {0} from policy {1} using {2} protocol. The protocol is disabled for the policy

Reason:

The protocol with which you are trying to extract the file is disabled for the policy.

Action:

Enable the protocol by updating the policy.

21596

The file insertion protocol {0} provided is not the same protocol provided while initiating the file GUID {1} generation.

Reason:

The file insertion protocol provided in the start file insertion is different from the protocol provided in the end file insertion web service call.

Action:

Verify that the protocol specified in start file and end file insertion web service is the same. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21550

Total file size exceeded for the realm assigned to the policy {0}

Reason:

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded.

Action:

None

21551

User file size exceeded for the realm assigned to the policy {0}

Reason:

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Gateway users. The files can still be transferred from the Base XCOM.

Action:

None

21552

User file size exceeded for the user {0}

Reason:

The total size of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21557

XCOM file size exceeded for realm assigned to the policy {0}

Reason:

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Base XCOM. The files can still be transferred by the Gateway users.

Action:

None

21597

The realm path might have been changed or the realm associated to the policy might have been changed. Please verify and try again.

Reason:

The realm path provided in the start file insertion is different from the realm path retrieved in the end file insertion web service call.

Action:

Verify that the realm path is not changed during the course of transfer. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21599

The policy {0} specified is not the same policy provided while initiating the file GUID {1} generation

Reason:

The file policy passed to the web service request is not the same as the policy ID passed during the start file insertion.

Action:

Verify the policy ID passed and try again. If the problem still persists, contact the administrator.

21600

Error occurred while initiating file extraction. Possible reason is file does not belong to Policy {0}

Reason:

File does not belong to policy. Either the file name is inappropriate or the file has expired.

Action:

In case of API call refer to appropriate section of web service request parameters. Verify whether parameter is properly encoded and also verify if the filename that is passed belongs to the same policy name that is passed. In case of non API, verify GatewayControlServer logs for more information.

21601

You are not authorized to extract file(s) from the policy {0}. Please contact your Gateway administrator

Reason:

User permission is set to "Extract None" for this policy.

Action:

Update policy user permission to "Extract all" or "Extract own files" to extract files.

21604

Error occurred while initiating file extraction. Possible reason is invalid policy {0}

Reason:

Gateway is unable to retrieve policy related information with the passed policy ID.

Action:

In case of API call, refer to the appropriate section of web service request parameters. Verify whether parameter is properly encoded.

In case of non API, verify GatewayControlServer logs for more information.

21607

Failed to register file {0} under policy {1}

Reason:

Some internal error occurred during updating the Gateway control server database

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21609

You do not own this file. You cannot extract this file from this policy. Please contact your Gateway administrator

Reason:

Your permissions are set to extract files you own and you are trying to extract a file that is owned by others.

Action:

Update policy user permission to "Extract all" to extract file owned by others.

21610

Policy name passed is null. Please provide the correct policy name or refer to documentation

Reason:

Policy name is mandatory for this operation and is not passed.

Action:

Verify the documentation and pass the policy name.

21612

File Extraction protocol value is required for this operation. Please provide the correct information or refer to documentation

Reason:

This operation requires a valid file extraction protocol and it has not been passed.

Action:

Refer API documentation.

21597

The realm path might have been changed or the realm associated to the policy might have been changed. Please verify and try again.

Reason:

The realm path provided in the start file insertion is different from the realm path retrieved in the end file insertion web service call.

Action:

Verify that the realm path is not changed during the course of transfer. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21598

The length of destination file path cannot be more than 254 characters. Please verify and try again.

Reason:

The destination path has to be within 254 characters.

Action:

Verify the size of the destination file path. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21599

The policy {0} specified is not the same policy provided while initiating the file GUID {1} generation

Reason:

The file policy passed to the web service request is not the same as the policy ID passed during the start file insertion.

Action:

Verify the policy ID passed and try again. If the problem still persists, contact the administrator.

21600

Error occurred while initiating file extraction. Possible reason is file does not belong to Policy {0}

Reason:

File does not belong to policy. Either the file name is inappropriate or the file has expired.

Action:

In case of API call refer to appropriate section of web service request parameters. Verify whether parameter is properly encoded and also verify if the filename that is passed belongs to the same policy name that is passed. In case of non API, verify GatewayControlServer logs for more information.

21601

You are not authorized to extract file(s) from the policy {0}. Please contact your Gateway administrator

Reason:

User permission is set to "Extract None" for this policy.

Action:

Update policy user permission to "Extract all" or "Extract own files" to extract files.

21604

Error occurred while initiating file extraction. Possible reason is invalid policy {0}

Reason:

Gateway is unable to retrieve policy related information with the passed policy ID.

Action:

In case of API call, refer to the appropriate section of web service request parameters. Verify whether parameter is properly encoded.

In case of non API, verify GatewayControlServer logs for more information.

21607

Failed to register file {0} under policy {1}

Reason:

Some internal error occurred during updating the Gateway control server database

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21609

You do not own this file. You cannot extract this file from this policy. Please contact your Gateway administrator

Reason:

Your permissions are set to extract files you own and you are trying to extract a file that is owned by others.

Action:

Update policy user permission to "Extract all" to extract file owned by others.

21610

Policy name passed is null. Please provide the correct policy name or refer to documentation

Reason:

Policy name is mandatory for this operation and is not passed.

Action:

Verify the documentation and pass the policy name.

21612

File Extraction protocol value is required for this operation. Please provide the correct information or refer to documentation

Reason:

This operation requires a valid file extraction protocol and it has not been passed.

Action:

Refer API documentation.

21613

Unsupported protocol value passed. Please provide the correct information or refer to documentation

Reason:

This operation requires a valid file extraction protocol i.e. HTTP, HTTPS, OTHER, FTP, FTPS and SFTP.

Action:

Verify the documentation and pass the valid supported protocol.

21614

Certificate conversion error. Please make sure the appropriate format of certificate is passed

Reason:

Unable to convert the string i.e. public key to X.509 certificate object.

Action:

Verify API documentation and refer to samples directory to view sample code to understand how to convert X.509 certificate to string object.

21615

Certificate and TransportCertificateId are used together. Please provide the correct information or refer to documentation

Reason:

Either certificate or certificate id is null. Both of them are required.

Action:

Verify the request parameters. Verify API documentation. Refer to samples directory to view sample code to understand how to convert X.509 certificate to string object.

21616

As the policy is encrypted or digest enabled, please send your certificate and transport certificate Id along with the request

Reason:

Missing required parameters.

Action:

Verify the request parameters. Verify API documentation.

21617

File GUID is required for this operation and is passed as null. Please provide the correct information or refer to documentation.

Reason:

This operation requires File GUID i.e. unique id for each file instance and is required parameter for this operation.

Action:

Verify the documentation and pass the correct File GUID.

21618

Either File GUID passed is incorrect or you passed File Name instead of File GUID

Reason:

This operation requires File GUID i.e. unique id for each file instance. You passed file name instead.

Action:

Verify that you either copy the File GUID from Gateway Http GUI or contact Gateway administrator.

21619

AUTO protocol is not supported via API. Please provide the correct information or refer to documentation

Reason:

You cannot extract file using protocol AUTO, as AUTO protocol is only used for file insertion not extraction.

Action:

Try with supported protocols for extraction i.e. HTTP, HTTPS, FTP, SFTP, FTPS or OTHER.

21539

Logged in user is not a valid user

Reason:

The logged in user is not valid or the user session has been expired while validating the user permissions for file upload.

Action:

Verify if the logged in user is valid. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21540

Valid policy is not configured for the logged in user {0}

Reason:

The policy details specified while uploading or importing a file are not valid.

Action:

Verify if the policy passed is valid. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21541

Cannot fetch realm configured to the policy {0} and logged in user {1}

Reason:

Internal error occurred while fetching the realm details for a policy specified while uploading or importing a file.

Action:

Verify if the policy passed is valid. Verify if the database connection is established properly. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21542

Total file count exceeded for the policy {0}

Reason:

The policy already contains the maximum files it is configured to hold.

Action:

None.

21543

User file count exceeded for the policy {0}

Reason:

The number of files which can be uploaded into the policy by all the users has exceeded its limit. The files can still be transferred from the Base XCOM.

Action:

None

21544

Total file count exceeded for the realm assigned to the policy {0}

Reason:

The number of files that could be uploaded into the realm storage space configured to the policy has exceeded.

Action:

None

21545**User file count exceeded for the realm assigned to the policy {0}****Reason:**

The number of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Gateway users. The files can still be transferred from the Base XCOM.

Action:

None

21546**User file count exceeded for the user {0}****Reason:**

The number of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None.

21547**User permission file count exceeded for user {0}****Reason:**

The number of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21548**Total file size exceeded for the policy {0}****Reason:**

The policy already contains the maximum size of files it is configured to hold.

Action:

None

21549

User file size exceeded for the policy {0}

Reason:

The total size of files which can be uploaded into the policy by all the users has exceeded its limit. The files can still be transferred from the Base XCOM.

Action:

None

21550

Total file size exceeded for the realm assigned to the policy {0}

Reason:

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded.

Action:

None

21551

User file size exceeded for the realm assigned to the policy {0}

Reason:

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Gateway users. The files can still be transferred from the Base XCOM.

Action:

None

21552

User file size exceeded for the user {0}

Reason:

The total size of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21553**User permission file size exceeded for the user {0}****Reason:**

The total size of files that could be uploaded into the policy has exceeded for the specific user.

Action:

None

21554**XCOM file count exceeded for policy {0}****Reason:**

The number of files which can be uploaded into the policy by baseXCOM has exceeded its limit. The files can still be transferred by the Gateway users.

Action:

None

21555**XCOM file count exceeded for realm assigned to the policy {0}****Reason:**

The number of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Base XCOM. The files can still be transferred by the Gateway users.

Action:

None

21556**XCOM file size exceeded for policy {0}****Reason:**

The total size of files which can be uploaded into the policy by the Base XCOM has exceeded its limit. The files can still be transferred by the Gateway users.

Action:

None

21557

XCOM file size exceeded for realm assigned to the policy {0}

Reason:

The total size of files that could be uploaded into the realm storage space configured to the policy has exceeded for the Base XCOM. The files can still be transferred by the Gateway users.

Action:

None

21558

Error occurred when getting the user limit check in policy {0}

Reason:

An internal error occurred while verifying the user limits on the policy.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21559

Error occurred when getting the XCOM limit check

Reason:

An internal error occurred while verifying the XCOM limits on the policy.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21560

File size upload limit has been exceeded for user {0}

Reason:

The total size of files that could be uploaded by the user has exceeded the limits.

Action:

None

21565**Error occurred while closing I/O resource****Reason:**

An internal IO error occurred in the Gateway.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21567**Error occurred when decrypting data****Reason:**

An internal error occurred while decrypting the data.

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21572**Error occurred when reading the private key of the certificate.****Reason:**

An internal error occurred while reading the private key of the gateway certificate.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21576

Error occurred when reading the certificate.

Reason:

An internal error occurred while reading the gateway certificate.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21577

Gateway certificate store not found at location {{0}} as path defined in global parameters.

Reason:

The path configured for the Gateway Certificate store is not valid.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21591

Key file/keystore does not contain a valid certificate for {{0}} alias name.

Reason:

The keystore in the configured path does not contain a valid certificate with the mentioned alias name.

Action:

Verify that the Gateway is configured with a valid certificate and valid certificate alias in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21592

Cannot upload file {0} into policy {1} using {2} protocol. The protocol is disabled for the policy.

Reason:

The file upload failed because the protocol using which the file is uploaded into the policy is disabled.

Action:

Verify that the policy with which you want to upload a file into gateway is enabled. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21593

Error occurred while validating the keystore for certificate with {0} alias name.

Reason:

The keystore in the configured path does not contain a valid certificate with the mentioned alias name.

Action:

Verify that the Gateway is configured with a valid certificate and valid certificate alias in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21594

The {0} realm password could not be decrypted. Please contact the administrator.

Reason:

The encrypted realm password retrieved from the database could not be decrypted.

Action:

Verify that the Gateway is configured with a valid certificate in the xcom-globals.xml. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21595

Cannot download file {0} from policy {1} using {2} protocol. The protocol is disabled for the policy

Reason:

The protocol with which you are trying to extract the file is disabled for the policy.

Action:

Enable the protocol by updating the policy.

21596

The file insertion protocol {0} provided is not the same protocol provided while initiating the file GUID {1} generation.

Reason:

The file insertion protocol provided in the start file insertion is different from the protocol provided in the end file insertion web service call.

Action:

Verify that the protocol specified in start file and end file insertion web service is the same. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21597

The realm path might have been changed or the realm associated to the policy might have been changed. Please verify and try again.

Reason:

The realm path provided in the start file insertion is different from the realm path retrieved in the end file insertion web service call.

Action:

Verify that the realm path is not changed during the course of transfer. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21598

The length of destination file path cannot be more than 254 characters. Please verify and try again.

Reason:

The destination path has to be within 254 characters.

Action:

Verify the size of the destination file path. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21599

The policy {0} specified is not the same policy provided while initiating the file GUID {1} generation

Reason:

The file policy passed to the web service request is not the same as the policy ID passed during the start file insertion.

Action:

Verify the policy ID passed and try again. If the problem still persists, contact the administrator.

21600

Error occurred while initiating file extraction. Possible reason is file does not belong to Policy {0}

Reason:

File does not belong to policy. Either the file name is inappropriate or the file has expired.

Action:

In case of API call refer to appropriate section of web service request parameters. Verify whether parameter is properly encoded and also verify if the filename that is passed belongs to the same policy name that is passed. In case of non API, verify GatewayControlServer logs for more information.

21601

You are not authorized to extract file(s) from the policy {0}. Please contact your Gateway administrator

Reason:

User permission is set to "Extract None" for this policy.

Action:

Update policy user permission to "Extract all" or "Extract own files" to extract files.

21604

Error occurred while initiating file extraction. Possible reason is invalid policy {0}

Reason:

Gateway is unable to retrieve policy related information with the passed policy ID.

Action:

In case of API call, refer to the appropriate section of web service request parameters. Verify whether parameter is properly encoded.

In case of non API, verify GatewayControlServer logs for more information.

21607

Failed to register file {0} under policy {1}

Reason:

Some internal error occurred during updating the Gateway control server database

Action:

Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21609

You do not own this file. You cannot extract this file from this policy. Please contact your Gateway administrator

Reason:

Your permissions are set to extract files you own and you are trying to extract a file that is owned by others.

Action:

Update policy user permission to "Extract all" to extract file owned by others.

21610

Policy name passed is null. Please provide the correct policy name or refer to documentation

Reason:

Policy name is mandatory for this operation and is not passed.

Action:

Verify the documentation and pass the policy name.

21612

File Extraction protocol value is required for this operation. Please provide the correct information or refer to documentation

Reason:

This operation requires a valid file extraction protocol and it has not been passed.

Action:

Refer API documentation.

21613

Unsupported protocol value passed. Please provide the correct information or refer to documentation

Reason:

This operation requires a valid file extraction protocol i.e. HTTP, HTTPS, OTHER, FTP, FTPS and SFTP.

Action:

Verify the documentation and pass the valid supported protocol.

21614

Certificate conversion error. Please make sure the appropriate format of certificate is passed

Reason:

Unable to convert the string i.e. public key to X.509 certificate object.

Action:

Verify API documentation and refer to samples directory to view sample code to understand how to convert X.509 certificate to string object.

21615

Certificate and TransportCertificateId are used together. Please provide the correct information or refer to documentation

Reason:

Either certificate or certificate id is null. Both of them are required.

Action:

Verify the request parameters. Verify API documentation. Refer to samples directory to view sample code to understand how to convert X.509 certificate to string object.

21616

As the policy is encrypted or digest enabled, please send your certificate and transport certificate Id along with the request

Reason:

Missing required parameters.

Action:

Verify the request parameters. Verify API documentation.

21617

File GUID is required for this operation and is passed as null. Please provide the correct information or refer to documentation.

Reason:

This operation requires File GUID i.e. unique id for each file instance and is required parameter for this operation.

Action:

Verify the documentation and pass the correct File GUID.

21618

Either File GUID passed is incorrect or you passed File Name instead of File GUID

Reason:

This operation requires File GUID i.e. unique id for each file instance. You passed file name instead.

Action:

Verify that you either copy the File GUID from Gateway Http GUI or contact Gateway administrator.

21619

AUTO protocol is not supported via API. Please provide the correct information or refer to documentation

Reason:

You cannot extract file using protocol AUTO, as AUTO protocol is only used for file insertion not extraction.

Action:

Try with supported protocols for extraction i.e. HTTP, HTTPS, FTP, SFTP, FTPS or OTHER.

21817

Error occurred while retrieving certificate from gateway

Reason:

Certificate is corrupt. Invalid keystore parameters such as password, location and so on.

Action:

Verify GatewayControlServer logs for more information. Check Keystore location and configuration under Global parameters or xcom-globals.xml. Check whether the certificate ID passed exists in keystore.

23239

Invalid realm path.

Reason:

The realm path specified is invalid.

Action:

Verify the realm path specified. Verify the Gateway Control Server logs. If the problem still persists, contact the administrator.

21620

Either Policy name is incorrect or you are not authorized to work on this policy. Please provide the correct information or refer to documentation

Reason:

Policy name or Id passed either doesn't exist or incorrect or you are not authorized to work with this policy.

Action:

Verify if you are authorized to work with this policy or policy still exists or contact Gateway administrator.

21621

XCOM protocol is not supported via API. Please provide the correct information or refer to documentation

Reason:

The file extraction protocol passed to the web service request is XCOM, and this protocol is not supported through web services for extracting a file.

Action:

Verify the file extraction protocol passed and try again. If the problem still persists, contact the administrator.

21700

File {0} already exist on external server {1} at following location {2} and replace flag is set to false

Reason:

File already exists and replace flag passed is false.

Action:

If you want to replace file then set the flag to true.

21702

Failed to export file {0} to external server {1} via web service

Reason:

Internal Error

Action:

Verify GatewayControlServer logs for more information

25000

This operation require a valid 'sessionId'. Please make sure to get sessionId and pass this with 'sessionId' parameter name

Reason:

Session ID or Token passed is null. Session cache deleted or removed while the request is in transit.

Action:

In case of API call, refer to the appropriate section of web service request parameters.

In case of non API, verify GatewayControlServer and XCOMGateway logs for more information.

25005

The policy {0} is not valid or does not exist. Please contact the administrator

Reason:

Policy ID parameter is missing.

Action:

If it is an API call, refer to File Listing request parameters and try again.

25007**The certificate {0} is not available in keystore****Reason:**

Missing certificate in the configured keystore or incorrect keystore configured.

Action:

Verify GatewayControlServer and XCOMGateway logs for more information. Verify whether the passed certificate ID is available under the Gateway keystore and verify xcom-globals.xml file or Global parameter to view, if the certificate exists in the keystore.

30222**Error occurred while encoding the byte stream****Reason:**

Unable to encode or decode passed data

Action:

Verify GatewayControlServer and XCOMGateway logs for more information.

30225**The passed byte array for encoding is null****Reason:**

Value passed for encoding to Base64 is null.

Action:

Verify GatewayControlServer and XCOMGateway logs for more information.

30227**Error occurred while generating certificate object from byte array****Reason:**

Error has occurred while converting a byte array into a valid certificate

Action:

Verify that the certificate that is passed in bytes is a valid certificate. Verify the Gateway control server logs. If problem persists, please contact the gateway administrator.

31211

Error occurred while logging into ftp/s server {0}

Reason:

User validation failed. Unable to login to FTP server.

Action:

Try again with same or different credentials. Try to connect with FTP client such as Filezilla. In case the call is using API, verify the encryption and encoding. If credentials are saved under Gateway, contact administrator.

21422

Value passed for Action paramater for Invalidate/Re-validate the file is Invalid

Reason:

The action parameter for invalidate or revalidate passed is invalid.

Action:

Pass correct invalidate or revalidate action paramater.

21423

Error ocured while invalidating the already invalidated file.

Reason:

The file provided is already invalidated and cannot be invalidated again.

Action:

The file row ID provided is already invalidated. Change action to revalidate if trying to revalidate. Or change fileRowid to invalidate other files.

21424

Error ocured while revalidating the Non-invalidated file

Reason:

The file provided is not invalidated and cannot revalidate a non invalidated file.

Action:

The file row ID provided is not invalidated. Change action to invalidate if trying to invalidate or change fileRowid to revalidate other invalidated files.

31240

Unable to retrieve file size of file {0} from ftp/s server {1} . Please check file name or FTP server configurations. If problem persist, please contact Gateway administrator

Reason:

If the external server is FTP or FTPS then the Gateway is unable to get appropriate response by executing MLST command. If the external server is SFTP then the Gateway is unable to get appropriate response by executing LSTAT command to retrieve SftpATTRS.

Action:

Check whether the external FTP and FTPS server supports MLST and SFTP server supports LSTAT command.

31309

Gateway is not able to open the directory {0}. Transfer has failed for file {1}

Reason:

Either directory does not exist or incorrect format is passed.

Action:

Check the directory path passed. If using API, refer request parameter section.