

# CONTROL-M Messages Manual



## Supporting

Version 6.4.01 of CONTROL-M/Enterprise Manager

Version 6.4.01 of CONTROL-M/Server *for UNIX<sup>®</sup> and  
Microsoft Windows*

Version 6.4.01 of CONTROL-M/Agent *for UNIX and Microsoft  
Windows*

August 2008



## Contacting BMC Software

You can access the BMC Software website at <http://www.bmc.com>. From this website, you can obtain information about the company, its products, corporate offices, special events, and career opportunities.

### United States and Canada

<b>Address</b>	BMC SOFTWARE INC 2101 CITYWEST BLVD HOUSTON TX 77042-2827 USA	<b>Telephone</b>	713 918 8800 or 800 841 2031	<b>Fax</b>	713 918 8000
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### Outside United States and Canada

<b>Telephone</b>	(01) 713 918 8800	<b>Fax</b>	(01) 713 918 8000
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### Support website

You can obtain technical support from BMC 24 hours a day, 7 days a week at [http://www.bmc.com/support\\_home](http://www.bmc.com/support_home). From this website, you can

- read overviews about support services and programs that BMC offers
- find the most current information about BMC products
- search a database for issues similar to yours and possible solutions
- order or download product documentation
- download products and maintenance
- report an issue or ask a question
- subscribe to receive proactive e-mail alerts when new product notices are released
- find worldwide BMC support center locations and contact information, including e-mail addresses, fax numbers, and telephone numbers

### Support by telephone or e-mail

In the United States and Canada, if you need technical support and do not have access to the web, call 800 537 1813 or send an e-mail message to [customer\\_support@bmc.com](mailto:customer_support@bmc.com). (In the subject line, enter **SupID:<yourSupportContractID>**, such as SupID:12345). Outside the United States and Canada, contact your local support center for assistance.

### Before contacting BMC

Have the following information available so that Customer Support can begin working on your issue immediately:

- product information
  - product name
  - product version (release number)
  - license number and password (trial or permanent)
- operating system and environment information
  - machine type
  - operating system type, version, and service pack or other maintenance level such as PUT or PTF
  - system hardware configuration
  - serial numbers
  - related software (database, application, and communication) including type, version, and service pack or maintenance level
- sequence of events leading to the issue
- commands and options that you used
- messages received (and the time and date that you received them)
  - product error messages
  - messages from the operating system, such as file system full
  - messages from related software



## License key and password information

If you have questions about your license key or password, contact BMC as follows:

- *(USA or Canada)* Contact the Order Services Password Team at 800 841 2031, or send an e-mail message to [ContractsPasswordAdministration@bmc.com](mailto:ContractsPasswordAdministration@bmc.com).
- *(Europe, the Middle East, and Africa)* Fax your questions to EMEA Contracts Administration at +31 20 354 8702, or send an e-mail message to [password@bmc.com](mailto:password@bmc.com).
- *(Asia-Pacific)* Contact your BMC sales representative or your local BMC office.

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# About This Book

This book contains important messages from CONTROL-M/Enterprise Manager version 6.4.01, and is intended for all users of this product.

Like most BMC Software documentation, this book is available in printed and online formats. Visit the BMC Software Customer Support page at [http://www.bmc.com/Support\\_home](http://www.bmc.com/Support_home) to request additional printed books or to view online books and notices (such as release notes and Customer bulletins). Some product shipments also include the online books on a documentation CD.



## NOTE

Online books are formatted as Portable Document Format (PDF) or HTML files. To view, print, or copy PDF books, use the free Adobe Reader from Adobe Systems. If your product installation does not install the reader, you can obtain the reader at <http://www.adobe.com>.

## Related Publications

- **CONTROL-M/Server Administrator Guides** each describe setup, maintenance, security, and utilities for CONTROL-M/Server on a specific type of computer.
- **CONTROL-M/Enterprise Manager User Guide** describes CONTROL-M/EM concepts, features, facilities, and operating instructions.
- **CONTROL-M/Desktop User Guide** describes how to define and manage CONTROL-M job processing definitions, Scheduling tables, and Calendars.

## Conventions

This book uses the following special conventions:

- All syntax, operating system terms, and literal examples are presented in this typeface.
- Variable text in path names, system messages, or syntax is displayed in *italic* text:

*testsys/instance/fileName*

- The symbol => connects items in a menu sequence. For example, **Actions => Create Test** instructs you to choose the **Create Test** command from the **Actions** menu.

# Syntax statements

The following example shows a sample syntax statement:

```
COMMAND KEYWORD1 [KEYWORD2 | KEYWORD3] KEYWORD4={YES | NO} fileName...
```

The following table explains conventions for syntax statements and provides examples:

Item	Example
Items in italic type represent variables that you must replace with a name or value. If a variable is represented by two or more words, initial capitals distinguish the second and subsequent words.	<i>alias</i>  <i>databaseDirectory</i>  <i>serverHostName</i>
Brackets indicate a group of optional items. Do not type the brackets when you enter the option. A comma means that you can choose one or more of the listed options. You must use a comma to separate the options if you choose more than one option.	[ <i>tableName, columnName, field</i> ]  [-full, -incremental, -level] (UNIX)
Braces indicate that at least one of the enclosed items is required. Do not type the braces when you enter the item.	{ <i>DBDName   tableName</i> }  UNLOAD device={ <i>disk   tape, fileName   deviceName</i> }  {-a   -c} (UNIX)
A vertical bar means that you can choose only one of the listed items. In the example, you would choose either <i>commit</i> or <i>cancel</i> .	{commit   cancel}  {-commit   -cancel} (UNIX)
An ellipsis indicates that you can repeat the previous item or items as many times as necessary.	<i>columnName . . .</i>



# Message structure

Messages in this manual are described in the following way:

<Message ID>	The four- or five-digit identification number of the message
<Message Text>	The message text
<i>Explanation</i>	The meaning of the message
<i>System Action</i>	The action performed by the system when the message is issued
<i>User Response</i>	The recommended action to be taken by the user to solve the problem



# CONTROL-M/EM Messages

The messages described in this chapter are issued by CONTROL-M/EM. These messages may be displayed in the CONTROL-M/EM GUI or one of the CONTROL-M/EM components.

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24001

**Failed to refresh deleted alerts from database. Deleted alerts will be refreshed in the next refresh.**

*Explanation:* Your database may be experiencing problems, or the ALARM table may not exist. During each specified period of time, the Global Alerts Server (GAS) refreshes the list of the alerts saved in its memory and deletes from its memory the alerts that were deleted by the Gateway from the database, thereby synchronizing the list of alerts saved in the memory and in the database.

*System action:* When the problem is corrected, the GAS will refresh deleted alerts in the next refresh period.

*User response:* Correct your database problems, and contact BMC Software Customer Support if the problem still exists.

24002

**Failed to insert new alert (alert number = *alertNumber*, data center = *dataCenter*, severity = *severity*, order id = *orderID*).**

*Explanation:* A new alert may contain invalid data. The Global Alerts Server (GAS) receives an indication from the Gateway that a new alert was inserted into the database. Due to invalid data in the alert or a lack of important information, the GAS failed to create a new alert in the memory from the data received from the database.

The variables in this message are:

- *alertNumber* – the alert number
- *dataCenter* – the data center that issued the alert
- *severity* – the severity of the alert
- *orderID* – the order ID of the specified alert

*System action:* The new alert is not displayed by the Global Alerts Client.

*User response:* Contact BMC Software Customer Support.

24003

**Failed to update alert (alert number = *alertNumber*, data center = *dataCenter*, severity = *severity*, order id = *orderID*).**

*Explanation:* An alert in the database may contain invalid data.

The Global Alerts Server (GAS) received the indication from Gateway that the specified alert was updated in the database. Due to invalid data in the alert or a lack of important information, the GAS failed to create a new alert in the memory from the data received from the database.

The variables in this message are:

- *alertNumber* – the alert number
- *dataCenter* – the data center that issued the alert
- *severity* – the severity of the alert
- *orderID* – the order ID of the specified alert

*System action:* No update for this alert is displayed by the Global Alerts Client.

*User response:* Contact BMC Software Customer Support.

24004	<p><b>Failed to read alert from database (alert number = <i>alertNumber</i>) because of database problems.</b></p> <p><i>Explanation:</i> The Global Alerts Server (GAS) failed to read the new or updated alert from the database.</p> <p><i>System action:</i> New alerts or alert updates are not displayed by the Global Alerts Client.</p> <p><i>User response:</i> Contact BMC Software Customer Support.</p>
24005	<p><b>Failed to update alerts for data center <i>dataCenter</i> because of database problems.</b></p> <p><i>Explanation:</i> Problems with the database cause the Global Alerts Server (GAS) to fail to read the alerts from the CONTROL-M/Server, when the connection with the server was established.</p> <p><i>System action:</i> The CONTROL-M Configuration Manager displays this message.</p> <p><i>User response:</i> Contact BMC Software Customer Support.</p>
24006	<p><b>GAS failed to load alerts from the database when starting. Exiting...</b></p> <p><i>Explanation:</i> Your database may be experiencing Customer problems. The Global Alerts Server (GAS) failed to load alerts from the database when starting.</p> <p><i>System action:</i> The GAS shuts down.</p> <p><i>User response:</i> If you cannot fix the problems, contact BMC Software Customer Support.</p>
25001	<p><b>Condition could not be sent to data center <i>dataCenter</i> (reason = <i>reason</i>, odate = <i>date</i>, condition = <i>condition</i>).</b></p> <p><i>Explanation:</i> The specified condition could not be distributed to the requested data center.</p> <p>The variables in this message are:</p> <ul style="list-style-type: none"> <li>■ <i>dataCenter</i> – the data center name</li> <li>■ <i>reason</i> – an explanation of the failure: <ul style="list-style-type: none"> <li>— Failed to connect to the target data center</li> <li>— Stopped trying to send because the maximum number of retries was reached.</li> <li>— Stopped trying to send because the condition was older than the value specified by the <i>gc_unsent_wait</i> parameter in the Global Conditions Server.</li> </ul> </li> <li>■ <i>date</i> – the order date.</li> </ul> <p><i>System action:</i> The global condition was not distributed to the specified data center. Therefore, production flow may be negatively affected.</p> <p><i>User response:</i> Do the following:</p> <ul style="list-style-type: none"> <li>■ Check out the problem with this data center or its Gateway</li> <li>■ Fix the problem and resume connection to this data center.</li> </ul>

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If production flow was affected, ensure that the problem is fixed. For example, if necessary, add this condition manually on the target data center.

**26001 DO Remedy is not Supported on *platformName* for service *serviceName***

*Explanation:* The *serviceName* service has requested a DO Remedy action, but DO Remedy actions are not Supported on the *platformName* platform.

*Explanation:* A Remedy ticket is not opened.

*User response:* Remove the DO Remedy definition from the BIM service action list.

**26002 DO SIM is not Supported on *platformName* for service *serviceName***

*Explanation:* The *serviceName* service has requested a DO SIM action, but DO SIM actions are not Supported on the *platformName* platform.

*Explanation:* No SIM message describing the service problem is sent.

*User response:* Remove the DO SIM definition from the BIM service action list.

**26003 BIM Server is not installed**

*Explanation:* The BIM Server has not been installed.

*User response:* Install the BIM Server.

**26004 Mail Server didn't respond**

*Explanation:* The Mail Server did not respond.

*User response:* Check the EmailServer system parameter.

**27001 Forecast Server is not installed**

*Explanation:* The Forecast Server has not been installed.

*User response:* Install the Forecast Server.

---

28001

**Bad or Unknown Auth Category: *category*, for Destination: *destination*, request:*request***

*Explanation:* The category value in the ACTIONS\_AUTH database table is invalid.

The variables in this message are:

- *category* – the category to which the authorized actions belong. Valid values are:
  - OPER
  - CTMSEC
  - CONFIG
  - DATABASE
- *destination* – the component that handles the request.
- *request* – the name of the request.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

28002

**Bad or Unknown Auth Level: *level*, for Destination: *destination*, request:*request***

*Explanation:* The authorization level value in the ACTIONS\_AUTH database table is invalid.

The variables in this message are:

- *level* – the authorization level value. Valid values are:
  - BROWSE
  - UPDATE
  - FULL
- *destination* – the component that handles the request.
- *request* – the name of the request.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

28003

**Bad or Unknown Request. Destination: *destination*, request:*request***

*Explanation:* The destination and request name pair are not found in the ACTIONS\_AUTH database table.

The variables in this message are:

- *destination* – the component that handles the request.
- *request* – the name of the request.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

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28004

**Request Permission Denied. Destination: *destination*, request: *request***

*Explanation:* The user does not have permission to perform the request.

The variables in this message are:

- *destination* – the component that handles the request.
- *request* – the name of the request.

*System action:* The Configuration Management Server rejects the request.

*User response:* Assign permission to the user to perform the specified request.

28005

**Fail To Get Component Details. Machine: *host*, Type: *type*, Name: *component*, Code: *error***

*Explanation:* The Configuration Management Server failed to locate the target component for the CTL request.

The variables in this message are:

- *host* – the component host.
- *type* – the type of the component.
- *component* – the name of the component.
- *error* – the internal error code.

*System action:* The Configuration Management Server rejects the request.

*User response:* Verify that the requested component is up and running, and perform the request again. If the request still fails, contact BMC Software Customer Support.

28006

**CTL Request Failed. Machine: *host*, Type: *type*, Name: *component*, Code: *error***

*Explanation:* The Configuration Management Server failed to send the CTL request to the target component.

The variables in this message are:

- *host* – the component host.
- *type* – the type of the component.
- *component* – the name of the component.
- *error* – the internal error code.

*System action:* The Configuration Management Server rejects the request.

*User response:* Verify that the requested component is up and running, and perform the request again. If the request still fails, contact BMC Software Customer Support.

28007

**XML Parse Error.**

*Explanation:* An attempt to parse an XML input document failed.

*System action:* The Configuration Management Server rejects the request.



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*User response:* Repeat the last action. If the request still fails, contact BMC Software Customer Support.

**28008 Handler Not Found For Request: *name*.**

*Explanation:* The request is not Supported by the Configuration Management Server.

In this message, *name* is the name of the request.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

**28009 XML Distributor Internal Error: *message*.**

*Explanation:* An internal error occurred in the Configuration Management Server.

In this message, *message* is the explanation of the error.

*User response:* Contact BMC Software Customer Support.

**28010 XML Distributor Internal Error: ID does not exist**

*Explanation:* The polling ID could not be found in the Configuration Management Server repository.

*System action:* The polling request is denied.

*User response:* Contact BMC Software Customer Support.

**28011 Gate Error Received: *error*.**

*Explanation:* The Configuration Management Server received an error from CONTROL-M.

In this message, *error* is the error that was received from CONTROL-M.

*User response:* Check CONTROL-M messages for more information.

**28012 Gate Protocol Error: *error*.**

*Explanation:* An internal CMS Gate communication error occurred in the Configuration Management Server.

In this message, *error* provides additional information about the specific problem.

*User response:* Contact BMC Software Customer Support.

**28013 CMS Gate Request Timeout, CONTROL-M: *name* Request: *request*.**

*Explanation:* A request sent by the Configuration Management Server to the CONTROL-M Configuration Agent was not replied to within the time specified by the AdminRequestTimeout parameter.

---

The variables in this message are:

- *name* – the CONTROL-M name.
- *request* – the internal request sent by the Configuration Management Server to the CMS Gate.

*System action:* The request times out.

*User response:* Increase the value of the AdminRequestTimeout parameter and submit the request again.

**28014**

**CMS Gate Request Aborted, CONTROL-M: *name* Request: *request*.**

*Explanation:* A request sent by the Configuration Management Server and the CONTROL-M Configuration Agent has been lost. The request's completion status is unknown.

The variables in this message are:

- *name* – the CONTROL-M name.
- *request* – the internal request sent by the Configuration Management Server to the CMS Gate.

*System action:* A communications error occurred.

*User response:*

- Check that communications are operating properly, and then perform the request again.
- Check that the requested component is up and running, and perform the request again.

**28015**

**CMS Gate Discover Failed, Reason: *reason*; Host: *host*, Port: *port*.**

*Explanation:* A CMS Gate discover operation failed. Possible reasons are incorrect host or port parameters, or the CONTROL-M Configuration Manager on CONTROL-M is not running.

The variables in this message are:

- *reason* – the reason for the failure, if available.
- *host* – the CONTROL-M host name.
- *port* – the CONTROL-M port.

*System action:* The reason for the failure is explained in this message. No information is received from the Configuration Management Server.

*User response:* Do the following:

- Check the reason displayed in this message, and then perform the operation again.
- If the host and port parameters are correct, and CONTROL-M Configuration Manager is up and running, check the **cmsg\_log** file located in <EM INSTALL DIR>/log folder for more information.

---

28016

**CMS Failed Sending Command To CONTROL-M: *name*; RC: *rc*.**

*Explanation:* The Configuration Management Server failed to send the request to CONTROL-M. Communication with the CONTROL-M Configuration Manager could not be established.

The variables in this message are:

- *name* – the CONTROL-M name.
- *rc* – the internal error code.

*System action:* The Configuration Management Server rejects the request.

*User response:* Check that the CONTROL-M is connected, and then perform the request again.

28017

**Component Info Parsing Error. Request: *request***

*Explanation:* The Configuration Management Server fail to extract component information from the input XML document.

In this message, *request* is the request name.

*System action:* The Configuration Management Server rejects the request.

*User response:* Repeat the last action. If the problem still occurs, contact BMC Software Customer Support.

28018

**Component With The Same Key Already exists. Key: *key***

*Explanation:* An attempt to create a component failed, since a component with the same key already exists in the Configuration Management Server repository.

In this message, *key* is the component key. The key may be:

- type, host, or name for CONTROL-M/EM
- type or name for CONTROL-M

*System action:* The Configuration Management Server rejects the request.

*User response:* Change the component key, and attempt to create the component again.

28019

**Unable to perform the operation. Reason: Component not found (It was probably deleted by another console). Component details: type=*type* host=*host* name=*name***

*Explanation:* The requested component was not found in the Configuration Management Server repository.

The variables in this message are:

- *type* – the component type.
- *host* – the name of the host on which the component is installed.
- *name* – the logical name of the component.

*System action:* The Configuration Management Server rejects the request.

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*User response:* Refresh the Configuration Management Server view, and perform the request again.

**28020**

**SQL Operation Failed, RC: *rc*, Message: *text***

*Explanation:* The Configuration Management Server encountered an error while accessing the EM database.

The variables in this message are:

- *rc* – the internal error code.
- *text* – the SQL error message, if available.

*System action:* The Configuration Management Server rejects the request.

*User response:* Try to access the database again. If the problem continues, contact BMC Software Customer Support.

**28021**

**Set Desired State Failed, RC: *rc***

*Explanation:* An attempt to change the desired state failed.

In this message, *rc* is the internal error code.

*System action:* The Configuration Management Server rejects the request.

*User response:* Try to change the state again. If the problem continues, contact BMC Software Customer Support.

**28022**

**Unable to perform the operation. Reason: CONTROL-M *name* not found (It was probably deleted by another console)**

*Explanation:* The CONTROL-M that is the destination of the request was not defined in the Configuration Management Server repository.

In this message, *name* is the name of the requested CONTROL-M.

*System action:* The Configuration Management Server rejects the request.

*User response:* Refresh the Configuration Management Server view, and perform the request again.

**28023**

**CONTROL-M With The Same Name Or Code Already exists. Name: *name*, Code: *code***

*Explanation:* An attempt to define a new CONTROL-M failed, since a CONTROL-M with the same name or code already exists.

The variables in this message are:

- *name* – the new CONTROL-M name.
- *code* – the CONTROL-M short name.

*System action:* The Configuration Management Server rejects the request.

*User response:* Change the CONTROL-M name or code, and retry.

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28024	<b>Invalid Or Unknown Operation On CONTROL-M; Operation: <i>action</i></b>
	<p><i>Explanation:</i> An internal Configuration Management Server error occurred.</p> <p>In this message, <i>action</i> is the operation name.</p> <p><i>User response:</i> Contact BMC Software Customer Support.</p>
28025	<b>Value cannot be empty for field: <i>fieldName</i></b>
	<p><i>Explanation:</i> The required <i>fieldName</i> field in a request was left empty.</p> <p><i>System action:</i> The CONTROL-M Configuration Manager displays this message.</p> <p><i>User response:</i> Make sure you fill in all required fields in the request.</p>
28026	<b>Bad value for field: <i>fieldName</i>, bad value is: <i>value</i></b>
	<p><i>Explanation:</i> The <i>fieldName</i> field in a request contained an invalid <i>value</i>.</p> <p><i>System action:</i> The CONTROL-M Configuration Manager displays this message.</p> <p><i>User response:</i> Enter a valid value in the <i>fieldName</i> field.</p>
28027	<b>Failed to login as user: <i>userName</i>, rc: <i>rc</i>, message: <i>text</i></b>
	<p><i>Explanation:</i> You could not log on to the database as the <i>userName</i> user (usually, the administrator). This may be due to an incorrect user name or password.</p> <p>The variables in this message are:</p> <ul style="list-style-type: none"> <li>■ <i>userName</i> – the name of the user for whom the logon failed.</li> <li>■ <i>rc</i> – the return code that is issued.</li> <li>■ <i>text</i> – the displayed message text explaining why the logon failed, generated by the database vendor.</li> </ul> <p><i>System action:</i> The CONTROL-M Configuration Manager displays this message.</p> <p><i>User response:</i> Follow the instructions in the message.</p>
28028	<b>The following request failed: <i>requestName</i>, rc: <i>rc</i>, Message: <i>text</i></b>
	<p><i>Explanation:</i> The <i>requestName</i> user request failed.</p> <p><i>System action:</i> The CONTROL-M Configuration Manager displays this message.</p> <p><i>User response:</i> Check the displayed message for the next action to perform.</p>

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28029

**Invalid number for deleted old alerts. rc: *rc*, Message: *text*, Deleted: *deletedNum***

*Explanation:* Old alerts are deleted from the ALARM table on specified dates. If the delete action fails for any reason, the number of deleted alerts returned from the query may be invalid (such as a negative number).

The variables in this message are:

- *rc* – the return code that is issued.
- *text* – the displayed message text.
- *deletedNum* – the returned number of deleted alerts.

*System action:* The CONTROL-M Configuration Manager displays this message.

*User response:* Check the displayed message for the next action.

28030

**A parameter with the same key already exists for *paramName***

*Explanation:* The user is trying to add a system parameter that already exists into the PARAMS table.

*System action:* The parameter is not added to the PARAMS table.

*User response:* Check the details of the parameter and correct them. Repeat the attempt to add the parameter.

28031

**Can't update, parameter's details do not exist: *paramName***

*Explanation:* The user is trying to update the *paramName* system parameter, which does not exist in the database.

*System action:* The parameter is not updated to the PARAMS table.

*User response:* Check the details of the parameter and correct them. Repeat the attempt to add the parameter.

28032

**Fail To Save Desired State In Database.**

*Explanation:* The Configuration Management Server failed to update the state of CONTROL-M in the EM database.

*System action:* The Configuration Management Server rejects the request.

*User response:* Check the Configuration Management Server log file.

28033

**Invalid State Code.**

*Explanation:* An internal XML document received an invalid state code.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

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28034

**Invalid Or Unknown Process Type.**

*Explanation:* An internal XML document received an invalid or unknown process type.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

28035

**Missing Mandatory Value *tag*.**

*Explanation:* A mandatory tag or value is missing.

In this message, *tag* is the missing tag name.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

28036

**Invalid Or Unknown OS Type.**

*Explanation:* An internal XML document received an invalid or unknown operating system type.

*System action:* The Configuration Management Server rejects the request.

*User response:* Contact BMC Software Customer Support.

28037

**User Not Registered**

*Explanation:* The user token is not valid.

*System action:* The Configuration Management Server rejects the request.

*User response:* Reconnect to the Configuration Management Server to receive a valid token.

28038

**CMS Gate is not connected to CONTROL-M *name*. Verify that CONTROL-M host *hostName* and Admin Port *port* are correct, and CONTROL-M Configuration Agent is up and running**

*Explanation:* The CONTROL-M Configuration Agent is not connected to the Configuration Manager.

The variables in this message are:

- *name* – the CONTROL-M name.
- *hostName* – the CONTROL-M host name.
- *port* – the port on which the CONTROL-M Configuration Manager listens, as defined by CONTROL-M/EM.

*System action:* The request can not be completed.

*User response:* Verify that CONTROL-M host and port are correct, and that the CONTROL-M Configuration Manager is up and running.

---

28039

**Failed to connect to CONTROL-M/Enterprise Manager Configuration Agent.**

*Explanation:* A connection could not be established with the CONTROL-M/Enterprise Manager Configuration Agent.

*User response:* Verify that the CONTROL-M/Enterprise Manager Configuration Agent on \${%s} is running.

29001

**EM - CONTROL-M *name* Communication Service Timed Out. timeout=*time*, type=*type*, instance=*ID***

*Explanation:* A communication service between the Gateway and CONTROL-M timed out. This service can be a request for an action, such as hold or free, or a request for information, such as SYSOUT, log or download.

The variables in this message are:

- *name* – the CONTROL-M name.
- *time* – the length of the timeout, in seconds.
- *type* – the type of requested service.
- *ID* – the internal service ID.

*System action:* The service is cancelled by the Gateway.

*User response:* Generally, a service timeout is an indication of a performance problem. If the problem occurs again, contact BMC Software Customer Support.

29002

**Upload of *tableName* Aborted (time-out), no answer from CONTROL-M *name*. timeout=*time*, instance=*ID***

*Explanation:* A service that was uploading a definition table timed out. This message appears together with general timeout message 29001. The final status of the upload is unknown.

The variables in this message are:

- *tableName* – the definition table name.
- *name* – the CONTROL-M name.
- *time* – the length of the timeout, in seconds.
- *ID* – the internal service ID.

*System action:* The service is cancelled by the Gateway.

*User response:* Retry the operation. If the problem occurs again, contact BMC Software Customer Support.

29003

**Download of *tableName* Aborted (time-out), no answer from CONTROL-M *name*.**

*Explanation:* A service that was downloading a definition table timed out. This message appears together with general timeout message 29001. The status of the table in CONTROL-M/EM is unknown.



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The variables in this message are:

- *tableName* – the definition table name.
- *name* – the CONTROL-M name.

*System action:* The service is cancelled by the Gateway.

*User response:* Retry the operation. If the problem occurs again, contact BMC Software Customer Support.

**29004**

**Download of *tableName* Aborted in Gateway, CONTROL-M *name*.**

*Explanation:* A service that was downloading a definition table aborted. The status of the table in CONTROL-M/EM is unknown.

The variables in this message are:

- *tableName* – the definition table name.
- *name* – the CONTROL-M name.

*System action:* The service is cancelled by the Gateway.

*User response:* Retry the operation and check the Gateway log for additional messages. If the problem occurs again, contact BMC Software Customer Support.

**29005**

**Gateway Client (*name*) Message Queue Overflows. *max\_ws\_queue\_size* = *maxSize* Actual = *actualSize*.**

*Explanation:* A message that cannot be sent over the communication channel, because the TCP buffer is full, is temporarily written into an internal buffer. This message indicates that the buffer for communication with one of the Gateway clients (GUI Server, Global Alerts Server, or Global Conditions Server) is full. The buffer size is determined by the value of the *max\_ws\_queue\_size* parameter in the **Defaults.rsc** file.

The variables in this message are:

- *name* – the Gateway client name.
- *maxSize* – the maximum number of characters specified for the buffer.
- *actualSize* – the actual size of the queue.

*System action:* The problematic communication channel is closed and reopened.

*User response:* If necessary, increase the value of the *max\_ws\_queue\_size* parameter in the **Defaults.rsc** file.

**29006**

**Gateway CONTROL-M *name* Server Message Queue Overflows. *max\_mf\_queue\_size* = *maxSize* Actual = *actualSize*.**

*Explanation:* A message that cannot be sent over the communication channel, because the TCP buffer is full, is temporarily written into an internal buffer. This message indicates that the buffer for communication with the CONTROL-M Server is full. The buffer size is determined by the value of the *max\_mf\_queue\_size* parameter in the **Defaults.rsc** file.

---

The variables in this message are:

- *name* – the CONTROL-M name.
- *maxSize* – the maximum number of characters specified for the buffer.
- *actualSize* – the actual size of the queue.

*System action:* The problematic communication channel is closed and reopened.

*User response:* If necessary, increase the value of the `max_mf_queue_size` parameter in the **Defaults.rsc** file.

**29007**

**Gateway CONTROL-M *name*, Received Update, but job not found in EM database, For Order\_ID *orderID* (*decimalOrderID*) Update Sequence Number *number*, Event Time *time***

*Explanation:* The Gateway received a request from the CONTROL-M/Server to update an active job, but the job was not found in the CONTROL-M/EM database. This message indicates that the CONTROL-M/EM database is not completely synchronized with the Active Jobs File (AJF) on the CONTROL-M/Server.

The variables in this message are:

- *name* – the CONTROL-M name.
- *orderID* – the unique job order ID.
- *decimalOrderID* – the job order ID in decimal format.
- *number* – the sequence number of the update request.
- *time* – the update time.

*System action:* The Gateway rejects the update request.

*User response:* Force the Gateway to download the AJF.

**29008**

**Active Download Failure. CONTROL-M *name*, Odate *date*, Net Name (*netName*), Sequence Number *number***

*Explanation:* A request to download the Active Jobs File (AJF) from CONTROL-M failed. For additional details, check the Gateway log file.

The variables in this message are:

- *name* – the CONTROL-M name.
- *date* – the order date.
- *netName* – the internal name of the net.
- *number* – the sequence number of the update request.

*System action:* The Gateway closes the communication channel with CONTROL-M, reopens it and tries to download the AJF again.

*User response:* If the problem does not resolve itself after several retries, contact BMC Software Customer Support.

**Create Alert Failure.**

*Explanation:* The Gateway failed to insert an alert into the database. The following alert parameters are displayed:

- CONTROL-M
- Memname
- Jobname
- OID
- Msg
- Sev
- Owner
- Time
- Appl
- Group
- NodeId
- Type
- Closed\_from\_EM
- Ticket
- Run

Descriptions of these parameters can be found in the CONTROL-M/EM User Guide.

*System action:* The alert is discarded.

*User response:* Handle the alert as it was issued in the Global Alerts Client. For additional details, check the Gateway log file.

**Update Alert Failure.**

*Explanation:* The Gateway failed to update an alert in the database. The following alert parameters are displayed:

- CONTROL-M
- Memname
- Jobname
- OID
- Msg
- Sev
- Owner
- Time
- Appl
- Group
- NodeId

- 
- Type
  - Closed\_from\_EM
  - Ticket
  - Run
  - Handled
  - ChangedBy
  - UpdTime
  - Notes

Descriptions of these parameters can be found in the CONTROL-M/EM User Guide.

*System action:* The update is rejected.

*User response:* For additional details, check the Gateway log file.

**29011**

**Gateway - GCS Communication Service Timed Out. CONTROL-M *name* timeout=*time*, instance=*ID*, Condition=*condition***

*Explanation:* A service for distributing global conditions timed out.

The variables in this message are:

- *name* – the CONTROL-M name.
- *time* – the length of the timeout, in seconds.
- *ID* – the internal service ID.
- *condition* – the condition name.

*System action:* The service is cancelled by the Gateway. Its status in the Global Conditions Server (GCS) is unknown.

*User response:* For additional details, check the Gateway and GCS log files. Verify that the specific condition is distributed as expected.

**29012**

**Gateway - GCS Communication Service Aborted In Gateway. CONTROL-M *name*, instance=*ID*, Condition=*condition***

*Explanation:* A service for distributing global condition aborted, because communication with the Global Conditions Server (GCS) closed.

The variables in this message are:

- *name* – the CONTROL-M name.
- *ID* – the internal service ID.
- *condition* – the condition name.

*System action:* The service is cancelled by the Gateway. Its status in the GCS is unknown. The Gateway recovery mechanism will redistribute the condition when connection with the GCS resumes.

*User response:* Verify that the specific condition is distributed as expected.

---

40001

**EM Server failed to write audit action to the EM database (action = *action*, user = *userName*, return\_code = *rc*, db error = *error*)**

*Explanation:* The CONTROL-M/EM Server failed to write an audit action to the CONTROL-M/EM database.

The variables in this message are:

- *action* – the audit action that was not written to the database.
- *userName* – the name of the user who requested the action.
- *rc* – the return code that is issued.
- *error* – the error returned from the database explaining why the write action failed.

*System action:* The CONTROL-M Configuration Manager displays an explanation of the write failure.

*User response:* Your database may be experiencing Customer problems. If you cannot fix the problems, contact BMC Software Customer Support.

40002

**CONTROL-M Configuration Manager failed to erase old audit records from the EM database. Please, delete them manually via erase\_audit\_data script. (return\_code = *rc*, error = *text*)**

*Explanation:* The CONTROL-M Configuration Manager failed to erase old audit records from the CONTROL-M/EM database within the default deletion period of 360 minutes.

*System action:* The CONTROL-M Configuration Manager displays this message.

*User response:* Use the erase\_audit\_data script to delete old records manually.

40201

**Database server is unavailable for more than *number* minutes.**

*Explanation:* The Central Management Server (CMS) warns that it has had no communication with the database server for more than *number* minutes. The default is 60 minutes.

*System action:* The CMS stays up even when the database is not available. This message appears after the database has been down for one hour.

*User response:* Check the database server.

40202

**Communication with the database server was lost and can not be recovered. Server is shutting down in *number* minutes.**

*Explanation:* The Central Management Server (CMS) issues this message when the connection to the database is lost and cannot be recovered. The CMS remains active for *number* minutes after communication is lost so that users can receive this message.

*System action:* The CMS remains active for *number* minutes. The default is 10 minutes.

*User response:* Recycle the CMS to reestablish the connection.

- 
- 40203**      **Database server is unavailable for more than *number* seconds. Server is shutting down.**
- Explanation:* The CONTROL-M/EM server component that issued this message has not had communication with the database for more than *number* seconds.
- System action:* The server component shuts down.
- User response:* Check the database server. After it is available, verify that the CONTROL-M/EM server component has restarted.
- 
- 40204**      **Communication with the database server was lost and can not be recovered. Server is shutting down.**
- Explanation:* The CONTROL-M/EM server component that issued this message detected that it has lost its communication with the database server, and that this connection cannot be recovered.
- System action:* The server component shuts down. If the server component is managed by the CONTROL-M Configuration Manager and its desired state is Up, it will reconnect to the database when it restarts.
- User response:* Verify that the server component has restarted.
- 
- 40205**      **Server failed to read system parameter type: *paramType*, name: *paramName*.**
- Explanation:* The CONTROL-M/EM server component failed to read a system parameter from the PARAMS table. This might be due to a problem with the database. This message is not displayed when the system parameter is missing from the PARAMS table, which is a normal and valid scenario.
- The variables in this message are:
- *paramType* – the context of the system parameter. This can be a component type, task specific or a general parameter.
  - *paramName* – the name of the requested system parameter.
- System action:* Either a default hard-coded value of the parameter is used, or the last value of the parameter that was previously successfully read. Therefore, the system behavior might be different from the behavior specified in the system parameter.
- User response:* Check that the database is available. If it is, check the log file of the CONTROL-M/EM server component that issued this message to see why it has failed to read the parameter. If you cannot fix the problems, contact BMC Software Customer Support.
- 
- 40401**      **Scheduling group with this scheduling table name already exists. Change the scheduling table name or the scheduling table library.**
- Explanation:* The scheduling table name specified for the new scheduling group is already being used. Relevant when working with MVS.
- System action:* The system is unable to create a new scheduling group table.

---

*User response:* Specify a different scheduling table name or scheduling table library for the new scheduling group.

**40402                    Scheduling group with this scheduling table name already exists.  
Change the scheduling table name.**

*Explanation:* The scheduling table name specified for the new scheduling group is already being used. Relevant when working with MPM.

*System action:* The system is unable to create a new scheduling group table.

*User response:* Specify a different scheduling table name for the new scheduling group.

**40403                    A regular scheduling table with this name already exists.  
Change the scheduling table name or the scheduling table library.**

*Explanation:* The scheduling table name specified for the new scheduling group is already being used for a regular scheduling table. Relevant when working with MVS.

*System action:* The system is unable to create a new scheduling group table.

*User response:* Specify a different scheduling table name or scheduling table library for the new scheduling group.

**40404                    A regular scheduling table with this name already exists.  
Change the scheduling table name.**

*Explanation:* The scheduling table name specified for the new scheduling group is already being used for a regular scheduling table. Relevant when working with MPM.

*System action:* The system is unable to create a new scheduling group table.

*User response:* Specify a different scheduling table name for the new scheduling group.

**40405                    Lock Table Failed**

*Explanation:* The scheduling table containing this job is locked. This operation cannot be completed.

**40406                    Unauthorized user**

*Explanation:* You are not authorized to perform this operation.

**40407                    Create scheduling group failed.**

*Explanation:* The group name specified does not match the group name of the scheduling group as follows: `${%s}${end}`.

*User response:* Change the group name or the scheduling group's group name so that they are identical as follows: `${%s}${end}`.

---

40601

**Server call failure**

*Explanation:* A server failure has occurred while locating the job definition.

40801

**GUI Server failed to load active net. (server, collection)**

*Explanation:* The GUI Server failed to load an active net for a specific CONTROL-M Server when opening a ViewPoint.

*System action:* No jobs for the specified CONTROL-M Server are displayed. If the problem is due to an unavailable database, the GUI Server stops responding.

*User response:* Your database may be experiencing Customer problems. If you cannot fix the problems, contact BMC Software Customer Support.

40802

**GUI Server failed to load archived net. (server, collection, net)**

*Explanation:* The GUI Server failed to load an archived net for a specific CONTROL-M Server when opening a ViewPoint.

*System action:* No jobs for the specified CONTROL-M Server are displayed. If the problem is due to an unavailable database, the GUI Server stops responding.

*User response:* Your database may be experiencing Customer problems. If you cannot fix the problems, contact BMC Software Customer Support.

40803

**GUI Server failed to load active net. Net table was not found in database. (server, collection)**

*Explanation:* The GUI Server failed to load an active net for a specific CONTROL-M Server when opening a ViewPoint, because the table with the net data does not exist in the database.

*System action:* No jobs for the specified CONTROL-M Server are displayed in the ViewPoint.

*User response:* Contact BMC Software Customer Support.

40804

**GUI Server failed to load archived net. Net table was not found in database. (server, collection, net)**

*Explanation:* The GUI Server failed to load an archived net for a specific CONTROL-M Server when opening a ViewPoint, because the table with the net data does not exist in the database.

*System action:* No jobs for the specified CONTROL-M Server are displayed in the ViewPoint.

*User response:* No action is required.



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40900

**Periodic calendar (*calendar\_CONTROL-M* | *calendar\_name*) used in periodic statistics definition '*periodic\_stats\_def\_name*' was not found.**

*Explanation:* This message is related to the CONTROL-M/EM periodic statistics mechanism, which is using a periodic calendar that is not defined. The periodic calendar may have been deleted after the periodic statistics definition which uses it was created. The variables in this message are:

- **periodic\_stats\_def\_name** – the name of the periodic statistics definition
- **calendar\_CONTROL-M** – the name of the CONTROL-M where the periodic calendar is defined
- **calendar\_name** – the name of the periodic calendar

*System action:* Statistics for jobs which are related to this periodic calendar (according to the Job Filter in the periodic statistics definition) are collected and displayed as though these jobs are not related to any periodic calendar.

*User response:* Open the Periodic Statistics Manager (in CONTROL-M/EM Desktop, Tools => Periodic Statistics Manager). Locate the indicated periodic statistics definition. Determine which periodic calendar this periodic statistics definition needs to use. Relate this periodic statistics definition to a calendar which is defined in CONTROL-M/EM. Periodic calendars can be viewed, created, uploaded and managed using the Calendar Manager (In CONTROL-M/EM Desktop, Tools => Calendar Manager).

50001

**Invalid character at position *position*. Input: *string*.**

*Explanation:* Job validation encountered an invalid character in one of a job's fields.

The variables in this message are:

- *position* – the position of the character in the string
- *string* – the entire string

*User response:* Change the value of the field.

50002

**Field contains invalid value *string*.**

*Explanation:* Job validation encountered an invalid value in one of a job's fields. In this message, *string* is the entire string.

*User response:* Change the value of the field.

---

50003

**Delimiter *character* expected at index *position*. Input: *string*.**

*Explanation:* An invalid character was used as a delimiter in one of a job's fields. A valid delimiter character was expected at a certain position in the character string.

The variables in this message are:

- *character* – the expected delimiter character
- *position* – the position of the character in the string
- *string* – the entire string

*User response:* Change the value of the field.

50004

**Maximum length for that value should be *maxLength***

*Explanation:* The value that was inserted into one of a job's fields exceeded that field's maximum length.

In this message, *maxLength* is the maximum length of the value.

*User response:* Change the value of the field.

50005

**Invalid value *number* - out of range.**

*Explanation:* The numeric value that was inserted into one of a job's fields was out of range.

In this message, *number* is the numeric value that the user entered.

*User response:* Change the value of the field.

50006

**Invalid character *character* at position *position*. Input: *string*.**

*Explanation:* Job validation encountered an value containing an invalid character in one of a job's fields.

The variables in this message are:

- *character* – the invalid character
- *position* – the position of the character in the string
- *string* – the entire string

*User response:* Change the value of the field.

50007

**The value contains invalid characters. Input *string*.**

*Explanation:* Job validation encountered an value containing an invalid character in one of a job's fields.

In this message, *string* is the entire string.

*User response:* Change the value of the field.

---

50008	<b>The value is too short. Input <i>string</i>.</b>
	<p><i>Explanation:</i> Job validation encountered an value that was too short in one of a job's fields.</p> <p>In this message, <i>string</i> is the entire string.</p> <p><i>User response:</i> Change the value of the field.</p>
50009	<b>Invalid value: <i>string</i></b>
	<p><i>Explanation:</i> Job validation encountered an invalid string in one of a job's fields.</p> <p>In this message, <i>string</i> is the entire string.</p> <p><i>User response:</i> Change the value of the field.</p>
50010	<b>String should not contain lower-case characters. Input <i>string</i></b>
	<p><i>Explanation:</i> Job validation encountered lower-case characters in one of a job's fields.</p> <p>In this message, <i>string</i> is the entire string.</p> <p><i>User response:</i> Change the value of the field.</p>
50011	<b>The field must have a value.</b>
	<p><i>Explanation:</i> Job validation discovered that a mandatory field was missing from a job.</p> <p><i>User response:</i> Change the value of the field.</p>
50012	<b>Conflict: Job with value in <i>field1</i> [and <i>field2</i>] field[s], cannot have value in the following fields: <i>field3, field4 ... fieldn</i></b>
	<p><i>Explanation:</i> There are conflicts in the job definition. If a specific field has a certain value, then other fields must be left empty.</p> <p>In this message, <i>field</i> is the name of each specific field.</p> <p><i>User response:</i> Change the value of the specified field.</p>
50013	<b>When the Tag Relationship is set to 'And', at least one scheduling tag must be selected.</b>
	<p><i>Explanation:</i> Job validation discovered that the Tag Relationship in a job was set to 'And', but no scheduling tag was selected.</p> <p><i>User response:</i> Specify at least one scheduling tag for the job, or change the tag relationship to 'OR'.</p>

---

50014

**Field *fieldName* - The specified value is too long. Specify a shorter value.**

*Explanation:* The value that you specified in the *fieldName* field is too long. This occurs when the number of characters that is displayed on the screen is not the actual number of bytes used for the value of the field. This might happen when writing in Asian languages.

*User response:* Enter a shorter value. If the value is still too long, try again until the value that you enter is accepted as a valid value.

60001

**Failed to establish connection with Server**

**This error may be caused by any of the following cases:**

- The Server name is invalid
- CORBA is not configured properly
- The CORBA Naming Service is not running
- The CONTROL-M/Enterprise Manager Server is not responding

*Explanation:* You attempted to log on to CONTROL-M/EM, but the logon failed.

*User response:* Do the following:

- Ensure that CONTROL-M/Server has a valid name. If the name was selected from a combo box and not entered manually, the name is valid.
- Ensure that CORBA is configured properly and the **config.xml** file in the **installationDirectory/etc/domains** directory is not corrupted.
- Ensure that the CORBA Naming Service is running. If the logon was done through the Login dialog box and the server name was selected from a combo box, then the CORBA Naming Service is running.
- Ensure that the CONTROL-M/EM Server is running.

60002

**Connection with the Server lost**

**This error may be caused in the following cases:**

- The CONTROL-M/Enterprise Manager Server is not responding or stopped running
- The CORBA Naming Service is not running

*Explanation:* The connection with CONTROL-M/EM has been lost.

*User response:* Do the following:

- Ensure that the CONTROL-M/EM Server is running.
- Ensure that the CORBA Naming Service is running.

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60003	<p><b>Invalid username or password: Make sure:</b></p> <ul style="list-style-type: none"><li>- The user is defined properly</li><li>- The given password is correct</li></ul> <p><i>Explanation:</i> You attempted to log on to CONTROL-M/EM, but the logon failed because the user name or password is incorrect.</p> <p><i>User response:</i> Enter the correct user name or password.</p>
60004	<p><b>User is not authorized for that action</b></p> <p><i>Explanation:</i> You attempted to perform an action for which you do not have authorization.</p> <p><i>User response:</i> Obtain the correct authorization from the CONTROL-M/EM system administrator.</p>
60005	<p><b>Your password is about to expire</b></p> <p><i>Explanation:</i> Your password is about to expire.</p> <p><i>User response:</i> Change the password.</p>
60006	<p><b>User account is locked</b></p> <p><i>Explanation:</i> You attempted to log on to CONTROL-M/EM, but the attempt failed because your account is locked. This might occur because:</p> <ul style="list-style-type: none"><li>■ The system administrator has manually locked your account.</li><li>■ You tried to log on to the system several times and failed, exceeding the maximum number of failed logon attempts.</li></ul> <p><i>User response:</i> Ask the CONTROL-M/EM system administrator to unlock the account.</p>
60007	<p><b>Login Failed: This error may be caused by any of the following:</b></p> <ul style="list-style-type: none"><li>- Server is not running under context <i>serverName</i>.</li><li>- CORBA configuration file is not configured properly.</li></ul> <p><b>(Edit and save the file. Restart the application to apply the new settings.)</b></p> <p><i>Explanation:</i> You attempted to log on to CONTROL-M/EM, but the logon failed.</p> <p>In this message, <i>serverName</i> is the logical name of the server that was chosen during logon. The default name is the name of the machine where CONTROL-M/Server is running.</p>

---

*User response:* Do the following:

- Ensure that the CONTROL-M/EM Server is running.
- Ensure that the CORBA Naming Service parameters that are specified in the CORBA configuration file point to the correct Naming Service location. The CORBA configuration file is located in the *installationDirectory/etc/domains* directory, and its default name is **config.xml**.



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**NOTE**

If this error message was received from the logon dialog box and not from the command line, then instead of manually editing the configuration file, you can press **Advanced** in the logon dialog box to check the CORBA Naming Service parameters.

---

60008

**Login Failed: CORBA initialization failed**

**This error may be caused by any of the following:**

- CORBA Naming Service is not running.
  - CORBA configuration file is not configured properly.
- (Edit and save the file. Restart the application to apply the new settings).**

*Explanation:* You attempted to log on to CONTROL-M/EM, but the logon failed.

*User response:* Do the following:

- Ensure that the CORBA Naming Service is running.
- Ensure that the CORBA Naming Service parameters that are specified in the CORBA configuration file point to the correct Naming Service location. The CORBA configuration file is located in the *installationDirectory/etc/domains* directory, and its default name is **config.xml**.



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**NOTE**

If this error message was received from the logon dialog box and not from the command line, then instead of manually editing the configuration file, you can press **Advanced** in the logon dialog box to check the CORBA Naming Service parameters.

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60009

**Login Failed:**

**Ensure Server under context *serverName* has the correct version.**

*Explanation:* You attempted to log on to CONTROL-M/EM, but the logon attempt failed because there was a version mismatch between the CONTROL-M/EM Server and the application that you tried to run (for example, CONTROL-M/EM GUI or CONTROL-M/Desktop).

In this message, *serverName* is the logical name of the server that was chosen during logon. The default name is the name of the machine where CONTROL-M/Server is running.

*User response:* Verify the correct version and ensure that this version has been installed.

---

60010

**Login Failed:**

This error may be caused by any of the following:

- User *userName* is not defined properly.
- The specified password is incorrect.

*Explanation:* You attempted to log on to CONTROL-M/EM, but the logon failed. This might be due to one of the following reasons:

- The *userName* user name is not defined properly.
- The specified password is incorrect.

*User response:* Do the following:

- Ensure that you have entered the correct user name and password.
- Ensure that your account has not been locked by the CONTROL-M/EM system administrator.

60011

**Login Failed:**

**Password has expired**

*Explanation:* You attempted to log on to CONTROL-M/EM, but the logon failed because your password has expired.

*User response:* Obtain a new password.

70001

**Large amount of resources**

*Explanation:* The list was loaded with more than \${%s} items.

*User response:* It is recommended yo set a Refresh Filter.

70003

**Form validation failed**

*Explanation:* The form validation failed.

*User response:* Review for and correct the errors.

70007

**User not authorized**

*Explanation:* The user is not authorized for the action pertaining to the GUI.

70008

**Limit exceed**

*Explanation:* The number of matches exceeds the current list limit.

*System action:* A partial lists of results are displayed.

*User response:* Refine the filter criteria or increase the list limit by adjusting the DeletedJobsLoadLimit system parameter.

70009

**Field length exceeds limit**

*Explanation:* The field \${%s} length exceeds the limit of \${%s} characters.

---

70011	<b>GAS disconnection</b>
	<i>Explanation:</i> The connection with the Global Alerts Server has been closed.
70012	<b>No jobs using control resource</b>
	<i>Explanation:</i> No jobs are currently using the control resource.
70013	<b>View joblist not available</b>
	<i>Explanation:</i> Viewing a job list is supported only for jobs running on CONTROL-M for O/S versuib 6.1.00 or later.
70014	<b>Invalid character</b>
	<i>Explanation:</i> The field \${%s} contains an invalid character.
74001	<b>Login failed: Failed to login to CONTROL-M Configuration Server '<i>serverName</i>' with user '<i>userName</i>'</b>
	<p><i>Explanation:</i> An attempt to log on to the CONTROL-M Configuration Manager failed. This is often due to an incorrect user name or password, or selecting the wrong server name from the list.</p> <p>The variables in this message are:</p> <ul style="list-style-type: none"> <li>■ <i>serverName</i> – the name of the CONTROL-M Configuration Manager to which you are trying to log on.</li> <li>■ <i>userName</i> – the name of the user who requested the action.</li> </ul> <p><i>System action:</i> The Configuration Management Server displays this message and allows another attempt to log on.</p> <p><i>User response:</i> Supply accurate logon details.</p>
74002	<b>Invalid database type: Actions on the database are not allowed since there was a problem in getting database details</b>
	<p><i>Explanation:</i> The Configuration Management Server sent an invalid database type to the client.</p> <p><i>System action:</i> The CONTROL-M Configuration Manager displays this message and does not allow actions that involve interaction with the database.</p> <p><i>User response:</i> Contact BMC Software Customer Support.</p>
74003	<b>System parameter not selected: Please select a system parameter for <i>action</i></b>
	<p><i>Explanation:</i> A system parameter was not selected for an action that requires one to be selected.</p> <p>In this message, <i>action</i> is the action that is missing the parameter.</p> <p><i>System action:</i> The CONTROL-M Configuration Manager displays this message. Normal processing continues.</p>



---

*User response:* Select a system parameter from the displayed list before applying an action on it.

**74004 Missing parameter**

*Explanation:* A value is missing for a parameter.

*User response:* Assign a value for \${%s}.

**74005 CMC Exception was raised: Action performed: *action* Exception message: *text***

*Explanation:* The CONTROL-M Configuration Manager raised an exception while attempting to perform an action.

The variables in this message are:

- *action* – the name of the action on which the exception was raised.
- *text* – the text of the displayed message.

*System action:* The CONTROL-M Configuration Manager displays this message, following some unexpected system behavior.

*User response:* If the problem occurs again, contact BMC Software Customer Support.

**74006 Unknown Database type: *type*. Action will terminate.**

*Explanation:* An attempt was made to perform an action on a database, but no valid database was defined (see message 74002).

In this message, *type* is the unknown database type.

*System action:* The CONTROL-M Configuration Manager displays this message, and does not allow actions that involve interaction with the database.

*User response:* Contact BMC Software Customer Support.

**74007 Missing value**

*Explanation:* A value is missing.

*User response:* Assign a value to \${%s}.

**74008 Value out of range**

*Explanation:* Value for \${%s} is out of range.

*User response:* Enter a value within the \${%s} and \${%s}.

**74009 Invalid file name**

*Explanation:* The file name \${%s} is invalid.

*User response:* Enter a valid file name.

- 
- 74010**                      **Action failed: Action *action* has failed for unknown reason. Please refer to the application logs for additional information.**
- Explanation:* An action failed, due to an unknown error.
- In this message, *action* is the action that failed.
- System action:* The CONTROL-M Configuration Manager displays this message. Normal processing continues.
- User response:* Check the application logs for additional details about the failure.
- 
- 74011**                      **File already exists**
- Explanation:* The file name specified already exists.
- User response:* Specify a different file name.
- 
- 74012**                      **Component validation failed**
- 
- 74013**                      **Failed to send request to the Server: Failed action: *action*.**
- Explanation:* The CONTROL-M Configuration Manager client failed to send a request to the Configuration Management Server.
- In this message, *action* is the request action that failed.
- System action:* Processing continues without completing the request. The action that failed is displayed.
- User response:* Solve the problem according to the instructions displayed in the message.
- 
- 74014**                      **Dialog validation warning**
- Explanation:* You clicked OK to exit a dialog box, but there are errors in the dialog box. General errors in the dialog box are presented. Specific text fields errors are displayed separately for each field.
- System action:* The dialog box does not close.
- User response:* Correct the errors and try again.
- 
- 74015**                      **The connection to the server is lost. The connection will be restored when available.**
- Explanation:* The connection to the Configuration Management Server has been lost.
- System action:* The information message will be displayed by the CONTROL-M Configuration Manager.
- User response:* No action is required.

---

74016	<p><b>The connection to the server was restored.</b></p> <p><i>Explanation:</i> The connection to the Configuration Management Server has been restored after it was lost.</p> <p><i>System action:</i> The information message will be displayed by the CONTROL-M Configuration Manager.</p> <p><i>User response:</i> No action is required.</p>
74017	<p><b>CONTROL-M Configuration Manager: Your password has expired. Please refer to the CONTROL-M/EM documentation for further information.</b></p> <p><i>Explanation:</i> You try to log on to the CONTROL-M Configuration Manager, but were unsuccessful because your password has expired.</p> <p><i>System action:</i> You cannot log on.</p> <p><i>User response:</i> Refer to CONTROL-M/EM documentation for instructions on how to obtain a new password.</p>
74018	<p><b>CONTROL-M Configuration Manager: Your password will expire shortly. Please refer to the CONTROL-M/EM documentation for further information.</b></p> <p><i>Explanation:</i> You log on to the CONTROL-M Configuration Manager, and receive a message that your password will expire soon.</p> <p><i>System action:</i> Normal processing continues.</p> <p><i>User response:</i> Replace your password as soon as possible.</p>
74019	<p><b>CONTROL-M Configuration Manager: The account is locked.</b></p> <p><i>Explanation:</i> You try to log on to the CONTROL-M Configuration Manager, but the user account is locked.</p> <p><i>System action:</i> You cannot log on.</p> <p><i>User response:</i> Contact your system administrator for assistance.</p>
74020	<p><b>CONTROL-M Configuration Manager: Post login failed: <i>reason</i></b></p> <p><i>Explanation:</i> Actions that are performed automatically after the logon to the CONTROL-M Configuration Manager failed.</p> <p>In this message, <i>reason</i> is the reason for the failure.</p> <p><i>System action:</i> Some CONTROL-M Configuration Manager actions may not function properly.</p> <p><i>User response:</i> Contact BMC Software Customer Support.</p>

---

74021

**Action succeeded: Action: *action*, Message returned: *text*.**

*Explanation:* A CONTROL-M Configuration Manager action succeeded. The server returned a message, which is presented to the user.

The variables in this message are:

- *action* – the name of the action that succeeded.
- *text* – the text of the displayed message.

*System action:* Normal processing continues.

*User response:* Click OK to confirm

74022

**Duplicate component was identified**

*Explanation:* A duplicate component was identified by the system.

*System action:* The duplicate component will not be displayed.

# CONTROL-M/Server Messages

The messages described in this chapter are issued by CONTROL-M/Server. These messages may be displayed in the CONTROL-M/Enterprise Manager GUI. They may also be recorded in the CONTROL-M/Server log or in the files contained in the CONTROL-M/Server proclog directory.



## NOTE

In some messages described in this chapter, the *functionName* variable appears at the beginning of the message. This variable represents the name of the function in the code that prints the message to the log, and should be included when contacting BMC Software Customer Support in order to debug a problem.

**5003**

### MAXRETRY REACHED FOR *processID*. SUPERVISOR IS SHUTTING DOWN

*Explanation:* CONTROL-M is shutting down. The supervisor tried to activate the CONTROL-M *processID* process (Tracker, Submitter, and so forth) the number of times specified in the CONTROL-M system parameter MAXRETRY, and failed.

*System action:* CONTROL-M is shutting down.

*User response:* Restart CONTROL-M. If the problem persists, notify your BMC Software Customer Support representative.

**5006**

### CONTROL-M LOG CLEANUP ENDED. DAYS=*days*

*Explanation:* The New Day procedure performed a partial cleanup of the CONTROL-M log. Data for the specified number of days (*days*) is retained, as determined by the value assigned to the Maximum Days Retained by CONTROL-M Log system parameter.

*System action:* New Day processing continues.

*User response:* No action is required.

---

5009

#### RESET CYCLIC FLAG TO NO

*Explanation:* A job is being modified to a non-cyclic job. A cyclic job that is executing at the time the New Day procedure is started is changed to a non-cyclic job. This is because CONTROL-M cannot determine what action to take regarding this job while it is executing.

*System action:* The job completes its current cycle and is changed to a non-cyclic job.

*User response:* If the job should continue executing as a cyclic job, modify the Cyclic job processing parameter accordingly.

5010

#### MIRRORING HAS FAILED

*Explanation:* A failure of the mirroring database server has occurred. If you installed the database mirroring option for CONTROL-M, the instance of database server that handles the CONTROL-M mirror database must be running whenever CONTROL-M is running. This error message is displayed if the mirroring database Server fails. In this event, the mirror database is no longer synchronized with the CONTROL-M/Server database.

*System action:* CONTROL-M continues operating normally. The mirror database is no longer updated.

*User response:* You can allow CONTROL-M to continue operating without updating the mirror database. However, to restore the mirroring function, you must stop CONTROL-M normally and then rebuild the mirror database using the **Database Mirroring => Initialize Mirroring** option on the CONTROL-M Main menu.

5011

#### CONTROL-M LOG CLEANUP STARTED

*Explanation:* The CONTROL-M log cleanup process has started.

*System action:* The New Day procedure begins the partial cleanup of the CONTROL-M log.

*User response:* No action is required.

5014

#### CONTROL-M AGENTS CLEANUP STARTED

*Explanation:* CONTROL-M/Server started sending cleanup requests to all CONTROL-M/Agents. This action occurred during the New Day procedure or when invoking the ctmagcln utility to all Agents. The request appears in the following format:

```
ctmagcln -agent "*" .
```

CONTROL-M/Agents are requested to clean the old sysout and status/backup files according to the Maximum Days to Retain Sysout Files parameter.

*System action:* CONTROL-M/Server starts sending the cleanup requests to all CONTROL-M/Agents.

*User response:* No action is required.

---

5015

**CONTROL-M AGENTS CLEANUP ENDED. DAYS=*days***

*Explanation:* CONTROL-M/Server finished sending cleanup requests to all CONTROL-M/Agents. This action occurred during the New Day procedure or when invoking the ctmagcln utility to all Agents. The request appears in the following format:

```
ctmagcln -agent "*" .
```

The specified number of days (*days*) that was sent to CONTROL-M/Agents is determined by the value assigned to the Maximum Days to Retain Sysout Files parameter.

*System action:* The execution of the ctmagcln utility finished successfully, or the New Day procedure continues.

*User response:* No action is required.

5016

**CONTROL-M AGENT *agent* WAS NOT CLEANED**

*Explanation:* CONTROL-M/Server failed to send the New Day cleanup request to the specified CONTROL-M/Agent (*agent*).

*System action:* Execution of the ctmagcln utility or the New Day procedure continues, and CONTROL-M/Server attempts to send the request to the rest of the available CONTROL-M/Agents.

*User response:* Verify that the specified node ID is valid. Determine the cause of the failed communication and correct it. If the problem persists, contact BMC Software Customer Support.

5017

**CONTROL-M AGENT(S) CLEANUP FAILED**

*Explanation:* CONTROL-M/Server failed to send the New Day cleanup request to the requested CONTROL-M/Agent or Agents. All Agents were not cleaned.

*System action:* Execution of the ctmagcln utility fails. The New Day procedure continues to its next action.

*User response:* Check that AGSTAT directory is accessible on the file system.

5018

**CONTROL-M AGENT *agent* CLEANED SUCCESSFULLY. DAYS=*days***

*Explanation:* CONTROL-M/Server successfully sent the New Day cleanup request to the specified CONTROL-M/Agent (*agent*). This action occurred when invoking the CTMAGCLN utility to a specific Agent.

The specified number of days (*days*) that was sent to this Agent is determined by the value assigned to Maximum Days to Retain Sysout Files parameter.

*System action:* Execution of the ctmagcln utility finished successfully.

---

5019

**STATISTICS INFORMATION CLEANUP STARTED.**

*Explanation:* The New Day procedure or the ctmruninf utility started to perform a partial cleanup of CONTROL-M job statistics. When the CONTROL-M Statistics system parameter is set to Y, CONTROL-M retains statistical data regarding the executions of each job.

*System action:* The statistics cleanup is performed.

5030

**ACTIVE JOBS FILE DOWNLOADED TO CONTROL-M/EM {STARTED | ENDED}**

*Explanation:* The Active Jobs file has started/ended downloading to the CONTROL-M/EM workstation.

*System action:* CONTROL-M processes are suspended during the Active Jobs file download.

*User response:* No action is required.

5034

**STATISTICS INFORMATION CLEANUP ENDED. MODE=*purgeMode*.  
LEAVE=*purgeLimit***

*Explanation:* The New Day procedure or the ctmruninf utility has successfully performed a partial cleanup of CONTROL-M job statistics. The specified MODE (*purgeMode*) and LEAVE (*purgeLimit*) parameters are determined by the values of RUNINF\_PURGE\_MODE and RUNINF\_PURGE\_LIMIT, respectively.

*System action:* Execution of the ctmruninf utility finished successfully, or the New Day procedure continues to its next action.

5035

**STATISTICS INFORMATION CLEANUP FAILED**

*Explanation:* CONTROL-M/Server failed to perform a partial cleanup of CONTROL-M job statistics.

*System action:* Execution of the ctmruninf utility stops. The New Day procedure continues to its next action.

*User response:* Check for database errors. If the problem persists, contact BMC Software Customer Support.

5040

**NEW DAY PROCEDURE STARTED**

*Explanation:* The New Day procedure has been submitted.

*System action:* While this procedure is executing, all other CONTROL-M processes are suspended.

*User response:* No action is required.

5041

**ACTIVE JOBS FILE CLEANUP ENDED**

*Explanation:* The New Day procedure has finished cleaning up the Active Jobs file. This message is issued at the end of the New Day procedure after the Active Jobs File was cleaned from the old jobs and loaded with new job orders.



---

*System action:* CONTROL-M processing returns to Run status and starts inserting new jobs into the Active Jobs file until the download to CONTROL-M/EM is started.

*User response:* No action is required.

**5043**

**QUANTITATIVE RESOURCE INTEGRITY ERROR. *resourceName* *n1* *n2***

*Explanation:* Due to an internal accounting problem, there is a discrepancy between the actual usage count (*n1*) of the specified quantitative resource (*resourceName*), and the calculated sum of the usage of this resource by all jobs (*n2*) in the Quantitative Resource table.

*System action:* New Day processing continues.

*User response:* Contact BMC Software Customer Support.

**5044**

**CONTROL RESOURCE *resourceName* INTEGRITY ERROR. USED=*n1*, CTLTAB=*n2***

*Explanation:* Due to an internal accounting problem, there is a discrepancy between actual usage count (*n1*) of the specified control resource (*resourceName*) by all submitted and not-ended jobs, and the calculated sum of the usage of this resource by all jobs (*n2*) in the Control Resource table.

*System action:* New Day processing continues.

*User response:* Contact BMC Software Customer Support.

**5045**

**CONTROL RESOURCE *resourceName* INTEGRITY ERROR. MODE EXCLUSIVE, USED *n***

*Explanation:* Due to an internal accounting problem, the specified control resource (*resourceName*) appears to be used in Exclusive mode by more than one job.

*System action:* New Day processing continues.

*User response:* Allow the jobs using this resource to terminate. If the problem persists, contact BMC Software Customer Support.

**5047**

**MAXWAIT PARAMETER EXCEEDED**

*Explanation:* During the New Day procedure, this job was deleted from the Active Jobs file because it exceeded the amount of days it should remain in the Active Jobs file according to the MAXWAIT job definition value. Details about the MAXWAIT parameter can be found in the *CONTROL-M Job Parameter and Variable Reference Guide*.

*System action:* New Day processing continues.

*User response:* No action is required.

---

5048

**NEW DAY PROCEDURE TIME HAS ARRIVED**

*Explanation:* This message indicates that the New Day procedure should be run at this time.

*System action:* Active Jobs file download is stopped, so that the New Day procedure can begin.

*User response:* No action is required.

5060

**LAST RUN DATE OF USER *userDaily* NONEXISTENT. STATUS = *status***

*Explanation:* The last run date of the specified User Daily job (*userDaily*) could not be retrieved from the database. Usually, this is because the User Daily job was run for the first time. When a new User Daily job is run (that is, the User Daily job is run for the first time), the last run date is nonexistent and therefore cannot be accessed. At the end of this run (as at the end of all runs), a new last run date is automatically generated.

*System action:* The User Daily run continues.

*User response:* Do the following:

- If the User Daily job was run for the first time, no action is required.
- If not, contact BMC Software Customer Support if you suspect that the User Daily job was not ordered properly.

5061

**USER DAILY *userDaily* STARTED**

*Explanation:* This message indicates that the specified User Daily job (*userDaily*) started.

*System action:* The User Daily run continues.

*User response:* No action is required.

5062

**USER DAILY *userDaily* ENDED**

*Explanation:* This message indicates that the specified User Daily job (*userDaily*) finished ordering the jobs associated with it, according to their scheduling criteria.

*System action:* CONTROL-M continues operating.

*User response:* No action is required.

5063

**CALENDAR *calName*, NOT FOUND OR NOT COMPLETE**

*Explanation:* The user attempted to download the *calName* calendar, but either the calendar is not found or it does not contain all the relevant years in the CONTROL-M/Server database.

*System action:* The calendar is not downloaded.

---

*User response:* Use CONTROL-M/EM to either create the calendar or to verify that all relevant years appear in the calendar.

5064

**USER DAILY *userDaily* STOPPED - DATE PROBLEM. LAST *lastDate*, NEXT *nextDate***

*Explanation:* The specified User Daily job (*userDaily*) cannot run due to a date inconsistency.

The inconsistent date can be due to one of the following reasons:

- The User Daily job has already been run today.
- The last running date (*lastDate*) of the User Daily job is later than today's date (*nextDate*).

*System action:* The User Daily job stops executing.

*User response:* Do the following:

- If the User Daily job has already been run today, no user action is required.
- If the last running date of the User Daily job is later than today's date, run the `ctmudlst` utility to modify the last running date according to your requirements.

5065

**ORDERED JOB: *jobNumber*; DAILY *userDaily*, ODATE *odate***

*Explanation:* The specified job (*jobNumber*) with an ODATE of *odate* has been inserted into the Active Jobs file by the specified User Daily job (*userDaily*).

*System action:* CONTROL-M continues operating.

*User response:* No action is required.

5066

**DAILY *userDaily* FAILED TO ORDER JOBNAME *jobName***

*Explanation:* The specified User Daily job (*userDaily*) failed to order the requested job (*jobName*).

The failure to order jobs can be due to one of the following:

- Database problem (communication problem, space problem, and so on)
- Data inconsistency in the database
- Security violation
- The scheduling criteria of the job do not match its ordering date

*System action:* The system action depends on the cause of the problem:

- If the problem is a security violation for a specific job, or mismatched scheduling criteria, then CONTROL-M continues to check/order the jobs that relate to this User Daily job.

- 
- If it is a database problem or any kind of internal problem, the User Daily job might stop ordering the rest of the jobs.

*User response:* Check the cause of this message:

- Check the security definition for this table.
- Check the alert definition for jobs that are not ordered due to their scheduling criteria. For more information, see the NOT\_ORDERED\_JOB\_ALERT configuration parameter in the *CONTROL-M/Server for UNIX and Microsoft Windows Administrator Guide*.
- Check the database error logs to search for any potential problem.

If none of the above causes match the problem and the problem persists, contact BMC Software Customer Support.

5067

#### ONE OR MORE JOBS IN DAILY *userDaily* WERE NOT ORDERED

*Explanation:* At least one or more jobs within the specified User Daily job (*userDaily*) were not ordered because that their scheduling criteria did not match the specified ordering date. For more information, see the NOT\_ORDERED\_JOB\_ALERT configuration parameter in the *CONTROL-M/Server for UNIX and Microsoft Windows Administrator Guide*.

*System action:* CONTROL-M continues to work normally.

*User response:* If you suspect that a specific job should have been ordered that day, check its scheduling criteria.

If you wish to disable this message from appearing again, check the option in the NOT\_ORDERED\_JOB\_ALERT configuration parameter.

5080

#### FAILED TO SUBMIT JOB *memName*. *reason*

*Explanation:* The requested job (*memName*) could not be submitted due to a specific reason (*reason*). The reasons include:

- For UNIX platforms:
  - Mem Lib *memLib* does not exist – The path/library was not found.
  - Mem Name *memName* does not exist – The script was not found.
  - User *userName* does not exist – There was a security violation.
  - Owner *ownerName* does not exist – There was a security violation.
  - Owner *ownerName* is not allowed to execute this script – There was a security violation.
  - The script *scriptName* does not have execute permissions – There was a security violation.

- 
- For Windows platforms:
    - There are currently no logon servers available to service the logon request.
    - Logon failure: unknown user name or bad password.
    - Logon failure: user account restriction.
    - Logon failure: account logon time restriction violation.
    - Logon failure: user not allowed to log on to this computer.
    - Logon failure: the specified account password has expired.
    - A specified privilege does not exist.
    - A required privilege is not held by the client.
    - The name provided is not a properly formed account name.
    - The specified user already exists.
    - The specified user does not exist.
    - Logon failure: the user has not been granted the requested logon type at this computer.
    - A specified logon session does not exist. It may have been terminated.
  - For all Platforms:
    - CONTROL-M/Server *hostName* is not authorized to run jobs on this Agent – the CONTROL-M/Server specified is not listed in the Authorized CONTROL-M Servers list for the Agent platform.

*System action:* The job is not submitted.

*User response:* Examine the job processing definition to verify the information that caused the problem. Either make the necessary corrections, provide the necessary security authorizations, or add the Server platform to the Authorized CONTROL-M Servers list. Rerun the job.

**5100**

**ENDED AT *time*. OSCOMPSTAT *rc*. RUNCNT *runCounter***

*Explanation:* This message indicates that the job ended its execution at the specified time (*time*) with the given return code (*rc*) and the given run count of the job (*runCounter*).

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required, unless the return code of the job is not the expected one. In that case, you should check the job log in order to find the reason for the failure.

**5101**

**STARTED AT *startRun* ON *nodeID***

*Explanation:* This message indicates that the job began executing at the specified time (*startRun*) on the specified Agent platform (*nodeID*).

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

---

5102

**DISAPPEARED AT *time*. RUNCNT *runCounter***

*Explanation:* After the job was submitted, it could not be located by the system and therefore the job's status changed to Disappeared at the specified time (*time*). The job's status, and the location of its log, cannot be determined.

The job may have been stopped by a user, or the Agent platform on which the job was running may have been rebooted.

*System action:* The job is assigned the completion status NOTOK.

*User response:* Either rerun the job, or force the job if the job processing definition has changed since the last New Day procedure or User Daily job.

5105

**SUBMITTED TO *nodeID***

*Explanation:* This message indicates that the job was submitted for execution to the specified Agent platform (*nodeID*).

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5106

**DISAPPEARED AT *dateTime*. RUNCNT *count*. *node name* IS DISABLED**

*Explanation:* The user changed the status of the node to Disabled. As a result, the CONTROL-M/Server changed the state of the job submitted to that node to Disappeared, and the status to Ended NOTOK.

The variables in this message are:

- *dateTime* – the date and time that the job disappeared.
- *count* – the job's run count.
- *node* – one of the following:
  - AGENT
  - REMOTE HOST
  - Agent used by the remote host
- *name* – the name of the agent, remote host, or agent used by the remote host.

5110

**LIBMEMSYM FILE *pathName* NOT FOUND**

*Explanation:* The file that is specified in a %%LIBMEMSYM AutoEdit variable (*pathName*) was not found. %%LIBMEMSYM can be used to refer to a list of AutoEdit assignments contained in a file in the data center. The file referred to in this instance was not found.

*System action:* The job continues to execute.

*User response:* Determine why the file was not found. Create the file or correct the pathname specified for the AutoEdit variable.

---

5120

**JOB STATE CHANGED TO *jobState***

*Explanation:* This message indicates that CONTROL-M has changed the job's state to *jobState*.

*System action:* CONTROL-M/Server continues to handle the job according to its new state.

*User response:* No action is required.

5132

**STATUS SET TO *jobStatus* AS A RESULT OF DO {OK | NOTOK | RERUN}**

*Explanation:* This message indicates that the completion status of the job (*jobStatus*) was changed as a result of DO OK, DO NOTOK, or DO RERUN post-processing actions.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5133

**ENDED OK**

*Explanation:* This message indicates that the job has completed with status OK. Following job execution and post-processing, CONTROL-M has analyzed the results and has assigned the completion status OK to the job.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5134

**ENDED NOTOK**

*Explanation:* The job has terminated with a final status of NOTOK.

Following job execution and post-processing, CONTROL-M has analyzed the results, and assigned a final status of NOTOK to the job, indicating that a problem occurred during job processing.

*System action:* CONTROL-M continues to operate.

*User response:* Examine the job log and sysout to determine why the job terminated with a status of NOTOK.

5135

**AUTHORIZATION PROBLEM - DOFORCE**

*Explanation:* The DO FORCEJOB action of a job has failed, because the job's owner is not allowed to force the job specified in the DO FORCEJOB action.

*System action:* The job is not forced. If the Jobname field of the DOFORCEJOB action is blank, processing continues with the next job in the table.

*User response:* No action is required.

---

5136

#### **JOB STATE CHANGED TO RETRY - SUBMIT**

*Explanation:* CONTROL-M attempted to submit the job to the CONTROL-M/Agent platform, but the submission failed due to the Agent not responding. The job's state was changed to Retry and the job was resubmitted.

*System action:* CONTROL-M attempts to submit the job.

*User response:* Check the communication between the CONTROL-M/Server and Agent. Check for error messages in the CONTROL-M proclog directory.

5164

#### **DUMMY. STATUS CHANGED TO OK**

*Explanation:* This message indicates that the job was assigned a status of Ended OK because it is a dummy job.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5166

#### **INVALID TIME ZONE *timeZone*. STATUS CHANGED TO FAILED TO SUBMIT**

*Explanation:* The Time Zone parameter (*timeZone*) has an invalid value. Valid time zone values are listed in the timezone.dat file.

*System action:* The job status is changed to Failed to submit.

*User response:* Specify a valid time zone or add the new time zone to the timezone.dat file.

5199

#### **CONDITION '*condName*' '*condDate*' ALREADY EXISTS**

*Explanation:* This message indicates that this job tried to add a prerequisite condition (*condName*) with the indicated order date (*condDate*), but this condition already exists with the specified date in the database.

*System action:* The condition is not added because it already exists.

*User response:* Check the condition name and the order date. Use the ctmlog utility in order to check which job or action added this condition.

5201

#### **SHOUT TO *destination* PERFORMED**

*Explanation:* A Shout message was issued to the specified destination (*destination*).

*System action:* CONTROL-M continues to handle the job.

*User response:* No action is required.

5202

#### **SHOUT TO *destination* FAILED**

*Explanation:* An attempt to issue a Shout message to the specified destination (*destination*) was not successful. Possible reasons for the failure are that the terminal is not connected or an invalid destination was specified.

*System action:* The Shout message is not issued.



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*User response:* Check the validity of the destination.

5203

**CONTROL RESOURCE *resourceName* RESERVED**

*Explanation:* The control resource defined for this critical job (*resourceName*) is not available yet (it may be in use by another job); therefore, the system has reserved it for the specified critical job.

*System action:* The job remains in Wait Resource state until the control resource becomes available and allocated to this job.

*User response:* No action is required.

5204

**CONTROL RESOURCE *resourceName* ALLOCATED. MODE: {S | E}**

*Explanation:* The control resource *resourceName* has been allocated for the specified job in Shared (S) or Exclusive (E) mode.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5206

**CONTROL RESOURCES RELEASED**

*Explanation:* All control resources allocated for the job order have now been released, because the job has terminated.

*System action:* The control resource is now available for other jobs in the system.

*User response:* No action is required.

5207

**QUANTITATIVE RESOURCE *resourceName* QUANTITY *resourceQuantity* RESERVED**

*Explanation:* Quantitative resource *resourceName* has been reserved in quantity *resourceQuantity* for the specified critical job, and is ready to be allocated. The job will wait until all the resource quantities are available for its run, and will then be executed.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5208

**QUANTITATIVE RESOURCE *resourceName* QUANTITY *resourceQuantity* ALLOCATED**

*Explanation:* Quantity *resourceQuantity* of quantity resource *resourceName* has been allocated for this job.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

---

5209

**CONDITION *condName condDate* ADDED**

*Explanation:* Following job termination, the specified prerequisite condition (*condName*), with the matching date reference (*condDate*), has been added to the CONTROL-M/Server database. This condition is now available for other jobs in the system.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5210

**CONDITION *condName condDate* DELETED**

*Explanation:* Following job termination, the specified prerequisite condition (*condName*), with the matching date reference (*condDate*), has been deleted from the CONTROL-M/Server database.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

5211

**{ FORCE | ORDER } JOB FAILURE. JOB *jobName*, TABLE *tableName***

*Explanation:* An operation to order or force the *jobName* job in the *tableName* table failed.

The failure may have been due to problems with the job processing definition (for example, job not found), security verification problems, scheduling criteria of the job does not match, and so on.

*System action:* The job is not ordered or forced.

*User response:* Check the job scheduling criteria, and check CONTROL-M/Server and operating system security restrictions.

5212

**JOB *jobName*, TABLE *tableName* { FORCED | ORDERED }**

*Explanation:* The *jobName* job, in the *tableName* table, was FORCED or ORDERED into the Active Jobs file.

*System action:* The job is inserted into the Active Jobs file.

*User response:* No action is required.

5214

**QUANTITATIVE RESOURCES RELEASED**

*Explanation:* All allocated quantitative resources for the specified job have been released.

*System action:* The control resource is now available for other jobs in the system.

*User response:* No action is required.

---

5215

**ALL RERUNS HAVE BEEN PERFORMED. MAXRERUN = *number***

*Explanation:* When the job's completion status is set to Rerun using the Do Rerun parameter, CONTROL-M checks the number of reruns specified in the Maximum parameter. If the number in the Maximum parameter is greater than the number of reruns that have already been performed for the job, a rerun (automatic rerun) process is performed for the job. This message indicates that the all the reruns have been performed and the job exceeded the *number* value of the maxrerun parameter.

*System action:* The job will not continue to rerun, and will move to a post-processed state.

*User response:* No action is required.

5217

**scheduling table *tableName*, job name *jobName* not found**

*Explanation:* One of the following actions occurred:

- A CONTROL-M/EM user attempted to force a job via the Scheduling menu option in the CONTROL-M/EM window
- A CONTROL-M job attempted to execute a DO FORCEJOB statement as part of its post-processing parameters.

The attempt to run job *jobName* located in table *tableName* failed.

*Explanation:* Either the table specified in *tableName* does not exist in the CONTROL-M/Server database, or the job specified in *jobName* does not exist in the specified table *tableName*.

*System action:* CONTROL-M continues to operate normally.

*User response:* Determine the source of the problem (missing job processing definition, missing Scheduling table, incorrectly specified DO FORCEJOB statement, and so on). Correct the problem and try to force the job again.

5219

**CYCLIC ATTRIBUTE REMOVED DUE TO DOSTOPCYCLIC**

*Explanation:* Cyclic jobs normally run a regular intervals for as long as specified and the scheduling criteria are satisfied.

A cyclic job was terminated due to related On Statement/Code criteria that is satisfied and performed a Do Stop Cyclic action that prevents future iterations of the current cyclic job.

*System action:* CONTROL-M continues to operate normally.

*User response:* No action is required.

---

5220

#### STATUS OF AGENT PLATFORM *nodeID* CHANGED TO AVAILABLE

*Explanation:* CONTROL-M changed the communication status of the Agent platform identified by *nodeID* from Unavailable to Available. The communication status of the Agent platform was changed from Available to Unavailable due to failed communication. As a result of resumed communication, the status of the Agent platform was returned to Available.

*System action:* CONTROL-M resumes sending job handling requests to the Agent platform.

*User response:* No action is required.

5222

#### STATUS OF AGENT PLATFORM *nodeID* CHANGED TO UNAVAILABLE

*Explanation:* One of the following actions occurred:

- CONTROL-M changed the communication status of the Agent platform identified by *nodeID* from Available to Unavailable due to repeated communication timeouts. A communication failure has occurred between the Server platform and the specified Agent platform.
- *nodeID* was not specified correctly in the job processing definition or in the node group.

*System action:* CONTROL-M tries to communicate with the Agent platform but does not send job handling requests to the platform. If CONTROL-M succeeds in communicating with the Agent platform, the status of the platform is returned to Available; otherwise, the status of the platform is changed to Disabled.

*User response:* Verify that the node ID specified in the job processing definition or in the node group is valid. Determine the cause of the failed communication and correct it.

5223

#### STATUS OF AGENT PLATFORM *nodeID* CHANGED TO DISABLED

*Explanation:* A user changed the communication status of the Agent platform identified by *nodeID* to Disabled.

*System action:* CONTROL-M no longer attempts to communicate with the Agent platform and does not send job handling requests to the platform.

*User response:* When desired, use the Agent Status menu via the `ctm_menu` utility to change the status of the Agent platform to Available.

---

5231

**CYCLIC ATTRIBUTE OF THIS JOB CHANGED DUE TO STATUS=NOTOK**

*Explanation:* The CONTROL-M/Server default behavior is to rerun a cyclic job in case that the job ended NOTOK. The CYCLIC\_RERUN parameter in the CONTROL-M/Server configuration determines whether a cyclic job should be rerun or not if that job ends NOTOK.

This message indicates that the job ended NOTOK and because the CYCLIC\_RERUN parameter is set to NOTOK, the cyclic attribute of the job is changed and the job will not rerun.

*System action:* The job state is changed to post-processed and will not rerun.

*User response:* No action is required.

5250

**ACCESS TO TABLE *tableName* IS NOT ALLOWED TO USER *userName***

*Explanation:* A User Daily job (using the ctmdly utility) attempted to order a job from a table (*tableName*) which is unauthorized to be ordered by the specified user (*userName*). This is a security violation message.

*System action:* Access to the scheduling table is denied to the User Daily job.

*User response:* Verify/modify user authorizations pertaining to the specific scheduling table.

5251

**THIS OWNER IS NOT AUTHORIZED TO EXECUTE THE JOB SCRIPT**

*Explanation:* The owner of the job processing definition is not authorized to execute the script file specified by the job processing parameters.

*System action:* The job terminates with a NOTOK status.

*User response:* Either modify the script file protection accordingly, or grant the owner execution privileges.

5252

**USER *userName* NOT AUTHORIZED FOR OWNER *ownerName***

*Explanation:* The *userName* user tried to perform an action on a job that is owned by the *ownerName* owner, but in the CONTROL-M/Server security definition, this user is not authorized to perform this action for this owner.

*System action:* The action fails.

*User response:* Check the CONTROL-M/Server security definition.

5301

**SERVER INTERNAL ERROR TYPE *type***

*Explanation:* An internal error has occurred on the CONTROL-M/Server side during a request for the EM user side to upload/delete a table/calendar.

*System action:* The user request is rejected.

*User response:* Try to perform the request again. If this error persists, contact BMC Software Customer Support.

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5302

**INCOMPATIBLE GATEWAY VER. DATA CENTER VER. *CTMServerVersion*.  
W.S. VER. *gatewayVersion***

*Explanation:* There is an incompatibility between the CONTROL-M/Server version (*CTMServerVersion*) and the CONTROL-M version (*gatewayVersion*) which the Gateway is defined.

During the SYNC operation between the CONTROL-M/EM Gateway and CONTROL-M/Server, the CONTROL-M/Server checks that the Gateway version is a compatible version.

In order to achieve communication between the CONTROL-M/EM Gateway and CONTROL-M/Server, the CONTROL-M version that is defined in CONTROL-M/Enterprise Manager through the **Tools => Communication => Administration => CONTROL-M Definition => Version** sequence should match the CONTROL-M/Server version where the Gateway is trying to connect.

*System action:* The CONTROL-M/EM Gateway shuts down and communication between CONTROL-M/Server and CONTROL-M/EM is not established.

*User response:* Set the CONTROL-M/EM Gateway version to match the CONTROL-M/Server version. This can be done through the **Tools => Communication => Administration => CONTROL-M Definition => Version** sequence in CONTROL-M/Enterprise Manager.

5304

**CANNOT {DELETE | FREE} JOB *orderNumber* - JOB NOT HELD**

*Explanation:* A delete or free action was requested for this job *orderNumber*, but because this job is not in Held status, it cannot be deleted or freed.

*System action:* The request is rejected.

*User response:* Hold the job. Wait until the Requested Held status is changed to Held, and then use the Free or Delete option.

5305

**ACTIVE JOBS FILE IS LOCKED, TRY AGAIN LATER**

*Explanation:* An attempt to perform an action such as Why/View statistics, view JCL/Edit JCL, View Doc, and so on, on the Active Jobs file failed due to the fact that currently it is locked by another user or by the CONTROL-M Monitor.

*System action:* The user request is rejected.

*User response:* Try again later to perform the desired action.

5306

**CANNOT *action* JOB *orderNumber* - JOB DOES NOT EXIST**

*Explanation:* The specified job (*orderNumber*) does not exist or could not be found in the CONTROL-M/Server database, and therefore the requested action (*action*) can not be performed on it.

*System action:* The user request is rejected.

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*User response:* Check that this specific job exists in the CONTROL-M/Server. If the job does not exist in the CONTROL-M/Server but you do see it in CONTROL-M/EM, check why the CONTROL-M/EM data and CONTROL-M/Server data are not synchronized by trying to perform a force download. If the job does exist in the CONTROL-M/Server database with the same status as displayed in CONTROL-M/EM and this message persists, contact BMC Software Customer Support.

**5309**

**CANNOT HOLD JOB *orderNumber* - JOB ALREADY HELD**

*Explanation:* A Hold request was performed for this job (*orderNumber*), but the job is already in Held status.

*System action:* The Hold request is rejected.

*User response:* Use the ctmprsm utility to check the status of the job in CONTROL-M/Server. The CONTROL-M/EM data and the CONTROL-M/Server data may not be synchronized, and therefore you are not seeing updated statuses of jobs in CONTROL-M/EM. Try to perform a force download in order to update and check the communication between the CONTROL-M/Server and CONTROL-M/EM.

**5310**

**JOB *orderNumber* IS NOT WAITING FOR CONFIRMATION**

*Explanation:* A confirmation request was performed for the requested job (*orderNumber*), but the job does not have Wait Confirmation status. A confirmation request is valid only for jobs that are in Wait Confirmation status.

*System action:* The confirmation request is rejected.

*User response:* Use the ctmprsm utility to check the status of the job in the CONTROL-M/Server. The CONTROL-M/EM data and the CONTROL-M/Server data may not be synchronized, and therefore you are not seeing updated statuses of jobs in CONTROL-M/EM. Try to perform a force download in order to update and check the communication between the CONTROL-M/Server and CONTROL-M/EM.

**5311**

**ERROR PROCESSING XML REQUEST. *xmlMessage***

*Explanation:* The request could not be processed due to *xmlMessage*.

The CONTROL-M/Server encountered a problem while receiving or reading XML data being transferred from CONTROL-M/EM to the CONTROL-M/Control Module.

*System action:* The request is rejected.

*User response:* Check previous messages and messages in the proclog directory. If the problem persists, contact BMC Software Customer Support

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5312

**GATEWAY OLDER THAN 613 CANNOT CONNECT TO DATA CENTER 613 OR ABOVE**

*Explanation:* The Gateway version is not compatible with the CONTROL-M/Server version.

This Gateway version that is trying to connect to a CONTROL-M/Server version 6.1.03, but this Gateway version is an earlier version, and therefore the connection was not established. CONTROL-M/Server version 6.1.03 can be connected only to CONTROL-M/EM version 6.1.03 or later.

*System action:* Communication between CONTROL-M/Server and CONTROL-M/EM can not be established.

*User response:* Do the following:

1. Check that the CONTROL-M/EM version is 6.1.03 or later. If it is not, upgrade it.
2. Use the **Tools => Communication => Administration => CONTROL-M Definition => Version** sequence in CONTROL-M/EM to set the version to 6.1.03 or higher.

5315

**QUANTITATIVE RESOURCE *resourceName* IN USE - CANNOT DELETE**

*Explanation:* An attempt was made to delete quantitative resource *resourceName*, but this attempt failed because the resource is currently in use by a CONTROL-M job. An Active Job in CONTROL-M is using a certain quantity of the quantitative resource, and therefore the resource cannot be deleted.

*System action:* The Delete request is rejected.

*User response:* Wait until the job finishes executing and the quantitative resource is not in use by any other job, then try again to perform the Delete action.

5316

**QUANTITATIVE RESOURCE *resourceName* ALREADY EXISTS**

*Explanation:* An attempt was made to add quantitative resource *resourceName*, but this quantitative resource already exists in the CONTROL-M/Server database.

*System action:* The Add request is rejected.

*User response:* No action is required.

5317

**QUANTITATIVE RESOURCE *resourceName* DOES NOT EXIST**

*Explanation:* A request to delete, update, or allocate quantitative resource *resourceName* was performed by a CONTROL-M/EM user, but this quantitative resource does not exist in the CONTROL-M/Server database.



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It is possible that between the time the request was sent from the CONTROL-M/EM Control Application and the time it was processed by the Data Center Gateway, another CONTROL-M/Server action or CONTROL-M/EM user deleted this quantitative resource from the CONTROL-M/Server Resources table.

*System action:* The requested action is rejected.

*User response:* Verify that the CONTROL-M/EM and CONTROL-M/Server data are synchronized.

To check the quantitative resource list in the CONTROL-M/Server database, use the ecaqrta utility.

**5318**

#### **VALUE OF CHANGE IS OUT OF RANGE**

*Explanation:* A request to update a quantitative resource quantity was performed by a CONTROL-M/EM user, but the result of the update operation is either negative or more than the total value.

*System action:* The update request is rejected.

*User response:* Check that the value that was inserted is valid, and correct the input. If you verify that your input is valid but the problem persists, contact BMC Software Customer Support.

**5319**

#### **SYSOUT DOES NOT EXIST FOR THIS JOB**

*Explanation:* A CONTROL-M/EM user performed a request to view a job's sysout, but this specific sysout does not exist and therefore cannot be viewed.

Either no sysout has yet been generated, or the existing sysout has been deleted (manually or automatically) after exceeding the number of days that is specified in the Maximum Days to Retain Sysout Files CONTROL-M/Server parameter.

*System action:* The requested is rejected.

*User response:* No action is required.

**5321**

#### **STATISTICS DO NOT EXIST FOR THIS FILE/MEMBER**

*Explanation:* A CONTROL-M/EM user performed a request to view a job's statistics, but CONTROL-M/Server failed to retrieve the statistic data of the job from the database.

*System action:* The requested is rejected.

*User response:* Search for more errors that may explain the core of the problem. Check the files in the CONTROL-M/Server proclog directory and the database error log.

**5323**

#### **SECURITY PROTECTION VIOLATION**

*Explanation:* A CONTROL-M/EM user tried to perform an unauthorized request action.

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This message is issued by the CONTROL-M/Server security mechanism.

The request may be rejected for one or more of the following reasons:

- This CONTROL-M/EM user does not have a user account on the CONTROL-M/Server platform.
- This CONTROL-M/EM user does not have the required authority from the operating system on the CONTROL-M platform to perform the requested function.
- This CONTROL-M/EM user does not have CONTROL-M/Server authorization to perform the requested function.

For more information about the CONTROL-M/Server security mechanism, see the Security chapter in the *CONTROL-M/Server for UNIX and Microsoft Windows Administrator Guide*.

*System action:* The user request is rejected.

*User response:* Check the CONTROL-M/Server security definition.

**5327**

#### **CANNOT POSTPROCESS JOB. JOB HELD BY SYSTEM**

*Explanation:* The post-processing action of this job could not be performed; therefore, CONTROL-M/Server changes the status of this job to HOLD.

There can be several reasons for the failure to perform the post-processing action, such as lack of disk space, a database problem, or an internal CONTROL-M problem, but check the CONTROL-M logs in order to verify the cause of the problem.

*System action:* The job's post-processing is not performed and job status is changed to HOLD by the CONTROL-M/Server.

A message about the fact that the job is HELD is sent to the job log.

*User response:* Search for more errors that may explain the core of the problem. Check the files in the CONTROL-M/Server proclog directory and the database error log.

In case you cannot find the cause for this problem in the logs and this error persists, contact BMC Software Customer Support.

**5328**

#### **JOB *orderNumber* IS NOT IN EXECUTION STATE**

*Explanation:* CONTROL-M/EM tried to perform a kill action on the *orderNumber* job, but the action failed due to the fact that the job is not in executing mode. A kill action terminates a job that is currently running, together with its processes; this action terminates only jobs that are currently executing.

*System action:* The user request is rejected.

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*User response:* Make sure that the kill action performed on jobs that are in executing mode. It is possible that CONTROL-M/EM is not refreshed, and therefore the job's status in CONTROL-M/EM is not identical to the CONTROL-M/Server status.

Use the CONTROL-M/Server ctmprsm utility to check the job's status.

5330

**AGENT *nodeID/group* IS UNAVAILABLE. REQUEST *action* FAILED**

*Explanation:* A user request was not executed because of failed communication with the Agent platform(s), or because the status of the Agent platform is Unavailable or Disabled.

The user attempted to use one of the following options for the job:

- View Sysout
- View Documentation
- View JCL/Script
- Edit JCL/Script

CONTROL-M/Server was not able to pass the request to the Agent platform because of failed communication, or because the status of the Agent platform is Unavailable or Disabled.

*System action:* The user request is not executed.

*User response:* Do the following:

- Verify that the status of the Agent platform is not Disabled.
- Determine the cause of the failed communication and correct it.

5351

**QUANTITATIVE RESOURCE *resourceName* QUANTITY *resourceQuantity* DEFINED**

*Explanation:* A CONTROL-M/EM user added the *resourceName* quantitative resource, with a total quantity of *resourceQuantity*, to the CONTROL-M/Server database.

*System action:* The quantitative resource is added to the CONTROL-M/Server resources database.

*User response:* No action is required.

5352

**QUANTITATIVE RESOURCE *resourceName* DELETED**

*Explanation:* A CONTROL-M/EM user deleted the *resourceName* quantitative resource.

*System action:* This quantitative resource is removed from the CONTROL-M/Server resources database.

*User response:* No action is required.

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5353

**QUANTITATIVE RESOURCE *resourceName* QUANTITY INCREASED BY *resourceQuantity***

*Explanation:* The maximum quantity of the *resourceName* quantitative resource has been increased by quantity *resourceQuantity*, due to a CONTROL-M/EM user request.

*System action:* The new quantity value of this resource is updated in the CONTROL-M/Server resources database.

*User response:* No action is required.

5354

**QUANTITATIVE RESOURCE *resourceName* QUANTITY DECREASED BY *resourceQuantity***

*Explanation:* The maximum quantity of the *resourceName* quantitative resource has been decreased by quantity *resourceQuantity*, due to a CONTROL-M/EM user request.

*System action:* The new quantity value of this resource is updated in the CONTROL-M/Server resources database.

*User response:* No action is required.

5355

**QUANTITATIVE RESOURCE *resourceName* QUANTITY *resourceQuantity* RELEASED**

*Explanation:* The number of units (*resourceQuantity*) of the *resourceName* quantitative resource that were allocated by a job have been released and are now available for other jobs that require this resource.

*System action:* The new quantity value of this resource is updated in the CONTROL-M/Server resources database.

*User response:* No action is required.

5358

**FILE NOT FOUND**

*Explanation:* A CONTROL-M/EM user performed a request to view or edit JCL or view doc, but the file (document or script file) does not exist.

*System action:* The request is rejected.

*User response:* Verify the following:

- the existence of the script file and script path that are defined in the job definition.
- the existence of the file and path on the CONTROL-M/Agent platform to which the job was submitted.

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5359

#### DIRECTORY NOT FOUND

*Explanation:* A CONTROL-M/EM user performed a request to view or edit a JCL script or to view a document, but the directory that contains the requested file (document or script file) does not exist.

*System action:* The request is rejected.

*User response:* Verify the following:

- the existence of the directory and path (doclib or memlib) that is defined in the job definition.
- the existence of the directory and path on the CONTROL-M/Agent platform to which the job was submitted.

5360

#### SECURITY VIOLATION

*Explanation:* A CONTROL-M/EM user tried to perform an unauthorized request action. This message is issued by the CONTROL-M/Server security mechanism.

The request may have been rejected for one or more of the following reasons:

- The CONTROL-M/EM user did not have a user account on the CONTROL-M/Server platform.
- The CONTROL-M/EM user did not have the required authority from the operating system on the CONTROL-M platform to perform the requested function.
- The CONTROL-M/EM user did not have CONTROL-M/Server authorization to perform the requested function.

For more information about the CONTROL-M/Server security mechanism, refer to the chapter about Security in the *CONTROL-M/Server Administrator Guide*.

*System action:* The request is rejected.

*User response:* Check the CONTROL-M/Server security definition.

5361

#### THE SELECTED JOB/GROUP CANNOT BE DELETED DUE TO ITS CURRENT STATE.

*Explanation:* A CONTROL-M/EM user tried to delete a job, but this job is not in a state in which it can be deleted. For example, a job cannot be deleted when it is in Executing state.

*System action:* The request is rejected.

*User response:* No action is required.

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5362

**QR:'resourceName', QRTOTAL: *maxQuantity* {decreased | increased}  
(*resourceQuantity*)**

*Explanation:* Due to a user request, the maximum quantity of the *resourceName* Quantitative resource has been decreased or increased by specified quantity (*resourceQuantity*).

*System action:* The maximum number of units of *resourceName* Quantitative resource decreased or increased to *maxQuantity*.

*User response:* No action is required.

5363

**QR:'resourceName', QRTOTAL: *maxQuantity* defined**

*Explanation:* The user defined a new Quantitative resource called '*resourceName*', and set the maximum availability for this resource to *maxQuantity*.

*System action:* The resource is added to the CONTROL-M resources database.

*User response:* No action is required.

5364

**QR:'resourceName' deleted**

*Explanation:* This message indicates that, due to a user request, the *resourceName* Quantitative resource has been removed from the CONTROL-M resources database.

*System action:* The resource is deleted from the CONTROL-M resources database.

*User response:* No action is required.

5401

**HELD BY USER *userName***

*Explanation:* This message indicates that a Hold request was performed for this job by a specified user (*userName*), and as a result the job is now in Hold state.

*System action:* The system performs one of the following actions:

- If the job has not yet started to execute, it is prevented from executing even after all submission criteria are satisfied. The job remains in this state until it is released using the Free option.
- Any job that is executing when a hold request is performed will remain in Executing status until it is freed.
- If the job has finished executing, it cannot be manually rerun until released by means of the Free option.

*User response:* No action is required.

---

5402

**FREED BY USER *userName***

*Explanation:* This message indicates that the job associated with the message was released from its held state by a specified user (*userName*).

*System action:* The system resumes the job processing at whatever point it was stopped by the Hold option.

*User response:* No action is required.

5403

**DELETED BY USER *userName***

*Explanation:* This message indicates that the job associated with the message was marked as deleted by the specified user (*userName*).

*System action:* The system performs one of the following actions:

- If the job has not yet started to execute, it is prevented from executing even after all submission criteria are satisfied. The job remains visible until after the cleanup of the Active Jobs file, either during the New Day procedure or when cleanup is manually requested.
- If the job has finished executing, it cannot be manually rerun after it is deleted.

*User response:* No action is required.

5404

**RERUN BY USER *userName***

*Explanation:* This message indicates that the job associated with the message was rerun by the specified user (*userName*).

*System action:* The system reruns the job.

*User response:* No action is required.

5405

**CONFIRMED BY USER *userName***

*Explanation:* This message indicates that the job associated with the message, which was waiting for confirmation prior to submission, was confirmed by the specified user (*userName*).

*System action:* The system checks the job submission criteria and handles the job accordingly.

*User response:* No action is required.

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5407

**CREATED BY USER *userName***

*Explanation:* This message indicates that the job associated with the message was placed in the Active Jobs file by the ctmcreate utility.

*System action:* The job is added to the Active Jobs file, and is handled according to its submission criteria.

*User response:* No action is required.

5408

**UNDELETED BY USER *userName***

*Explanation:* This message indicates that the job associated with the message was undeleted from its Delete state by the *userName* user.

*System action:* The Undelete option causes the job to revert to its appearance and state before the job was deleted.

*User response:* No action is required.

5409

**JOB KILLED BY USER *userName***

*Explanation:* The Kill option was performed by the *userName* user on the job that is associated with this message. The Kill option terminates a job (and its processes) that is currently running.

*System action:* The job and its process are terminated, and the job's status changes to NOTOK.

*User response:* No action is required.

5410

**FORCED OK BY USER *userName***

*Explanation:* This message indicates that the status of the job that is associated with this message was forced to be OK by the specified user (*userName*).

*System action:* The job status was changed to OK.

*User response:* No action is required.

5500

**SERVICE NOT ALLOWED NOW - *reason***

*Explanation:* A user request was sent from CONTROL-M/EM to CONTROL-M/Server to update this job's details (zoom and save actions), but this update action could not be performed temporarily due to the fact that the job is in *reason* state.

*System action:* The user request is rejected.

*User response:* Wait for the condition described in *reason* to pass, then reissue the request.



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5506

**OPERATION NOT SUPPORTED BY AGENT *orderNumber***

*Explanation:* A CONTROL-M/EM user performed a Kill request, but the request was rejected due to the fact that the CONTROL-M/Agent version to which the job was submitted does not Support the Kill option. For example, CONTROL-M/Agent version 2.2.4 does not Support the Kill option.

*System action:* The user request is rejected.

*User response:* No action is required.

5507

**AGENT ENCOUNTERED ERROR { *orderNumber* | Write to File Failed }**

*Explanation:* A CONTROL-M/EM user performed a Kill, View JCL/Script, or Edit JCL/script request for a job, but the request was rejected due to a problem that was encountered with the CONTROL-M/Agent to which the job was submitted.

The problem can be an internal problem (while trying to transfer the request) or due to the fact that this CONTROL-M/Agent is unavailable.

*System action:* The user request is rejected.

*User response:* Do the following:

1. Check that the CONTROL-M/Agent on which this job runs in is in Available status.
2. Try to resubmit the request. If it fails again, check for any relevant error message in the proclog directory of the CONTROL-M/Server and the CONTROL-M/Agent.
3. In case the problem persists, contact BMC Software Customer Support.

5508

**MAXIMUM CONCURRENT SESSIONS LIMITATION REACHED**

*Explanation:* CONTROL-M/Server has reached the maximum concurrent persistent sessions limitation with CONTROL-M/Agents.

*System action:* There was either a new request from CONTROL-M/Server to CONTROL-M/Agent or a new request from CONTROL-M/Agent to CONTROL-M/Server that generated a new persistent connection session.

*User response:* Do the following:

- 
1. Increase the value of the Maximum Concurrent Sessions parameter by using the **Parameter Customization =>Default Parameters for Communicating with Agent Platforms** sequence in the ctm\_menu utility.



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**NOTE**

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A persistent session uses an extra file descriptor. When you increase this parameter, you need to make sure you have enough file descriptors per process defined in your system. Please consult your system administrator.

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2. Decrease the amount of persistent connection session CONTROL-M/Agents that are defined in this CONTROL-M/Server.

5520

**Perform rollback in function: *functionName***

*Explanation:* The CONTROL-M/Server database failed to perform a requested action within the database, and therefore a rollback action was performed.

Rollback rolls back the current transaction and causes all the updates made by the transaction to be discarded.

*System action:* The rollback action canceled the proposed changes in a pending database transaction.

*User response:* Please check for error messages in the proclog directory and in the database error logs in order to determine the cause for the database rollback action.

5522

**ERROR: RESOLVED VALUE FOR *paramName* IS LONGER THAN *number* CHARACTERS**

*Explanation:* The CONTROL-M/Server is unable to resolve AutoEdit variables for the *paramName* parameter, since the calculated value is longer than the permitted number (*number*) of characters.

*System action:* The request fails.

*User response:* Modify the request so that the resolved AutoEdit variable that appears in this message will fit the permitted number of characters.

5524

**START OF TRACKING ALL ACTIVE JOBS**

*Explanation:* The TR process (Tracker) started to perform its Track All action. Track All is a CONTROL-M/Server mechanism that periodically tracks all the jobs in Submitted, Executing, or Unknown states on available CONTROL-M/Agents.

Track All timing is determined by the number of seconds specified in the Polling Interval parameter in the ctm\_menu utility.

*System action:* The TR process performs the Track All action.

*User response:* No action is required.

---

5525

**CTMJSA STARTED. MODE={MEMNAME | JOBNAME}**

*Explanation:* The ctmjasa utility started using the Statistics Mode = <MEMNAME or JOBNAME>.

The ctmjasa utility compiles runtime data from the Statistical Details table and records it in the Statistics Summary table of the CONTROL-M/Server database.

*System action:* The run time data is recorded to the database.

*User response:* No action is required.

5700

**Scheduling table *tableName*, Jobname *jobName***

*Explanation:* The *jobName* job was ordered and inserted into the Active Jobs file from the *tableName* Scheduling table.

*System action:* The job has been inserted to the Active Jobs file.

*User response:* No action is required.

5701

**Job *jobName* ordered, memname = *memName*, orderno=*orderNumber***

*Explanation:* The *jobName* job and *memName* Mem name was ordered and inserted into the Active Jobs file with *orderNumber* order number. This message is generated when CONTROL-M successfully orders a job.

*System action:* The job is been inserted to the Active Jobs file.

*User response:* No action is required.

5702

**Jobname *jobName* not ordered**

*Explanation:* An order request was performed for the *jobName* job, but CONTROL-M/Server did not order the job (for example, due to scheduling criteria).

*System action:* None.

*User response:* Check previous messages or logs in the proclog directory in order to see why the job was not ordered.

5703

**SCHEDULING TABLE *tableName* DOES NOT EXIST**

*Explanation:* An attempt was made to order or force a Scheduling table, but the *tableName* table is not defined in the CONTROL-M/Server database. A possible cause is that the table was created in CONTROL-EM, but not uploaded to the CONTROL-M/Server database.

*System action:* The request is not performed.

*User response:* Determine why the table does not exist and correct the problem.

If you verified that the table exists in the CONTROL-M/Server database, but this message still appears when you try to order this table, contact BMC Software customer Support.

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5704

**WARNING: CALENDAR *calName* UP TO DATE. REQUEST REJECTED**

*Explanation:* A CONTROL-M/EM user attempted to perform an upload to the *calName* calendar, but no change had been made in the calendar definition since the last time it was uploaded to the CONTROL-M/Server. Therefore, the calendar is already up to date, and there is no need to upload it to the CONTROL-M/Server.

*System action:* The upload request is rejected.

*User response:* No action is required.

5705

**SCHEDULING TABLE *tableName* PREVIOUSLY MODIFIED BY CONTROL-M. REQUEST REJECTED**

*Explanation:* An attempt was made to update a Scheduling table, but the *tableName* table was previously changed in the CONTROL-M/Server database. A possible cause is that the table was created in CONTROL-M/EM, but was changed later in CONTROL-M/Server database.

*System action:* The request is not performed.

*User response:* Determine why the table was changed in the CONTROL-M/Server database and correct the problem.

- If you verified that the correct table exists in the CONTROL-M/Server database, download the *tableName* table from CONTROL-M/Server database to the CONTROL-M/EM database.
- If you verified that the correct table exists in the CONTROL-M/EM database, then force upload the *tableName* table from the CONTROL-M/EM database to the CONTROL-M/Server database.

5707

**DO SETVAR '*name*'='*value*' performed**

*Explanation:* The DO AutoEdit action of the active job was performed.

*System action:* The *name* AutoEdit was assigned the *value* value.

*User response:* No action is required.

5720

**INTO-GROUP-ORD request is ignored for the regular job *jobName***

*Explanation:* This warning message is issued if you try to order or force a regular (non-group) job into an existing group.

*System action:* The job is not ordered. System processing continues.

*User response:* No action is required.

5722

**WARNING: SCHEDULING TABLE *tableName* IS LOCKED. REQUEST REJECTED**

*Explanation:* An Upload request was sent by CONTROL-M/EM after the *tableName* table was ordered by the User Daily job. Therefore, this table is locked and can not be uploaded until the ctmuldy utility finishes ordering this table.

*System action:* The upload request is rejected.

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*User response:* Try to upload the table again after the User Daily job that is associated with this table ends.

**5723                      WARNING: SCHEDULING TABLE *tableName* UP TO DATE. REQUEST REJECTED**

*Explanation:* A CONTROL-M/EM user attempted to perform an upload or download to the *tableName* table, but no changes had been made in the table definition since the last time it was uploaded to the CONTROL-M/Server. Therefore, the table is already up to date, and there is no need to upload it to the CONTROL-M/Server.

*System action:* The upload or download request is rejected.

*User response:* No action is required.

**5740                      User *userName* not allowed to order from table *tableName***

*Explanation:* The *userName* user tried to order a job from the *tableName* Scheduling table, but this user is not authorized to order this table.

*System action:* No jobs from the specified table are ordered.

*User response:* Determine if this user should be allowed to order the requested job. If so, grant the authorizations required to access this Scheduling table in the CONTROL-M/Server security definition.

**5741                      User *userName1* not allowed to FORCE for owner *userName2***

*Explanation:* The specified user (*userName1*) tried to force a job whose owner is *userName2*, but is not authorized to do so.

*System action:* The job is not forced. Processing continues with the next job in the table.

*User response:* Determine if user *userName1* should be allowed to force jobs that are owned by *userName2*. If so, use the CONTROL-M/Server security definition to grant the authorizations required to access this Scheduling table.

**5742                      User *userName1* not allowed to ORDER for owner *userName2***

*Explanation:* : The specified user (*userName1*) tried to order a job whose owner is *userName2*, but is not authorized to do so.

*System action:* The job is not ordered. Processing continues with the next job in the table.

*User response:* Determine if user *userName1* should be allowed to order jobs that are owned by *userName2*. If so, use the CONTROL-M/Server security definition to grant the authorizations required to access this Scheduling table.

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5743

**Security check failed**

*Explanation:* An unauthorized action was requested.

*System action:* The requested action is not performed. Processing continues with the next job in the table.

*User response:* Examine prior messages to determine what action was requested. If the user should have been allowed to perform the requested action, grant the necessary authorizations. Otherwise, take appropriate steps to enhance data center security.

5744

**Row number *rowNumber* does not match the requested job *jobName*. Can't force into a new Group.**

*Explanation:* A job sequence number (*rowNumber*) was specified when trying to force a job, but no job in the table has this number.

*System action:* The job is not forced.

*User response:* Determine the correct job sequence number and try to force the job again.

5745

**Scheduling table *tableName*, job name *jobName* not found**

*Explanation:* A request was made to order or force a job, but the specified job or Scheduling table does not exist.

*System action:* The request is not performed.

*User response:* Determine if the job name and Scheduling table name are correctly spelled. Reissue the command.

5746

**A Group's job can not be ordered. A Group's job ordering failed.**

*Explanation:* Only jobs in new groups can be ordered without using the FORCE command. Jobs must be forced into existing groups and when using ALONE mode or LAST mode.

*System action:* The group job is not ordered.

*User response:* Correct the errors and reissue the command.

5747

**The ordered group does not exist. Or the job does not belong to the group with the given orderno.**

*Explanation:* When ordering or forcing an individual job into an existing group, the target group's order ID is required. This order ID should exist in the Active Jobs file and should be an instance of the job's group. This message is issued if the specified group is not active or if the job does not belong to the specified group.

*System action:* The job is not ordered or forced.

*User response:* Correct the errors and reissue the command.

- 
- 5748**                      **Job No *jobName* does not belong to the group with orderno *orderNumber***
- Explanation:* The *jobName* job does not belong to the Group Scheduling table associated with the *orderNumber* order ID.
- System action:* The job is not ordered or forced.
- User response:* Correct the errors and reissue the command.
- 5749**                      **The Group already includes an instance of the job**
- Explanation:* You tried to add a job to an active group, but that group already has an instance of that job.
- System action:* The job is not forced.
- User response:* Correct the errors and reissue the command.
- 5750**                      **No TAG was found or all the Group's TAGs failed in the scheduling test. The group *groupID* can not be ordered**
- Explanation:* When ordering a group, at least one of its Schedule Tags must satisfy all scheduling criteria. This message is issued if no Schedule Tags were found in the group, or if no tags satisfy the scheduling criteria.
- System action:* The group is not ordered.
- User response:* Define or modify one or more schedule tags for this group.
- 5751**                      **Error in job's schedule parameters**
- Explanation:* The CONTROL-M/Server was not able to build an ordering plan for this job due to a job scheduling parameter that has an invalid value, or a mandatory parameter that has not been specified.
- System action:* The job or group is not ordered.
- User response:* Check for messages in logs in the proclog directory that may indicate the problem. Check the definition of the group and job, correct the error and reissue the command.
- 5753**                      **Error copying jobdef to AJF**
- Explanation:* An error occurred while trying to order a job and insert its definition into the Active Jobs file.
- System action:* The job is not ordered.
- User response:* Check previous messages or logs in the proclog directory in order to determine the cause of the problem.
- 5754**                      **CONDITION *condName* WITH ORDER DATE *condDate* DOES NOT EXIST**
- Explanation:* A CONTROL-M/EM user tried to delete a prerequisite condition with the indicated order date, but this prerequisite condition could not be found in the CONTROL-M/Server database.

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*System action:* The condition is not deleted.

*User response:* Use the `ctmcontb` utility to check if this condition name and date exist in the CONTROL-M/Server database.

**5755                    CONDITION *condName* WITH ORDER DATE *condDate* ALREADY EXISTS**

*Explanation:* A CONTROL-M/EM user tried to add a prerequisite condition with the indicated order date, but this condition already exists with the specified date in the CONTROL-M/Server database.

*System action:* The condition is not added.

*User response:* Use the `ctmcontb` utility to check if this condition name and date exist in the CONTROL-M/Server database.

**5756                    INVALID DATE FOR CONDITION *condName condDate***

*Explanation:* An invalid order date (*condDate*) was detected while trying to add, delete, or change prerequisite conditions from CONTROL-M/EM.

*System action:* The requested action is not performed.

*User response:* Specify the correct date and reissue the command.

**5757                    ORDER FORCE FAILED DATE=*orderDate***

*Explanation:* An invalid order date was detected when ordering or forcing a job from CONTROL-M/EM.

*Explanation:* The order or force request is rejected.

*User response:* Specify the correct date and reissue the command.

**5758                    SCHEDULING TABLE *tableName* IS NOT UP TO DATE**

*Explanation:* An attempt was made to order, force, or delete the *tableName* Scheduling table. However, the content of the Scheduling table in CONTROL-M/EM and the content of the Scheduling table with the same name in the CONTROL-M/Server database are different.

*System action:* The requested action is not performed.

*User response:* If the CONTROL-M/EM table is newer, upload the table to the CONTROL-M/Server. If the CONTROL-M/Server table is newer, download the table to CONTROL-M/EM.

**5759                    Jobname *jobName* not ordered. Invalid Time Zone.**

*Explanation:* The ordering request for the *jobName* job can not be fulfilled, due to the an invalid value of the time zone definition of this job.

For more details about time zone values, refer to the Time Zones and Job Ordering chapter in the *CONTROL-M/Server Administrator Guide*.

*System action:* The order request is not performed.



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*User response:* Check the time zone value in the job definition, and correct it according to the valid values in the TimeZone.dat file in the CONTROL-M\_home/ctm/data directory.

5760

#### SYNC REQUEST TIMEDOUT

*Explanation:* Communication between CONTROL-M/EM and CONTROL-M/Server was not established.

The first stage of the communication between CONTROL-M/EM and CONTROL-M/Server is a SYNC request for both sides, and for some reason this request timed out.

This message indicates a communication problem between CONTROL-M/Server and CONTROL-M/EM.

*System action:* CONTROL-M/EM and CONTROL-M/Server try to establish a connection.

*User response:* Check the following:

- the possibility of a communication problem between CONTROL-M/EM and CONTROL-M/Server.
- the Gateway log and the CONTROL-M/Server CD, CO, and CS proclog files in order to search for more messages that may indicate why the communication is not established.
- whether the EM port is in use by any other application.

In case the problem persists and communication is not established, contact BMC Software Customer Support.

5761

#### SESSION CLOSED BY CO

*Explanation:* The session between CONTROL-M/EM and CONTROL-M/Server has been closed by the CO process.

The session between CONTROL-M/EM and CONTROL-M/Server can be closed due to some communication problem or problem in sending or receiving data between CONTROL-M/EM and CONTROL-M/Server.

*System action:* The connection between CONTROL-M/EM and CONTROL-M/Server is closed.

*User response:* Check the Gateway log and the CONTROL-M/Server CD, CO, and CS proclog files in order to search for more messages that may indicate why the session closed.

In case the problem persists and communication between CONTROL-M/EM and CONTROL-M/Server is not stable, contact BMC Software Customer Support.

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5762

**FAILED TO { ADD | DEL } COND:condName, ODAT:condDate**

*Explanation:* An attempt to add or delete the specified prerequisite condition (*condName*) with the specified date reference (*condDate*) to or from the CONTROL-M/Server database has failed. The failure might be due to a database problem.

*System action:* The *condName* prerequisite condition was not added to or deleted from the CONTROL-M/Server database.

*User response:* Check the CONTROL-M logs and the CONTROL-M/Server database error logs for any potential problem.

5763

**FAILED TO DELETE CONDITION:condName DATEREF:condDate**

*Explanation:* An attempt to delete the *condName* prerequisite condition with *condDate* date reference from the CONTROL-M/Server database has failed. Possible reasons for this failure are:

- There is no such prerequisite condition with the specified date reference in the CONTROL-M/Server database to delete.
- The specified prerequisite condition with the specified date reference exists in the CONTROL-M/Server database to delete; however, the deletion failed due to a database problem.

*System action:* The specified prerequisite condition with the specified date reference is not deleted from the CONTROL-M/Server database.

*User response:* Check the cause of this message. First check if the *condName* prerequisite condition with *condDate* date reference exists in the CONTROL-M/Server database to delete. If there was not, no action is required. If the specified condition to delete does exist, check the CONTROL-M logs and the CONTROL-M/Server database error logs for any potential problem.

5764

**Failed to perform DOFORCE. table: tableName, job: jobName**

*Explanation:* This message is sent by CONTROL-M/Server to CONTROL-M/EM when there are insufficient privileges to perform a DO FORCE action.

*System action:* System processing continues.

*User response:* Check security definitions to see if this is what caused the failure of the DO FORCE action, and change the privileges.

5807

**GROUP and SCHEDTAB should be the same for group entity.**

*Explanation:* The user attempted to create an active job group using CONTROL-M/EM API. The user specified a different name for the group and for the group scheduling table parameters of the job.

*System action:* The job group is not created.

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*User response:* Create an active job group with the same name for the group and for the group scheduling table parameters.

**5808                    GROUP and SCHEDTAB should be specified.**

*Explanation:* The user attempted to create active job using CONTROL-M/EM API. The user did not specify a value for the group or the scheduling table parameters of the job.

*System action:* The job is not created.

*User response:* Create an active job and specify a value for both the group and the scheduling table parameters.

**5809                    GROUP *groupID* does not exist in the database.**

*Explanation:* The user attempted, using CONTROL-M/EM API, to create an active job with the *groupID* order ID into an existing group in the Active Jobs file. The *groupID* order ID was not found in the CONTROL-M/Server Active Jobs file.

*System action:* The job is not created.

*User response:* Create an active job and specify the order ID of an existing group in the Active Jobs file for the *groupID* parameter. If the group does not exist in the Active Jobs file, order the group or create it before creating the active job.

**5810                    MEMLIB, CMDLINE, MEMNAME and OVERLIB should not be specified.**

*Explanation:* The user attempted to create an active job group using CONTROL-M/EM API. The user specified for the job group one or more of the following parameters: MEMLIB, CMDLINE, MEMNAME and OVERLIB

*System action:* The job group is not created.

*User response:* Create an active job group without specifying the MEMLIB, CMDLINE, MEMNAME, and OVERLIB parameters.

**5811                    FAILED to allocate isn.**

*Explanation:* The user attempted to create an active job or job group using CONTROL-M/EM API. However, the CONTROL-M/Server failed to allocate an order ID for this job. This failure is most likely due to a database problem.

*System action:* The job or job group is not created.

*User response:* Check the CONTROL-M logs and the CONTROL-M/Server database error logs for any potential problem.

**5812                    No nodes found in NODEGRP *groupName*.**

*Explanation:* The user attempted, using the CONTROL-M/EM API, to create active job with the multiagent parameter set to Yes; however, no NodeID was found in the job's *groupName* NodeGroup. Possible reasons for this are:

- 
- The *groupName* NodeGroup is not defined in the CONTROL-M/Server database, or no NodeID is defined in this NodeGroup.
  - There is a database problem.

*System action:* The job is not created.

*User response:* Verify that the NodeGroup is defined in the CONTROL-M/Server, and that at least one NodeID is defined in this NodeGroup. If the problem persists even though the NodeGroup and NodeID are defined in the CONTROL-M/Server, check the CONTROL-M logs and the CONTROL-M/Server database error logs for any potential database problem.

**5814**

**FAILED to setup the application type for NODEGRP *groupName*.**

*Explanation:* The user attempted to create an active job using the CONTROL-M/EM API; however, the CONTROL-M/Server failed to set the job's application type. Possible reasons for this are:

- The application type for the job's *groupName* NodeGroup in the CONTROL-M/Server is different than the application type that the user has specified in the API.
- There is a database problem.

*System action:* The job is not created.

*User response:* Check the application type for the *groupName* NodeGroup in the CONTROL-M/server, and correct it if needed. In addition, verify that the correct application type is specified in the CONTROL-M/EM API. If the problem persists after verifying both issues, check the CONTROL-M logs and the CONTROL-M/Server database error logs for any potential database problem.

**5815**

**Invalid ODATE *date*.**

*Explanation:* The user attempted to create an active job or a job group using the CONTROL-M/EM API; however, the user has specified an invalid date for the ODATE job parameter.

*System action:* The job or job group is not created.

*User response:* Specify a valid date for the ODATE parameter.

*Explanation:* The size of the Sysout file exceeded the limit (in KB) defined by the SYSOUT\_LIMIT\_SIZE parameter.

*System action:* The View Sysout action is rejected.

*User response:* Either set the SYSOUT\_LIMIT\_SIZE to a specific larger number of kilobytes, or return the value of the parameter to 0 (default), allowing an unlimited Sysout file size.

**Job:jobNumber USER EXIT101 failed. task type=taskType**

*Explanation:* The Job Ordering User Exit (CTMUE101) failed for the *jobNumber* job with *taskType* tasktype. This is because the CONTROL-M/Server failed to create, write to, read from, or delete the flat text file, which is passed to the user exit script.

*System action:* If the CONTROL-M/Server failed to create or write to the flat text file, the user exit script is not executed. If the CONTROL-M/Server successfully created or wrote to the flat file, the user exit is executed. In any case, the job record is not modified. The procedure of ordering the job continues using the job record from the Scheduling definition table.

*User response:* Check the cause of this message:

- Verify that the CONTROL-M/Server account owner has read and write permissions to ~<*controlm\_owner*>/ctm/ue\_exit directory.
- [For Unix] Verify that there are enough file descriptors available.
- Verify that there is enough free disk space.

In case none of the causes listed above match the problem and the problem persists, notify BMC Software Customer Support.

**Job:jobNumber USER EXIT102 failed. task type=taskType**

*Explanation:* The Job Submission Exit (CTMUE102) failed for the *jobNumber* job with *taskType* tasktype. Possible reasons for this failure are:

- CONTROL-M/Server failed to create, write to, read from, or delete the flat text file, which is passed to the user exit script.
- There is not enough available memory.

*System action:* If the CONTROL-M/Server failed to create or write to the flat text file or failed to allocate required memory, the user exit script is not executed. Otherwise, the user exit script is executed. In any case, the job record is not modified. The procedure of submitting the job for execution continues using the job record from the Active Jobs file.

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*User response:* Check the cause of this message:

- Verify that the CONTROL-M/Server account owner has read and write permissions to ~<controlm\_owner>/ctm/ue\_exit directory
- Verify that there is enough free disk space.
- Verify that there is enough available memory.
- [For Unix] Verify that there are enough file descriptors available.

In case none of the causes listed above match the problem and the problem persists, notify BMC Software Customer Support.

**5903**

**User Daily SYSTEM USER EXIT103 failed. old\_odat=date**

*Explanation:* The Before New Day Procedure Exit (CTMUE103) failed for the User Daily SYSTEM job. This is because the CONTROL-M/Server failed to create, write to, read from, or delete the flat text file, which is passed to the user exit script. *date* is the CONTROL-M/Server date before the New Day procedure.

*System action:* If the CONTROL-M/Server failed to create or write to the flat text file, the user exit script is not executed. Otherwise, the user exit is executed. In any case, the New Day procedure runs.

*User response:* Check the cause of this message:

- Verify that the CONTROL-M/Server account owner has read and write permissions to ~<controlm\_owner>/ctm/ue\_exit directory
- Verify that there is enough free disk space.
- [For Unix] Verify that there are enough file descriptors available.

In case none of the causes listed above match the problem and the problem persists, notify BMC Software Customer Support.

**5904**

**User Daily SYSTEM: USER EXIT CTMUE104 failed. old\_odat=date**

*Explanation:* The After New Day Procedure Exit (CTMUE104) failed for the User Daily SYSTEM job. This is because the CONTROL-M/Server failed to create, write to, read from, or delete the flat text file, which is passed to the user exit script. *date* is the CONTROL-M/Server date after the New Day procedure.

*System action:* If the CONTROL-M/Server failed to create or write to the flat text file, the user exit script is not executed. Otherwise, the user exit is executed. In any case, New Day procedure completes.

*User response:* Check the cause of this message:

- 
- Verify that the CONTROL-M/Server account owner has read and write permissions to ~<controlm\_owner>/ctm/ue\_exit directory
  - Verify that there is enough free disk space.
  - [For Unix] Verify that there are enough file descriptors available.

In case none of the causes listed above match the problem and the problem persists, notify BMC Software Customer Support.

**5905**

**User Daily *userDailyName*: USER EXIT CTMUE105 failed. old\_odat=*date***

*Explanation:* The Before User Daily Exit (CTMUE105) failed for the *userDailyName* User Daily job. This is because the CONTROL-M/Server failed to create, write to, read from, or delete the flat text file, which is passed to the user exit script. *date* is the current CONTROL-M/Server date.

*System action:* If the CONTROL-M/Server failed to create or write to the flat text file, the user exit script is not executed. Otherwise, the user exit is executed. In any case, the procedure of ordering the User Daily job continues.

*User response:* Check the cause of this message:

- Verify that the CONTROL-M/Server account owner has read and write permissions to ~<controlm\_owner>/ctm/ue\_exit directory
- Verify that there is enough free disk space.
- [For Unix] Verify that there are enough file descriptors available.

In case none of the causes listed above match the problem and the problem persists, notify BMC Software Customer Support.

**5906**

**User Daily *userDailyName*: USER EXIT CTMUE106 failed. old\_odat=*date***

*Explanation:* The After User Daily Exit (CTMUE106) failed for the *userDailyName* User Daily job. This is because the CONTROL-M/Server failed to create, write to, read from, or delete the flat text file, which is passed to the user exit script. *date* is the current CONTROL-M/Server date.

*System action:* If the CONTROL-M/Server failed to create or write to the flat text file, the user exit script is not executed. Otherwise, the user exit is executed. In any case, the procedure of ordering the User Daily job completes.

*User response:* Check the cause of this message:

- Verify that the CONTROL-M/Server account owner has read and write permissions to ~<controlm\_owner>/ctm/ue\_exit directory
- Verify that there is enough free disk space.

- 
- [For Unix] Verify that there are enough file descriptors available.

In case none of the causes listed above match the problem and the problem persists, notify BMC Software Customer Support.

**6000**

***functionName:* Stored Procedure failed (*procName*)**

*Explanation:* The executed stored procedure returned its error status.

*System action:* Do the following:

- For the newday\_proc\_partitions and newday\_partition\_proc stored procedures, handling the CONTROL-M/Server log fails.
- For the purge\_cmr\_runinf\_1 stored procedure, the statistic cleanup procedure fails.

*User response:* Contact BMC Software Customer Support.

**6001**

***functionName:* ERROR occurred. Marking mirror db as unused!!**

*Explanation:* Updating of the mirror database failed. Mirroring is marked as damaged.

*System action:* CONTROL-M/Server continues processing. Mirroring no longer functions.

*User response:* Contact BMC Software Customer Support.

**6002**

***User name does not have environment definition for varDescription (varName)***

*Explanation:* The specified environment variable does not exist.

*System action:* You cannot start CONTROL-M/Server or activate the CONTROL-M/Server utility.

*User response:* Try to log on again to the CONTROL-M/Server account. If this does not help, contact BMC Software Customer Support.

**6003**

***functionName:* Failed to update database statistics. rc=rc**

*Explanation:* Updating of database statistics failed.

*System action:* Updating of database statistics failed. CONTROL-M/Server processing continues. This may affect data fetch performance from the database.

*User response:* Contact the DB Administrator.

**6004**

***functionName:* Failed to create cache table for process parameters**

*Explanation:* A cache table for process parameters could not be created due to insufficient memory.



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*System action:* CONTROL-M/Server failed to allocate memory for cache table parameters.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

**6005**

***functionName:* Failed to create cache table record for process parameters**

*Explanation:* A cache table record for process parameters could not be created due to insufficient memory.

*System action:* CONTROL-M/Server failed to allocate memory for cache table record parameters.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

**6006**

***functionName:* Failed to create a duplicate cache table record for process parameters**

*Explanation:* A duplicate cache table record for process parameters could not be created because of insufficient memory.

*System action:* CONTROL-M/Server failed to allocate memory for a copy of cache table record parameters.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

**6007**

***functionName:* Failed to create cache table for autoedit variable names**

*Explanation:* A cache table for AutoEdit variable names could not be created because of insufficient memory.

*System action:* AutoEdit variables are not calculated correctly. This can occur in more than one flow. For example, if this happens during job submission, the job will not be submitted. For more information, refer to CONTROL-M/Server logs.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

**6008**

***functionName:* Failed to create cache table for autoedit variable values**

*Explanation:* A cache table for AutoEdit variable values could not be created because of insufficient memory.

*System action:* AutoEdit variables are not calculated correctly. This can occur in more than one flow. For example, if this happens during job submission, the job will not be submitted. For more information, refer to CONTROL-M/Server logs.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

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6009

**functionName: Failed to expand cache table for autoedit variables for order number *orderNumber*. Variable Name *varName*, Variable Expression *varExpression***

*Explanation:* A cache table for AutoEdit variables with the specified order number, variable name, and variable expression, could not be expanded because of insufficient memory.

*System action:* AutoEdit variables are not calculated correctly. This can occur in more than one flow. For example, if this happens during job submission, the job will not be submitted. For more information, refer to CONTROL-M/Server logs.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

6010

**functionName: Failed to expand cache table for group and local autoedit variables**

*Explanation:* A cache table for group and local AutoEdit variables could not be expanded because of insufficient memory

*System action:* AutoEdit variables are not calculated correctly. This can occur in more than one flow. For example, if this happens during job submission, the job will not be submitted. For more information, refer to CONTROL-M/Server logs.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

6011

**functionName: Failed to retrieve global autoedit variables from the database**

*Explanation:* Global AutoEdit variables could not be retrieved from the database.

*System action:* AutoEdit variables are not calculated correctly. This can occur in more than one flow. For example, if this happens during job submission, the job will not be submitted. For more information, refer to CONTROL-M/Server logs.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

6012

**functionName: Failed to retrieve {Job | Group} autoedit variables from the database for {Job | Group} order number *orderNum***

*Explanation:* The specified AutoEdit variable with a specific order number could not be retrieved from the database.

*System action:* AutoEdit variables are not calculated correctly. This can occur in more than one flow. For example, if this happens during job submission, the job will not be submitted. For more information, refer to CONTROL-M/Server logs.

*User response:* Check available memory on the machine. If this is not the problem, contact BMC Software Customer Support.

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6013	<p><b><i>functionName:</i></b> Failed to determine autoedit variable <i>name</i> level (job, group or global)</p> <p><i>Explanation:</i> The AutoEdit variable %s level (job, group, or global) could not be determined.</p> <p><i>System action:</i> The specified AutoEdit variable is not calculated.</p> <p><i>User response:</i> Check the AutoEdit variable syntax.</p>
6014	<p><b><i>functionName:</i></b> Failed to delete global autoedit variable <i>name</i></p> <p><i>Explanation:</i> The specified global AutoEdit variable could not be deleted.</p> <p><i>System action:</i> The specified AutoEdit variable is not deleted.</p> <p><i>User response:</i> Check the AutoEdit variable syntax. For more information, refer to CONTROL-M/Server logs</p>
6015	<p><b><i>functionName:</i></b> Failed to delete global autoedit variable <i>number</i></p> <p><i>Explanation:</i> The specified AutoEdit variable could not be deleted.</p> <p><i>System action:</i> The specified AutoEdit variable is not deleted.</p> <p><i>User response:</i> Check the AutoEdit variable syntax. For more information, refer to CONTROL-M/Server logs.</p>
6016	<p><b><i>functionName:</i></b> Illegal scheduling plan found in job name <i>name</i> job number <i>number</i> odate <i>date</i></p> <p><i>Explanation:</i> An illegal scheduling plan is found for the specified job.</p> <p><i>System action:</i> The specified job is not ordered.</p> <p><i>User response:</i> Review the scheduling parameters of the specified job.</p>
6017	<p><b><i>functionName:</i></b> Group order number <i>number</i> does not exist. Group <i>name</i> can not be ordered into the specified order number</p> <p><i>Explanation:</i> The specified group order number does not exist. The attempt to order the specified group into this existing group failed.</p> <p><i>System action:</i> The specified group is not ordered.</p> <p><i>User response:</i> Contact BMC Software Customer Support.</p>
6018	<p><b><i>functionName:</i></b> Group entity <i>name</i> was not ordered successfully</p> <p><i>Explanation:</i> The specified group could not be ordered.</p> <p><i>System action:</i> The specified group is not ordered.</p> <p><i>User response:</i> Contact BMC Software Customer Support.</p>

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6019

***functionName: Failed to delete in condition(s) of job(s) in group name***

*Explanation:* When a group is ordered and the group's scope is defined, IN conditions for jobs within the group which do not exist or which are not being added by other jobs will be deleted. Deletion of the IN conditions failed.

*System action:* The group and its jobs are ordered, but some or all of its jobs will be in WAIT condition status.

*User response:* Contact BMC Software Customer Support.

6020

***functionName: Attempt to order daily jobName while upload procedure is active***

*Explanation:* An attempt was made to order the specified daily job while an upload procedure is active.

*System action:* The daily job is ordered.

*User response:* Cancel the upload procedure.

6021

***functionName: Failed to read group defName definition. Job jobName is not ordered***

*Explanation:* An attempt to read the specified group's definition failed. This occurs while attempting to order a job into existing group.

*System action:* The specified job is not ordered.

*User response:* Contact BMC Software Customer Support.

6022

***functionName: Message received from CONTROL-M/EM is not first in sequence***

*Explanation:* CONTROL-M/Server received a message from CONTROL-M/EM which is not first in a sequence.

*System action:* The message is handled.

*User response:* Contact BMC Software Customer Support.

6023

***functionName: Illegal condition operation opName received from user userName. Condition name is condName***

*Explanation:* An illegal operation on the specified condition is received from the specified user. The operation is supposed to be performed on the specified condition name.

*System action:* The specified request is not performed.

*User response:* Contact BMC Software Customer Support.

6024

***functionName: Illegal response responseID received from CONTROL-M/EM for scheduling table tableName download operation***

*Explanation:* An illegal response was received from CONTROL-M/EM for the specified scheduling table download operation.

*System action:* The specified scheduling table is not downloaded.

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*User response:* Contact BMC Software Customer Support.

6025

***functionName:* Illegal response *responseID* received from CONTROL-M/EM for node group *groupName* download operation**

*Explanation:* An illegal response was received from CONTROL-M/EM for the specified node group download operation.

*System action:* The specified node group is not downloaded.

*User response:* Contact BMC Software Customer Support.

6026

***functionName:* Illegal response *responseID* received from CONTROL-M/EM for calendar *calName* download operation**

*Explanation:* An illegal response was received from CONTROL-M/EM for the specified calendar download operation.

*System action:* The specified calendar is not downloaded.

*User response:* Contact BMC Software Customer Support.

6027

***functionName:* Failed to handle partitioned table *tableName*. Returned status is *rc***

*Explanation:* During CONTROL-M/Server startup, partitioned tables are prepared for further usage.

*System action:* CONTROL-M/Server failed to start.

*User response:* Contact BMC Software Customer Support.

6028

***functionName:* Terminating process *procName*, process number *procNumber***

*Explanation:* The CONTROL-M/Server supervisor process terminates the specified process with the specified process number. This occurs because the specified process did not respond to the supervisor process requests within a predefined time.

*System action:* System processing continues.

*User response:* Contact BMC Software Customer Support.

6029

***functionName:* Failed to update supervisor (SU) process state**

*Explanation:* The process state of the CONTROL-M/Server supervisor was not updated. Possible states are:

- Running
- Suspended
- Terminated

*System action:* System processing continues.

*User response:* Contact BMC Software Customer Support.

- 
- 6030**                      ***functionName: Failed to create alert file `fileName` during handling alert `alertName`***
- Explanation:* The specified alert file was not created during handling of the specified alert.
- System action:* The specified alert is not handled.
- User response:* Contact BMC Software Customer Support.
- 
- 6031**                      ***functionName: Failed to release lock `lockID` (semaphore id) on alert file `fileName` during handling alert `alertName`***
- Explanation:* The lock acquired on the alert file while handling the specified alert was not released.
- System action:* The specified alert is not handled.
- User response:* Refer to the CONTROL-M/Server logs and contact BMC Software Customer Support.
- 
- 6032**                      ***functionName: Failed to copy alert file `fileName1` to `fileName2`***
- Explanation:* When the connection with CONTROL-M/EM is down, alerts are saved in an alert file. When the connection with CONTROL-M/EM is back, CONTROL-M/Server reads this file and handles all the alerts contained in it. When the handling any of these alerts fails, the alert file is copied to a backup file. The backup of this file failed.
- System action:* Some of the alerts could not be handled. System processing continues.
- User response:* Refer to the CONTROL-M/Server logs and contact BMC Software Customer Support.
- 
- 6033**                      ***functionName: Failed to open alert file `fileName`, file name `fileName` return code `rc`***
- Explanation:* When the connection with CONTROL-M/EM is down, alerts are saved in an alert file. When the connection with CONTROL-M/EM is back, CONTROL-M/Server reads this file and handles all the alerts contained in it. Reading the specified alert file failed.
- System action:* Alerts are not handled. System processing continues.
- User response:* Refer to the CONTROL-M/Server logs and contact BMC Software Customer Support.
- User response:* Contact BMC Software Customer Support.
- 
- 6034**                      ***functionName: Failed to release lock `lockID` after handling alerts file***
- Explanation:* When the connection with CONTROL-M/EM is down, alerts are saved in an alert file. When the connection with CONTROL-M/EM is back, CONTROL-M/Server reads this file and handles all the alerts contained in it. When writing to the alert file, the file is locked. When the alerts are handled, the lock is released. Releasing the lock failed.

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*System action:* Alerts are handled. System processing continues.

*User response:* Restart CONTROL-M/Server and contact BMC Software Customer Support.

**6035**      ***functionName: Failed to release lock (semaphore) id `lockID`***

*Explanation:* An OS object (a semaphore lock) could not be released. This is a severe problem which may occur in more than one flow in CONTROL\_M/Server.

*System action:* The system may become unstable.

*User response:* Search for errors related to releasing semaphores in CONTROL-M/Server logs and contact BMC Software Customer Support.

**6036**      ***functionName: Failed to initialize process threads environment. Return status `rc`***

*Explanation:* The process threads environment could not be initialized.

*System action:* The process or utility does not start.

*User response:* Search for errors related to initializing process threads in the process or utility log and contact BMC Software Customer Support.

**6037**      ***functionName: Failed to initialize thread environment. Return status `rc`***

*Explanation:* The thread environment could not be initialized.

*System action:* The process or utility does not start.

*User response:* Search for errors related to initializing the threads environment in the process or utility log and contact BMC Software Customer Support.

**6038**      ***functionName: Failed to initialize thread database connection. Return status `rc`***

*Explanation:* The thread database connection could not be initialized.

*System action:* The process or utility does not start.

*User response:* Search for errors related to initializing the database thread connection in the process or utility log and contact BMC Software Customer Support.

**6039**      ***functionName: Error occurred while thread termination. Return status `rc`***

*Explanation:* When a thread terminates, an error occurs.

*System action:* System processing continues.

*User response:* Search for errors related to thread termination in the process or utility log and contact BMC Software Customer Support.

**6040**      ***functionName: Failed to reset Remote Host agent list for Remote Host `hostName`***

*Explanation:* CONTROL-M/Server failed to reset the remote host agent list for the `hostName` remote host.



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*System action:* The *hostName* remote host will not be available. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

6041

***functionName: Failed to extract Remote Host agent list for Remote Host *hostName****

*Explanation:* CONTROL-M/Server failed to extract the remote host agent list for the *hostName* Remote Host.

*System action:* The *hostName* remote host will not be available. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

6042

***functionName: Failed to open file *fileName* for writing***

*Explanation:* CONTROL-M/Server was unable to open the *fileName* file for writing.

*System action:* The *fileName* file will not be opened. Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

6043

***functionName: Failed to append Remote host agent name to the remote host agent names list of remote host *hostName****

*Explanation:* CONTROL-M/Server was unable to append a remote host agent name to the remote host agent names list of the *hostName* remote host.

*System action:* The *hostName* remote host will not be handled correctly. Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the amount of free memory on the machine.
- Contact BMC Software customer Support.

6044

***functionName: Failed to clear remote host agent names list of remote host *hostName****

*Explanation:* CONTROL-M/Server was unable to clear the remote host agent names list of the *hostName* remote host.

*System action:* The *hostName* remote host will not be handled correctly. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.



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6045	<p><b>functionName:</b> Failed to retrieve data from table <i>tableName</i> <i>explanation</i></p> <p><i>Explanation:</i> CONTROL-M/Server was unable to retrieve data from the <i>tableName</i> table.</p> <p><i>System action:</i> Normal CONTROL-M/Server processing continues.</p> <p><i>User response:</i> Do the following:</p> <ul style="list-style-type: none"><li>■ Check the database errors in CONTROL-M/Server and database files.</li><li>■ Contact BMC Software customer Support.</li></ul>
6046	<p><b>functionName:</b> { SSH   WMI } details not found for remote host <i>hostName</i></p> <p><i>Explanation:</i> CONTROL-M/Server was unable to find SSH or WMI remote host definition parameter details for the <i>hostName</i> remote host.</p> <p><i>System action:</i> Normal CONTROL-M/Server processing continues.</p> <p><i>User response:</i> Define SSH or WMI details for the <i>hostName</i> remote host.</p>
6047	<p><b>functionName:</b> Failed to get host name of machine on which CONTROL-M/Server is running.</p> <p><i>Explanation:</i> An attempt was made to get the host name of the machine on which CONTROL-M/Server is running, but the attempt failed.</p> <p><i>System action:</i> Normal CONTROL-M/Server processing continues.</p> <p><i>User response:</i> Verify that the host name of the machine on which CONTROL-M/Server is running is defined correctly.</p>
6048	<p><b>functionName:</b> Failed to fetch next remote host agent name from remote host agent names list of remote host <i>hostName</i></p> <p><i>Explanation:</i> An attempt was made to fetch the next remote host name from the remote host agent names list of the <i>hostName</i> host, but the attempt failed.</p> <p><i>System action:</i> Normal CONTROL-M/Server processing continues.</p> <p><i>User response:</i> Do the following:</p> <ul style="list-style-type: none"><li>■ Check the <i>hostName</i> remote host parameters.</li><li>■ Contact BMC Software customer Support.</li></ul>
6049	<p><b>functionName:</b> Failed to clear availability remote host agent names list of remote host <i>hostName</i></p> <p><i>Explanation:</i> An attempt was made to clear the availability remote host agent names list of the <i>hostName</i> host, but the attempt failed.</p> <p><i>System action:</i> The <i>hostName</i> remote host will not be handled correctly. Normal CONTROL-M/Server processing continues.</p> <p><i>User response:</i> Contact BMC Software customer Support.</p>

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6050

**Failed to update remote host *hostName* status**

*Explanation:* CONTROL-M/Server failed to update the status of the *hostName* remote host.

*System action:* The status of the *hostName* remote host will not be handled correctly. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

6051

**Failed to update status details of remote host *hostName***

*Explanation:* CONTROL-M/Server failed to update the status details of the *hostName* remote host.

*System action:* The status details of the *hostName* remote host will not be handled correctly. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

6052

**Failed to read agent *agentName* status while handling remote host *hostName***

*Explanation:* CONTROL-M/Server failed to read the status of the *agentName* agent, while handling the *hostName* remote host.

*System action:* The status of the *hostName* remote host will not be handled correctly. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

6053

***functionName:* Agent *agentName* status file not found while handling remote host *hostName***

*Explanation:* CONTROL-M/Server was unable to find the status file for the *agentName* agent while handling the *hostName* remote host.

*System action:* The remote host status will not be handled correctly. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

6057

***functionName:* Failed to delete agent name *agentName* from agent names list of remote host *hostName***

*Explanation:* CONTROL-M/Server failed to delete the *agentName* agent from the agent names list of the *hostName* remote host.

*System action:* The *hostName* remote host status will not be handled correctly. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

6058

***functionName:* Node *nodeID* status file not found.**

*Explanation:* CONTROL-M/Server failed to find the status file of the *nodeID* node.

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*System action:* The requested operation on the *nodeID* node will not be handled. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

**6059**      ***functionName: Failed to read node *nodeID* status file. Read status *status*.***

*Explanation:* An error occurred while CONTROL-M/Server attempted to read the status file of the *nodeID* node.

*System action:* The requested operation on the *nodeID* node will not be handled. Normal CONTROL-M/Server processing continues.

*User response:* Contact BMC Software customer Support.

**6060**      ***functionName: Failed to delete agent *agentName* from the database.***

*Explanation:* An attempt to delete the *agentName* agent from the agent table in the database failed.

*System action:* The *agentName* agent is not deleted. Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

**6061**      ***functionName: Failed to initialize select on table CMS\_RJX\_NAMES while handling agent deletion *agentName*.***

*Explanation:* An attempt to initialize selection of the CMS\_RJX\_NAMES table while handling the *agentName* agent failed.

*System action:* The *agentName* agent is not deleted. Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

**6062**      ***functionName: Failed to add a node with *nodeID* to remote hosts list while handling agent *agentName* deletion.***

*Explanation:* CONTROL-M/Server failed to add a node to the remote hosts list while handling the *agentName* agent deletion.

*System action:* The *agentName* agent is not deleted. Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Check available memory on the machine.
- Contact BMC Software customer Support.

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6063

***functionName:*** Failed to update agent *agentName* details used by remote host *hostName* while handling agent *agentName* deletion.

*Explanation:* Errors occurred while updating details for the *agentName* agent that are used by the *hostName* remote host, while handing deletion of the *agentName* agent.

*System action:* The *agentName* agent is not deleted. Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

6064

***functionName:*** Failed to extract remote host name from remote host names list while handling agent *agentName* deletion.

*Explanation:* CONTROL-M/Server failed to extract the next remote host while handling the *agentName* agent deletion.

*System action:* The *agentName* agent is not deleted. Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

6065

***functionName:*** Failed to extract parameters from trigger message *messageText* while handling agent deletion.

*Explanation:* CONTROL-M/Server failed to extract parameters while handling deletion of an agent.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

6066

***functionName:*** Illegal agent type received *messageText* while handling agent deletion.

*Explanation:* CONTROL-M/Server received an illegal agent type while handling deletion of an agent.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

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6067

**functionName: Failed to duplicate list *listInfo* *listOrigin*.**

*Explanation:* CONTROL-M/Server failed to duplicate a list.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check the amount of free memory on the machine.
- Check the CONTROL-M/Server log files.
- Contact BMC Software customer Support.

6068

**Delete local agent is prohibited.**

*Explanation:* An attempt was made to delete a local agent from CONTROL-M/Server.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* None. Do not attempt to delete a local agent.

6069

**Update remote hosts using agent *agentName* failed.**

*Explanation:* When normal agent status is changed, all remote hosts using this agent are updated as well. An attempt to update remote hosts failed while handling the status of the *agentName* agent.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check machine available memory and CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6070

**Update remote hosts using agent *agentName* completed partially.**

*Explanation:* When normal agent status is changed, all remote hosts using this agent are updated as well. An attempt to update remote hosts did not succeed for all the remote hosts while handling the status of the *agentName* agent.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check machine available memory and CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6071

**Add a new record to TR node list while handle node *nodeID* failed.**

*Explanation:* The tracker process attempted to add a new entry in its nodes list. The *nodeID* node is used by the tracker process to track jobs were submitted to the node. An attempt to add the *nodeID* node failed.

*System action:* Normal CONTROL-M/Server processing continues.

---

*User response:* Do the following:

- Check machine available memory and CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6072

**Add a new record to TR node-job list while handle node *nodeID* and order number *orderNumber* failed.**

*Explanation:* The tracker process attempted to add a new entry in its nodes list. The *nodeID* node is used by the tracker process to track jobs were submitted to the node. An attempt to add the *nodeID* node *orderNumber* order number failed.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check machine available memory and CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6073

**Determine different memory remote host agent list and remote host status file agent list failed while handling remote host *hostName*.**

*Explanation:* An attempt to determine the difference between the memory agent remote host list and remote host status file agents list failed.

*System action:* Normal CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check machine available memory and CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6074

**Remote host *hostName* agents list file contains illegal line.**

*Explanation:* An illegal line was found in the *hostName* remote host agents list status file.

*System action:* The status of the remote host is not handled correctly. CONTROL-M/Server processing continues.

*User response:* Do the following:

- Check CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6075

**Add job with order number *orderNumber* details to node *nodeID* order number list failed.**

*Explanation:* An attempt was made to add the *orderNumber* order number job details to the *nodeID* node order number list, which handles the tracking of these order numbers. The status of the *orderNumber* job may only be updated by using the track-all mechanism.

*System action:* CONTROL-M/Server processing continues.

---

*User response:* Do the following:

- Check CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

**6076**

**Failed to clean node *nodeID* order number list. rc=rc.**

*Explanation:* An attempt was made to clean the *nodeID* order number list, but the attempt failed.

*System action:* CONTROL-M/Server processing continues.

*User response:* Contact BMC Software Customer Support.

**6077**

***functionName:* Remote host *hostName* map details not found.**

*Explanation:* The *hostName* remote host map is not found in the CONTROL-M/Server database. This error may occur while handling job submissions, killing jobs, or viewing JCL.

*System action:* CONTROL-M/Server processing continues. In addition,

- if this error occurs during job submission, the job is not submitted
- if this error occurs while killing a job, the job is not killed
- if this error occurs while viewing JCL, the view JCL function fails

*User response:* Define a map for the *hostName* remote host.

**6078**

***functionName:* Failed to get remote host *hostName* map details.**

*Explanation:* The *hostName* remote host map could not be obtained from the CONTROL-M/Server database. This error may occur while handling job submissions, killing ordered jobs, or viewing JCL.

*System action:* CONTROL-M/Server processing continues. In addition,

- if this error occurs during job submission, the job is not submitted
- if this error occurs while killing a job, the job is not killed
- if this error occurs while viewing JCL, the view JCL function fails

*User response:* Do the following:

- Check CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

**6079**

***functionName:* Illegal node status received *status* with trigger *triggerName*.**

*Explanation:* The *status* illegal node status was encountered while handling data for the *triggerName* trigger.

*System action:* CONTROL-M/Server processing continues. The action specified by the trigger is not handled.

---

*User response:* Do the following:

- Check CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6080

***functionName:* Illegal node type received type with trigger *triggerName*.**

*Explanation:* The *type* illegal node type was encountered while handling data for the *triggerName* trigger.

*System action:* CONTROL-M/Server processing continues. The action specified by the trigger is not handled.

*User response:* Do the following:

- Check CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6081

***Failed to load *fileName* file *explanation*.***

*Explanation:* An attempt was made to load the *fileName* file, but the attempt failed.

*System action:* CONTROL-M/Server processing continues. Default configuration parameters, described in the CONTROL-M/Server logs, are used.

*User response:* Do the following:

- Check CONTROL-M/Server logs.
- Contact BMC Software Customer Support.

6082

***functionName:* Only Mail shouts are allowed for remote hosts. Shout type received *shoutType* while handling order number *orderID*.**

*Explanation:* CONTROL-M/Server requested a remote host to perform a *shoutType* shout, but only mail shouts are permitted.

*System action:* CONTROL-M/Server processing continues.

*User response:* Verify that you have requested only mail shouts from remote hosts

6083

***functionName:* Failed to get available agent for remote host *hostName*.**

*Explanation:* An attempt was made to get an available agent for the *hostName* remote host, but the attempt failed.

*System action:* CONTROL-M/Server processing continues. The requested operation failed.

*User response:* Do the following:

- Check CONTROL-M/Server logs.
- Contact BMC Software Customer Support.



---

6084

**Illegal node type *type* received while handle job with orderno *orderNumber* runcount *count*.**

*Explanation:* An illegal node type (*type*) was received while handling a job with the *orderNumber* order number and the *count* run count.

*System action:* CONTROL-M/Server processing continues. Job tracking fails.

*User response:* Contact BMC Software Customer Support.

6100

**Utility aborted - Running the utility will damage the mirroring**

*Explanation:* Running the utility may damage the mirroring, since the connection with the Mirror Server can not be established. The utility is aborted (since it was executed by a user other than the CONTROL-M/Server Administrator), so mirroring will not be damaged.

*System action:* The utility is aborted, and mirroring is not damaged.

*User response:* Determine the cause of the failed connection with the Mirroring Server and correct it. If the problem persists, contact BMC Software Customer Support.

6101

**Utility aborted - User not authorized to execute the utility!**

*Explanation:* The utility may not be executed by a user other than the CONTROL-M/Server Administrator, and therefore is aborted.

*System action:* The utility is aborted.

*User response:* No user other than the CONTROL-M/Server Administrator is allowed to run this utility. Please refer to the Utility Reference Table in the *CONTROL-M/Server for UNIX and Microsoft Windows Administrator Guide*.

6102

**Timeout waiting for LG process to change state to Running**

*Explanation:* This utility needs to be suspended while the CONTROL-M/Server state is Suspended and resume running only when it notices that the CONTROL-M/Server state is Running. In this case, the utility was waiting for it to resume Running state, but the timeout limit was exceeded.

*System action:* The utility is aborted. If ordering is performed, it continues with the ordering attempts of the rest of the jobs.

*User response:* Check the CONTROL-M/Server processes state with the *prf* utility and retry again when the processes are back in Running state.

6103

**Selector did not get out of suspension**

*Explanation:* The ordering utility was executed. This utility needs to be suspended while the CONTROL-M/Server state is Suspended and resume running only when it notices that the CONTROL-M/Server state is Running. In this case, the utility was waiting for it to resume Running state, but the timeout limit was exceeded.

---

*System action:* The utility is aborted.

*User response:* Check the CONTROL-M/Server processes state with the prf utility and retry again when the processes are back in Running state.

**6104      Update user information in security table *userName description userGroup nodeID***

*Explanation:* The ctmssec utility, executed in a non-interactive mode, updated existing user information in the security definitions tables. The new information for this user is specified in the *userName*, *description*, *userGroup*, and *nodeID* parameters.

*System action:* The database table was updated with the new information.

*User response:* No action is required.

**6105      Insert user information into security table *userName description userGroup nodeID***

*Explanation:* The ctmssec utility, executed in a non-interactive mode, tried to update user information in the security definitions tables. Since the user was not found, a new user is defined. The new user information is specified in the *userName*, *description*, *userGroup*, and *nodeID* parameters.

*System action:* The database table was updated with the new information.

*User response:* No action is required.

**6106      Update group information in security table *groupName description -group- nodeID***

*Explanation:* The ctmssec utility, executed in a non-interactive mode, updated existing group information in the security definitions tables. The new information of this group is specified in the *groupName*, *description*, *group*, and *nodeID* parameters.

*System action:* The database table was updated with the new information.

*User response:* No action is required.

**6107      Insert group information into security table *groupName description -group- nodeID***

*Explanation:* The ctmssec utility, executed in a non-interactive mode, tried to update group information in the security definitions tables. Since the group was not found, a new group is defined. The new group information is specified in the *groupName*, *description*, *group*, and *nodeID* parameters.

*System action:* The database table was updated with the new information.

*User response:* No action is required.

- 
- 6108**                      **Failed to receive confirmation of successful message receiving**
- Explanation:* The utility performed an action, but the confirmation of a successful message reception failed. There is a possibility that the action performed by the utility may not be completed.
- System action:* The utility ends. There is a chance that it did not complete all its actions successfully.
- User response:* Restart CONTROL-M/Server. All information is refreshed from the database.
- 
- 6109**                      **Failed in database operation while trying to find dependent jobs. Return Code = rc**
- Explanation:* You tried to list job dependencies with the ctmprsm utility, but the utility failed in the database operation.
- System action:* The list is empty.
- User response:* Determine the cause of the database problem. Check the database error log. If the problem persists, contact BMC Software Customer Support.
- 
- 6110**                      **Start failover has failed**
- Explanation:* The Start Failover procedure failed.
- You tried to copy the saved site-specific information about the backup Server platform to the Mirror database, and the attempt failed. This data is needed to start CONTROL-M on the backup Server using the Mirror database.
- System action:* The Failover Server on the secondary platform is not ready to start.
- User response:* Check the connection to the Mirroring database. Do not start the secondary CONTROL-M/Server on the Failover Server.
- 
- 6111**                      **Stop failover has failed**
- Explanation:* The Stop Failover procedure failed.
- You tried to restore the site-specific information about the primary Server platform to the Mirror database, and the attempt failed. This data is used to restore the primary database.
- System action:* The Failover Server on the secondary platform was not stopped.
- User response:* Check the connection to the Mirroring database. Do not continue with restoring the primary database from the Mirror.
- 
- 6112**                      **Unable to initialize**
- Explanation:* A process cannot be initialized due to a system problem or lack of resources.
- System action:* The process aborts with a failure exit status.
- User response:* Check the system error log, disk space, or database connectivity.

---

6113

**Failed to get CONTROLM\_MIRROR\_USER from the environment**

*Explanation:* A utility failed to log on to the mirror database because it could not get the CONTROLM\_MIRROR\_USER parameter from the environment.

*System action:* A utility failed to log on to the mirror database. The utility aborts with an error.

*User response:* Check that the CONTROLM\_MIRROR\_USER parameter is set in the .cshrc file. Log on to the shell environment again. If this does not solve the problem, use the **Database Mirroring => Initialize Mirroring** option.

6114

**Failed to get CONTROLM\_USER from the environment**

*Explanation:* A utility failed to log on to the primary database because it could not get the CONTROLM\_USER parameter from the environment.

*System action:* A utility failed to log on to the database. The utility aborts with an error.

*User response:* Check that the CONTROLM\_USER parameter is set in the .cshrc file. Log on to the shell environment again.

6115

**Failed to get SYBASE from the environment**

*Explanation:* A utility failed to log on to the database because it could not get the SYBASE parameter from the environment.

*System action:* A utility failed to log on to the database. The utility aborts with an error.

*User response:* Check that the SYABSE parameter is set in the .cshrc file. Log on to the shell environment again.

6116

**Failed to get CONTROLM environment variable**

*Explanation:* A utility failed to log into the database because it could not get the CONTROLM parameter from the environment.

*System action:* A utility failed to log on to the database. The utility aborts with an error.

*User response:* Check that the CONTROLM parameter is set in the .cshrc file. Log on to the shell environment again.

6117

**Failed to create temporary file *fileName* for writing. Error Number=*errorNumber*, Error Message=*errorString***

*Explanation:* A utility failed to log on to the database because it could not create a temporary file (*fileName*).

*System action:* A utility failed to log into the database. The utility aborts with an error.

*User response:* Check the reason that the file could not be created, and act based on the error number (*errorNumber*) and error string (*errorString*) returned.

- 
- 6118**                      **Failed to create temporary (fp) file *fileName* for writing**
- Explanation:* A utility failed to log on to the database because it could not create a temporary file (*fileName*).
- System action:* A utility failed to log on to the database. The utility aborts with an error.
- User response:* Check the reason that the file could not be created. If the problem persists, contact BMC Software Customer Support.
- 
- 6119**                      **Failed to open file *filename* for reading**
- Explanation:* A utility failed to log on to the database because it could not open a temporary file (*fileName*).
- System action:* A utility failed to log on to the database. The utility aborts with an error.
- User response:* Check the reason that file could not be opened. If the problem persists, contact BMC Software Customer Support.
- 
- 6120**                      **Failed to get CTM\_DATABASE\_TYPE from the environment**
- Explanation:* A utility failed to log on to the database because it could not get the CTM\_DATABASE\_TYPE parameter from the environment.
- System action:* A utility failed to log on to the database. The utility aborts with an error.
- User response:* Check that the CTM\_DATABASE\_TYPE parameter is set in the .cshrc file. Log on to the shell environment again.
- 
- 6121**                      **Unsupported database *DBType***
- Explanation:* A utility failed to log on to the database because the *DBType* value is incorrect.
- System action:* A utility failed to log on to the database. The utility aborts with an error.
- User response:* Correct the CTM\_DATABASE\_TYPE parameter in the .cshrc file. Valid values are SYBASE or ORACLE. Log on to the shell environment again.
- 
- 6122**                      **Failed to get *envirVariable* from the environment**
- Explanation:* A utility failed to log on to the database because it could not get the specified *envirVariable* from the environment.
- System action:* A utility failed to log on to the database. The utility aborts with an error.
- User response:* Check that the *envirVariable* is set in the .cshrc file. Log on to the shell environment again.

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6123

**Cannot open directory *directoryName***

*Explanation:* A utility failed to open the specified directory (*directoryName*). The files under this directory can not be accessed.

*System action:* The ctmsuspend utility failed and did not change the processes state.

*User response:* Check the OS file system.

6124

**Cannot shutdown CONTROL-M/Server...**

*Explanation:* The shut\_ctm utility failed to shut down the CONTROL-M/Server processes.

*System action:* The ctmsuspend utility failed and did not perform the required action.

*User response:* Check the shut\_ctm process log in the **proclog** directory for messages at debug level 0.

6125

**Restarting server...**

*Explanation:* CONTROL-M/Server processes are about to be restarted.

*System action:* The start\_ctm utility is executed by the ctmsuspend utility.

6126

**Cannot restart CONTROL-M/Server...**

*Explanation:* CONTROL-M/Server processes cannot be restarted.

*System action:* The start\_ctm utility failed. The CONTROL-M/Server did not restart because the ctmsuspend utility failed to perform the required action.

*User response:* Check the start\_ctm process log in the **proclog** directory for messages at debug level 0.

6127

**Failed to run ctmshout utility**

*Explanation:* The ctmshout utility failed to execute.

*System action:* The message that indicates whether the operation of the ctmsuspended utility was successful or not was not inserted into the IOALOG table. There is a chance that the ctmsuspend utility failed to perform the required action.

*User response:* Check the ctmshout process log in the **proclog** directory for messages at debug level 0.

---

6128

**Failed to create database objects**

*Explanation:* Database tables and other database objects, such as indexes and stored procedures, were not created successfully.

*System action:* The ctmccreateschema utility failed, and the CONTROL-M/Server database was not created.

*User response:* Check connectivity with the database. Check the **create\_db.mssql.out** file in the CONTROL-M temporary directory for error messages. If the problem persists, contact BMC Software Customer Support.

6129

**Failed to insert initial values into database tables**

*Explanation:* Database tables were not initialized with the correct initial values in order for CONTROL-M/Server to function.

*System action:* The ctmccreateschema utility failed, and the CONTROL-M/Server database was not created.

*User response:* Check connectivity with the database. Check the **insert\_NT.out** file in the CONTROL-M temporary directory for error messages. If the problem persists, contact BMC Software Customer Support.

6130

**Failed to create database partitions tables**

*Explanation:* The CMR\_IOALOG and CMR\_JOBINF database partition tables were not created successfully.

*System action:* The ctmccreateschema utility failed, and the CONTROL-M/Server database was not created.

*User response:* Check connectivity with the database. Check the **create\_parts.out** file in the CONTROL-M temporary directory for error messages. If the problem persists, contact BMC Software Customer Support.

6131

**Failed to update system and communication parameters in database tables**

*Explanation:* The CONTROL-M/Server system and communication parameters were not stored successfully in the database tables. CONTROL-M/Server could not be started without those parameters.

*System action:* The ctmccreateschema utility failed, and the CONTROL-M/Server database was not created.

*User response:* Check connectivity with the database. Check the **update\_tb.out** file in the CONTROL-M temporary directory for error messages. If the problem persists, contact BMC Software Customer Support.

6132

**Failed to reset several CONTROL-M/Server configuration parameters**

*Explanation:* The reset\_t1 utility failed.

*System action:* The ctmccreateschema utility failed, and the CONTROL-M/Server database was not created.

---

*User response:* Check connectivity with the database. Check the reset\_t1, init\_prflag, and cleanlog utilities logs in the CONTROL-M proclog directory for error messages. If the problem persists, contact BMC Software Customer Support.

**6133**      ***functionName: Failed to retrieve sysout from the agent for orderno runcount sysout size. rc = rc***

*Explanation:* A utility failed to retrieve sysout from CONTROL-M/Agent.

*System action:* The utility aborts with an exit status of Failed.

*User response:* Contact BMC Software Customer Support.

**6134**      ***functionName: Failed parsing fileName***

*Explanation:* A utility failed during an XML parsing.

*System action:* The utility aborts with an exit status of Failed.

*User response:* Contact BMC Software Customer Support.

**6135**      ***Invalid tagName request in xmlFile***

*Explanation:* A utility failed during an XML parsing while dumping into invalid tagName.

*System action:* The utility aborts with an exit status of Failed.

*User response:* Contact BMC Software Customer Support.

**6136**      ***functionName: Failed to retrieve element list for nodeName in the fileName***

*Explanation:* A utility failed while reading an element list for the nodeName node from the fileName XML file.

*System action:* The utility aborts with an exit status of Failed.

*User response:* Contact BMC Software Customer Support.

**6137**      ***Invalid calendarType***

*Explanation:* A utility failed while reading an invalid calendar type from an XML file.

*System action:* The utility aborts with an exit status of Failed.

*User response:* Contact BMC Software Customer Support.

**6138**      ***functionName: Invalid attributeName of attributeType.***

*Explanation:* A utility failed while reading an invalid attributeType attribute from an XML file.

*System action:* The utility aborts with an exit status of Failed.

*User response:* Contact BMC Software Customer Support.



- 
- 6139**      ***functionName: Failed to commit when inserting calendar: `calendarName`, `calendarYear`***
- Explanation:* The ctm\_psm utility failed to insert a new calendar into the database.
- System action:* The utility aborts with an exit status of Failed.
- User response:* Contact BMC Software Customer Support.
- 6140**      ***functionName: Failed to insert calendar `calenarName`, `calendarYear` into the database.***
- Explanation:* A utility failed to insert a new calendar into the database.
- System action:* The utility aborts with an exit status of Failed.
- User response:* Contact BMC Software Customer Support.
- 6141**      ***functionName: Failed to retrieve parent node of `nodeName` in the `fileName`***
- Explanation:* A utility failed while reading the parent node of the `nodeName` node from the `fileName` XML file.
- System action:* The utility aborts with an exit status of Failed.
- User response:* Contact BMC Software Customer Support.
- 6142**      ***functionName: `CalendarName` with `year` was imported successfully.***
- Explanation:* The ctm\_psm utility was invoked, and successfully imported the `calendarName` calendar.
- System action:* The ctm\_psm utility continues processing.
- User response:* None.
- 6143**      ***functionName: Failed to convert arguments to UTF8.***
- Explanation:* A utility failed to convert arguments to Unicode format.
- System action:* The utility aborts with an exit status of Failed.
- User response:* Contact BMC Software Customer Support.
- 6200**      ***functionName fail to initialize a message list for `messageType` message to agent `nodeID`, request will be aborted***
- Explanation:* The specified function was unable to generate a message list for the requested message type, and therefore the request for which the message generation attempted for Agent `nodeID` is aborted.
- System action:* CONTROL-M/Server attempted to create a `messageType` message.

---

*User response:* Do the following:

1. Check available memory on the machine.
2. Try to disable Agent *nodeID*.
3. If messages continue to appear, contact BMC Software Customer Support.

6201

***functionName* fail to initialize *messageType* header message to agent *nodeID*, request will be aborted**

*Explanation:* The specified function was unable to generate a header message from the *messageType* type, and therefore the request for which the message generation is attempted for Agent *nodeID* is aborted.

*System action:* CONTROL-M/Server attempted to create a *messageType* message.

*User response:* Do the following:

1. Check available memory on the machine.
2. Try to disable Agent *nodeID*.
3. If messages continue to appear, contact BMC Software Customer Support.

6202

***functionName* fail to append *messageType* header message to agent *nodeID*, request will be aborted**

*Explanation:* The specified function was unable to append a header message from the *messageType* type, and therefore the request for which the message generation is attempted for Agent *nodeID* is aborted.

*System action:* CONTROL-M/Server attempted to create a *messageType* message.

*User response:* Do the following:

1. Check available memory on the machine.
2. Try to disable Agent *nodeID*.
3. If messages continue to appear, contact BMC Software Customer Support.

6203

***functionName* fail to create *messageType* message to agent *nodeID*, request will be aborted**

*Explanation:* The specified function was unable to generate a message from the *messageType* type, and therefore the request for which the message generation is attempted for Agent *nodeID* is aborted.

*System action:* CONTROL-M/Server attempted to create a *messageType* message.

*User response:* Do the following:

- 
1. Check available memory on the machine.
  2. Try to disable Agent *nodeID*.
  3. If messages continue to appear, contact BMC Software Customer Support.

**6204**      ***functionName received from agent a corrupt message <<<<message>>>>***

*Explanation:* The specified function attempted to handle a message from a CONTROL-M/Agent, but found it to be corrupted.

*System action:* CONTROL-M/Server attempted to handle a request from CONTROL-M/Agent.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6205**      ***functionName fail to create temporary status file: fileName***

*Explanation:* The specified function attempted to create temporary status file for a job.

*System action:* CONTROL-M/Server attempted to create a new status file.

*User response:* Do the following:

1. Check the disk and the disk space where CONTROL-M/Server is installed.
2. Check the file system where CONTROL-M/Server is installed.

**6206**      ***functionName fail to write temporary status file: fileName***

*Explanation:* The specified function attempted to write a temporary status file for a job.

*System action:* CONTROL-M/Server attempted to write data to a status file.

*User response:* Do the following:

1. Check the disk and the disk space where CONTROL-M/Server is installed.
2. Check the file system where CONTROL-M/Server is installed.

**6207**      ***functionName fail to close temporary status file: fileName***

*Explanation:* The specified function attempted to close a job's temporary status file.

*System action:* CONTROL-M/Server attempted to close a status file.

*User response:* Do the following:

- 
1. Check the disk and the disk space where CONTROL-M/Server is installed.
  2. Check the file system where CONTROL-M/Server is installed.

6208

***functionName fail to rename temporary status file: `fileName1` to status file: `fileName2`***

*Explanation:* The specified function attempted to rename a job's temporary status file.

*System action:* CONTROL-M/Server attempted to rename a status file.

*User response:* Do the following:

1. Check the disk and the disk space where CONTROL-M/Server is installed.
2. Check the file system where CONTROL-M/Server is installed.

6209

***functionName fail to make a message list from a message buffer, request will be aborted***

*Explanation:* The specified function was unable to make a message list from message buffer, and therefore the request for which the message list generation is attempted is aborted.

*System action:* CONTROL-M/Server attempted to create a message list from a message buffer.

*User response:* Do the following:

1. Check available memory on the machine.
2. If messages continue to appear, contact BMC Software Customer Support.

6210

***functionName fail to get header message, request will be aborted***

*Explanation:* The specified function was unable to locate a header message, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to fetch a header message from a message list.

*User response:* Do the following:

1. Check available memory on the machine.
2. If messages continue to appear, contact BMC Software Customer Support.

6211

***functionName unsupported request code (`requestCode`) received from agent `nodeID`***

*Explanation:* The specified function received a request with an unsupported request code from Agent `nodeID`.

---

*System action:* CONTROL-M/Server attempted to generate a request code sent by an Agent.

*User response:* Do the following:

1. Try to disable Agent *nodeID*.
2. If messages continue to appear, contact BMC Software Customer Support.

**6212**      ***functionName* received termination request by user**

*Explanation:* The specified function received a request to terminate from the shut\_ctm utility.

*System action:* CONTROL-M/Server attempted to handle a request.

*User response:* Start the CONTROL-M/Server by executing the start\_ctm utility.

**6213**      ***functionName* unsupported request code (*requestCode*) received from one of the server processes**

*Explanation:* The specified function received a request with an unsupported request code from one of the server processes.

*System action:* CONTROL-M/Server attempted to generate a service from a request code sent by one of the Server processes.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6214**      ***functionName* null logical TCP session pointer, current service is aborted**

*Explanation:* The specified function tried to send a message to an Agent using a corrupted TCP session with this Agent, and therefore the *service* is aborted.

*System action:* CONTROL-M/Server attempted to send a message to an Agent.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6215**      ***functionName* failed to create a new physical *protocol* communication channel**

*Explanation:* The specified function failed to create a new communication channel of type *protocol*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to create a new communication channel.

*User response:* Do the following:

1. Check available memory on the machine.
2. If messages continue to appear, contact BMC Software Customer Support.

---

6216

***functionName* communication error INET protocol type (*protocol*) is not Supported**

*Explanation:* The specified function failed to create a new communication channel of an unsupported *protocol*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to create a new communication channel.

*User response:* Do the following:

1. Check available memory on the machine.
2. If messages continue to appear, contact BMC Software Customer Support.

6217

***functionName* communication error protocol mode (*protocol*) is not Supported**

*Explanation:* The specified function failed to create a new communication channel of an unsupported *protocol*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to create a new communication channel.

*User response:* Do the following:

1. Check available memory on the machine.
2. If messages continue to appear, contact BMC Software Customer Support.

6218

***functionName* failed to create a new logical *protocol* communication channel**

*Explanation:* The specified function failed to create a new logical communication channel of type *protocol*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to create a new logical communication channel.

*User response:* Do the following:

1. Check available memory on the machine.
2. If messages continue to appear, contact BMC Software Customer Support.

6219

***functionName* failed to up-class a physical communication channel to a physical *protocol* communication channel**

*Explanation:* The specified function has a corrupt physical communication channel, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to connect to a physical communication channel.

*User response:* Check previous messages, and contact BMC Software Customer Support.

---

6220

***functionName failed to connect to client (nodeID) at port (portNumber)***

*Explanation:* The specified function failed to connect to Agent *nodeID* at TCP/IP port *portNumber*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to connect to a communication channel.

*User response:* Do the following:

1. Check that Agent *nodeID* is up and running.
2. Check that TCP/IP port *portNumber* is correct.
3. Check that Agent *nodeID* exists. If Agent *nodeID* does not exist, then the next time you shut CONTROL-M/Server, delete **CTM HOME/ctm/data/AGPRM/*nodeID*** and **CTM HOME/ctm/data/AGSTAT/*nodeID***.

6221

***functionName failed to disconnect session of logical TCP communication channel (channel) of physical session id (sessionID)***

*Explanation:* The specified function failed to disconnect a logical TCP communication channel (*channel*) with an Agent identified by *sessionID*. The operation attempts to continue.

*System action:* CONTROL-M/Server attempted to close a communication channel.

*User response:* If messages continue to appear, contact BMC Software Customer Support.

6222

***functionName connected client name (nodeID) is already connected***

*Explanation:* The specified function received a request to choose a persistent connection for disconnection when the maximum number of concurrent sessions has been reached, but found that the requested Agent for connection was already connected.

*System action:* CONTROL-M/Server attempted to choose a persistent session for disconnection when maximum concurrent sessions have already been reached.

*User response:* Check previous messages, and contact BMC Software Customer Support.

6223

***functionName fail to get parameter agent parameter value for client name (nodeID) using default***

*Explanation:* The specified function failed to retrieve an Agent *parameter* value, and therefore tries to continue using the default value.

*System action:* CONTROL-M/Server attempted to check an Agent *parameter* value.

---

*User response:* Do the following:

1. Check that the Agent file *CTM HOME/ctm/data/AGDEFS/AGDEFS* exists, and that the directories *CTM HOME/ctm/data/AGPRM* and *CTM HOME/ctm/data/AGSTAT* exist.
2. If messages continue to appear, contact BMC Software Customer Support.

6224

**Connected persistent sessions:**

-----  
**Total concurrent sessions: *sessions* out of *maxSessions***  
-----

-----  
**Physical Session (*pointer*): *nodeID.port***

**Client Name: *nodeID***

**Total services: *servicesNum***

**Duration: *durationNum* seconds**

**Last activity: *activityNum* seconds**

**Service Name: SRVC\_TYPE\_SUBMIT**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_EXIT\_STATUS**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_TRACE\_ALL**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_DOWN\_SYSOUT**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_DOWN\_JCL**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_UP\_JCL**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_UTIL**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_TUNNEL**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_AGENT\_AVAILABILITY**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_PASS\_REPLY**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_PASS**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_AG\_PING**

**active: *num* total: *num***

**Service Name: SRVC\_TYPE\_VERSION**

**active: *num* total: *num***  
-----

*Explanation:* CONTROL-M/Server produces a printout of the status and statistics of the current connected persistent sessions.

*System action:* Issue the following command to produce the printout:

```
ctmipc -dest NS -msgid NSS [-data "PRT 0"]
```

*User response:* No action is required.



---

6225

**Disconnected persistent sessions:**

-----  
**Total concurrent sessions: *sessions* out of *maxSsessions***  
-----

-----  
**Disconnected Agent: *nodeID***  
**Duration: *durationNum* seconds**  
-----

*Explanation:* CONTROL-M/Server produces a printout of the current disconnected persistent sessions.

*System action:* Issue the following command to produce the printout:

```
ctmpic -dest NS -msgid NSS -data "PRT 9"
```

*User response:* No action is required.

6226

***functionName* failed to create a new disconnected session for client name (*nodeID*)**

*Explanation:* The specified function failed to create a new disconnected session when maximum concurrent sessions were reached.

*System action:* CONTROL-M/Server chooses a persistent session for disconnection when maximum concurrent sessions are reached.

*User response:* Do the following:

1. Check available memory on the machine.
2. If messages continue to appear, contact BMC Software Customer Support.

6227

***functionName* failed to send alerts on event**

*Explanation:* The specified function failed to send alerts to CONTROL-M/EM, the system console, and the IOALOG when the specified even occurred.

*System action:* CONTROL-M/Server attempted to send alerts to CONTROL-M/EM, the system console, and the IOALOG.

*User response:* If messages continue to appear, contact BMC Software Customer Support.

6228

***functionName* operation (*opCode*) is not Supported**

*Explanation:* The specified function failed to register a event associated with an unsupported *opCode* operation, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to register a callback event.

*User response:* Check previous messages, and contact BMC Software Customer Support.

---

6229

***functionName* failed on SSL client operation server operation with physical session id (*sessionID*) sid=code**

*Explanation:* The specified function failed to complete an SSL operation with an Agent that is identified by *sessionID*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to generate an SSL communication with an Agent.

*User response:* Do the following:

1. Check that your SSL keys (**ctmkey.kdb** and **agkey.kdb**) match.
2. If messages continue to appear, contact BMC Software Customer Support.

6230

***functionName* failed to set SSL session option (*option*) with physical session id (*sessionID*)**

*Explanation:* The specified function failed to complete an SSL connection with an Agent that is identified by *sessionID*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to generate an SSL communication with an Agent.

*User response:* Do the following:

1. Check that your SSL keys (**ctmkey.kdb** and **agkey.kdb**) match.
2. If messages continue to appear, contact BMC Software Customer Support.

6231

***functionName* failed on SSL server operation client operation with physical session id (*sessionID*) sid=code**

*Explanation:* The specified function failed to complete an SSL operation with an Agent that is identified by *sessionID*, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to generate an SSL communication with an Agent.

*User response:* Do the following:

1. Check that your SSL keys (**ctmkey.kdb** and **agkey.kdb**) match.
2. If messages continue to appear, contact BMC Software Customer Support.

6232

***functionName* process *processName* will terminate after receiving SIGTERM signal**

*Explanation:* The specified function received a kill request for process *processName*.

*System action:* CONTROL-M/Server issued a kill process shell command.

*User response:* No action is required.

---

**6233**                      ***functionName* got an invalid SSL *profileType* profile pointer while SSL protocol is enabled.**

*Explanation:* The specified function obtained a corrupted SSL profile for *profileType*, and therefore the process is aborted.

*System action:* CONTROL-M/Server attempted to initialize an SSL client or server profile.

*User response:* If messages continue to appear, contact BMC Software Customer Support.

**6234**                      ***functionName* got a negative value for PORTNUM entry in AGDEFS table**

*Explanation:* The specified function obtained an invalid value for a TCP/IP port number, and therefore the process is aborted.

*System action:* CONTROL-M/Server attempted to initialize the default agent port number.

*User response:* Do the following:

1. Check the disk space and file system.
2. Check that the Agent defaults file (*CTM HOME/ctm/data/AGDEFS/AGDEFS*) exists, and use the *ctm\_menu* utility to reset the default agent port number.
3. If messages continue to appear, contact BMC Software Customer Support.

**6235**                      **NS initialization failed process will be aborted**

*Explanation:* NS is unable to initialize due to various environmental issues, and therefore the process is aborted.

*System action:* CONTROL-M/Server attempted to initialize the NS process.

*User response:* If messages continue to appear, contact BMC Software Customer Support.

**6236**                      **NS service manager failed to start default services, process will be aborted**

*Explanation:* NS failed to create a listener for Agent's request or Server process requests, and therefore the process is aborted.

*System action:* CONTROL-M/Server attempted to initialize the NS process.

*User response:* Do the following:

1. Find a free port number, and use the *ctm\_menu* utility to assign that new port number to the Agent-to-Server Port Number parameter.
2. If messages continue to appear, find a free port number, and use the *ctm\_menu* utility to assign that new port number to the Inter Process Communication Port Number parameter.

---

6237

**NS agent availability failed to start, process will be aborted**

*Explanation:* NS failed to start the Agent availability service, and therefore the process is aborted.

*System action:* CONTROL-M/Server attempted to initialize the NS process.

*User response:* Check previous messages, and contact BMC Software Customer Support.

6238

***functionName* failed to open INET listen channel for HOST: *host* on PORT: *port***

*Explanation:* The specified function failed to open a new TCP/IP listener for Agent requests for *host* on TCP/IP *port*, and therefore the process is aborted.

*System action:* CONTROL-M/Server attempted to initialize the NS process.

*User response:* Find a free port number, and use the ctm\_menu utility to assign that new port number to the Agent-to-Server Port Number parameter.

6239

***functionName* failed to open CTMS listen channel for NAME: *IPCCode***

*Explanation:* The specified function failed to open a new Inter Process Communication listener for the Server process requests, and therefore the process is aborted.

*System action:* CONTROL-M/Server attempted to initialize the NS process.

*User response:* Find a free port number, and use the ctm\_menu utility to assign that new port number to the Inter Process Communication Port Number parameter.

6240

***functionName* failed to up-class an abstract channel to a communication channel (*pointer*)**

*Explanation:* The specified function has a corrupt communication channel, and therefore the request is aborted.

*System action:* CONTROL-M/Server attempted to open a new communication listener.

*User response:* Check previous messages, and contact BMC Software Customer Support.

6243

***functionName* failed to delete node group *nodeGroup* information from table *databaseTable*, code=*rc***

*Explanation:* The deletion of the node group from the database failed.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check other messages in the log file, database logs, and contact BMC Software Customer Support.

---

6244	<b><i>functionName</i> failed to insert node group <i>nodeGroup</i> into table <i>databaseTable</i>, code=<i>rc</i></b>
	<i>Explanation:</i> The insertion of the node group to the database failed.
	<i>System action:</i> The CONTROL-M Configuration Manager displays an error message.
	<i>User response:</i> Check other messages in the log file, database logs, and contact BMC Software Customer Support.
6300	<b><i>functionName</i> : Inconsistent Control-M Server to Control-M Agent message list</b>
	<i>Explanation:</i> A message from CONTROL-M/Server to CONTROL-M/Agent includes invalid data.
	<i>System action:</i> CONTROL-M/Server frees the memory allocated for the message.
	<i>User response:</i> Check previous messages, and contact BMC Software Customer Support.
6301	<b><i>functionName</i> : Control-M Server to Control-M Agent message pointer is not initialized</b>
	<i>Explanation:</i> A message from CONTROL-M/Server to CONTROL-M/Agent includes invalid data.
	<i>System action:</i> CONTROL-M/Server frees the memory allocated for the message.
	<i>User response:</i> Check previous messages, and contact BMC Software Customer Support.
6302	<b><i>functionName</i> : Control-M Server to Control-M Agent Message buffer is not initialized</b>
	<i>Explanation:</i> A message from CONTROL-M/Server to CONTROL-M/Agent includes invalid data.
	<i>System action:</i> CONTROL-M/Server frees the memory allocated for the message.
	<i>User response:</i> Check previous messages, and contact BMC Software Customer Support.
6303	<b><i>functionName</i> : Control-M Server to Control-M Agent Messages list is not initialized</b>
	<i>Explanation:</i> A message from CONTROL-M/Server to CONTROL-M/Agent includes invalid data.
	<i>System action:</i> CONTROL-M/Server frees the memory allocated for the message.

---

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6304**      ***functionName* : The value of 'CPU used' sent by the Control-M Agent is negative : CPU\_used**

*Explanation:* The value of *CPU\_used* sent by the CONTROL-M/Agent to the CONTROL-M/Server is negative.

*System action:* CONTROL-M/Server sets the value for CPU usage to 0.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6305**      ***functionName* : The value of 'elapsed time' sent by the Control-M Agent is negative: time**

*Explanation:* The value of *time* sent by the CONTROL-M/Agent to the CONTROL-M/Server is negative.

*System action:* CONTROL-M/Server sets the value for elapsed time to 0.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6306**      ***functionName* : Control-M Server to Control-M Agent message type not found. Message type : *messageType*.**

*Explanation:* The message type sent from or to CONTROL-M/Server is not found.

*System action:* System processing continues.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6307**      ***functionName* : Control-M Server to Control-M Agent message is empty**

*Explanation:* The message type sent by the CONTROL-M/Server or received by the CONTROL-M/Server is invalid.

*System action:* CONTROL-M/Server frees the memory allocated for the message.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6308**      ***functionName* : Gateway older than 613 cannot connect data center 613 or above**

*Explanation:* You are trying to connect a Gateway version 6.1.0 or earlier to CONTROL-M/Server version 6.1.3 or later.

*System action:* CONTROL-M/Server refuses to connect to CONTROL-M/EM.

---

*User response:* Check the versions of CONTROL-M/EM and CONTROL-M/Server, and connect CONTROL-M/Server version 6.1.3 or later to a compatible version of CONTROL-M/EM.

**6309**

***functionName* : Unknown service ID received from CONTROL-M EM**

*Explanation:* The CONTROL-M/Server receives an unknown service ID from CONTROL-M/EM.

*System action:* One of the following has occurred:

- If the CONTROL-M/Server was trying to connect to CONTROL-M/EM, the server refuses to connect to CONTROL-M/EM.
- If the CONTROL-M/Server was handling a user request, the user request is rejected.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6310**

***functionName* : Database transaction failed to commit. Return code = *rc***

*Explanation:* The database transaction could not commit.

In this message, valid values for *rc* are CM\_FAIL or CM\_EOF.

*System action:* System processing continues.

*User response:* Check the database logs, and contact on-site DBA Support.

**6311**

***functionName* : Database fail to open a new transaction**

*Explanation:* The database could not open a new transaction.

*System action:* System processing continues.

*User response:* Check the database logs, and contact on-site DBA Support.

**6312**

***functionName* : Failed to clean statistic information. Return code = *rc***

*Explanation:* CONTROL-M/Server could not clean the statistic information table during the New Day procedure.

In this message, the only valid value for *rc* is CM\_FAIL.

*System action:* CONTROL-M/Server performs the following:

- Writes to the CMR\_IOALOG table that the attempt to clean statistic information failed
- Sends an alert to CONTROL-M/EM

*User response:* Check the database logs, and contact on-site DBA Support.

- 
- 6313**                    **functionName : Database transaction failed to rollback. Return code = rc**
- Explanation:* The database transaction could not roll back.
- In this message, the only valid value for *rc* is CM\_FAIL.
- System action:* System processing continues.
- User response:* Check the database logs, and contact on-site DBA Support.
- 
- 6314**                    **functionName : Failed to clean CMR\_JOBINF table. Return code = rc**
- Explanation:* CONTROL-M/Server could not clean the CMR\_JOBINF table during the New Day procedure.
- In this message, the only valid value for *rc* is CM\_FAIL.
- System action:* CONTROL-M/Server sends an alert.
- User response:* Check the database logs, and contact on-site DBA Support.
- 
- 6315**                    **functionName : Ignore Conditions file exceeded maxEntries entries**
- Explanation:* The **db\_ignrcond.dat** Ignore Conditions file contains more than the *maxEntries* number of conditions.
- System action:* CONTROL-M/Server handles only the *maxEntries* number of conditions, and ignores the remainder.
- User response:* Minimize the number of conditions in the **db\_ignrcond.dat** file.
- 
- 6316**                    **functionName Failed to delete condition : condName, condDate**
- Explanation:* CONTROL-M/Server could not delete the specified *condName* condition during the New Day procedure.
- System action:* CONTROL-M/Server performs a database rollback.
- User response:* Check the database logs, and contact on-site DBA Support.
- 
- 6317**                    **functionName Fail to allocate memory for AGSTAT information**
- Explanation:* CONTROL-M/Server could not allocate memory for AGSTAT information.
- System action:* CONTROL-M/Server writes an error message to the IOA log file.
- User response:* Contact your systems administrator.
- 
- 6318**                    **functionName Fail to open AGSTAT file**
- Explanation:* CONTROL-M/Server could not open the AGSTAT file.
- System action:* Sysouts are not cleaned during the New Day procedure.
- User response:* Contact your systems administrator.



6319

**functionName Agent nodeID newday cleanup failed. Return code = rc**

*Explanation:* CONTROL-M/Server could not send a New Day cleanup message to one of the Agents.

In this message, valid values for *rc* are:

<i>rc</i>	Explanation
CM_MBX_BUFFEROVF	Buffer is too large
CM_MBX_FULL	Could not send IPC message
CM_FAIL	

*System action:* The following occurs:

- Sysouts are not cleaned during the New Day procedure for the specified Agent.
- CONTROL-M/Server writes a message to the IOA log file.

*User response:* Contact your systems administrator for help in solving connection problems.

6320

**functionName Fail to fetch next record from AGSTAT table. Return code = rc**

*Explanation:* CONTROL-M/Server could not fetch the next record from the AGSTAT table for an Agent.

In this message, the only valid value for *rc* is CM\_FAIL.

*System action:* Sysouts are not cleaned during the New Day procedure for this Agent.

*User response:* Check previous messages, and contact BMC Software Customer Support.

6321

**functionName Failed to translate local date and time information given specific Time Zone**

*Explanation:* CONTROL-M/Server could not translate the local date and time information, given a specific time zone.

*System action:* Change to the next time zone.

*User response:* Check previous messages, and contact BMC Software Customer Support.

6322

**functionName Failed to perform new day process for time zone timeZone, odate odate**

*Explanation:* CONTROL-M/Server could not perform the New Day procedure for the specified time zone.

*System action:* Try to run the New Day procedure at a later time.

*User response:* No action is required.

- 
- 6323**                      ***functionName* Failed to select jobs from active jobs file where time zone = *timeZone***
- Explanation:* CONTROL-M/Server could not perform the New Day procedure for the specified time zone.
- System action:* Move to the next time zone.
- User response:* Check previous messages, and contact BMC Software Customer Support.
- 
- 6324**                      ***functionName* Failed to update the job's status on the active jobs list during new day**
- Explanation:* CONTROL-M/Server could not update the job's status to Wait Scheduling or Post Odat during the New Day procedure.
- System action:* Perform a database rollback.
- User response:* Check previous messages, and contact BMC Software Customer Support.
- 
- 6325**                      ***functionName* Failed to release control resources during new day process for order number *orderNumber***
- Explanation:* CONTROL-M/Server could not release the control resource for a specific job during the New Day procedure.
- System action:* Perform a database rollback.
- User response:* Check previous messages, and contact BMC Software Customer Support.
- 
- 6326**                      ***functionName* Failed to release quantitative resources during new day process for order number *orderNumber***
- Explanation:* CONTROL-M/Server could not release the quantitative resource for a specific job during the New Day procedure.
- System action:* Perform a database rollback.
- User response:* Check previous messages, and contact BMC Software Customer Support.
- 
- 6327**                      ***functionName* Failed to delete the file *fileName***
- Explanation:* CONTROL-M/Server failed to delete the *fileName* file.
- System action:* System processing continues.
- User response:* Contact your systems administrator.
- 
- 6328**                      ***functionName* Failed to update autoedits from Control-M Agent**
- Explanation:* CONTROL-M/Server failed to update AutoEdits from CONTROL-M/Agent.

---

*System action:* System processing continues.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6329**                    ***functionName Job have reached timeout for state `jobState`.***

*Explanation:* The `jobState` job timed out.

*System action:* CONTROL-M/Server declares the job as Disappeared.

*User response:* No action is required.

**6330**                    ***functionName Failed to read order number `orderNumber` from active jobs list. Return code = `rc`***

*Explanation:* CONTROL-M/Server failed to read this order number from Active Jobs list.

In this message, valid values for `rc` are CM\_FAIL or CM\_EOF.

*System action:* The Tracker process cannot handle this job.

*User response:* Check the database logs, and contact on-site DBA Support.

**6331**                    ***functionName Failed to select post processed jobs from active jobs list***

*Explanation:* During the deletion of the status file, CONTROL-M/Server failed to select post-process jobs.

*System action:* CONTROL-M/Server could not delete the status file for these jobs.

*User response:* Check the database logs, and contact on-site DBA Support.

**6332**                    ***functionName A corrupted status file received from Control-M Agent***

*Explanation:* The status file received from CONTROL-M/Agent contains corrupted information.

*System action:* System processing continues. The status file is saved for debugging.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6333**                    ***functionName When a corrupted status file received, rename the file `fileName1` to `fileName2`***

*Explanation:* A corrupted status file should be renamed.

*System action:* System processing continues. The status file is saved for debugging.

*User response:* Check previous messages, and contact BMC Software Customer Support.

---

6334	<p><b><i>functionName Unable to rename fileName1 to fileName2</i></b></p> <p><i>Explanation:</i> A file could not be renamed.</p> <p><i>System action:</i> System processing continues.</p> <p><i>User response:</i> Contact on-site DBA Support.</p>
6335	<p><b><i>functionName Failed to initialize connection to database</i></b></p> <p><i>Explanation:</i> CONTROL-M/Server failed to initialize a connection to the database.</p> <p><i>System action:</i> CONTROL-M/Server could not start.</p> <p><i>User response:</i> Contact on-site DBA Support.</p>
6336	<p><b><i>functionName Failed to check link to database server</i></b></p> <p><i>Explanation:</i> The link to the database server could not be checked when the CONTROL-M/Server starts.</p> <p><i>System action:</i> CONTROL-M/Server could not start.</p> <p><i>User response:</i> Contact on-site DBA Support.</p>
6337	<p><b><i>functionName Failed to open CMS_SYSPRM table</i></b></p> <p><i>Explanation:</i> CONTROL-M/Server could not open the CMS_SYSPRM table.</p> <p><i>System action:</i> CONTROL-M/Server could not start.</p> <p><i>User response:</i> Contact on-site DBA Support.</p>
6338	<p><b><i>functionName Failed to clean list</i></b></p> <p><i>Explanation:</i> CONTROL-M/Server failed to clean the <b>dblog</b> and <b>ioalog</b> lists in memory.</p> <p><i>System action:</i> CONTROL-M/Server cannot start the SL process.</p> <p><i>User response:</i> Check previous messages, and contact BMC Software Customer Support.</p>
6339	<p><b><i>functionName Failed to close connection when the process is shutting down</i></b></p> <p><i>Explanation:</i> CONTROL-M/Server failed to close the connection to the database when the process shuts down.</p> <p><i>System action:</i> System processing continues.</p> <p><i>User response:</i> Contact on-site DBA Support.</p>

- 
- 6400**      ***functionName: error allocating entity***
- Explanation:* CONTROL-M failed to allocate memory for an entity.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check available memory on the machine.
- 
- 6401**      ***functionName: error in mutex creation:rc***
- Explanation:* CONTROL-M failed to create a mutex synchronization object.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Contact BMC Software Customer Support.
- 
- 6402**      ***functionName: error creating message Q rc***
- Explanation:* CONTROL-M failed to create a message queue.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check available memory on the machine, and contact BMC Software Customer Support.
- 
- 6403**      ***functionName: error destroying mutex in cleanup rc***
- Explanation:* CONTROL-M failed to destroy a mutex synchronization object during cleanup after thread entity creation. This cleanup takes place only when some other severe error occurs.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Respond as required for the previously displayed error messages.
- 
- 6404**      ***functionName: asked to terminate a running thread id=threadID***
- Explanation:* A running thread is destroyed by the threads manager. This only occurs when the process shuts down due to an internal error.
- System action:* The process shuts down.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6405**      ***functionName: error destroying mutex rc***
- Explanation:* A mutex synchronization object could not be destroyed during process shutdown. This may happen if the destroyed mutex object is locked by a thread.
- System action:* None.

---

*User response:* Contact BMC Software Customer Support.

**6406**      ***functionName: error locking mutex rc***

*Explanation:* A mutex synchronization object could not be locked.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Contact BMC Software Customer Support.

**6407**      ***functionName: error unlocking a mutex rc=rc***

*Explanation:* A mutex synchronization object could not be unlocked.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Contact BMC Software Customer Support.

**6408**      ***functionName: error creating threads dynamic array rc=rc***

*Explanation:* A threads data structure could not be created on startup.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Check available memory on the machine.

**6409**      ***functionName: error allocating work Qs array***

*Explanation:* Memory could not be allocated on startup.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Check available memory on the machine.

**6410**      ***functionName: error duplicating message for thread with index threadIndex rc=rc***

*Explanation:* A thread message could not be duplicated.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Check available memory on the machine, and contact BMC Software Customer Support.

**6411**      ***functionName: error in sending message to Q type queueType thread threadIndex rc=rc***

*Explanation:* A message could not be sent to a thread message queue.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Check available memory on the machine.

- 
- 6412**                      ***functionName: failed to get status of thread with index `threadIndex` rc=`rc`***
- Explanation:* A thread's status could not be obtained.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Contact BMC Software Customer Support.
- 6413**                      ***functionName: failed to add message to thread message Q rc=`rc`***
- Explanation:* A message could not be added to a thread message queue.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 6414**                      ***functionName: thread message id `messageID` without destination***
- Explanation:* A thread message without a destination was found when the thread was sending the messages that were waiting to commit.
- System action:* The thread message was not sent. Processing continues.
- User response:* Contact BMC Software Customer Support.
- 6415**                      ***functionName: thread with index `threadIndex` has kpa problem***
- Explanation:* A thread did not update its keep alive flag.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 6416**                      ***functionName: error creating thread message with id `messageID` rc=`rc`***
- Explanation:* A thread message was not created. The reason for this error is probably a failure to allocate memory.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check available memory on the machine, and contact BMC Software Customer Support.
- 6417**                      ***functionName: error in priority Q creation rc=`rc`***
- Explanation:* A priority queue was not created during startup.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check available memory on the machine.

---

6418

**functionName: error in signaling condition rc=rc**

*Explanation:* A condition synchronization object was not signaled, which is necessary to notify a thread that it has messages waiting. This failure may cause a thread to remain sleeping and not wake up to handle its messages.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6419

**Unable to read CMS\_SYSPRM**

*Explanation:* The selector process failed to read from the parameters table while in suspend mode. Using the information in the parameters table, the process detects that a new day is in progress, and if so:

1. Performs cleanup of submission queue internal data structure.
2. Marks internal memory data structures to be refreshed when leaving the suspend mode.

A single failure to read this table is harmless because the process will keep trying to read it. A continuous failure that is not resolved until the end of the New Day procedure may cause late submission of jobs that were waiting in the submission queue when the New Day procedure began (that is, were ready to be submitted but were not submitted).

*System action:* The process stays in suspend mode, and after a while tries to read the table again.

*User response:* In case of repeated messages of this kind, shut down CONTROL-M/Server and contact BMC Software Customer Support.

6420

**functionName: Failed to initialize threads in main. rc = rc**

*Explanation:* A process failed to initialize its threads.

*System action:* The process shuts down.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6421

**functionName: Catastrophic failure while mainAction**

*Explanation:* A main thread detects that the catastrophe flag was set by one of its threads.

*System action:* The process shuts down.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.



- 
- 6422**                    ***functionName:* Failure occurs - Threads have not changed their states. State = {SUSPEND | RUN}**
- Explanation:* Not all threads reached their desired state on startup. Threads start in suspend state; when all threads reached suspend state, the main thread sends a run message, the states of all threads change to run, and normal execution begins.
- System action:* The process shuts down.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6423**                    ***functionName:* Thread status pointer is not initialized**
- Explanation:* Thread information data is corrupt.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Contact BMC Software Customer Support.
- 
- 6424**                    ***functionName:* failed in checking threads state rc=rc**
- Explanation:* The threads state could not be checked.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6425**                    ***functionName:* error inserting thread entity to threads array rc=rc**
- Explanation:* The internal threads data structure could not be updated during process startup.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check available memory on the machine.
- 
- 6426**                    ***functionName:* main thread failed to wait for state change rc=rc**
- Explanation:* Sleep activity for the main thread was stopped prematurely. The reason for the sleep failure can be seen in previous messages in the log file.
- System action:* The catastrophe flag is raised, and as a result, the process shuts down.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.

---

6427

**functionName:** error creating threads manager object rc=rc

*Explanation:* Creation of the main threads data structure failed during process startup.

*System action:* The process shuts down.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6428

**functionName:** failed to get kpa value for thread with index *threadIndex*

*Explanation:* The main thread failed to read the keep alive value of one of the threads. This is probably due to a failure in a mutex synchronization object.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6429

**functionName:** Unknown process state *state*

*Explanation:* The transition of process state to thread state during a process state change failed due to an unknown process state.

*System action:* System processing continues.

*User response:* Contact BMC Software Customer Support.

6430

**functionName:** Failure while trying to send to all threads a change state message. with id *state*

*Explanation:* The main thread failed to send a state message to all threads.

*System action:* The process shuts down.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6431

**functionName:** Error adding thread work queue - array is full

*Explanation:* The internal data structure work queue array is full.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Contact BMC Software Customer Support.

6432

**functionName:** Cannot add thread message to queue - message is corrupt

*Explanation:* The addition of a message to a thread message queue failed because the message is corrupt.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

---

*User response:* Contact BMC Software Customer Support.

6433

***functionName:* Failed to pop a message from message queue rc=rc**

*Explanation:* A failure occurred when trying to pop a message from a thread message queue.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Contact BMC Software Customer Support.

6434

***functionName:* Failure occurs - Submission and presub threads have not changed their states to SUSPEND. Going out**

*Explanation:* When the main selector thread detects that a New Day procedure is in progress, before cleaning the submission queue (the queue of jobs waiting to be submitted) it verifies that the submission and presubmission threads are in suspend state. This error is displayed when the threads are not in suspend state, or when the check of their state fails.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Contact BMC Software Customer Support.

6435

***functionName:* Failure occurred - Refresh has was not been performed. rc = rc**

*Explanation:* The refresh (update of internal data structures from the database) process failed.

*System action:* System processing continues.

*User response:* Contact BMC Software Customer Support.

6436

***functionName:* validity check of hi\_load\_start value failed**

*Explanation:* The value of the SL\_HI\_LOAD\_START parameter in the **config.dat** file is not valid.

*System action:* The system processes this scenario, as the selector process is not in a high load period, and therefore a refresh can be performed.

*User response:* Change the value of the SL\_HI\_LOAD\_START parameter to be a valid value.

6437

***functionName:* validity check of hi\_load\_end value failed, setting hi\_load\_end value to blank.**

*Explanation:* The value of the SL\_HI\_LOAD\_END parameter in the **config.dat** file is not valid.

*System action:* The system assumes that no high load end time was set, and therefore the current time is the end time.

---

*User response:* Change the value of the SL\_HI\_LOAD\_END parameter to be a valid value.

**6438**      ***functionName:* Failure occurred while trying to clean the message Q of main thread. rc = rc**

*Explanation:* Cleaning of certain messages from the main thread queue prior to a refresh (update of internal data structures from the database) has failed.

*System action:* The system continues to perform the refresh. The messages that were not cleaned cause redundant work to be performed.

*User response:* Contact BMC Software Customer Support.

**6439**      ***functionName:* Failed while trying to send refresh message to the *threadName* thread**

*Explanation:* A refresh (update of internal data structures from the database) message was not sent to a thread.

*System action:* This thread does not perform a refresh. The catastrophe flag may be raised, and as a result, the process shuts down.

*User response:* System continues.

*User response:* Contact BMC Software Customer Support.

**6440**      ***functionName:* error in sending message to thread work queue with index *threadIndex* rc=rc**

*Explanation:* A message could not be sent to a thread work queue.

*System action:* The catastrophe flag is raised, and as a result, the process shuts down.

*User response:* Check available memory on the machine.

**6441**      ***Failed to create temporary file name under directory *dirName*, rc***

*Explanation:* CONTROL-M/Server failed to create a temporary file name during a test agent operation.

*Explanation:* The test agent operation is aborted.

*User response:* Do the following:

- Check preceding messages.
- Check possible reasons for the failure to create a temporary file, such as incorrect or missing permissions, lack of disk space, and so on.

**6442**      ***functionName :* Failed to serialize remote host, rc**

*Explanation:* A failure occurred while serializing remote host details into a file during a test agent operation.

*Explanation:* The test of the operation is aborted.

---

*User response:* Check preceding messages, and contact BMC Software Customer Support.

6443

**functionName:** Failed to deserialize remote host, *rc*

*Explanation:* A failure occurred while de-serializing remote host details into a file during a test agent operation.

*Explanation:* The test of the operation is aborted.

*User response:* Check preceding messages, and contact BMC Software Customer Support.

6444

**functionName :** Failed to update AGSTAT file of *nodeID*, *rc*

*Explanation:* CONTROL-M/Server failed to update the AGSTAT file for a node ID. Currently, this message appears while discovering remote hosts that are mapped to Default as the node ID, because of a change in the default node ID's settings.

*System action:* The remote host identified in this message is not re-discovered.

*User response:* Do the following:

- Check for a reason why an update of the file named as the node ID in the data/AGSTAT directory failed. Possible reasons are hardware problems or the lack of free disk space.
- Ping all remote hosts that are mapped to Default as the node ID (that is, that have no specific mapping).

6445

**functionName:** Failed to locate file *fileName* *rc=rc*.

*Explanation:* Failure to locate an internal tmp file during plugable configuration agent operation.

*System action:* The CONTROL-M Configuration Manager operation fails.

*User response:* Check the disk space and contact BMC Software Customer Support.

6500

**functionName:** Failed while initializing the thread, *rc = rc*. Going out.

*Explanation:* A thread fails to perform all initializations needed, in order to start working.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6501

**functionName:** Failed while initializing the thread's prolog, *rc = rc*

*Explanation:* A thread fails to perform major initializations such as creating data structures, establishing a connection to database, and so on.

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*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6502

***functionName:* Failed while fetching the thread's message queue, rc = rc**

*Explanation:* A thread fails to retrieve its message queue. A thread message queue is essential for a thread for handling messages coming from other threads.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6503

***functionName:* Failed while setting the thread status to status, rc = rc. Going out.**

*Explanation:* A thread fails to change its status.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6504

***functionName:* Failed while getting the thread's status, rc = rc. Going out.**

*Explanation:* A thread fails to get its current status.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6505

***functionName:* A thread has reached an unrecognized status status. Going out.**

*Explanation:* When fetching its status, a thread realizes that it is an invalid status.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6506

***functionName:* A thread has received an unrecognized message messageId**

*Explanation:* A thread has received a message, but cannot handle the message because it does not belong to the thread.

*System action:* The message was not handled. The thread continues.

---

*Explanation:* Contact BMC Software Customer Support.

**6507**      ***functionName:* Failed while handling a submission of job *orderNumber*, rc = rc.**

*Explanation:* Handling a submission of a job has failed.

*System action:* The job is not submitted. System processing continues.

*User response:* Check other messages in the log file to help find a possible reason.

**6508**      ***functionName:* Failed while trying to mark a job *orderNumber*, as failed in submission rc = rc.**

*Explanation:* The submission thread fails to indicate that the job was submitted.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

**6509**      ***functionName:* Failed while popping job *orderNumber*, from submission queue, rc = rc.**

*Explanation:* The submission thread fails to pop the submitted job out of the submission queue.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

**6510**      ***functionName:* Failed while fetching a message from submission queue.**

*Explanation:* The submission thread has failed to fetch a message from the submission queue.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

**6511**      ***functionName:* Failed while notifying on submission failure, for job *orderNumber*, rc = rc**

*Explanation:* The submission thread fails to notify on submission failure for a job.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

---

6512

**functionName:** A thread has failed to clean its message queue, rc = rc

*Explanation:* A thread fails to clean its message queue. This might occur while performing a refresh action.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6513

**functionName:** No destination is found to where a message should be sent, msg = *messageData*.

*Explanation:* The communication thread does not find the destination where the message should be sent.

*System action:* A message is not sent. System processing continues.

*User response:* Check other messages in the log file to help find a possible reason and contact BMC Software Customer Support.

6514

**functionName:** Failed while creating *dataStructure*, rc = rc

*Explanation:* An internal data structure could not be created.

*System action:* Catastrophic is set. This causes the process SL to terminate.

*User response:* Check memory available on the machine. Check other messages in the log file, and contact BMC Software Customer Support.

6515

**functionName:** Thread manager has failed to create the thread *threadName*, rc = rc.

*Explanation:* Some of the threads are not created.

*System action:* Catastrophic is set. This causes the process SL to terminate.

*User response:* Check memory available on the machine. Check other messages in the log file, and contact BMC Software Customer Support.

6516

**functionName:** Failed to create thread with invalid type *type*

*Explanation:* A thread of an illegal type was not created.

*System action:* Catastrophic is set. This causes the process SL to terminate.

*Explanation:* Contact BMC Software Customer Support.

6517

**functionName:** Process has failed to Initialize its prolog, rc = rc

*Explanation:* A process has failed to perform all initializations needed, in order to start working.

*System action:* Catastrophic is set. This causes the process SL to terminate.



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*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

**6518**      ***functionName:* No job is marked as Fail in submission queue, rc = rc, Going out.**

*Explanation:* You expect to have a job which failed to be submitted, but no such job was found.

*System action:* Catastrophic is set. This causes the process SL to terminate.

*User response:* Check SL submission thread log for messages about jobs which failed to be submitted.

**6519**      ***functionName:* Failure occurred - Release resource failed, for a job orderNumber rc = rc.**

*Explanation:* Allocated resources of a job failed to be released.

*System action:* System processing continues.

*User response:* Try to release the job's resources manually. Check other messages in the log file, and contact BMC Software Customer Support.

**6520**      ***functionName:* Failed while sending condition message to thread *thread* for cond *condition*.**

*Explanation:* An update (delete, add, and so on) regarding a condition was not sent to a thread. As a result, jobs which depend on this condition may not be affected by the action.

*System action:* Catastrophic is set. This causes the process SL to terminate.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

**6521**      ***functionName:* Failed while sending control message to thread *thread* for resource *resource*.**

*Explanation:* An update (delete, add, and so on) regarding a control resource was not sent to a thread. As a result, jobs which depend on this resource, may not be affected.

*System action:* Catastrophic is set. This causes the process SL to terminate.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

- 
- 6522**      ***functionName:* Failed while trying to send quantitative message to thread *thread* for resource *resource*.**
- Explanation:* An update (delete, add, and so on) regarding a quantitative resource was not sent to a thread. As a result, jobs which depend on this resource, may not be affected.
- System action:* Catastrophic is set. This causes the process SL to terminate.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6523**      ***functionName:* Failed while sending order message for job *orderNumber*, to thread *thread*.**
- Explanation:* A message regarding a certain job was not sent to a thread. The message is regularly sent:
- When a job is added to the active table and needs to be handled.
  - When a job is already in the active table and needs to be post-processed.
  - When a job is post-processed and needs to be rerun (cyclic, or Do Rerun).
- As a result, the job will not be handled.
- System action:* Catastrophic is set. This causes the process SL to terminate.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6524**      ***functionName:* Failed while sending order but not submit message for job *orderNumber*, to thread *thread*.**
- Explanation:* A message regarding a dummy or group type job was not sent to a thread.
- The message is regularly sent when a job is inserted to the active table and needs to be handled. As a result, the job is be handled.
- System action:* Catastrophic is set. This causes the process SL to terminate.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6525**      ***functionName:* Failed while sending a change state SUSPEND to submission thread, rc = rc.**
- Explanation:* Before the presub thread performs a refresh, it requests the submission thread to move to SUSPEND mode. The request was not sent.
- System action:* Catastrophic is set. This causes the process SL to terminate.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.

- 
- 6526**      ***functionName: Failed while sending a change state RUN to submission thread, rc = rc.***
- Explanation:* When a refresh ends, the presub thread sends a request to the submission thread to move to RUN mode. The request was not sent.
- System action:* Catastrophic is set. This causes the process SL to terminate.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6527**      ***functionName: Failed while sending a notification to submission thread, job orderNumber, rc = rc.***
- Explanation:* When a job is ready for submission, the presub thread adds it to the submission queue. If the queue is empty, a notification message is sent to the submission thread. The message was not sent.
- System action:* Catastrophic is set. This causes the process SL to terminate.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6528**      ***functionName: Failed while handling a change state message for thread with index index, new status state, rc = rc.***
- Explanation:* A thread's state did not change after receiving a change state message.
- System action:* System processing continues.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6529**      ***functionName: Failed while handling a KPA message for thread with index index, rc = rc.***
- Explanation:* A thread's KPA was not updated after receiving a KPA message.
- System action:* System processing continues. Eventually, the SL main thread goes down after detecting a KPA problem with one of its threads.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 
- 6530**      ***functionName: Failed while sending Do not handle job Message, for job orderNumber, to thread thread, rc = rc.***
- Explanation:* A Do not handle job message was not successfully sent to a thread.
- System action:* Catastrophic is set. This causes the process SL to terminate.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.

- 
- 6531**      ***functionName: Failed while sending change status message to a thread with index `index`, new status `status`, rc = `rc`.***
- Explanation:* A change status message was not sent to a thread.
- System action:* The message was not handled. The thread continues.
- Explanation:* Contact BMC Software Customer Support.
- 6532**      ***functionName: Process has reached terminate state. Going out.***
- Explanation:* A process has reached its terminate state. This can happen due to:
- A user request (shut\_ctm or ecaprflag).
  - A request from the main process of CONTROL-M/Server for all processes to go down, due to a problem.
- System action:* Process is about to go out.
- User response:* Do the following:
- Ignore the message.
  - Check other messages in the log file, and contact BMC Software Customer Support.
- 6533**      ***functionName: Failed while preparing job `orderNumber` for submission, rc = `rc`***
- Explanation:* A failure occurred while preparing a job for submission. As a result, the job is not submitted.
- System action:* System processing continues, but the job is not submitted.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 6534**      ***functionName: Failed during job submission, job `orderNumber`, because of `reason`.***
- Explanation:* The submission of a job from the SL process to the NS process failed.
- System action:* System processing continues, but the job is not submitted.
- User response:* Check other messages in the log file, and contact BMC Software Customer Support.
- 6535**      ***functionName: Failed to commit, when releasing resources for job `orderNumber` which was not submitted, rc = `rc`.***
- Explanation:* Resources of a unsubmitted job could not be released.
- System action:* System processing continues, but resources are not released.

---

*User response:* Do the following:

- Check database messages in the database error log. These resources should be released. This can be done either by restarting CONTROL-M/Server or by releasing the resources manually.
- Check other messages in the log file, and contact BMC Software Customer Support.

6536

***functionName:* No allocated resources were found in database, for job *orderNumber*, although they should be.**

*Explanation:* This is an abnormal situation, where no allocated resources were found in the database for job. The job required resources in its submission criteria, and was not submitted.

*System action:* System processing continues.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

6537

***functionName:* Comm. thread has failed to establish IPC, rc = rc. Going out.**

*Explanation:* The communication thread failed to establish communication with the RT (router) process.

*System action:* A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

*User response:* Change the CONTROL-M/Server IPC port and try to restart CONTROL-M/Server. If the problem reoccurs, check other messages in the log file, and contact BMC Software Customer Support.

6538

***functionName:* Thread manager failed to close, during *action*, rc = rc.**

*Explanation:* The process thread manager closes just before the process terminates. During its closure, it asks all threads to shut down, and then performs various cleanup actions. Even though the close procedure failed, the process thread manager is not gracefully closed.

*System action:* The specified process shuts down.

*User response:* Check other messages in the log file to help find a possible reason.

6539

***functionName:* Message *messageID* to be sent to an invalid thread *number*.**

*Explanation:* CONTROL-M/Server tried to send a message to an invalid thread.

*Explanation:* The message is not sent. System processing continues.

*User response:* Check other messages in the log file, and contact BMC Software Customer Support.

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6540

**functionName: Refresh action failed in process process during action**

*Explanation:* A process fails to perform a refresh (periodic updating of internal data structures from the database). In the selector process, there are two actions which may perform a refresh:

- Selection (by presub thread).
- Post-processing (by pp thread).

*System action:* One of the following occurs:

- If a failure occurs in the presub thread while it is starting up, then a catastrophic is set and the process goes down. If it during work time, the process continues.
- If a failure occurs in the pp thread, the process continues.

*User response:* Check for error messages regarding database problems in the CONTROL-M/Server logs.

6541

**functionName: Failed to read from file fileName, rc=rc**

*Explanation:* Failure to read internal tmp file during a plugable configuration agent operation.

*System action:* The CONTROL-M Configuration Manager operation fails.

*User response:* Check the filename and directory permissions on the CONTROL-M/Server computer and contact BMC Software Customer Support.

6600

**Job orderNumber is not a GROUP entity**

*Explanation:* An error occurred when a group job was forced OK. The job's group order number does not point to a group entity.

*System action:* The job is forced OK, but its group entity is not modified.

*User response:* Check which group that the job belongs to.

6601

**Job jobName does not exist in CMR\_IOALOG**

*Explanation:* The error occurred during a Log request. The specified job was not found in the CMR\_IOALOG table.

*System action:* The job's log is not displayed.

*User response:* Check the number of days the log is retained.

6602

**CS\_info\_req\_view\_sysout: error reading CMR\_AJF (Orderno=orderNumber, Runcount=runCounter). Trying CMR\_JOBINF**

*Explanation:* The error occurred during a View Sysout request. The CONTROL-M/Server CMR\_AJF query failed.

*System action:* CONTROL-M/Server checks the CMR\_JOBINF table.

---

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6603**      **CS\_info\_req\_view\_sysout: Orderno *orderNumber* runcount *runCounter* does not exist in CMR\_JOBINF and CMR\_AJF**

*Explanation:* The error occurred during a View Sysout request.

*System action:* CONTROL-M/Server does not display sysout information.

*User response:* Check the value of the Maximum Days to Retain Sysout Files parameter.

**6604**      **Cannot allocate memory.**

*Explanation:* The error occurred during a Why request. CONTROL-M/Server could not allocate memory.

*System action:* CONTROL-M/Server displays an error message and not the required output of the Why request.

*User response:* Contact your systems administrator.

**6605**      **cs\_info\_process\_xml\_request: GM\_XML\_DOM\_Parser\_create failed**

*Explanation:* The error occurred during an XML request. CONTROL-M/Server could not allocate memory.

*System action:* CONTROL-M/Server displays an error message and not does not process the XML request.

*User response:* Contact your systems administrator.

**6606**      **cs\_info\_process\_xml\_requests: GM\_XML\_DOM\_tree\_walker\_create failed**

*Explanation:* The error occurred during an XML request. CONTROL-M/Server could not allocate memory.

*System action:* CONTROL-M/Server displays an error message and not does not process the XML request.

*User response:* Contact your systems administrator.

**6607**      **cs\_irr\_printf: printing line is too long**

*Explanation:* CONTROL-M/Server attempted to display a message that is longer than maximum allowed length.

*System action:* CONTROL-M/Server displays a truncated message.

*User response:* Contact BMC Software Customer Support.

**6608**      **ERROR: unknown ZOOM part**

*Explanation:* CONTROL-M/Server received an incorrect message as part of a Zoom-and-Save request.

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*System action:* The Zoom-and-Save action failed.

*User response:* Contact BMC Software Customer Support.

**6609 CS\_ZS\_update\_stmt: unknown ACTION type**

*Explanation:* CONTROL-M/Server received an incorrect DO action as part of a Zoom-and-Save request.

*System action:* The incorrect DO action is ignored.

*User response:* Contact BMC Software Customer Support.

**6610 CM\_SRVC\_read failed: unable to save triggers.**

*Explanation:* CONTROL-M/Server attempted to save triggers, but the request failed.

*System action:* CONTROL-M/Server could not allocate memory.

*User response:* Contact your systems administrator.

**6611 CM\_SRVC\_read failed: unable to save triggers for later handling.**

*Explanation:* CONTROL-M/Server attempted to save triggers for later handling, but the request failed.

*System action:* CONTROL-M/Server could not allocate memory.

*User response:* Contact your systems administrator.

**6612 CM\_SRVC\_read\_nowait: unable to save triggers.**

*Explanation:* CONTROL-M/Server attempted to save triggers, but the request failed.

*System action:* CONTROL-M/Server could not allocate memory.

*User response:* Contact your systems administrator.

**6613 CM\_SRVC\_read\_ipc: Add failed - unable to save GTW triggers.**

*Explanation:* CONTROL-M/Server attempted to save Gateway triggers, but the request failed.

*System action:* CONTROL-M/Server could not allocate memory.

*User response:* Contact your systems administrator.

**6614 CM\_SRVC\_read\_ipc: Add failed - unable to save signal triggers.**

*Explanation:* CONTROL-M/Server attempted to save signal triggers, but the request failed.

*System action:* CONTROL-M/Server could not allocate memory.

*User response:* Contact your systems administrator.



- 
- 6615**                      **CS\_HNDL\_user\_req\_hold: Failed to hold job.**
- Explanation:* CONTROL-M/Server requested a job to be held, but the request failed.
- System action:* CONTROL-M/Server did not update the database.
- User response:* Contact your systems administrator.
- 
- 6616**                      **functionName: Failed to force ok job**
- Explanation:* CONTROL-M/Server attempted to force a job to OK status, but the request failed.
- System action:* CONTROL-M/Server did not update the database.
- User response:* Contact your database administrator.
- 
- 6617**                      **functionName: Failed to free job**
- Explanation:* CONTROL-M/Server attempted to free up a job, but the request failed.
- System action:* CONTROL-M/Server did not update the database.
- User response:* Contact your database administrator.
- 
- 6618**                      **functionName: Failed to delete job**
- Explanation:* CONTROL-M/Server attempted to delete a job, but the request failed.
- System action:* CONTROL-M/Server did not update the database.
- User response:* Contact your database administrator.
- 
- 6619**                      **functionName: Failed to undelete job**
- Explanation:* CONTROL-M/Server attempted to undelete a job, but the request failed.
- System action:* CONTROL-M/Server did not update the database.
- User response:* Contact your database administrator.
- 
- 6620**                      **functionName: Failed to confirm job**
- Explanation:* CONTROL-M/Server attempted to confirm a job, but the request failed.
- System action:* CONTROL-M/Server did not update the database.
- User response:* Contact your database administrator.

---

6621

***functionName: Failed to rerun job***

*Explanation:* CONTROL-M/Server attempted to rerun a job, but the request failed.

*System action:* CONTROL-M/Server did not update the database.

*User response:* Contact your database administrator.

6622

***cs\_info\_why\_check\_qr: Failed to retrieve Quantitative Resources.***

*Explanation:* CONTROL-M/Server attempted to retrieve quantitative resources, but the request failed.

*System action:* CONTROL-M/Server could not retrieve information from the database.

*User response:* Contact your database administrator.

6623

***CS\_info\_req\_list\_sysout: error reading CMR\_IOALOG (Orderno=orderNumber)***

*Explanation:* CONTROL-M/Server attempted to retrieve information about the *orderNumber* job from the CMR\_IOALOG table, but the request failed.

*System action:* CONTROL-M/Server could not retrieve the requested information.

*User response:* Contact your database administrator.

6624

***CS\_info\_req\_list\_sysout: Failed to retrieve the log of Orderno orderNumber***

*Explanation:* CONTROL-M/Server attempted to retrieve the *orderNumber* job log from the CMR\_IOALOG table, but the request failed.

*System action:* CONTROL-M/Server could not retrieve the requested information.

*User response:* Contact your database administrator.

6625

***CS\_info\_req\_view\_sysout: Orderno orderNumber runcount runCounter does not exist in CMR\_JOBINF>***

*Explanation:* CONTROL-M/Server attempted to retrieve information about the *orderNumber* job with the specified *runCounter* from the CMR\_JOBINF table, but the request failed because the specified job does not exist in that table.

*System action:* The requested job's sysout could not be displayed.

*User response:* Check the value of the Maximum Days to Retain Sysout Files parameter.

- 
- 6626**                    **CS\_info\_req\_view\_sysout: error reading CMR\_JOBINF (Orderno=*orderNumber*, Runcount=*runCounter*)**
- Explanation:* CONTROL-M/Server attempted to retrieve information about the *orderNumber* job with the specified *runCounter* from the CMR\_JOBINF table, but the request failed.
- System action:* The requested job's sysout could not be displayed.
- User response:* Contact your database administrator.
- 6627**                    **CS\_info\_req\_list\_sysout: error reading CMR\_AJF (Orderno=*orderNumber*)**
- Explanation:* CONTROL-M/Server attempted to retrieve information about the *orderNumber* job from the CMR\_AJF table, but the request failed.
- System action:* The sysout could not be displayed.
- User response:* Contact your database administrator.
- 6628**                    **CS\_info\_req\_list\_sysout: Orderno *orderNumber* does not exist in CMR\_JOBINF**
- Explanation:* CONTROL-M/Server attempted to retrieve information about the *orderNumber* job from the CMR\_JOBINF table, but the request failed because the specified job does not exist in that table.
- System action:* The requested job's sysout could not be displayed.
- User response:* Check the value of the Maximum Days to Retain Sysout Files parameter.
- 6629**                    **CS\_info\_req\_list\_sysout: error reading CMR\_JOBINF (Orderno=*orderNumber*)**
- Explanation:* CONTROL-M/Server attempted to retrieve information about the *orderNumber* job from the CMR\_JOBINF table, but the request failed.
- System action:* The sysout could not be displayed.
- User response:* Contact your database administrator.
- 6630**                    **CS\_info\_req\_list\_sysout: Failed to read Orderno *orderNumber* from CMR\_AJF**
- Explanation:* CONTROL-M/Server attempted to retrieve information about the *orderNumber* job from the CMR\_AJF table, but the request failed.
- System action:* The sysout could not be displayed.
- User response:* Contact your database administrator.
- 6631**                    **unknown user info request type**
- Explanation:* CONTROL-M/Server received an incorrect message from CONTROL-M/EM.
- System action:* The user request rejected.
- User response:* Contact BMC Software Customer Support.

---

6632

**functionName: Invalid XML file. Cannot find HEADER**

*Explanation:* CONTROL-M/Server received an incorrect message from CONTROL-M/EM.

*System action:* The user request was rejected.

*User response:* Contact BMC Software Customer Support.

6633

**CS\_ZS\_update\_job: Failed to update job**

*Explanation:* CONTROL-M/Server attempted to update a job during a Zoom-and-Save request, but the update failed.

*System action:* CONTROL-M/Server tries to update the database again.

*User response:* Contact your database administrator.

6634

**CS\_user\_req: unknown user request type**

*Explanation:* CONTROL-M/Server received an incorrect message from CONTROL-M/EM.

*System action:* The user request was rejected.

*User response:* Contact BMC Software Customer Support.

6635

**CS\_resource\_user\_req\_ctl: unknown operator**

*Explanation:* CONTROL-M/Server received an incorrect operator when processing a request to update a control resource.

*System action:* The user request was rejected.

*User response:* Contact BMC Software Customer Support.

6636

**CS\_resource\_user\_req\_qr - Invalid request**

*Explanation:* CONTROL-M/Server received an incorrect operator when processing a request to update a quantitative resource.

*System action:* The user request was rejected.

*User response:* Contact BMC Software Customer Support.

6637

**CS\_upload: unknown upload type**

*Explanation:* CONTROL-M/Server received an incorrect upload request.

*System action:* The user request was rejected.

*User response:* Contact BMC Software Customer Support.

6638

**CS\_download: unknown download type**

*Explanation:* CONTROL-M/Server received an incorrect download request.

*System action:* The user request was rejected.

---

*User response:* Contact BMC Software Customer Support.

6639

**CS\_download\_sch: download confirmation error**

*Explanation:* CONTROL-M/Server did not receive a download confirmation message from CONTROL-M/EM.

*System action:* The message was ignored.

*User response:* Contact BMC Software Customer Support.

6640

**Table is currently being used (tableName)**

*Explanation:* An upload message was sent by CONTROL-M/EM while the requested table had already been ordered by the User Daily job.

*System action:* The upload message was rejected.

*User response:* Try to upload the message again after the User Daily job finishes.

6641

**CS\_download\_cal: download confirmation error**

*Explanation:* CONTROL-M/Server did not receive a calendar download confirmation message from CONTROL-M/EM.

*System action:* The message was ignored.

*User response:* Contact BMC Software Customer Support.

6642

**functionName: Failed to send alert to Control-M/EM**

*Explanation:* CONTROL-M/Server could not send an alert to CONTROL-M/EM.

*System action:* System processing continues.

*User response:* Contact BMC Software Customer Support.

6644

**cd\_db\_init: Failed to read table CMS\_CMNPRM**

*Explanation:* CONTROL-M/Server was unable retrieve a record from the CMS\_CMNPRM table.

*System action:* The communication gateway process terminates.

*User response:* Contact BMC Software Customer Support.

6645

**cm\_ipr\_msg\_put\_msg: message to be sent to CONTROL-M/EM is corrupt**

*Explanation:* CONTROL-M/Server found a corrupted message before it was sent to CONTROL-M/EM.

*System action:* The communication gateway process displays an error message and continues processing.

*User response:* Force a download from the troubleshooting menu to CONTROL-M/EM.

---

6646

**CM\_open\_session\_FULL\_DUPLEX: cm\_bca\_accept failed**

*Explanation:* CONTROL-M/Server could not establish an SSL connection with CONTROL-M/EM.

*System action:* The communication gateway process displays an error message and continues processing.

*User response:* Do the following

- Check that your SSL keys match.
- If the problem persists, contact BMC Software Customer Support.

6647

**CM\_open\_session\_FULL\_DUPLEX: Unable to close session *sessionName***

*Explanation:* CONTROL-M/Server could not close the *sessionName* SSL session.

*System action:* The communication gateway process displays an error message and continues processing. Communication with CONTROL-M/EM is terminated.

*User response:* If the problem persists, contact BMC Software Customer Support.

6648

**com\_jcr\_pack\_msg: failed to pack job data**

*Explanation:* CONTROL-M/Server failed to pack the zoom-and-save return code that was received from CONTROL-M into a message to be sent to CONTROL-M/EM.

*System action:* The communication process displays an error message and continues processing.

*User response:* If the problem persists, contact BMC Software Customer Support.

6649

**com\_jcr\_add\_jobdata: Cannot retrieve record from memory list**

*Explanation:* CONTROL-M/Server failed to retrieve a record from an internal memory list containing job data.

*System action:* The communication process displays an error message and continues processing.

*User response:* If the problem persists, contact BMC Software Customer Support.

6650

**com\_dwl\_get\_taskt: Illegal task type *taskType***

*Explanation:* CONTROL-M/Server received an illegal task type from CONTROL-M/EM.

*System action:* The communication process displays an error message and continues processing.

*User response:* If the problem persists, contact BMC Software Customer Support.

---

6651	<b>CM_open_session: cm_bca_accept failed</b>
	<p><i>Explanation:</i> CONTROL-M/Server could not establish an SSL connection with CONTROL-M/EM.</p> <p><i>System action:</i> The communication process displays an error message and continues processing.</p> <p><i>User response:</i> Do the following:</p> <ul style="list-style-type: none"> <li>■ Check that your SSL keys match.</li> <li>■ If the problem persists, contact BMC Software Customer Support.</li> </ul>
6652	<b>cm_rcv: client <i>name</i> gracefully closed the connection</b>
	<p><i>Explanation:</i> CONTROL-M/EM closed the connection to CONTROL-M/Server.</p> <p><i>System action:</i> The communication gateway process displays an error message and continues processing.</p> <p><i>User response:</i> None.</p>
6653	<b>com_jcr_add_jobdata: Failed to find job information when performing zoom-and-save</b>
	<p><i>Explanation:</i> CONTROL-M/Server could not find job-related information to send to CONTROL-M/EM during zoom-and-save.</p> <p><i>System action:</i> The communication process displays an error message and continues processing.</p> <p><i>User response:</i> If the problem persists, contact BMC Software Customer Support.</p>
6654	<b>com_jvp_get_do_sz: Illegal DO type (<i>DoType</i>)</b>
	<p><i>Explanation:</i> CONTROL-M/Server encountered the <i>DoType</i> invalid DO type value during zoom-and-save.</p> <p><i>System action:</i> The communication process displays an error message and continues processing.</p> <p><i>User response:</i> If the problem persists, contact BMC Software Customer Support.</p>
6655	<b><i>functionName</i>: Failed to decrypt string <i>string</i> code: <i>rc</i></b>
	<p><i>Explanation:</i> Decryption of informatin inside internal configuration files failed.</p> <p><i>System action:</i> The CONTROL-M Configuration Manager operation fails.</p> <p><i>User response:</i> Check that the CONTROL-M/Server data files are not corrupt, and contact BMC Customer Support.</p>
6701	<b><i>functionName</i>: Failed to initialize Xerces library</b>
	<p><i>Explanation:</i> CONTROL-M/Server Configuration Agent failed to initialize the Xerces library.</p>

---

*System action:* The CONTROL-M/Server Configuration Agent shuts down.

*User response:* Contact BMC Software Customer Support.

6702

***functionName: DOM exception caught; message:message code: code***

*Explanation:* The CONTROL-M/Server Configuration Agent caught a DOM exception.

The variables in this message are:

- *message* – the message text
- *code* – the error code

*System action:* The error is reported back to the CONTROL-M Configuration Server.

*User response:* Contact BMC Software Customer Support.

6703

***DOM implementation not Supported***

*Explanation:* The CONTROL-M/Server Configuration Agent attempted to initialize DOM implementation, but the attempt failed.

*System action:* The CONTROL-M/Server Configuration Agent shuts down.

*User response:* Check that there is sufficient memory on the machine. If this is not the problem, contact BMC Software Customer Support.

6705

***functionName: DOM builder creation failed***

*Explanation:* The CONTROL-M/Server Configuration Agent attempted to initialize the DOM builder, but the attempt failed.

*System action:* The CONTROL-M/Server Configuration Agent shuts down.

*User response:* Check that there is sufficient memory on the machine. If this is not the problem, contact BMC Software Customer Support.

6706

***functionName: DOM writer creation failed***

*Explanation:* The CONTROL-M/Server Configuration Agent attempted to initialize the DOM writer, but the attempt failed.

*System action:* The CONTROL-M/Server Configuration Agent shuts down.

*User response:* Check that there is sufficient memory on the machine. If this is not the problem, contact BMC Software Customer Support.

6709

***functionName: XML length is zero***

*Explanation:* The XML response message generated by the CONTROL-M/Server Configuration Agent is empty.

*System action:* The CONTROL-M/Server Configuration Agent will not send an XML response to the CONTROL-M Configuration Server.



---

*User response:* Contact BMC Software Customer Support.

6710

***functionName:* Communication is down**

*Explanation:* There is no communication between the CONTROL-M/Server Configuration Agent and the CONTROL-M Configuration Server.

*System action:* None.

*User response:* Check the CONTROL-M/Server Configuration Agent port definition on the CONTROL-M/Server Configuration Manager.

This port definition should be the same as the CTM\_CONFIG\_AGENT\_PORT\_NUMBER parameter, whose default value is 2369. This parameter is defined in the `config.dat` file, which is located in the `CTMServerInstallation/CTM_Server/Data` directory.

Use the `netstat -na` command to verify that this port is not in use by any other application.

Use the `shut_ca` utility in the CONTROL-M/Server account if you do not want to establish a connection between the CONTROL-M/Server configuration Agent and the CONTROL-M Configuration Server. This will prevent error messages from displaying in the log file.

6711

***functionName:* Failed to send message: rc**

*Explanation:* The CONTROL-M/Server Configuration Agent attempted to send a response to the Control-M Configuration Server, but the attempt failed. A return code of 5 is displayed, indicating that communication is down.

*System action:* No message is sent.

*User response:* Check the communication between the CONTROL-M/Server Configuration Agent and CONTROL-M Configuration Server.

In case the communication is down, check the CONTROL-M/Server Configuration Agent port definition on the CONTROL-M/Server Configuration Manager.

This port definition should be the same as the CTM\_CONFIG\_AGENT\_PORT\_NUMBER parameter, whose default value is 2369. This parameter is defined in the `config.dat` file, which is located in the `CTMServerInstallation/CTM_Server/Data` directory.

Use the `netstat -na` command to verify that this port is not in use by any other application.

6712

***functionName:* Header size is too short: (size = size)**

*Explanation:* The length of a request header (*size*) sent from the CONTROL-M Configuration Server to the CONTROL-M/Server Configuration Agent is too short.

*System action:* The request is not handled.

---

*User response:* Contact BMC Software Customer Support.

**6713**      **Error occurred while parsing XML request. Probably XML text does not match schema. Message: *messageText* Node name: *nodeName***

*Explanation:* An XML request sent from the CONTROL-M Configuration Server to the CONTROL-M/Server Configuration Agent is not valid.

*System action:* The request is not handled.

*User response:* Contact BMC Software Customer Support.

**6714**      ***functionName*: DOM document creation failed**

*Explanation:* The CONTROL-M/Server Configuration Agent attempted to create a DOM document, but the attempt failed.

*System action:* The request is not handled.

*User response:* Check that there is sufficient memory on the machine. If this is not the problem, contact BMC Software Customer Support.

**6720**      **Security Group '*group*' already exists**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot add or update the specified security group because this group is already defined in the database.

*System action:* The request to create or update a security group is aborted.

*User response:* Use a different security group name.

**6721**      **User '*user*' already exists**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot add or update the specified security user because this user is already defined in the database.

*System action:* The request to create or update a security user is aborted.

*User response:* Use a different security user name.

**6722**      **Security Group '*group*' does not exist**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot delete or update the specified security group because this group is not defined in the database.

*System action:* The request to delete or update a security group is aborted.

*User response:* Use a different security group name.

---

6723

**User 'user' does not exist**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot delete or update the specified security user because this user is not defined in the database.

*System action:* The request to delete or update a security user is aborted.

*User response:* Use a different security user name.

6724

**Failed to create Security group, name ='name'**

*User response:* The CONTROL-M/Server Configuration Agent cannot create the specified security group.

*System action:* The request to create a security group is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6725

**Failed to create Security group**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot create a new security group.

*System action:* The request to create a security group is aborted.

*User response:* Check the parameters that were entered for this request, and contact BMC Software Customer Support.

6726

**Failed to create user, name ='user'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot create a new security user.

*System action:* The request to create a security user is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6727

**Failed to create user**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot create a new security user.

*System action:* The request to create a security user is aborted.

*User response:* Check the parameters that were entered for this request, and contact BMC Software Customer Support.

---

6728

**Failed to delete user, name ='user'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot delete the specified security user.

*System action:* The request to delete a security user is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6729

**Failed to delete user**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot delete the security user.

*System action:* The request to delete a security user is aborted.

*User response:* Contact BMC Software Customer Support.

6730

**Failed to delete Security group, name ='name'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot delete the security group.

*System action:* The request to delete a security user is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6731

**Failed to delete Security group**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot delete the security group.

*System action:* The request to delete a security user is aborted.

*User response:* Contact BMC Software Customer Support.

6732

**Failed to update user, name ='user'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot update the security user.

*System action:* The request to update a security user is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

---

6733

**Failed to update user**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot update the security user.

*System action:* The request to update a security user is aborted.

*User response:* Contact BMC Software Customer Support.

6734

**Failed to update Security group, name = '*name*'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot update the security group.

*System action:* The request to update a security group is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6735

**Failed to update Security group**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot update the security group.

*System action:* The request to update a security group is aborted.

*User response:* Contact BMC Software Customer Support.

6736

**Failed to update User or Security group (name = '*name*') attributes**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot update the security attributes for the specified user or group.

*System action:* The request to update security attributes is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6737

**User or Security group (name = '*name*') does not exist**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot update or view the security attributes for the specified user or group.

*System action:* The request to update or view security attributes is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

---

6738

**Database error error**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to start a database transaction.

*System action:* The security request is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6739

**Failed to update Table ('table') attributes for User or Security Group (name='name')**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to update table attributes for the specified user or security group.

*System action:* The request to update security attributes is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6740

**Failed to update Active(Owner='owner' NodeId='nodeID') attributes for User or Security Group (name='name')**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to update active attributes for the specified user or security group.

*System action:* The request to update security attributes is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6741

**Failed to update Entity('entity') attributes for User or Security Group (name='name')**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to update entity attributes for the specified user or security group.

*System action:* The request to update entity attributes is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

---

6742

**Failed to view user or group attributes**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to view user or group attributes.

*System action:* The request to view security attributes is aborted.

*User response:* Check the parameters that were entered for this request, and contact BMC Software Customer Support.

6744

**CONTROL-M/Server works in restricted mode. Request *reqName* is rejected.**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot perform the request because it is operating in restricted mode.

*System action:* The CONTROL-M/Server Configuration Agent rejects the request.

*User response:* Change the configuration agent work mode. This mode is set via the CTM\_CONFIG\_AGENT\_MODE configuration parameter.

6750

**Ping to CONTROL-M/Agent failed**

*Explanation:* An attempt to ping CONTROL-M/Agent by the CONTROL-M Configuration Manager failed.

*System action:* The ping is not performed. Normal processing continues.

*User response:* Check the extended message that accompanies the ping failure message. Possible explanations are:

- CONTROL-M/Server is down
- CONTROL-M/Server is not authorized to work with the CONTROL-M/Agent

6751

**Update CONTROL-M/Agent *nodeid nodeID* failed**

*Explanation:* An attempt to update the parameters or status of a CONTROL-M/Agent failed. This message can appear during three different scenarios:

- After a test agent operation from the CONTROL-M Configuration Manager. The failure may cause the agent to remain in some intermediate state.
- After a “set parameters” operation, if one of the steps of the set parameters has failed.

In this case, if the persistency property of the agent was changed then the server and the agent may be not synchronized.

- After an agent operation which is not “test agent” or “set parameters”, which indicates a failure to update the Agent status file in the CONTROL-M/Server.

---

*System action:* CONTROL-M/Server failed to update the CONTROL-M/Agent status or parameters.

*User response:* Do one of the following:

- Scenario A

Verify the correctness of the agent status and agent parameters.

- Scenario B

Check that the server and agent are synchronized in terms of the persistency property.

- Scenario C

Check for a reason an update to the file named as the nodeid under data/AGSTAT directory failed. Check for disk space, file authorizations, etc.

Check previous messages, and contact BMC Software Customer Support.

6752

**Access CONTROL-M/Agent data for nodeid *nodeID* failed**

*Explanation:* CONTROL-M/Server failed to get CONTROL-M/Agent parameters.

*System action:* Normal processing continues.

*User response:* Check previous messages, and contact BMC Software Customer Support.

6753

**Delete CONTROL-M/Agent nodeid *nodeID* status file failed**

*Explanation:* CONTROL-M/Server failed to delete the *nodeID* node ID.

Node ID deletion can fail during

- status file deletion
- parameters file deletion (for CONTROL-M/Agent)
- mapping deletion (for a remote host)

This message can appear in different scenarios:

- during cleanup after a test agent operation
- during a request from the user to delete an agent
- during a request from the user to delete remote host
- during a request to add a remote host for a node ID that was previously a regular CONTROL-M/Agent.

*System action:* The node ID is not deleted.



---

*User response:* Check for a reason a deletion could have failed:

- Check for the possible failure to delete the file named as the node ID in the data/AGSTAT directory, in the data/AGPRM directory, or in the data/AGSTAT\_RJX directory. Check disk space, file authorizations, and so on.
- Check for database problems
- Check previous messages, and contact BMC Software Customer Support.

6754

**Delete CONTROL-M/Agent nodeid *nodeID* parameters file failed**

*Explanation:* An attempt to delete the CONTROL-M/Agent parameters file failed. Deletion of a parameters file is one of the operations involved in the procedure to delete an agent. If the parameters file cannot be deleted, the agent deletion operation continues with other procedures, such as status file deletion and remote hosts discovery.

*System action:* The parameters file is not deleted.

*User response:* Do the following:

- Check possible deletion failure of the file named as the node ID in the data/AGPRM directory.
- Check previous messages, and contact BMC Software Customer Support.

6755

***functionName* Activation of ctmgetcm for Agent *nodeID* failed**

*Explanation:* The ctmgetcm utility retrieves the details of the control modules that are installed on a CONTROL-M/Agent.

This utility is executed at every specific time interval (configurable) by the CONTROL-M/Server Configuration Agent. The information retrieved by this utility is displayed in the CONTROL-M Configuration Manager.

This message is displayed when the activation of the ctmgetcm utility fails.

*System action:* The CONTROL-M Configuration Manager uses the information about the control modules that was obtained during the last successful retrieval from the agent.

*User response:* Check previous messages, and contact BMC Software Customer Support.

6756

**Failed to read CM information for CONTROL-M/Agent *nodeID* from the database, *rc***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to read information about control modules from the CONTROL-M/Server database.

*System action:* The CONTROL-M/Server Configuration Agent replies with an error to the life check request from the CONTROL-M Configuration Manager. As a result, the CONTROL-M Configuration Manager fails to retrieve topology and status information from CONTROL-M/Server.

---

*User response:* Do the following:

- Check the database log.
- Check previous messages, and contact BMC Software Customer Support.

6757

***functionName: Failed to retrieve CONTROL-M/Server version from versions file***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to retrieve version information from CONTROL-M/Server installed versions file.

*System action:* The CONTROL-M/Server Configuration Agent returns an unknown CONTROL-M/Server version to the CONTROL-M Configuration Manager.

*User response:* Contact BMC Software Customer Support.

6758

***functionName : Failed to open CONTROL-M/Server versions file fileName***

*Explanation:* CONTROL-M/Server Configuration Agent failed to open the CONTROL-M/Server installed versions file.

*System action:* The CONTROL-M/Server Configuration Agent returns an unknown CONTROL-M/Server version to the CONTROL-M Configuration Manager.

*User response:* Contact BMC Software Customer Support.

6759

***functionName Corrupt versions file: invalid value value found for product prodName***

*Explanation:* CONTROL-M/Server Configuration Agent encountered a corrupt installed versions file

*System action:* The CONTROL-M/Server Configuration Agent returns an unknown CONTROL-M/Server version to the CONTROL-M Configuration Manager.

*User response:* Contact BMC Software Customer Support.

6760

***CONTROL-M/Server cannot generate a full xml response***

*Explanation:* The CONTROL-M/Server Configuration Agent received invalid data from the CONTROL-M Configuration Server.

*System action:* The request is aborted.

*User response:* Contact BMC Software Customer Support.

6761

***There is no connection to the database***

*Explanation:* The CONTROL-M/Server Configuration Agent cannot perform the request because there is no connection to the database.

*System action:* The CONTROL-M/Server Configuration Agent returns an error to the CONTROL-M Configuration Manager.

---

*User response:* Check the connection to the database.

**6762**

**Failure to allocate memory for *object* during *activity***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to allocate memory for the requested activity.

*System action:* The CONTROL-M/Server Configuration Agent returns an error to the CONTROL-M Configuration Manager.

*User response:* Do the following:

- Check that there is sufficient memory on the machine to perform the requested activity.
- Check previous messages.

**6763**

**Could not create action for request *reqName***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to handle the *reqName* request.

*System action:* The CONTROL-M/Server Configuration Agent returns an error to the CONTROL-M Configuration Manager.

*User response:* Do the following:

- Check previous messages.
- Contact BMC Software Customer Support.

**6764**

**Failed to read table *CMS\_CMNPRM***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to read the *CMS\_CMNPRM* table from the database.

*System action:* The CONTROL-M/Server Configuration Agent fails to respond to a synchronization request from CONTROL-M Configuration Manager. As a result, the CONTROL-M Configuration Manager fails to retrieve topology and status information from CONTROL-M/Server.

*User response:* Do the following:

- Check the database log.
- Check previous messages, and contact BMC Software Customer Support.

**6765**

**Failed to read table *CMS\_SYSPRM***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to read the *CMS\_SYSPRM* table from the database.

*System action:* The CONTROL-M/Server Configuration Agent fails to respond to synchronization and life check requests from the CONTROL-M Configuration Manager. As a result, the CONTROL-M Configuration Manager fails to retrieve topology and status information from CONTROL-M/Server.

---

*User response:* Do the following:

- Check the database log.
- Check previous messages, and contact BMC Software Customer Support.

**6766**

**Failed to retrieve *hostName***

*Explanation:* The ctmcreate utility failed to retrieve the *hostName* CONTROL-M/Server.

*System action:* System processing continues.

*User response:* Ask your system administrator to verify the name of the CONTROL-M/Server machine.

**6767**

**Received Illegal Time Zone**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to calculate the local time zone.

*System action:* The CONTROL-M/Server Configuration Agent fails to respond to a synchronization request from CONTROL-M Configuration Manager. As a result, the CONTROL-M Configuration Manager fails to retrieve topology and status information from CONTROL-M/Server.

*User response:* Do the following:

- Check the time zone on the CONTROL-M/Server.
- Check previous messages.
- Contact BMC Software Customer Support.

**6768**

**Failed to update gateway port**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to update the CONTROL-M/Enterprise Manager Gateway port as requested by the CONTROL-M Configuration Manager.

*System action:* The previous value of the Gateway port is written in CONTROL-M/Server database.

*User response:* Do the following:

- Check the database log.
- Check previous messages, and contact BMC Software Customer Support.

**6769**

**Failures while setting debug level**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to set the CONTROL-M/Server debug level.

*System action:* The debug level for CONTROL-M/Server processes is set incorrectly.

*User response:* Check the details provided in this message regarding the nature of the problem and the processes for which the failure occurred

---

**6770**                      ***functionName* Could not translate last update *lastUpdateTime* to GMT Time Zone**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to translate the last time a node ID was updated to GMT.

*System action:* The last update times for some of the node IDs displayed in CONTROL-M Configuration Manager are incorrect.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6771**                      **Failed to prepare temporary parameters for agent ping for agent *nodeID* rc**

*Explanation:* The CONTROL-M/Server Configuration Agent failed to prepare temporary agent parameters for performing a test agent operation.

*System action:* The test agent operation fails.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6772**                      **Another request is currently being served for CONTROL-M/Agent *nodeID*. Please try again in a few seconds.**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot perform a request that impacts the specified CONTROL-M/Agent because it is busy performing another request for that agent.

*System action:* The requested agent operation fails.

*User response:* Wait several seconds and repeat the operation.

**6773**                      **Cannot retrieve the list of node groups**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot retrieve the list of node groups.

*System action:* The request to get node groups is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

**6778**                      **Update state of node with Discovering state is prohibited.**

*Explanation:* The user tried to change the state of a node ID that is in Discovering state.

Updating a node ID while it is in Discovering state is not allowed. This may occur while enabling or disabling a node ID with the CONTROL-M/Server Configuration Agent or the `ctm_menu` utility.

*System action:* The attempt to enable or disable a node ID fails.

---

*User response:* Wait until the node ID is no longer in Discovering state before performing the desired action.

**6787**      **Node Group *nodeGroup* already exist.**

*Explanation:* A node group cannot be added when a node group already exists

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Change the node group name.

**6788**      **Failure occurred while checking existence of Node Group *nodeGroup*.**

*Explanation:* The failure occurred while attempting to validate the existence of the node group.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check other messages in the log file, database logs, and contact BMC Customer Support.

**6789**      **Failed to add node group to the database, code: *rc*.**

*Explanation:* The operation of adding a node group failed.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check other messages in the log file, database logs, and contact BMC Customer Support.

**6790**      **Node Group *nodeGroup* does not exist.**

*Explanation:* The node group does not exist. This message might appear for node group operations such as delete or update.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Make sure that the proper node group was given.

**6793**      **Failed to delete node group from database, code: *rc***

*Explanation:* The operation of deleting a node group failed.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check other messages in the log file, database logs, and contact BMC Customer Support.

- 
- 6794**                      **Failed to update node group *nodeGroup* in the database (deletion failure), code: *rc***
- Explanation:* The operation of updating a node group failed in the deletion phase.
- System action:* The CONTROL-M Configuration Manager displays an error message.
- User response:* Check other messages in the log file, database logs, and contact BMC Customer Support.
- 
- 6795**                      **Failed to update node group *nodeGroup* in the database (insertion failure), code: *rc*.**
- Explanation:* The operation of updating a node group failed in the insertion phase.
- System action:* The CONTROL-M Configuration Manager displays an error message.
- User response:* Check other messages in the log file, database logs, and contact BMC Customer Support.
- 
- 6801**                      **Remote Host *hostName* is not defined**
- Explanation:* The CONTROL-M/Server Configuration Agent cannot perform the requested remote host operation because the specified host is not a known remote host.
- System action:* The CONTROL-M/Server Configuration Agent responds with an error to the related remote host request from the CONTROL-M Configuration Manager, and the operation fails.
- User response:* Define the node ID as a remote host before requesting a remote host operation.
- 
- 6802**                      **Remote Host *hostName* is already defined**
- Explanation:* The CONTROL-M/Server Configuration Agent cannot add a remote host because the remote host already exists.
- System action:* The request to add a remote host fails, and the CONTROL-M/Server Configuration Agent sends an error message to the CONTROL-M Configuration Manager.
- User response:* None.
- 
- 6803**                      **Remote Host *hostName* can not be defined because a CONTROL-M/Agent on that host is already connected.**
- Explanation:* The CONTROL-M/Server Configuration Agent cannot add a remote host when an agent is connected to that host.

---

*System action:* The request to add a remote host fails, and the CONTROL-M/Server Configuration Agent sends an error message to the CONTROL-M Configuration Manager.

*User response:* None.

**6807**

**Cannot retrieve owner or host for owner '*owner*', host '*host*'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot retrieve information about the requested owner or host.

*System action:* The request is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

**6808**

**Failed to add owner '*owner*' and host '*host*'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot add the specified owner and host.

*User response:* The request to add an owner is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

**6809**

**Owner '*owner*' is already defined for host '*host*'**

*Explanation:* The specified owner and host have already been defined in the database.

*System action:* The request to add an owner is aborted.

*User response:* Add the owner and host that have not been defined in the database.

**6810**

**The passphrase key *key* and owner *owner* on host *host* is incorrect**

*Explanation:* The CONTROL-M Server Configuration Agent cannot perform a request to add or update an owner because the passphrase for this key differs from the one defined on the database.

*System action:* The request to add or update an owner is aborted.

*User response:* Set the correct passphrase and key to add or update owner requests.



---

6811

**Owner 'owner' is not defined for host 'host'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot perform a request to delete or update an owner because the specific owner and host are not defined in the database.

*System action:* The request to delete or update an owner is aborted.

*User response:* The request to delete or update an owner should include parameters that have already been defined in the database.

6812

**Failed to update owner 'owner' and host 'host'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot perform a request to update the specified owner.

*System action:* The request to update an owner is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6813

**Failed to delete owner 'owner' and host 'host'**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot perform a request to delete the specified owner.

*System action:* The request to delete an owner is aborted.

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

6814

**Failed to add owner 'owner' and host 'host' because the key 'key' does not exist in database**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot perform a request to add a specific owner because the key does not exist in the database.

*System action:* The request to add an owner is aborted.

*User response:* The request to add an owner should include a key that has already been defined in the database.

6815

**Cannot retrieve the list of key names**

*Explanation:* The CONTROL-M/Server Configuration Agent cannot retrieve the list of key names.

*System action:* The request to get a list of key names is aborted.

---

*User response:* Do the following:

- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Software Customer Support.

**6820 CONTROL-M/Server is not authorized**

*Explanation:* The CONTROL-M/Server is not authorized by the CONTROL-M/Agent

*System action:* The CONTROL-M/Server cannot communicate with the CONTROL-M/Agent.

*User response:* Configure the CONTROL/M Agent properly.

**6821 Host is inaccessible**

*Explanation:* The CONTROL-M Agent cannot reach a remote host.

*System action:* The CONTROL-M/Server cannot reach the remote host by using this CONTROL-M/Agent.

*User response:* Check the remote host computer.

**6822 No remote service on remote host**

*Explanation:* The CONTROL-M/Agent cannot reach the remote host because the needed service does not run on the CONTROL-M/Agent computer.

*System action:* The CONTROL-M/Agent cannot reach the remote host and marks it as unavailable.

*User response:* Check the remote host computer.

**6823 Invalid user or bad password**

*Explanation:* The remote host cannot be accessed because either the user or password is wrong.

*System action:* The CONTROL-M/Agent cannot reach the remote host and marks it as unavailable.

*User response:* Check the user and password defined for the remote host.

**6824 The passphrase for private key and owner on the remote host is incorrect.**

*Explanation:* The remote host cannot be accessed because user credentials cannot be reached due to passphrase.

*System action:* The CONTROL-M/Agent cannot reach the remote host and marks it as unavailable.

*User response:* Use the correct passphrase.

- 
- 6825**                      **To run jobs using WMI protocol, the agent must be installed on either Windows XP, Windows 2003 or higher.**
- Explanation:* The WMI configured remote host cannot be accessed when the agent Windows OS level is too low.
- System action:* The CONTROL-M/Agent cannot reach the remote host and marks it as unavailable.
- User response:* Use an agent on a proper Windows OS in order to work with the remote host.
- 
- 6826**                      **The CONTROL-M/Agent services should run under the This Account logon option. Currently, it is the Local System Account**
- Explanation:* The remote host cannot be accessed because CONTROL-M/Agent services do not run under This Account.
- System action:* The CONTROL-M/Agent cannot reach the remote host and marks it as unavailable.
- User response:* .Configure the CONTROL-M/Agent properly.
- 
- 6827**                      **Server-Agent Protocol version 07 or higher is required to connect to remote hosts.**
- Explanation:* The remote host cannot be accessed by a CONTROL-M/Agent whose protocol version is configured too low.
- System action:* The CONTROL-M/Agent cannot reach the remote host and marks it as unavailable.
- User response:* Use the CONTROL-M/Agent 6.4 and above and configure the CONTROL-M/Agent properly.
- 
- 6828**                      **Failed to update Server to Agent port. Port is busy.**
- Explanation:* The CONTROL-M/Agent cannot switch ports, because a new port is being used by another process.
- System action:* A message appears stating that the CONTROL-M/Server is working with a old port.
- User response:* Use another port.
- 
- 6829**                      **Credential validations is inapplicable for CONTROL-M/Agent for UNIX/Linux.**
- Explanation:* The remote host cannot be accessed due to bad credentials.
- System action:* The CONTROL-M/Server cannot reach the remote host and marks it as unavailable.
- User response:* Use correct credentials.

---

6830

**The “Logon as a batch job” privilege has not been granted to the user.**

*Explanation:* The CONTROL\_M/Agent user has not been granted “Logon as a batch job” privileges.

*System action:* The CONTROL-M/Server cannot reach the remote host and marks it as unavailable.

*User response:* Set privileges correctly on the CONTROL-M/Agent computer.

6831

**The SeTcbPrivilege (act as part of OS) privilege has not been granted.**

*Explanation:* The CONTROL-M/Agent cannot be used because the SeTcbPrivilege (act as part of OS) privilege has not been set on the CONTROL-M/Agent computer.

*System action:* The CONTROL-M/Server cannot reach the remote host and marks it as unavailable.

*User response:* Set privileges correctly on the CONTROL-M/Agent.

6832

**Undefined user or wrong password**

*Explanation:* The CONTROL-M/Agent cannot be used due to an incorrect user or password.

*System action:* The CONTROL-M/Server cannot reach the remote host and marks it as unavailable.

*User response:* Use correct credentials.

6833

**Access to CMD.exe is denied.**

*Explanation:* The CONTROL-M/Agent responded to the ping request with “Access to CMD.exe is denied.”

*System action:* The CONTROL-M/Server cannot reach the remote host and marks it as unavailable.

*User response:* Contact BMC Software Customer Support.

6834

**The credential validations are inapplicable for CONTROL-M/Agent for Windows without the Logon User mode.**

*Explanation:* The CONTROL-M/Agent must run in “Logon as User” mode in order to be able to use the user’s credentials.

*System action:* The CONTROL-M/Server cannot reach the remote host and marks it as unavailable.

*User response:* Ensure that the CONTROL-M/Agent runs with the “Logon as User” set.

6835

**The user cannot be tested because Nodeid *nodeID* does not exist.**

*Explanation:* The test user operation failed because nodeid does not exist.

---

*System action:* An error message is displayed.

*User response:* Ensure the nodeid used exists.

**6836                    The user cannot be tested because failed to determine Nodeid *nodeID* status, rc=rc.**

*Explanation:* The test user operation failed because the CONTROL-M/Server failed to determine the nodeid status.

*System action:* An error message is displayed.

*User response:* Check other messages in the log file and contact BMC Software Customer Support.

**6837                    Failed to serialize owner *owner* credentials.**

*Explanation:* The test user operation failed because the CONTROL-M/Server failed to serialize owner credentials.

*System action:* An error message is displayed.

*User response:* Check other messages in the log file and contact BMC Software Customer Support.

**6838                    An internal error occurred while testing the user.**

*Explanation:* The test user operation failed because of an internal error in the CONTROL-M/Server.

*System action:* An error message is displayed.

*User response:* Check other messages in the log file and contact BMC Software Customer Support.

**6839                    A timeout occurred while waiting for a response from the agent.**

*Explanation:* A timeout occurred while waiting for a response to a ping request from the CONTROL-M/Agent.

*System action:* An error message is displayed.

*User response:* Check that the CONTROL-M/Agent is still running.

**6841                    The key does not exist.**

*Explanation:* The test user operation failed because key owner credentials do not exist.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Use valid credentials.

---

6842

**Failure to find key details.**

*Explanation:* The test user operation failed because the CONTROL-M/Server failed to locate the key of owner credentials.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check other messages in the log file and contact BMC Software Customer Support.

6843

**The CONTROL-M/Agent must have protocol version 08 or higher for test user functionality.**

*Explanation:* The CONTROL-M/Agent must have protocol version 08 or higher in order to operate the test user functionality.

*System action:* An error message is displayed.

*User response:* Use agent with protocol version 08 and higher.

6850

**The Configuration Agent plugin configuration file is corrupt: <extendedMessage>.**

*Explanation:* The CONTROL-M Configuration Manager plugin information could not be found in the configuration file.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check the permissions of the plugin configuration file and contact BMC Software Customer Support.

6851

**Failed to create temporary file names code:rc.**

*Explanation:* The CONTROL-M Configuration Manager operation failed because the CONTROL-M/Server failed to create temporary files.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check disk space on the CONTROL-M/Server and contact BMC Software Customer Support.

6852

**Failed to update temporary file with standard input content code: rc.**

*Explanation:* The CONTROL-M Configuration Manager plugin operation failed because the CONTROL-M/Server failed to write into temporary files.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check disk space on the CONTROL-M/Server computer and contact BMC Software Customer Support.

---

6853

**Failed to activate plugin code: *rc*.**

*Explanation:* The CONTROL-M Configuration Manager plugin operation failed.

*System action:* The CONTROL-M Configuration Manager displays an extended error message that details the failure.

*User response:* Read details in the extended message and contact BMC Software Customer Support.

6854

**The output size exceeds the limit (*outputStringSize* bytes).**

*Explanation:* The CONTROL-M Configuration Manager plugin standard output size exceeds the limit.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check other messages in the log file and contact BMC Software Customer Support.

6855

**Operation timed out (*timeout* seconds).**

*Explanation:* The CONTROL-M Configuration Manager plugin activation timed out.

*System action:* The CONTROL-M Configuration Manager displays an error message.

*User response:* Check other messages in the log file and contact BMC Software Customer Support.

6893

**Failed to test Remote Host *hostName***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to perform the "test remote host" procedure.

*System action:* The CONTROL-M/Server Configuration Agent sends an error message to the CONTROL-M Configuration Manager.

*User response:* Check the extended message that accompanies the ping failure message. Possible explanations are:

- CONTROL-M/Server is down
- CONTROL-M/Server is not authorized to work with the CONTROL-M/Agent

6894

**Failed to ping Remote Host *hostName***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to perform the "ping remote host" procedure.

*System action:* The CONTROL-M/Server Configuration Agent sends an error message to the CONTROL-M Configuration Manager.

---

*User response:* Check the extended message that accompanies the ping failure message.

**6896**      **Failed to delete Remote Host *hostName*, *rc***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to perform the "delete remote host" procedure.

*System action:* The CONTROL-M/Server Configuration Agent sends an error message to the CONTROL-M Configuration Manager. The remote host is not deleted.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6897**      **Failed to update Remote Host *hostName*, *rc***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to perform the "update remote host details" procedure.

*System action:* The CONTROL-M/Server Configuration Agent sends an error message to the CONTROL-M Configuration Manager. The remote host is not deleted.

*User response:* Check the extended message that accompanies the ping failure message. Possible causes for the failure are:

- One of the agents mapped to the remote host is invalid (either the agent does not exist, or it has protocol version 06 or lower).
- Cannot update details for the Default remote host.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6898**      **Failed to get Remote Host *hostName* details, *rc***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to perform the "get remote host details" procedure.

*System action:* The CONTROL-M/Server Configuration Agent sends an error message to the CONTROL-M Configuration Manager.

*User response:* Check previous messages, and contact BMC Software Customer Support.

**6899**      **Failed to add Remote Host *hostName*, *rc***

*Explanation:* The CONTROL-M/Server Configuration Agent failed to add a remote host.

*System action:* The remote host is not added.



---

*User response:* Do the following:

- Check the extended message that accompanies the add failure message, and check previous messages.
- Also check that the agents that are mapped to the new remote host are valid, meaning that they exist in CONTROL-M/Server and have protocol version 07 or higher.

**6900**

**Cannot update CMR\_UDLAST for Daily *userDaily***

*Explanation:* The CONTROL-M/Server received a request from CONTROL-M/EM to upload a scheduling table assigned to the *userDaily* User Daily job. The CONTROL-M/Server failed to update the CMR\_UDLAST table for this User Daily job.

*System action:* The uploading of the scheduling table continues.

*User response:* Determine the cause of the database problem by checking the database error log. If the problem persists, contact BMC Software Customer Support. If the scheduling table was ordered during the upload, you may need to double-check that all the intended jobs were ordered (remember that the table might have been changed during the ordering, as a result of the upload).

**6901**

***functionName:* Error while creating dwl**

*Explanation:* The CONTROL-M/Server was unable to prepare an update message for a job to be sent to CONTROL-M/EM.

*System action:* System processing continues. The update is not sent to CONTROL-M/EM.

*User response:* Contact BMC Software Customer Support.

**6902**

***functionName:* Error while creating dwq**

*Explanation:* The CONTROL-M/Server was unable to prepare an update message for a quantitative resource to be sent to CONTROL-M/EM.

*System action:* System processing continues. The update is not sent to CONTROL-M/EM.

*User response:* Contact BMC Software Customer Support.

**6903**

***functionName:* Error while creating dwc**

*Explanation:* The CONTROL-M/Server was unable to prepare an update message for a prerequisite condition to be sent to CONTROL-M/EM.

*System action:* System processing continues. The update is not sent to CONTROL-M/EM.

*User response:* Contact BMC Software Customer Support.

---

6904

**functionName:** Error while creating dwe

*Explanation:* The CONTROL-M/Server was unable to prepare an update message for a control resource to be sent to CONTROL-M/EM.

*System action:* System processing continues. The update is not sent to CONTROL-M/EM.

*User response:* Contact BMC Software Customer Support.

6905

**functionName:** Error while creating alr

*Explanation:* The CONTROL-M/Server was unable to prepare an alert to be sent to CONTROL-M/EM. Such an alert is commonly used to notify CONTROL-M/EM that the agent status changed to unavailable or disabled.

*System action:* System processing continues. The update is not sent to CONTROL-M/EM.

*User response:* Contact BMC Software Customer Support.

# CONTROL-M/Agent Messages

The messages described in this chapter are issued by CONTROL-M/Agent. These messages may be displayed in the CONTROL-M/Enterprise Manager GUI. They may also be recorded in the CONTROL-M/Agent log or in the files contained in the CONTROL-M/Server proclog directory.

- 
- 5167 password not found. Please define password for the user *userName***
- Explanation:* A password definition is missing for user *userName*.
- System action:* CONTROL-M exits.
- User response:* Use the CTMPWD utility to define a password for user *userName*.
- 5167 Cannot convert the SYSOUT file: *fileName***
- Explanation:* The conversion of the SYSOUT to the desired encoding has failed.
- System action:* CONTROL-M exits.
- User response:* Use the following sequence of commands to change the platform mode to CJK: **ctmagcfg -> advanced parameters ->Foreign Language Support**.
- 5167 the GC\_convertString failed to convert SYSOUT name**
- Explanation:* An attempt was made to perform an operation requiring a platform that Supports CJK languages, but the platform Supports only LATIN-1 characters, and therefore the operation fails.
- System action:* CONTROL-M exits.
- User response:* Use the following sequence of commands to change the platform mode to CJK: **ctmagcfg -> advanced parameters ->Foreign Language Support**
- 5167 the GC\_getEncodingInfo failed to obtain encoding info**
- Explanation:* An attempt was made to perform an operation requiring a platform that Supports CJK languages, but the platform Supports only LATIN-1 characters, and therefore the operation fails.
- System action:* CONTROL-M exits.
- User response:* Use the following sequence of commands to change the platform mode to CJK: **ctmagcfg -> advanced parameters ->Foreign Language Support**
- 5167 Printer is not defined**
- Explanation:* The *printerName* printer definition could not be found while performing a RELEASE action on the SYSOUT.
- System action:* Normal CONTROL-M operation continues.
- User response:* Define a printer, or check the printer's name.
- 5167 Can not set the printer: *printerName***
- Explanation:* The *printerName* printer could not be used.
- System action:* Normal CONTROL-M operation continues.
- User response:* Check the *printerName* printer settings for the correct name.

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5167

**Fail to submit ctmrjob. *fileName* does not exist, *ProclPath***

*Explanation:* An attempt was made to submit a job using the ctmrjob utility, but the *fileName* file could not be found.

*System action:* CONTROL-M exits.

*User response:* Check job definitions.

5167

**FAIL to find file *fileName* after *number* times**

*Explanation:* An attempt was made to submit a job, but neither the *fileName* nor *fileName.tmp* file could be found after several attempts.

*System action:* CONTROL-M exits.

*User response:* Check job definitions and available disk space, and job owner permissions.

5167

**Job already ended *orderNum***

*Explanation:* An attempt was made to kill a job with an order ID *orderNum*, which already has ended.

*System action:* CONTROL-M exits.

*User response:* Check job definitions. The order number might be wrong.

5167

**Unable to convert file name *JCLFileName* to user encoding**

*Explanation:* One of the following occurred:

- An attempt was made to perform an operation requiring a platform that Supports CJK languages, but the platform Supports only LATIN-1 characters, and therefore the operation fails.
- The UNIX user locale or encoding is incorrect.

*System action:* CONTROL-M exits.

*User response:* Do one of the following:

- Use the following sequence of commands to change the platform mode to CJK: `ctmagcfg -> advanced parameters -> Foreign Language Support`.
- Check the encoding and UNIX locale.

5167

**Failed to attach BE Library *CMName*, error: *message***

*Explanation:* An attempt was made to perform an operation that required attachments from the *CMName* control module library.

*System action:* CONTROL-M exits.

---

*User response:* Check that the CM library is installed properly.

**5167 AG\_ATTACH\_connect failed**

*Explanation:* An operation on the agent failed due to a connection problem.

*System action:* CONTROL-M exits.

*User response:* Check that the CM is installed correctly.

**5167 Failed to Load Back End Name *DLLName***

*Explanation:* The CM is not installed correctly.

*System action:* CONTROL-M exits.

*User response:* Check that the CM is installed correctly.

**5167 Host *hostName* is not authorized. Please add *hostName* to authorized servers list**

*Explanation:* An attempt was made to use the unauthorized *hostName* host.

*System action:* CONTROL-M exits.

*User response:* Use the following sequence of commands to add the *hostName* host to the list of authorized servers:

**ctmagcfg -> Authorized CONTROL-M/Server Hosts.**

**5167 Waiting for submission for *number* seconds - declared disappeared. The job wasn't submitted within *number* seconds, please check the disk space.**

*Explanation:* A job has been in submitted status too long (more than *number* seconds). CONTROL-M/Agent assumes that there is a problem with the job submission, and the job's status is changed to DISAPPEARED.

*System action:* CONTROL-M exits.

*User response:* Check the available disk space, and free up space if necessary.

**5167 AG\_NEWDAY\_handle\_request: ERROR: newday request failed. CTM Server host *hostName* is not authorized to perform this action**

*Explanation:* The CONTROL-M *hostName* host is not authorized to work with the specified CONTROL-M/Agent.

*System action:* CONTROL-M exits.

*User response:* Do one of the following:

- Use the following sequence of commands to add the *hostName* host to the list of authorized servers: **ctmagcfg -> Authorized CONTROL-M/Server Hosts.**
- Use a different server to perform the New Day procedure.

- 
- 5167 AG\_NEWDAY\_handle\_request: another newday is already running. Exiting...**
- Explanation:* The New Day procedure cannot run when another New Day procedure is already running. CONTROL-M/Agent will deny a second New Day request if one is already running.
- System action:* The request rejected, but CONTROL-M/Agent continues functioning.
- User response:* No action is required.
- 5167 FAIL: Waited for Agent submission more than *number* seconds**
- Explanation:* A failure occurred while trying to save agent PROCID, STARTTIME, and EXECUTING status to a cached dsect.
- System action:* Normal CONTROL-M operation continues. Ten attempts are made to submit the agent. If the submission is not successful after 10 attempts, CONTROL-M exits.
- User response:* Check the available disk space, and free up space if necessary.
- 5167 Failed to retrieve child process id from - *fileName*. Please check if the process has already ended.**
- Explanation:* An attempt was made to kill a job that has already ended.
- System action:* CONTROL-M continues functioning.
- User response:* No action is required.
- 5167 SYSOUT e-mail to Destination *address* failed**
- Explanation:* An attempt was made to send SYSOUT mail, but the attempt failed.
- System action:* CONTROL-M exits.
- User response:* Check that the e-mail destination is correct.
- 5167 BE\_job\_add\_ended\_job: too many ended jobs in the list**
- Explanation:* An attempt was made to add an ended job to the ended jobs list, but the attempt failed.
- System action:* CONTROL-M exits.
- User response:* There is a connectivity problem with CONTROL-M/Server. Solve that problem and restart the CONTROL-M/Agent.
- 5167 Error: File specified by *overlib*\memlib *memname* does not exist**
- Explanation:* The specified *overlib*, *memlib*, or *memname* is not correct.
- System action:* The job ended NOTOK.
- User response:* Check that *overlib* and *memlib* are defined correctly.

- 
- 5167**                      **Owner: *name* isn't defined for the remote host: *hostName*.**
- Explanation:* The owner *name* does not have permissions for the *hostName* host.
- System action:* CONTROL-M/Agent rejects the requested action.
- User response:* Use the CONTROL-M/Server Configuration Manager to configure the Owners Authentication Settings, or use the *ctmsetown* utility to define the user for the host.
- 
- 5167**                      **ERROR: Server sent disconnect message type 2 (SSH\_DISCONNECT\_PROTOCOL\_ERROR): Too many authentication failures for *userName*.**
- Explanation:* The password that the job owner entered was incorrect.
- System action:* The job fails.
- User response:* Enter the correct password.
- 
- 5167**                      **To run jobs using the WMI protocol the agent must be installed on Windows XP or Windows 2003.**
- Explanation:* A user attempted to submit WMI jobs when CONTROL-M/Agent is installed on a version of Microsoft Windows other than Windows XP or Windows 2003.
- System action:* The WMI jobs are not submitted.
- User response:* Install CONTROL-M/Agent on Windows XP or Windows 2003.
- 
- 5167**                      **The CONTROL-M/Agent services should run under 'This Account' Log On option. Currently it is 'Local System Account'.**
- Explanation:* A user attempted to submit WMI jobs while the CONTROL-M/Agent service is running under the 'Local System Account' logon option.
- System action:* The WMI jobs are not submitted.
- User response:* Run the CONTROL-M/Agent service under the 'This Account' logon option.
- 
- 5167**                      **Authentication failed. Invalid user/password/key.**
- Explanation:* A user submitted a job, but there was a problem logging on to the SSH server.
- System action:* The job was not submitted.
- User response:* Verify that the user, password, and public and private key pair are correct.



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5167

**Cannot connect to host *hostName*. Access is denied. Verify that:**  
- user *userName* has administrator privileges on host *hostName*  
- the authentication credentials set for this user in CONTROL-M are correct  
- that WMI services are running.

*Explanation:* An attempt was made to connect to the *hostName* host, but the attempt failed.

*System action:* The job fails.

*User response:* Do the following:

- Verify that user *userName* has administrator privileges on host *hostName*.
- Verify that the authentication credentials set for this user in CONTROL-M are correct.
- Verify that WMI services are running.

5167

**The length of the command: *cmd* exceeds the size of the buffer: *bufferSize*.**

*Explanation:* The length of the *cmd* command that the user entered exceeds the defined size (*bufferSize*) of the buffer.

*System action:* The command fails.

*User response:* Shorten the command until it is less than the size of the buffer, and resend the command.

5167

**The length of environment variables: *varLength* exceeds the size of the buffer: *bufferSize*.**

*Explanation:* The total amount of space that is allocated to environment and AutoEdit variables is too small, and the size of the variable (*varLength*) exceeds the size of the buffer (*bufferSize*).

*System action:* None.

*User response:* Decrease the number of variables for the site, or use the CONTROL-M AJC utility to turn off the AltEdit Inline variable.

5167

**Server unexpectedly closed network connection**

*Explanation:* A user attempted to submit a job, but the SSH server unexpectedly closed the network connection.

*System action:* The job ends NOTOK.

*User response:* Check the SSH server, and rerun the job.

5167

**Connection reset by peer**

*Explanation:* A user attempted to submit a job, but the connection was close by the SSH server.

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*System action:* The job ends NOTOK.

*User response:* Check the SSH server, and rerun the job.

5167

**Server refused our key**

*Explanation:* A user submitted a job, but the SSH server did not accept the specified key.

*System action:* The job ends NOTOK.

*User response:* Verify that the public and private keys are defined correctly.

6823

**Invalid user or bad password**

*Explanation:* The CONTROL-M/Server failed to authenticate the supplied username and password/key.

*User response:*

■ Failed to connect to WMI remote host:

- Check that the correct username and password have been supplied.
- Check that the WMI services are running.
- Verify that the user has administrator privileges on the remote host.

■ Failed to connect to SSH remote host:

- Check that the correct username and password have been supplied.
- Check whether one of the following SSH key types are being used: OpenSSH or SSH2.

If OpenSSH is being used:

1. Create a key with the openssh option.

2. Store the public key in the **\$HOME/.ssh/authorized\_keys** file. In older OpenSSH, the public keys should be stored inside the **\$HOME/.ssh/authorized\_keys2** file.

If SSH2 is being used:

1. Create a key with the SSH2 option.

2. Copy it to the remote host's **\$HOME/.ssh2** directory as a separate file. For example, key1.pub.

3. Add the line **Key key1.pub** to the **\$HOME/.ssh2/authorization** file.

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For Windows, follow the SSH Server Guide.

- Verify UNIX file permissions:
  - 600 for the authorization and authorized\_keys.
  - 700 for .ssh and .ssh2 directories.
  - 755 for \$HOME.
- Failed to connect to agent with the logon as user option.
  - Check that the correct username and password have been supplied.

**5167**      **Field “File Name” in Job Editing Form must include an extension for running an Embedded Script job on Windows, for example “.CMD”.**

*Explanation:* A user submitted a job with an embedded script on Windows without the extension noted in the FileName field.

*System action:* The job ends NOTOK.

*User response:* Specify an extension in the FileName field.

**5167**      **Field “FileName” in Job Editing Form must include a .COM extension for running an Embedded Script job on OpenVMS.**

*Explanation:* A user submitted a job with an embedded script on a remote host OpenVMS without an extension noted in the FileName field.

*System action:* The job ends NOTOK.

*User response:* Specify an extension in the FileName field.

**AGT7901**      **Failed to recycle the CONTROL-M/Agent**

**AGT 7902**      **Failed to set CONTROL-M/agent debug level**

**AGT7903**      **Action %s failed**

**AGT7904**      **Failed to set CONTROL-M/Agent configuration parameter**

**AGT7905**      **Failed to obtain CONTROL-M/Agent configuration data**

**AGT7906**      **Failed to set CONTROL-M/Agent configuration parameter.**

*User response:* Verify that port %s is free.



**Notes**



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