



BMC Remedy Action Request System 8.1

Working with error messages

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This section includes *only* notes, warnings, and error messages used in BMC Remedy AR System. It is not backward-compatible with earlier versions of BMC Remedy AR System and thus does not include messages for obsolete features.

BMC Remedy AR System messages can take the form of errors, warnings, or notes. The tag **ARERR** indicates that the condition is an error, **ARWARN** indicates a warning, and **ARNOTE** indicates a note.

In BMC Remedy AR System, error messages are classified according to the ranges in the following table. You can find any message quickly by locating its number in the table.



Warning

Do *not* define custom error messages for your applications with numbers in these ranges. If you do, they might be incompatible with future versions of BMC Remedy AR System.

AR System message ranges

Start	End	Product	Description
1	999	BMC Remedy AR System server (see page 33)	Server messages and notifications
2000	2999	BMC Remedy Administrator client	For information about messages in the range 2000 to 2999, refer to version 7.1.00 or earlier, of BMC Remedy AR System Error Message Guide.
3000	3199	BMC Remedy AR System server (see page 103)	BMC Remedy Distributed Server Option messages
3300	3349	BMC Remedy AR System server (see page 108)	BMC Remedy Data Import event messages
3350	3379	BMC Remedy AR System server (see page 111)	Report ARDBC plug-in messages
3380	3499	Reserved for BMC Remedy AR System (see page 112)	Reserved for BMC Remedy AR System
3500	3999	BMC Remedy Flashboards (see page 113)	Flashboards errors, warnings, and notes
4000	4499	BMC Remedy Data Import client (Windows) (see page 115)	BMC Remedy Data Import errors, warnings, and notes
4500	4899	BMC Remedy AR System application servers (see page 123)	BMC Remedy AR System application servers, including BMC Remedy Approval Server
4900	4999	BMC Remedy Email Engine (see page 129)	Email errors and warnings
5000	5399	BMC Remedy Developer Studio (see page 134)	BMC Remedy Developer Studio messages

5400	5449	BMC Remedy Data Import (see page 162)	BMC Remedy Data Import messages
5500	5999	BMC Remedy Developer Studio (see page 134)	BMC Remedy Developer Studio messages
6000	6999	BMC Remedy AR System clients (see page 164)	Errors for any BMC Remedy AR System client, including BMC Remedy Developer Studio, BMC Remedy Email Engine, and web tools
7000	7999	BMC Remedy Administrator client	For information about messages in the range 7000 to 7999, refer to version 7.1.00 or earlier, of BMC Remedy AR System Error Message Guide.
8000	9199	BMC Remedy AR System server (see page 164)	Server messages
9200	9699	BMC Remedy Mid Tier (see page 211)	Mid tier messages
9700	9999	BMC Remedy AR System server (see page 164)	Server messages
11000	11099	BMC Remedy Email Engine (see page 227)	Email workflow messages
20000	20999	BMC Remedy AR System server (see page 228)	Externally written plug-in messages
140000	144999	BMC Remedy AR System server (see page 228)	Reporting messages

For information about BMC Remedy Migrator error messages, see the section [BMC Remedy Migrator error messages \(see page 7\)](#).

1 BMC Remedy Migrator error messages

This section contains error messages that are specific to BMC Remedy Migrator. It includes the number associated with each error, a description of the error message, and, where available, troubleshooting suggestions.

When an error does not apply specifically to BMC Remedy Migrator, Migrator uses the same error messages as BMC Remedy AR System.



Note

BMC Remedy Migrator and BMC Remedy AR System use different error message numbering systems. Hence, a Migrator error message and an BMC Remedy AR System error message that have the same number are not related.

If an error persists, contact Customer Support.

In BMC Remedy Migrator, error messages are classified according to the following types:

BMC Remedy Migrator message ranges

Start	End	Error type
1000	1999	Cache (see page 8)
2000	2999	Thread (see page 10)
3000	3099	Migration (see page 11)
3100	3199	Menu migration (see page 11)
3200	3299	Active link migration (see page 12)
3300	3399	Filter migration (see page 12)
3400	3499	Escalation migration (see page 13)
3500	3599	Container migration (see page 13)
3600	3699	Group migration (see page 14)
3700	3799	Field migration (see page 14)
3800	3899	Form migration (see page 15)
3900	3999	View migration (see page 16)
4000	4099	Distributed mapping migration (see page 16)
4100	4199	Data migration (see page 17)

4200	4299	Support file migration (see page 18)
4300	4399	Distributed pool migration (see page 18)
4400	4499	Flashboard variable migration (see page 19)
4500	4599	Flashboard data source migration (see page 19)
4600	4699	Flashboard migration (see page 20)
4700	4799	Flashboard alarm migration (see page 20)
4800	4899	Backup migration (see page 21)
4900	4999	Role migration (see page 22)
5000	5099	Application state migration (see page 23)
5100	5199	Locked object migration (see page 23)
5200	5299	Plug-in module (see page 23)
5300	5399	Plug-in definition (see page 24)
5400	5499	Image migration (see page 24)
6000	6299	Source code control and object reservation (see page 24)
7000	9000	Command-line (see page 25)

1.1 1000 to 1999 - Cache

The following table describes messages related to BMC Remedy Migrator cache:

Number	Description
1000	<p>An object accessed is missing from the cache file.</p> <p>Retry the operation. BMC Remedy Migrator tries to repair the cache the next time a cache operation occurs. If the error persists, contact BMC Customer Support.</p>
1001	<p>Unable to load the requested file. The file format might be incompatible or the file may be corrupted.</p> <p>Make sure that the files do not have Read Only attributes. If the error persists, contact Customer Support.</p>
1002	<p>Unable to locate object in the cache file. This is a File Seek error.</p> <p>The system will attempt to fix the error. However, the file might already be corrupted. If the error persists, contact Customer Support.</p>
1003	<p>Unable to allocate storage space required by the object in the cache file.</p> <p>Make sure that there is enough free disk space. If the error persists, contact Customer Support.</p>
1004	<p>Unable to add the object name to the binary tree.</p> <p>This is an internal error. Contact Customer Support.</p>

1005	<p>Unable to replace the location value of the object in the binary tree.</p> <p>This is an internal error. Contact Customer Support.</p>
1006	<p>Duplicate entry found in cache.</p> <p>You might need to delete the cache and try the migration again.</p>
1007	<p>Unable to load the Entry from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache and try the migration again.</p>
1009	<p>Unable to load the Container from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache and try the migration again.</p>
1010	<p>Unable to load the Filter from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache and try the migration again.</p>
1011	<p>Unable to load the Escalation from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1012	<p>Unable to load the Menu from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1013	<p>Unable to load the Schema from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1014	<p>Unable to load the Schema Field from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1015	<p>Unable to load the Schema View from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1016	<p>Unable to load the Flashboard from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1017	<p>Unable to load the Flashboard Alarm from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1018	<p>Unable to load the Flashboard Variable form the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1019	<p>Unable to load the Flashboard DataSource form the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1020	<p>Unable to load the DSO Map from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>
1021	<p>Unable to load the DSO Pool from the cache file.</p> <p>If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.</p>

1022	Unable to load the Support File from the cache file. If you are migrating from a server to a server or from a server to a file, you might need to delete the cache file and try the migration again.
1023	Requested Attachment not found in cache file. A specified attachment was not found in the cache file. Try the migration again.
1024	ttachment is not valid and does not contain actual attachment data. An attachment file was not recognized in a migration. Check the file format for the attachment, and try the migration again.
1026	Unable to load the Plugin Module from the cache file. If you are migrating between servers or from a server to a file, you might need to delete the cache and try the migration again.
1027	Unable to load the Plugin Definition form the cache file. If you are migrating between servers or from a server to a file, you might need to delete the cache and try the migration again.
1028	Unable to load the Image from the cache file. If you are migrating between servers or from a server to a file, you might need to delete the cache and try the migration again.

1.2 2000 to 2999 - Thread

The following table describes the messages related to BMC Remedy Migrator thread:

Number	Description
2000	An invalid thread pointer occurred. This is an internal error. Contact Customer Support.
2001	An illegal access error occurred with the thread. This is an internal error. Contact Customer Support.
2002	An illegal internal thread error occurred. This is an internal error. Contact Customer Support.
2003	A required parameter is missing from the request object. This is an internal error. Contact Customer Support.
2004	The thread crashed because of an unknown error. This is an internal error. Contact Customer Support.
2005	The thread was cancelled. This is an internal error. Contact Customer Support.
2006	The thread was interrupted. This is an internal error. Contact Customer Support.

1.3 3000 to 3099 - Migration

The following table describes migration messages:

Number	Description
3003	<p>You do not have the administrator privilege, which is required for this operation.</p> <p>You are not recognized by the system as an administrator. You must update your profile on the server to become part of the Administrator group, or obtain a new user name with Administrator status.</p>
3004	<p>Connection to server timed out.</p> <p>The connection to the server was lost because there was no user activity. You must log in again.</p>
3006	Unable to expand the specified Deployed Application.
3007	<p>Error occurred while calculating all objects to be migrated.</p> <p>BMC Remedy Migrator was unable to calculate all objects to be migrated.</p>
3008	<p>Object mentioned for special migration is missing from the source.</p> <p>A special migration object, such as a packing list, might be missing from the source.</p>
3009	<p>Unable to synchronize the memory cache with the Server/Migrator File.</p> <p>A function call that initializes the caching of objects in memory failed at some point.</p>
3010	<p>Missing source workflow.</p> <p>Workflow objects to be migrated are missing from the source.</p>
3011	<p>Unable to Initialize server.</p> <p>The system cannot initialize the connection to a source or a destination server for a migration.</p>
3012	<p>Unable to delete the specified AR System Item <itemName>.</p> <p>When migrating CMDB metadata content, the specified object could not be deleted due to an API issue.</p>

1.4 3100 to 3199 - Menu migration

The following table describes menu migration messages:

Number	Description
3100	<p>Unable to create character menu on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3101	<p>Unable to modify character menu on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>

3102	<p>Unable to retrieve character menu from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3103	<p>Unable to find the destination server for the parent form of this character menu.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.5 3200 to 3299 - Active link migration

The following table describes active link migration messages:

Number	Description
3200	<p>Unable to create active link on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3201	<p>Unable to modify active link on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
3202	<p>Unable to retrieve active link from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3203	<p>Unable to find the destination server for the parent form of this active link.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.6 3300 to 3399 - Filter migration

The following table describes the filter migration messages:

Number	Description
3300	<p>Unable to create filter on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3301	<p>Unable to modify filter on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
3302	<p>Unable to retrieve filter from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>

3303	<p>Unable to find the destination server for the parent form of this filter.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>
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1.7 3400 to 3499 - Escalation migration

The following table describes escalation migration messages:

Number	Description
3400	<p>Unable to create escalation on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3401	<p>Unable to modify escalation on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
3402	<p>Unable to retrieve escalation from server.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3403	<p>Unable to find the destination server for the parent form of this escalation.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.8 3500 to 3599 - Container migration

The following table describes messages for applications, active link guides, filter guides, web services, and packing lists.

Number	Description
3500	<p>Unable to create container on server ARSystemServerName.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3501	<p>Unable to modify container on server ARSystemServerName.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
3502	<p>Unable to retrieve container from server ARSystemServerName.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3503	<p>Unable to find the destination server for the parent form of this container.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.9 3600 to 3699 - Group migration

The following table describes group migration messages:

Number	Description
3600	<p>Unable to create group on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3601	<p>Unable to modify group on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
3602	<p>Unable to retrieve group from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3603	<p>Unable to retrieve group list from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>

1.10 3700 to 3799 - Field migration

The following table describes field migration messages:

Number	Description
3700	<p>Unable to create field on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3701	<p>Unable to modify field on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
3702	<p>Unable to retrieve field from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3703	<p>Unable to find destination server.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>
3715	<p>Error deleting fields from server.</p> <p>The destination server encountered a problem when removing excess fields not found on the source.</p>

3717	<p>Unable to create fields where the field ID is in the following ranges: 200 to 212, 250 to 252 and 300 to 317 range.</p> <p>Fields in these ranges are reserved for the Distributed Server Option.</p>
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1.11 3800 to 3899 - Form migration

The following table describes form migration messages:

Number	Description
3800	<p>Unable to create form on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
3801	<p>Unable to modify form on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
3802	<p>Unable to retrieve form from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3803	<p>Unable to find the destination server for the parent form of this form.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>
3812	<p>Unable to retrieve form view list from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
3813	<p>Unable to create a temporary view on destination form.</p> <p>The server might be down, preventing creation of a temporary view for migration of views between the source and the destination. If the migration continues to fail, contact Customer Support.</p>
3814	<p>Unable to delete unwanted views on destination form.</p> <p>The server might be down, preventing removal of unwanted views on the destination. If the migration continues to fail, contact Customer Support.</p>
3816	<p>Unable to create archive forms. Archive form is maintained by the server.</p> <p>If you are migrating a form that has an archive form associated with it, the archive form will be created on the destination server.</p>
3817	<p>Unable to delete a temporary view on the destination form.</p> <p>The server might be down, preventing deletion of the temporary view. Try migrating again, or use BMC Remedy Developer Studio to delete the temporary view.</p>
3819	<p>Unable to create additional copies of the Alert Events form.</p> <p>The Alert Events form is a system form. System forms cannot be copied.</p>

3820	Dummy Forms are not migrated because they only contain data. A dummy form is a special form used to contain data to be migrated. This form cannot be migrated.
3821	Unable to Migrate the Specified System Form. System forms cannot be created; they can only be modified.
3822	Cannot add destination form to application definition <applicationName>. A form was reassigned to a different application on the destination but the assignment was not changed during the migration process.
3823	Cannot remove destination form from existing application definition. A form was not removed from a specified application during the migration process.

1.12 3900 to 3999 - View migration

The following table describes view migration messages:

Number	Description
3900	Unable to create view on server <ARSystemServerName>. The view could not be created on the destination server. For example, the view could be referencing a form that does not exist on the destination server.
3901	Unable to modify view on server <ARSystemServerName>. A view that differs from the source to the destination could not be updated on the destination.
3902	Unable to retrieve view from server <ARSystemServerName>. The view could not be retrieved from the source. Check the source to verify that the view exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.
3903	Unable to find the destination server for the parent form of this view. The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.

1.13 4000 to 4099 - Distributed mapping migration

The following table describes distributed mapping migration messages:

Number	Description
4000	Unable to create distributed mapping on server <ARSystemServerName>. The distributed mapping could not be created on the destination server. For example, the distributed mapping could be referencing a form that does not exist on the destination server.
4001	Unable to modify distributed mapping on server <ARSystemServerName>. A distributed mapping that differs from the source to the destination could not be updated on the destination.

4002	<p>Unable to retrieve distributed mapping from server <ARSystemServerName>.</p> <p>The distributed mapping could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
4003	<p>Unable to find the destination server for the parent form of this distributed mapping.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.14 4100 to 4199 - Data migration

The following table describes data migration messages:

Number	Description
4100	<p>Unable to create entry on server <ARSystemServerName>.</p> <p>The entry could not be created on the destination server. For example, the entry could be referencing a form that does not exist on the destination server.</p>
4101	<p>Unable to modify entry on server <ARSystemServerName>.</p> <p>An entry that differs from the source to the destination could not be updated on the destination.</p>
4102	<p>Unable to retrieve entry from server <ARSystemServerName>.</p> <p>The entry could not be retrieved from the source. Check the source to verify that the entry exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
4103	<p>Unable to find the destination server for the parent form of this entry.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>
4111	<p>Unable to merge entry on server.</p> <p>The system could not perform a merge during data migration.</p>
4112	<p>An entry specified in a data migration could not be found.</p> <p>An entry specified in a data migration could not be found.</p>
4113	<p>Unable to load qualification from server <ARSystemServerName>.</p> <p>Data specifying a qualification could not be loaded from the source.</p>
4114	<p>Unable to retrieve entry list.</p> <p>An entry list could not be retrieved from the source.</p>
4115	<p>Unable to retrieve entry attachment.</p>
4116	<p>A filter that was disabled could not be re-enabled on the destination.</p> <p>A filter that was disabled could not be re-enabled on the destination.</p>
4117	<p>A filter could not be disabled on the source.</p> <p>A filter could not be disabled on the source.</p>

4119	An escalation that was disabled could not be re-enabled on the destination. An escalation that was disabled could not be re-enabled on the destination.
4120	Unable to obtain all the related Escalations for Form. All of the related escalations for a form being migrated could not be migrated to the destination.
4121	Unable to obtain all the related Forms for Form. All of the related Forms for the form being migrated could not be migrated to the destination.
4122	Unable to initialize Fast Server Port Connection on Server. BMC Remedy Migrator was unable to use the Fast server port connection option for this migration.
4123	Unable to initialize List Server Port Connection on Server. BMC Remedy Migrator was unable to use the List server port connection option for this migration.
4124	A filter that was disabled for the migration process was not re-enabled upon completion of the migration. A filter that was disabled for the migration process was not re-enabled upon completion of the migration.
4125	An escalation that was disabled for the migration process was not re-enabled upon completion of the migration. An escalation that was disabled for migration was not re-enabled after completion of the migration due to an API issue.

1.15 4200 to 4299 - Support file migration

The following table describes Support file migration messages:

Number	Description
4200	Unable to create Support File on server <ARSystemServerName>. The support file could not be created on the destination server. For example, the support file could be referencing a form that does not exist on the destination server.
4201	Unable to modify Support File on server <ARSystemServerName>. A support file that differs from the source to the destination could not be updated on the destination.
4202	Unable to retrieve Support File from server <ARSystemServerName>. The support file could not be retrieved from the source. Check the source to verify that the support file exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.
4203	Unable to find the destination server for the parent form of this support file. The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.

1.16 4300 to 4399 - Distributed pool migration

The following table describes Distributed pool migration messages:

Number	Description
4300	<p>Unable to create distributed pool on server <ARSystemServerName>.</p> <p>The distributed pool could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
4301	<p>Unable to modify distributed pool on server <ARSystemServerName>.</p> <p>A distributed pool that differs from the source to the destination could not be updated on the destination.</p>
4302	<p>Unable to retrieve distributed pool from server <ARSystemServerName>.</p> <p>The distributed pool could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
4303	<p>Unable to find the destination server for the parent form of this distributed pool.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.17 4400 to 4499 - Flashboard variable migration

The following table describes Flashboard variable migration messages:

Number	Description
4400	<p>Unable to create Flashboard Variable on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
4401	<p>Unable to modify Flashboard Variable on server <ARSystemServerName>.</p> <p>An object that differs from the source to the destination could not be updated on the destination.</p>
4402	<p>Unable to retrieve Flashboard Variable from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
4403	<p>Unable to find the destination server for the parent form of this flashboard.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.18 4500 to 4599 - Flashboard data source migration

The following table describes Flashboard data source migration messages:

Number	Description
--------	-------------

4500	<p>Unable to create Flashboard Data Source on server <ARSystemServerName>.</p> <p>The Flashboard data source could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
4501	<p>Unable to modify Flashboard Data Source on server <ARSystemServerName>.</p> <p>A Flashboard data source that differs from the source to the destination could not be updated on the destination.</p>
4502	<p>Unable to retrieve Flashboard Data Source from server <ARSystemServerName>.</p> <p>The Flashboard data source could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
4503	<p>Unable to find the destination server for the parent form of this flashboard data source.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.19 4600 to 4699 - Flashboard migration

The following table describes Flashboard migration messages:

Number	Description
4600	<p>Unable to create Flashboard on server <ARSystemServerName>.</p> <p>The Flashboard could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
4601	<p>Unable to modify Flashboard on server <ARSystemServerName>.</p> <p>A Flashboard that differs from the source to the destination could not be updated on the destination.</p>
4602	<p>Unable to retrieve Flashboard from server <ARSystemServerName>.</p> <p>The Flashboard could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
4603	<p>Unable to find the destination server for the parent form of this flashboard.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.20 4700 to 4799 - Flashboard alarm migration

The following table describes Flashboard alarm migration messages:

Number	Description
4700	<p>Unable to create Flashboard Alarm on server <ARSystemServerName>.</p> <p>The Flashboard Alarm could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>

4701	<p>Unable to modify Flashboard Alarm on server <ARSystemServerName>.</p> <p>A Flashboard Alarm that differs from the source to the destination could not be updated on the destination.</p>
4702	<p>Unable to retrieve Flashboard Alarm on server <ARSystemServerName>.</p> <p>The Flashboard Alarm could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>
4703	<p>Unable to find the destination server for the parent form of this flashboard alarm.</p> <p>The specified destination server cannot be found. Check the destination server name to be sure it is correct. If the problem persists, the destination server might have been moved or shut down, or the network might be down.</p>

1.21 4800 to 4899 - Backup migration

The following table describes Backup migration messages:

Number	Description
4800	<p>Unable to back up Form on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4801	<p>Unable to back up Active Link on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4802	<p>Unable to back up Container on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4803	<p>Unable to back up DSO Mapping on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4804	<p>Unable to back up DSO Pool on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4805	<p>Unable to back up Escalation on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4806	<p>Unable to back up Flashboard Alarm on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4807	<p>Unable to back up Flashboard Data Source on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>

4808	<p>Unable to back up Flashboard on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4809	<p>Unable to back up Flashboard Variable on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4810	<p>Unable to back up Field on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4811	<p>Unable to back up Filter on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4812	<p>Unable to back up Character Menu on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4813	<p>Unable to back up VUI on server <ARSystemServerName>.</p> <p>The object could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for the object. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4814	<p>Unable to create backup file.</p> <p>A backup file could not be created. Check the Backup options to verify that backing up is enabled for the objects you want backed up. Also, be sure that you have specified a valid backup directory path. For more information about backup options, see Migration options (https://docs.bmc.com/docs/display/ars81/Migration+options).</p>
4815	<p>Unable to backup Plug-in Module <moduleName>.</p> <p>The plug-in module could not be backed up on the specified server. The plug-in definition could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for this object. Also, be sure that you have specified a valid backup directory path.</p>
4816	<p>Unable to backup Plug-in Definition on server <ARSystemServerName>.</p> <p>The plug-in definition could not be backed up on the specified server. Check the Backup options to verify that backing up is enabled for this object. Also, be sure that you have specified a valid backup directory path.</p>
4817	<p>Unable to back up Image <imageName>.</p> <p>The specified image could not be backed up.</p>

1.22 4900 to 4999 - Role migration

The following table describes Role migration messages:

Number	Description
--------	-------------

4901	<p>Unable to create Role on server <ARSystemServerName>.</p> <p>The role could not be created on the destination server. For example, the role could be referencing a form that does not exist on the destination server.</p>
4902	<p>Unable to retrieve Role from server <ARSystemServerName>.</p> <p>The role could not be retrieved from the source. Check the source to verify that the role exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent role.</p>

1.23 5000 to 5099 - Application state migration

The following table describes Application state migration messages:

Number	Description
5001	<p>Unable to create Application State on server <ARSystemServerName>.</p> <p>The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.</p>
5002	<p>Unable to retrieve Application State from server <ARSystemServerName>.</p> <p>The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.</p>

1.24 5100 to 5199 - Locked object migration

The following table describes Locked object migration messages:

Number	Description
5100	<p>Locked objects cannot be renamed through migration.</p> <p>The object cannot be renamed on the destination server because it is locked.</p>

1.25 5200 to 5299 - Plug-in module

The following table describes Plug-in module messages:

Number	Description
5201	<p>Unable to create plugin Module.</p> <p>The module could not be created on the destination server. For example, the module could be referencing a form that does not exist on the destination server.</p>
5202	<p>Unable to retrieve Plugin Module.</p> <p>The module could not be retrieved from the source. Check the source to verify that the module exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent module.</p>

5205	Unable to modify Plugin Module. A module that differs from the source to the destination could not be updated on the destination.
------	--

1.26 5300 to 5399 - Plug-in definition

The following table describes Plug-in definition messages:

Number	Description
5301	Unable to create Plugin Definition. The object could not be created on the destination server. For example, the object could be referencing a form that does not exist on the destination server.
5302	Unable to retrieve Plugin Definition. The object could not be retrieved from the source. Check the source to verify that the object exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent object.
5305	Unable to modify Plugin Definition. An object that differs from the source to the destination could not be updated on the destination.

1.27 5400 to 5499 - Image migration

The following table describes Image migration messages:

Number	Description
5401	Unable to create Image <imageName>. The image could not be created on the destination server.
5402	Unable to retrieve Image <imageName>. The image could not be retrieved from the source. Check the source to verify that the image exists. If the problem persists, check your workflow to be sure that it does not reference a nonexistent image.
5405	Unable to modify Image <imageName>. An image that differs from the source to the destination could not be updated on the destination.

1.28 6000 to 6299 - Source code control and object reservation

The following table describes Source code control and object reservation messages:

Number	Description
--------	-------------

6000	Unable to migrate object. Object currently checked out by <userName>. The specified object could not be migrated because the source code control indicates that it is currently checked out.
6001	Unable to migrate object. Object currently reserved by <userName>. The specified object could not be migrated because it is currently reserved.

1.29 7000 to 9000 - Command-line operation errors

This topic lists the errors that might occur when BMC Remedy Migrator performs any of the following operations:

- Expands the metadata mapping document to obtain instructions
- Obtains data from the source and destination for each of the form mappings
- Obtains the source object names to which some form items map

Number	Description
7000	Unable to locate identifying form Mapping. No identifying form mapping is defined in the mapping document. At least one form mapping must be present.
7001	Unable to load attachments for <fieldName>. One or more fields contain attachment data that could not be loaded.
7002	Unable to load entries for <formName>. One or more fields in a form contain entries that could not be loaded for comparison.
7003	Missing Form Mapping Item for form: <formName>. The mapping document includes a reference to a form that does not have its own mapping. This issue does not typically apply to CMDB migrations.
7005	Mapping Item is not mapped to any form. A mapping was defined, but the form being mapped to was not specified. This issue does not typically apply to CMDB migrations.
7006	Missing Local Key Fields for mapping to form. The metadata mapping document includes a mapping to a form but does not specify the local fields used to identify the entries being mapped to in the form. This issue does not typically apply to CMDB migrations.
7007	Multi-Mapping Item is not mapped to any intermediate form for mapping to form: The intermediate form required for use with many-to-many mappings could not be found. This issue does not apply to CMDB migrations, which do not use many-to-many mappings.
7008	Multi-Mapping Item is missing Local Key Fields for intermediate form: The intermediate form required to identify local key fields cannot be found. This issue does not apply to CMDB migrations, which do not use many-to-many mappings.
7009	Multi-Mapping Item is missing Destination Key Fields for intermediate form: The intermediate form required to identify entries on the destination form cannot be found. This issue does not apply to CMDB migrations, which do not use many-to-many mappings.

7010	<p>Missing Object Name Definition for mapping from:</p> <p>The mapping document includes information that defines how a form maps to an actual object, but does not have information about how the object name was created. This issue does not apply to CMDB migrations, which do not use many-to-many mappings.</p>
7012	<p>Missing Data when building Unique Search Key, please verify meta-data mappings.</p> <p>Some unique fields do not exist on the form being migrated, or are not data fields. All fields specified as unique fields must be data fields.</p>
7013	<p>Missing Parent Object Mapping for Form Mapping item.</p> <p>BMC Remedy Migrator cannot find the parent form on the source for specified fields and views.</p>
7014	<p>Unable to determine Parent Object Name for Form Mapping items.</p> <p>BMC Remedy Migrator cannot determine the parent form name for mappings to fields and views specified in a metadata mapping document. The defined mapping requires the name of the form that includes the specified fields and views. This issue does not apply to CMDB migrations.</p>
7015	<p>Missing Source Meta Data Item(s).</p> <p>Non-existent CMDB classes have been specified in the instruction file or in the command line.</p>

2 BMC Remedy AR System diagnostic messages

BMC Remedy AR System includes diagnostic error and warning messages. Because error checking is built into how BMC Remedy AR System clients interact with the BMC Remedy AR System server, you might see some of these messages only with client applications that use the BMC Remedy AR System API. When issues occur, the system usually reports one or more error or warning messages. These messages often provide information that helps you identify the cause of an issue. This section lists and describes the messages.



Note

An online version of all messages and descriptions is available in the Error Messages form. See [AR System Error Messages form \(see page 30\)](#).

Occasionally, it might not be clear from the messages how to correct an issue. The topics in this section describe common issues and explain how to resolve them. If you still cannot resolve an issue or if the issue is not covered in this section, contact your Customer Support representative.

2.1 Message reporting

All interactive BMC Remedy AR System tools (BMC Remedy Developer Studio and BMC Remedy Data Import) report errors directly to the terminal. If a tool fails during startup, the error messages appear at the command line from which the program was started.



Note

BMC Remedy Mid Tier might display slightly different error messages for the same issue. In BMC Remedy Mid Tier 7.5.00, a pure Java qualification parser replaced the C-based qualification parser used in earlier releases. Because of this change, the error messages cannot be synchronized as a result of which you might find a few differences.

2.1.1 Server error reporting in UNIX

BMC Remedy AR System daemons run in the background. These daemons are not associated with a terminal and thus cannot report errors to a terminal. Instead, all BMC Remedy AR System daemon error messages are sent to the **syslog** daemon where, depending on your system configuration, they are displayed or recorded. For more information about the **syslogd** process and the **syslog.conf** file, see your operating system reference manuals.

Remember the following points about the **syslog** process:

- BMC Remedy AR System daemons send messages about all fatal system and database errors to syslog as type `user.err`. To receive these messages, configure your syslog instance (using `syslog.conf`) to direct all messages of type `user.err` to one or more locations that you define (for example, to direct all messages to the console, specify the console device as `/dev/console`, or direct all messages to a file by specifying a complete path name).
- If a line in `syslog.conf` contains an entry of the form `user.none`, no messages to class `user` are sent to the target on this line. Delete `user.none` or include a separate line that explicitly locates `user.err` messages and sends them to a target you specify.

For example, the following line specifies that all messages of the type `user.err` intended for syslog are written to the `/usr/ar/err.log` file:

```
user.err /usr/ar/err.log
```

- To start logging, add a line similar to the preceding line to the `/etc/syslog.conf` file, and reset logging by sending a `kill -1` signal to the `syslogd` process to cause it to reread its configuration file.
- BMC Remedy AR System administrators can configure system logging options. See [Enabling logs \(https://docs.bmc.com/docs/display/ars81/Enabling+logs\)](https://docs.bmc.com/docs/display/ars81/Enabling+logs).

All errors are also written to the `arerror.log` (<https://docs.bmc.com/docs/display/ars81/Server+error+log>) file in the `ARServerInstallDir/db` directory.

2.1.2 Server error reporting in UNIX

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All errors are also written to the `arerror.log` (<https://docs.bmc.com/docs/display/ars81/Server+error+log>) file in the `ARServerInstallDir/db` directory.

2.2 Message not in catalog

If you receive the following message, a process cannot access the message catalog:

```
Message not in catalog; Message number = <messageNumber>
```

Messages are returned by the server or the client. In general, messages with numbers below 1000 are from the server, while messages 1000 or higher are from the client. Errors above 10000 are defined by workflow (active links, filters, and escalations) and might come from either the server or the client.

2.2.1 To troubleshoot this error

- Ensure that the message catalogs exist, that they are in the appropriate directory, and that the `NLSPATH` environment variable is set correctly on both the server and the client.
- Ensure that the setting of your `LANG` environment variable is set to the correct language on both the server and the client. You can clear this variable, or you can set it to the default value of `C` to cause the system to default to using the English language catalog.
- Ensure that the `arsystem.cat` file is readable by all. If you set up symbolic links, each end of the link must be readable by all.

2.3 Message catalogs in UNIX

All messages returned by UNIX processes are stored in a message catalog. (All messages returned by Windows processes are compiled into the software and are not stored in an accessible catalog.)

This catalog is named `arsystem.cat` for BMC Remedy AR System messages. The installation process establishes a symbolic link in the default message catalog area to the catalogs installed by the system.

By default, the message catalogs are stored in the following locations:

Message catalog locations

Client Environment	Message Catalog Location
HP-UX and HP-UX Itanium	<code>/usr/lib/nls/msg/%L/%N</code>

Client Environment	Message Catalog Location
IBM AIX	<code>/usr/lib/nls/msg/en_US/%N</code>
Oracle Solaris	<code>/usr/lib/locale/%L/LC_MESSAGES/%N</code>
Linux	<code>arSystemInstallPath/locale/%L</code>

The path names contain these variables:

- **%L** specifies the value of the **LANG** environment variable (C by default).
- **%N** specifies the name of the message catalog.

For example, the following syntax specifies the BMC Remedy AR System message catalog location (assuming the default language environment) on Solaris:

```
/usr/lib/locale/C/LC_MESSAGES/arsystem.cat
```

On some systems, the directory holding the catalogs is mounted as read-only, making it impossible to store a link to the message catalogs. You might want to store the catalogs in another location. The catalog files are in the **locale** directory under the BMC Remedy AR System installation directory (by default, `/usr/ar/locale`).

Use the **NLSPATH** environment variable to place the catalogs in a directory other than the default directory. For example, on Solaris, if the default catalog directory is read-only, you can link to the catalogs by setting the **NLSPATH** environment variable as follows:

```
setenv NLSPATH /usr/ar/locale/%N:/usr/lib/locale/%L/LC_MESSAGES/%N
```



Note

To ensure that catalogs for other products are still accessible, include the default directory in the **NLSPATH** environment variable.

For more information about internationalizing message catalogs, see your operating system documentation.

2.4 BMC Remedy AR System Error Messages form

The BMC Remedy AR System Error Messages form is available to search for notes, warnings, and error messages. After installing BMC Remedy AR System, use the following procedure to import both the BMC Remedy AR System Error Messages form and the error message data.

2.4.1 To set up the BMC Remedy AR System Error Messages form

1. An BMC Remedy AR System administrator must use BMC Remedy Developer Studio to import the form definition file from this location:
 - ***ARServerInstallDir\arserver\help\remerror.def*** (Windows)
 - ***ARServerInstallDir/help/remerror.def*** (UNIX)
2. Use BMC Remedy Data Import to import error message data from this file:
 - ***ARServerInstallDir\arserver\help\errars.arx*** (Windows)
 - ***ARServerInstallDir/help/errars.arx*** (UNIX)

The BMC Remedy AR System Error Messages form is now ready for use. To search for BMC Remedy AR System error messages, including flashboards and notification error messages, select BMC Remedy AR System in the product list.

2.5 Localizing error messages

The BMC Remedy AR System Message Catalog form enables administrators to provide localized versions of error messages, Help text, menus, and other text strings that appear to users in applications that are customized by locale. You can enable or disable the use of this form and use this form in both UNIX and Windows environments. For more information, see [Localizing message components of a form view](https://docs.bmc.com/docs/display/ars81/Localizing+message+components+of+a+form+view) (<https://docs.bmc.com/docs/display/ars81/Localizing+message+components+of+a+form+view>).

Because these error messages can be modified for localization, the message text a user sees might not match the text in this section if the message was overridden in the BMC Remedy AR System Message Catalog form. The meaning of the message is still the same, but the text might not match.

3 BMC Remedy AR System error messages

This section includes *only* notes, warnings, and error messages used in BMC Remedy AR System. It is not backward-compatible with earlier versions of BMC Remedy AR System and thus does not include messages for obsolete features.

BMC Remedy AR System messages can take the form of errors, warnings, or notes. The tag **ARERR** indicates that the condition is an error, **ARWARN** indicates a warning, and **ARNOTE** indicates a note.

In BMC Remedy AR System, error messages are classified according to the ranges in the following table. You can find any message quickly by locating its number in the table.



Warning

Do *not* define custom error messages for your applications with numbers in these ranges. If you do, they might be incompatible with future versions of BMC Remedy AR System.

AR System message ranges

Start	End	Product	Description
1	999	BMC Remedy AR System server (see page 33)	Server messages and notifications
2000	2999	BMC Remedy Administrator client	BMC Remedy Administrator errors and warnings (release 7.1.00 and earlier only) These messages are not applicable for version 8.1 of BMC Remedy AR System.
3000	3225	BMC Remedy AR System server (see page 103)	BMC Remedy Distributed Server Option messages
3300	3349	BMC Remedy AR System server (see page 108)	BMC Remedy Data Import event messages
3350	3379	BMC Remedy AR System server (see page 111)	Report ARDBC plug-in messages
3380	3499	Reserved for BMC Remedy AR System (see page 112)	Reserved for BMC Remedy AR System
3500	3999	BMC Remedy Flashboards (see page 113)	Flashboards errors, warnings, and notes
4000	4499	BMC Remedy Data Import client (Windows) (see page 115)	BMC Remedy Data Import errors, warnings, and notes
4500	4899	BMC Remedy AR System application servers (see page 123)	BMC Remedy AR System application servers, including BMC Remedy Approval Server

4900	4999	BMC Remedy Email Engine (see page 129)	Email errors and warnings
5000	5399	BMC Remedy Developer Studio (see page 134)	BMC Remedy Developer Studio messages
5400	5449	BMC Remedy Data Import (see page 162)	BMC Remedy Data Import messages
5500	5999	BMC Remedy Developer Studio (see page 134)	BMC Remedy Developer Studio messages
6000	6999	BMC Remedy AR System clients (see page 164)	Errors for any BMC Remedy AR System client, including BMC Remedy Developer Studio, BMC Remedy Email Engine, and web tools
7000	7999	BMC Remedy Administrator client	BMC Remedy Administrator errors and warnings (release 7.1.00 and earlier only) These messages are not applicable for version 8.1 of BMC Remedy AR System.
8000	9199	BMC Remedy AR System server (see page 164)	Server messages
9200	9699	BMC Remedy Mid Tier (see page 211)	Mid tier messages
9700	9999	BMC Remedy AR System server (see page 164)	Server messages
11000	11099	BMC Remedy Email Engine (see page 227)	Email workflow messages
20000	20999	BMC Remedy AR System server (see page 228)	Externally written plug-in messages
140000	144999	BMC Remedy AR System server (see page 228)	Reporting messages

For information about BMC Remedy Migrator error messages, see the section [BMC Remedy Migrator error messages \(see page 7\)](#).



3.1 1 to 999 - BMC Remedy AR System server messages and notifications

The following topics describe BMC Remedy AR System server messages and notifications:

- [Error messages 1 to 99 \(see page 35\)](#)
- [Error messages 100 to 199 \(see page 46\)](#)
- [Error messages 200 to 299 \(see page 55\)](#)
- [Error messages 300 to 399 \(see page 64\)](#)
- [Error messages 400 to 500 \(see page 74\)](#)
- [Error messages 501 to 600 \(see page 81\)](#)
- [Error messages 601 to 700 \(see page 85\)](#)
- [Error messages 701 to 800 \(see page 93\)](#)

- [Error messages 801 to 900 \(see page 97\)](#)
- [Error messages 901 to 999 \(see page 101\)](#)

3.1.1 Error messages 1 to 99

Number	Description
1 Error	<p>Message not in catalog – message number = <messageNumber>.</p> <p>Text corresponding to that message number was not found. The BMC Remedy AR System server cannot find the message catalog file, which is <code>arsystem.cat</code> on UNIX and is <code>arcatalog<language>.dll</code> on Windows. The most common cause of this error is that the path to the message catalog file is not correctly defined.</p> <p>To resolve this problem:</p> <ul style="list-style-type: none"> For UNIX, see Message catalogs in UNIX (see page 29) and follow the recommended steps to configure the <code>NLSPATH</code>. On Windows, the message catalog <code>.dll</code> file is installed in the same directory as the AR System server. Make sure the <code><ARSystemInstallDir></code> is included in the <code>PATH</code> environment variable. <div>  Note <p>If you get the text for other message numbers but not the one causing this error, then the message catalog is accessible but does not include this error. In this case, check this document for the message number and information. If the message number is not in this document, contact Customer Support, and provide the message number and the circumstances that prompted the message.</p> </div>
20 Note	<p>BMC Remedy AR System server terminated when a signal/exception was received by the server.</p> <p>The error message includes the signal that was received.</p> <p>(For UNIX) If the signal is 15, the BMC Remedy AR System process was stopped due to a normal shut down command. This signal indicates that the process terminated from a command to do so. If the signal is not 15, AR System server terminated due to a system error. If the shutdown signal is anything other than normal shutdown, the AR System server has failed and the incident will generate stack output to the <code>arerror.log</code> file. To help resolve this problem, contact BMC Remedy Support and provide the following information:</p> <ul style="list-style-type: none"> The <code>arerror.log</code> file that includes the time of the crash. The <code>armonitor.log</code> file that includes the time of the crash. If other AR System processes failed abnormally due to a shutdown of AR System server, or to a server crash, the <code>armonitor.log</code> file will provide information about other processes that failed. <div>  Note <p>Only those processes that are started with the AR System server by means of an entry in the <code>armonitor.conf</code> file are included in <code>armonitor.log</code> output.</p> </div> <ul style="list-style-type: none"> Any other AR System logs that cover the time of the crash. The current version and patch level of the AR System server. The first step in troubleshooting a crash of the AR System server is often to upgrade to the latest patch release of a current version.
21 Note	<p>BMC Remedy AR System server terminated – fatal error occurred in <code>ARSERVER</code>.</p> <p>A fatal error occurred in the <code>arserverd</code> process. Details about the error are in an associated message. This generic message indicates that the error was fatal, and the process is shutting down.</p>
22 Error	<p>Failure during open/write to the filter/escalation log file, logging to the log file is suspended.</p> <p>A file system error occurred while BMC Remedy AR System was running a filter or escalation that logs information to a file (using the Log to File action). An associated message detailing the reason for the failure appears with this message. Processing continues, but logging to the log file is suspended until the problem is corrected (see error message 23).</p>

23 Note	<p>Open/write to the filter/escalation log file resumed successfully.</p> <p>A failure was reported on an open or write action to the log file identified by Error 22. Additional actions occurred to access this file, and the file is now accessible and can be written to. Any operations between the message indicating a write failure (Error 22) and this message are not included in the log file.</p>
24 Error	<p>Failure while trying to run the filter/escalation process.</p> <p>An error occurred while BMC Remedy AR System was executing a filter or escalation that runs a process. An associated message provides details. Verify that the process definition is correct. If necessary, correct the process definition in the filter or escalation.</p>
25 Error	<p>Fields in 'set fields' action do not exist in the target form.</p> <p>The filter or escalation being executed is trying to set values in fields that do not exist in the target form. Fix the definition. Specify values only for fields that exist in the target form. A common cause for this error is a filter or escalation that tries to assign a value to a field that formerly existed on the form but was deleted after the definition was created.</p>
26 Error	<p>Administrator operations are disabled on this server.</p> <p>The BMC Remedy AR System server is configured to disallow administrator operations. If the server is part of a group of servers sharing the same database, perform the server operations on the server in the group that allows administrator operations.</p>
27 Note	<p>This COPY of the Action Request System(R) does not have its authorization key set, but is ready for use or evaluation. For unlimited capabilities, contact your sales representative.</p> <p>This version of BMC Remedy BMC Remedy AR System has a maximum limit of 2000 requests per database table, includes a maximum of three fixed licenses, and is configured for each client to access a maximum of one server. To obtain a version of BMC Remedy BMC Remedy AR System without these limitations, contact your BMC sales representative, an authorized reseller, or visit http://www.bmc.com.</p>
28 Error	<p>The demo license for this AR Server has expired. Please contact your distributor for license information.</p> <p>The demo license for the system on which you are trying to run the BMC Remedy AR System server expired. The system is now running in an unlicensed mode (see error message 27). You must obtain a license to run BMC Remedy AR System server in any mode other than evaluation mode.</p>
29 Note	<p>The AR Server license is a Demo license that expires <expirationDate>.</p> <p>You are operating with a demo license, which expires on the specified date. Contact your distributor for information about upgrading your license.</p>
31 Note	<p>The new user was issued a fixed license of the following type: <licenseType>.</p> <p>You created a new user who is assigned a fixed license. A user was successfully created. The message shows the current number of users who have a fixed license and the total number of users allowed. The <licenseType> is replaced by write, full text, or flashboards to indicate the type of fixed license.</p>
32 Note	<p>BMC Remedy AR System server terminated normally.</p> <p>Server shut down without problems.</p>
33 Error	<p>AR System failed to start a process.</p> <p>Make sure that your system is not low on resources. BMC Remedy AR System failed to start a process. Make sure that your system has no resource problems that prevent new processes from starting.</p>
34 Error	<p>Error while opening the BMC Remedy AR System server lock file.</p> <p>BMC Remedy AR System server (arservd, arservdsd, or arservftd) opens a lock file named ar.lck at start-up, and ar.lck.<rpcNum> (ar.lck.390601 for arservdsd and ar.lck.390602 for arservftd) for servers on alternate RPC sockets. These files are used to prevent multiple copies of the BMC Remedy AR System processes from being started on a single RPC socket simultaneously. An associated file system error message supplies more details. Fix the problem, and rerun the server.</p>

35 Error	<p>Another copy of the server is already running on the same RPC socket.</p> <p>Only one instance of BMC Remedy AR System server can be run (on a specific RPC socket) on a computer at a time. If a server is already running in this RPC socket, no action is required. If the server is not running, you probably encountered a known problem with the NFS lock manager on Oracle workstations. At times, the lock manager keeps a lock active even when the process holding the lock is no longer running. If no arserverd process is running, free the lock by deleting the lock file. Start the arserverd process after removing this file.</p>
36 Error	<p>The database is not the expected version (may need to run upgrade program).</p> <p>BMC Remedy AR System server (arserverd) expects a different version of the BMC Remedy AR System database from the version being referenced. BMC Remedy AR System server cannot run against an unknown version of BMC Remedy AR System database.</p>
37 Error	<p>Error while accessing one of the debug trace files. Debug tracing to the file is disabled.</p> <p>The system debugging mode was activated, and the system cannot access one of the debugging trace flags. The associated message provides details. To correct the problem, see the message. The system continues to run, but debug tracing to the file is disabled.</p>
38 Error	<p>Filter/escalation 'set field' process returned an error. The current transaction is rejected. No update to the database occurred.</p> <p>A filter or escalation was performing a Set Fields action using the option to run a process and return a value, but the process returned an error message. The text of the message returned appears with this error. The error terminates the operation being performed, and the current transaction is rejected. No update to the database occurs.</p>
39 Error	<p>Filter/escalation 'set field' process timed out before completion.</p> <p>A filter or escalation was performing a Set Fields action using the option to run a process and return a value, but the process was not completed within the time-out interval specified for filter processes. The administrator has control over the timeout setting for the process. It can be configured, in BMC Remedy Developer Studio, to be from one to 20 seconds with a default of five seconds.</p>
41 Warning	<p>Unrecognized command line argument – ignoring command line and continuing.</p> <p>The command-line argument displayed on the following line is not a legal command-line argument for BMC Remedy AR System server. The command-line argument is ignored and processing continues.</p>
42 Warning	<p>Server not licensed to run with multiple-RPC sockets – ignoring setting and continuing.</p> <p>The server is configured to run multiple queues, but you do not have a multiple server license. The RPC socket setting is being ignored, and processing continues.</p>
43 Error	<p>Unable to retrieve the menu for character field "field name".</p> <p>A \$MENU\$ pattern is specified for a field with a character menu, and the server is encountering an error while building the menu to verify the value against. The error can be due to one of the following reasons:</p> <ul style="list-style-type: none"> • The menu is built from a search against a form on a different server. The server restricts access locally to the same server process for performance and consistency reasons. You cannot use a \$MENU\$ pattern verification for a remote search. • The menu is built from a search against a local form, but the search is encountering an error during retrieval. • The menu is built from a file, and the file cannot be found. • The menu is built using a direct SQL command against another server. The server restricts access locally to the same server process for performance and consistency reasons. You cannot use a \$MENU\$ pattern verification for a remote SQL command. • The menu is built using direct SQL against a local database, but the command is encountering an error during retrieval.
44 Error	<p>You have exceeded the maximum number of forms allowed under the current server license.</p> <p>The BMC Remedy AR System server you are running against has a limited license. You are allowed to create only a specified number of forms, and you are at that limit. Remove one or more of the existing forms before you create a form.</p>

46 Error	<p>Message action and Log action in else branch are not supported for escalations.</p> <p>You created an escalation and specified one or more message type actions or one or more log actions in the else branch. Escalations do not have a message type action and do not support log or set field in the else branch. Change the definition to eliminate the message type actions, and use log actions in the action list only.</p>
47 Warning	<p>Email notification operation timed out before completion.</p> <p>The system was blocked while trying to send a notification through email. To prevent the <code>arserverd</code> process from hanging while waiting for the mail system, the process waits for 20 seconds. If <code>arserverd</code> receives no response, the process disconnects from the mail system and issues this error.</p> <p>The mail will probably be delivered when the mail system recovers.</p>
48 Error	<p>Insufficient space for the response to be returned (minimum of 4,096 bytes).</p> <p>An internal RPC failure occurred. A client is accessing the server and has specified insufficient space for the response to be returned.</p>
49 Error	<p>Internal error: The request ID is invalid.</p> <p>An internal RPC failure occurred. A client is accessing the server and has specified an invalid identifier for the requested information.</p>
50 Warning	<p>You have no permission to this field.</p> <p>The field is accessible only to administrators. No permission settings were specified to allow access to other users. This is expected if you are restricting access to the field. However, if you want other users to access and manipulate this field, you must assign permissions to the field.</p>
51 Warning	<p>Field ID specified does not exist in this form.</p> <p>A retrieval operation was attempted for the field identified by the indicated ID, but the target form has no field with that ID. The data for the correctly identified fields was retrieved.</p>
52 Warning	<p>The field is a core system field and cannot be changed.</p> <p>You tried to modify the contents of a core system field (Request ID, Create Date, Last Modified By, Last Modified Date, or Status History). These fields are managed by BMC Remedy AR System and cannot be changed.</p>
53 Warning	<p>Administrator access required to get permission information.</p> <p>You requested permission information about a field. Only a user with administrator access can retrieve permission information. No permission information is returned, but all other requested information is retrieved.</p>
54 Warning	<p>No changes have been specified for the update operation.</p> <p>You specified a Modify operation to the system, but no modifications were specified. If the command is being executed programmatically and set operations with no changes might be specified, this warning can be trapped and ignored in your program.</p>
55 Warning	<p>The following item was not imported: <item>.</p> <p>You tried to import one or more items (forms, filters, active links, escalations, or character menus) to the current server. The listed item was not successfully imported. An associated message indicates why the item was not imported. Fix the problem, and try to re-import the item.</p>
56 Warning	<p>Entry does not exist on form.</p> <p>You tried to retrieve a request that does not exist. If this message is received when retrieving an item that was reported in a preceding retrieval, the item might have been deleted by another user.</p>

57 Warning	<p>One or more fields in the statistic operation had a NULL value. Those values are excluded from the statistics computation.</p> <p>The requested statistical operation found one or more NULL values in the fields that were being used for the calculation. Because NULL fields contain no meaningful data for the calculation being performed, only those fields that contain non-NULL values are included in the computation.</p>
59 Warning	<p>Your login failed, but connected as a guest user.</p> <p>You tried to log in with a user name that BMC Remedy AR System did not recognize. BMC Remedy AR System allowed you to log in, but only as a guest user.</p> <p>If you think the login name exists, verify spelling and capitalization to continue. Enter the login name correctly (including case).</p> <p>If the login name does not exist, ask the administrator to add the user as a valid login name to the system.</p>
60 Warning	<p>You do not have read access to field.</p> <p>You tried to access a field to which you do not have read access. If access to this field is required, ask the administrator to extend your permissions to include this field.</p>
61 Warning	<p>You do not have read access to this field on this record.</p> <p>You tried to access a field to which you do not have read access for the current BMC Remedy AR System request. If access to this field on this request is required, ask the administrator to include read access to this field.</p> <p>This message is issued (instead of Warning 60) when you may have access to this field on some requests, such as when you are the Submitter or Assignee, or are a member of the Assignee Group of the specific case.</p>
62 Warning	<p>You do not have access to the requested record.</p> <p>You tried to access a request to which you do not have access. If access to this request is required, ask the administrator to grant access to you.</p> <p>This error results when you do not have access to the Request ID field (the unique key given to each request in the system).</p>
63 Warning	<p>One or more values in the statistic operation cannot be retrieved due to permission restrictions. Those values are excluded from the statistics computation.</p> <p>You tried to perform a statistical operation that included values from fields that you are not allowed to access. BMC Remedy AR System completed the statistical operation, but the inaccessible values were not included in the results. If it is necessary that those values be included in the computation, ask the administrator to extend your permissions to include the fields.</p>
64 Warning	<p>The filter/escalation action cannot write to the specified log file – action created but not logged in the log file.</p> <p>You created a filter or escalation action that logs to a file. The action was created, but the file you specified does not exist and cannot be created. An associated message provides details. The action does not perform an operation until the file system error is corrected. When the log file is created, the action logs transactions.</p>
65 Warning	<p>Multiple form links are not supported in new filter definition syntax. Only the first link is loaded.</p> <p>The filter definition uses an older syntax in which filters could be linked to multiple forms. The new definition allows only a single form link. The filter is loaded, but only with access to the first form in the list of forms. Ask the administrator to restructure the filter definition to see a single form. If you need filters with the same actions, create multiple filters.</p>
66 Warning	<p>The query matched more than the maximum number of entries specified for retrieval.</p> <p>The retrieval included a search that selected more than the maximum number of items allowed by the client or server. The call returned the number of entries specified as the maximum. Narrow your search criteria or change the limit in user preferences.</p> <p>Use the BMC Remedy AR System User Preference form and modify the settings for Limit Number of Items Returned. Only an administrator can change the server settings.</p>

67 Warning	<p>Not able to open the menu.</p> <p>The file associated with the menu is not accessible.</p>
68 Warning	<p>RPC environment variable is out of legal range (390600, 390603, 390619 - 390669, 390680 - 390694). NOTE: The value 390603 and the range 390619 - 390669 are specialty servers and may have restricted functionality.</p> <p>The value of the ARRPC environment variable is not a legal value. To use the default RPC socket, clear this variable. To use the ARRPC environment variable, this value must be 390600 (the admin daemon), 390603 (the escalation daemon), 390619 (the flashboard daemon), 390620 through 390634 (fast daemon), 390635 through 390669 (list daemon), or 390680 through 390694 (private daemon). The environment variable is being ignored, and processing continues.</p>
69 Warning	<p>Creation of one of the SQL views for the form failed within the SQL database. Form is created successfully, but the SQL view is not in place.</p> <p>While trying to create the SQL view for this form, the system encountered the associated SQL error. This error prevented the creation of the SQL view. The table definition and the structure needed by BMC Remedy AR System server is complete and in place. Only the SQL view for this form is not in place.</p> <p>The definition of the form and associated fields are complete and in place. You can access the form and continue with operation of the system. The only missing information is a SQL view for this form, which is needed only if you directly access the SQL database by using the SQL view.</p>
70 Warning	<p>The character menu referenced by one or more fields in this form does not exist.</p> <p>The character menu referenced by one or more fields in this form does not exist. No character menu exists for the field, even though the system has a menu defined for it.</p>
71 Warning	<p>Only the Administrator has access to this active link.</p> <p>The active link is accessible only to Administrators. No permission settings were specified to allow access by other users. This is correct if you are restricting access to the active link. However, if you want other users to perform this active link, administrators must assign permissions to the active link.</p>
72 Warning	<p>The query matched more than the maximum number of entries specified by the server.</p> <p>The retrieval being performed included a search that selected more than the maximum number of items specified by the server. This number is less than the maximum specified by the server for this call. The call returned the number of entries specified as the maximum by the server.</p>
73 Warning	<p>A change to the Submitter mode setting does not take effect until AR System is shut down and restarted. It is a pending change until the next restart.</p> <p>A change to the Submitter mode setting does not take effect until BMC Remedy AR System is shut down and restarted. It is a pending change until the next restart.</p>
74 Warning	<p>A duplicate index has been specified - duplicate was omitted.</p> <p>You specified the same index twice for a form. You cannot create duplicate indexes. This message is a warning about the duplicate, but processing was completed with the index created only once. BMC Remedy AR System automatically creates a unique index on the Request ID field. Although this index does not show in the list of indexes, it is on every form. You receive this error if you try to create an index that contains only the Request ID field.</p>
75 Warning	<p>No floating write license tokens are available. Currently accessing the system in read-only mode. License will upgrade when one is available.</p> <p>You are assigned a floating write license, but no floating write license tokens are available at this time. You are allowed access to the database for read-only use. The system will try to upgrade your license type when a token is available.</p>

76 Note	<p>A write token has become available and has been allocated to you – access has been upgraded to write access.</p> <p>You previously received Warning 75. A floating write token became available, and it is allocated to you. You now have full read and write access within your permissions.</p>
77 Warning	<p>No free floating full text license tokens are available. Currently accessing the system without full text search capability. License will upgrade when one is available.</p> <p>You are assigned a floating Full Text Search Option license, but no floating Full Text Search Option tokens are available at this time. You are allowed access to the database but without access to the full text search (FTS) engine. The system will try to upgrade your license type when a token is available. The system uses the default database search capability on all fields, including the fields that are FTS indexed.</p>
78 Note	<p>A full text token has become available and has been allocated to you – access has been upgraded to allow full text searching.</p> <p>You previously received warning 77 indicating you could not get a Full Text Search Option license token, but you were allowed to access the system by using the default database search strategy. A floating Full Text Search Option license token became available, and it was allocated to you. You now have full text search (FTS) access within your permissions.</p>
79 Warning	<p>Request for unique setting on database index has been ignored for fields of this type.</p> <p>A unique index was requested for a field type that does not allow unique indexes, such as a currency field. Request a unique index only for field types that allow it.</p>
80 Warning	<p>Delete field failed – field contents set to NULL and field renamed.</p> <p>You tried to delete a field from a form. The delete operation failed. Details are displayed in an associated message. The system performed the next closest operation by logically deleting the column, renaming it in the database to avoid naming conflicts, and setting all data values to NULL.</p>
81 Warning	<p>The field is a distributed server reserved field that can be updated only by the distributed server process.</p> <p>Some of the Distributed Server Option (DSO) reserved fields cannot be changed except by arservdsd. An attempt was made to change one of those reserved fields.</p>
82 Warning	<p>A field with a length greater than 255 bytes cannot be in an index. To prevent an error, the field was removed from the index definition.</p> <p>A change to the limits definition of a field was made. The new limits cause the field length to change from fewer than 256 bytes to 256 bytes or greater (unlimited). This field is used in one or more indexes for the current form. A field with a length greater than 255 bytes cannot be in an index. To prevent an error, the field was removed from the index definition for the form, and the remaining indexes were rebuilt.</p>
83 Warning	<p>A field with a length greater than 255 bytes cannot be in a result list. To prevent an error, the field was removed from the result list.</p> <p>A change to the limits definition of a field was made. The new limits cause the field length to change from fewer than 256 bytes to 256 bytes or greater (unlimited). This field is in the list of fields to be returned in the results list. A field with a length greater than 255 bytes cannot be in the results list. To prevent an error, the field was removed from the results list definition.</p>
84 Warning	<p>A field with a length greater than 255 bytes cannot be in a sort list. To prevent an error, the field was removed from the sort list.</p> <p>A change to the limits definition of a field was made. The new limits cause the field length to change from fewer than 256 bytes to 256 bytes or greater (unlimited). This field is in the sort list. A field with a length greater than 255 bytes cannot be in the sort list. To prevent an error, the field was removed from the sort list definition.</p>

85 Warning	<p>You cannot create indexes on a join form. To index a field, define the index on the base form.</p> <p>You cannot create indexes on a join form. To index a field, define the index on the base form.</p>
90 Error	<p>Cannot establish a network connection to the BMC Remedy AR System server.</p> <p>The BMC Remedy AR System server is inaccessible from the client computer where the error occurred. To resolve this problem, consider these questions and then follow the appropriate suggestions:</p> <ul style="list-style-type: none"> Is the ARERR 90 isolated to a single client computer or user? If so: <ul style="list-style-type: none"> Check the configuration on the client computer. If the configuration is correct, check the network connectivity from the computer where the error is reported. Is the error reported to a group of computers or users or systemwide? If so: <ul style="list-style-type: none"> Check the network connectivity from a computer where the error is reported. Make sure the AR System server process is running. <p>Check the client computer's configuration</p> <ul style="list-style-type: none"> To verify that the server is registered for client access, review the <code>etc/ar</code> file (utilities or other server components) or the Login > Accounts dialog box (Windows clients). If no entry is in the <code>ar</code> file or the server is not marked with a green check mark in the Accounts dialog box, add the entry or (on Windows) select it. Make sure the server name is spelled correctly in the <code>ar</code> file or the Accounts list in the Windows client Login dialog box. If access to the server requires a TCP port (for example, the server is behind a firewall or is not using the portmapper), make sure the correct TCP port is included in the entry. <p>Check the network connectivity</p> <ul style="list-style-type: none"> At a command prompt on a computer where the error is reported, issue a <code>ping</code> command to the server. If the <code>ping</code> command does not return a successful reply, a problem exists with the network connection to the BMC Remedy AR System server. <p>You might need to test the connection to the server using its short name (for example, <serverName>), its fully qualified domain name (<serverName.domainName.com>), and its IP address (for example, <nnn.nnn.nnn.nnn>).</p> <ul style="list-style-type: none"> If necessary, work with a network administrator to resolve the problem. <p>Check the server process</p> <ul style="list-style-type: none"> Use operating system tools to make sure that the server process (<code>arserverd</code> or <code>arserver.exe</code>) is running. When the AR System server starts up, error 90 can appear while the server is loading information into the cache. In this case, the server process is running. If this occurs: <ul style="list-style-type: none"> (UNIX) Check the <code>arforkd</code> process. If it is running, the server has finished loading the cache. (Windows) To determine whether the server port is assigned, use <code>NETSTAT -a</code>. The port is set when the cache load is completed. (UNIX and Windows) Review the <code>arerror.log</code> and <code>armonitor.log</code> files. If the server failed during startup, errors reporting that the server terminated are in these logs. If the AR System server is not running, restart it. <p>Check the UNIX server hosts file</p> <ul style="list-style-type: none"> If the server is configured to use a portmapper (TCP port = 0), make sure the <code>localhost</code> line in the <code>/etc/hosts</code> file is above the <hostName> line. For example: <pre>127.0.0.1 localhost100.100.100.100 TestServer</pre>

91 Error	<p>RPC call failed.</p> <p>AR System clients use the RPC layer to connect to the AR System server's TCP port. This error occurs when an RPC call fails. On CreateEntry RPC calls, this error may occur even if the entry is created. Causes of this error include but are not limited to:</p> <ul style="list-style-type: none"> • An invalid RPC packet was detected • (UNIX) The BMC Remedy AR System server is low on file descriptors <p>On UNIX, the number of file descriptors allocated to the AR System server is determined by an operating system setting in the shell where the server was started. If thread logging is on when the AR System server starts, the number of file descriptors appears in the thread log. For example:</p> <pre>Limits found: current rlimit=8192 - max rlimit=8192</pre> <p>BMC recommends a minimum file descriptor setting of 2048 or 2.5 to 4 times the number of concurrent users, whichever is greater. Concurrent users include other server tier components such as Email Engine, DSO, and custom API programs. To ensure that adequate file descriptors are available in recent releases of BMC Remedy AR System, running with file descriptors set to 8192 on UNIX is not uncommon.</p> <p>On Windows, the default setting of 10,000 file handles is generally sufficient. To see whether a process is using a large number of handles, check Windows Task Manager. If this is a recurring error and increasing the file descriptors or file handles for the AR System server does not resolve it, turn on ARAPILOGGING for the client that receives the error to isolate the API call that is failing with ARERR 91. For information about client-side API logging, see Client-side ARAPILOGGING (https://docs.bmc.com/docs/display/ars81/Client-side+ARAPILOGGING).</p> <p>A less common cause of this error is running an API program that is incompatible with the AR System server. In this case, recompiling the API program with the same API version used by the AR System server might resolve the error.</p>
92 Error	<p>Timeout during database update – the operation has been accepted by the server and will usually complete successfully.</p> <p>A time-out occurred while data or structures in the database were being updated. In most cases, the operation is performed after the time-out. Verify that the updates were made, and retry the operation if necessary. Because this error occurs on update, it can be associated with a filter action. If this error recurs, use ARAPILOGGING and client workflow logging to identify the API call and SQL statements associated with the error. If you contact Customer Support for assistance, provide the filter, API, and SQL logs containing these SQL statements. (For logging information, Client-side ARAPILOGGING (https://docs.bmc.com/docs/display/ars81/Client-side+ARAPILOGGING).)</p> <p>Ask your database administrator to review the performance of the database. The performance of the AR System server during database updates depends on the performance of the database. BMC recommends that AR System administrators work closely with database administrators to ensure optimum database tuning.</p>

93 Error	<p>Timeout during data retrieval due to busy server – retry the operation.</p> <p>A time-out occurred during a retrieval operation because the server or database was busy performing other operations. Causes include low system resources, such as CPU time, or server resources, such as thread congestion.</p> <p>To troubleshoot this error, first determine whether the time-out error is isolated to an operation (for example, saving a form), a user, or a group of users or is reported systemwide. If the error is isolated to an operation, a user, or a group of users, use client-side logging, including ARAPILOGGING, along with server API and SQL logging to capture the API call associated with error 93. The failed API call is marked in the log with a FAIL status. For example, this entry is for an ARGetServerInfo call with a time-out error:</p> <pre>*/+GSI ARGetServerInfo - as user . . . */-GSI FAIL - RPC Client has timed out</pre> <p>For more information about logging, see Enabling logs (https://docs.bmc.com/docs/display/ars81/Enabling+logs). When contacting Customer Support for assistance, provide at least the following information:</p> <ul style="list-style-type: none"> • The server API and SQL logs that capture the time when ARERR 93 occurred. • If the error is isolated to an operation or user, provide the client workflow logging with API, database, filter, active link, and macro output captured. • A copy of the server <code>ar.conf</code> or <code>ar.cfg</code> file. • AR System server environment information: <ul style="list-style-type: none"> • The server operating system and version • The database type and version • The AR System server version and patch level • A list of other applications that might share server resources with the AR System server or the database.
94 Error	<p>Timeout during database query – consider using more specific search criteria to narrow the results, and retry the operation.</p> <p>A time-out occurred while data was being retrieved from the server during an ARGetList call (ARGetListEntry, ARGetListEntryWithFields, and so on). This can be caused by poorly specified search criteria or by the database being too busy to respond within the time-out period.</p> <p>If the error is reproducible, use client-side ARAPILOGGING to isolate the API call that fails with ARERR 94. Then use the information in the client-side API log to isolate the API and SQL <code>SELECT</code> statement associated with the error in the client workflow log or in the server API and SQL logs. This error is often associated with a query to a form when a large number of records is returned. You can resolve this error by modifying the search to return fewer records. If the error occurs during a workflow search, you might need to modify the workflow actions or adjust the server settings to return fewer records.</p> <p>Ask your database administrator for help, and review performance of the database. The performance of the AR System server during database updates depends on the performance of the database. BMC recommends that AR System administrators work closely with database support to ensure optimum database tuning.</p> <p>To check the database response time for the AR System API call that generates this error, run the <code>SELECT</code> statement captured in the SQL log. To do so, log in at the database prompt as the database owner of the AR System server in the environment where the server is running. To more accurately gauge the time, run the statement from the command line, not from a database tool.</p>
95 Error	<p>RPC and sockets initialization failure.</p> <p>The attempt to initialize the RPC and sockets subsystems failed. Make sure the proper sockets libraries are present.</p>
96 Warning	<p>Capability not supported by this BMC Remedy AR System client.</p> <p>Some features cannot be fully mapped from earlier versions of BMC Remedy Administrator.</p>
97 Error	<p>You can connect to only one unlicensed server in a session – Connection to the second server is denied.</p> <p>The system allows you to connect to only one unlicensed server at a time. You can connect to any number of licensed servers. Either you specified multiple unlicensed servers to connect to, or workflow is accessing a second unlicensed server. You must license your servers to connect to them at the same time from a single client tool.</p>

98 Error	<p>The Administrator Commands feature is no longer supported.</p> <p>The Administrator Command feature was removed from the product. Its functionality is no longer supported. A comparable functionality is available through active links, which enable you to define a running process in which the process runs on the server.</p>
99 Error	<p>The same AR System Server ID is found on two different servers – neither will be accessible until one is shut down and tools restarted.</p> <p>Two servers in your environment have the same AR System server ID. Both servers are disabled until the license conflict is resolved.</p>

3.1.2 Error messages 100 to 199

Number	Description
100 Error	<p>Required Entry ID is empty.</p> <p>The operation being performed requires the request ID to be specified, but that parameter was not supplied. Retry the operation, this time specifying the request ID for the entry.</p>
101 Error	<p>Entry ID parameter length is longer than the maximum allowed length.</p> <p>The request ID specified for the Request ID parameter was longer than the maximum length allowed (AR_MAX_ENTRYID_SIZE, 15 characters). Verify the request ID of the entry, and retry the operation. Remember that character strings must be terminated by a 0 (zero) character.</p>
102 Error	<p>Required name parameter (or name field in a parameter) is empty.</p> <p>The operation being performed requires a name specification for an item, but no name was specified. Specify a value for the name parameter, and retry the operation.</p>
103 Error	<p>The length of the name parameter (or name field in a parameter) is longer than the maximum allowed length.</p> <p>The name specified was longer than the maximum length allowed (AR_MAX_NAME_SIZE, 30 characters). Verify the name of the item, and retry the operation. Remember that character strings must be terminated by a 0 (zero) character.</p>
104 Error	<p>Required Field/Value list item is empty.</p> <p>The field or value list parameter for this call is NULL or contains zero items. This operation requires at least one specified field or value item.</p>
105 Error	<p>NULL pointer for result list.</p> <p>The parameter meant to hold the data that is the result of this operation is a NULL pointer. To return the requested data, this parameter cannot be NULL.</p>
106 Error	<p>No entry is specified for this statistical operation.</p> <p>The list of requests on which to perform the statistical operation is NULL or empty. Specify a list of one or more requests.</p>
107 Error	<p>Type of statistical operation is not specified.</p> <p>The list of operations to perform in this statistical operation is NULL or empty. Specify a list of one or more operations.</p>
108 Error	<p>Field display definition is incorrect.</p> <p>One or more of the fields in the display structure for the field are invalid. You might have specified an illegal display type, label positioning, or option. Verify that the include file ar.h has legal values for these fields.</p>
109 Error	<p>Filename is longer than maximum allowed filename.</p> <p>The file name you specified is longer than the maximum file name allowed by the system (AR_MAX_FULL_FILENAME, 255 characters). Make sure that the file name you specified is a legal name. Remember that character strings must be terminated by a 0 (zero) character.</p>
110 Error	<p>Incorrect data type value for this parameter.</p> <p>The value you specified for the data type parameter is not one of the legal values recognized by the system. Verify that the #define statements in the include file ar.h have legal values for this field.</p>

111 Error	<p>Incorrect data type value for this data type field.</p> <p>The value you specified for the data type field of the <code>ARValueStruct</code> parameter defining the default value is not one of the legal values recognized by the system. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have legal values for this field.</p>
112 Error	<p>Character menu definition is empty.</p> <p>The structure you specified for defining the character menu for a field is either <code>NULL</code> or empty. If you are defining a character menu, you must supply a menu definition in this parameter.</p>
113 Error	<p>Name list parameter is empty.</p> <p>In a field operation, the list containing the selection values for a selection type field is <code>NULL</code> or empty. A selection field must contain one or more legal values.</p>
114 Error	<p>One or more values in the names list is invalid.</p> <p>During processing of a list of names (such as selection value names), one or more of the values was invalid. An associated message describes the problem. This error relates the associated error to the name list instead of to another parameter in the call.</p>
115 Error	<p>Operation mask parameter is out of bounds.</p> <p>The filter operation set parameter is invalid. This parameter is a mask of one or more operations on which the filter might execute. This parameter either has an empty mask or has values outside the limits on the mask. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have legal values for this field.</p>
116 Error	<p>Filter does not have an action defined.</p> <p>The action field for a filter is either <code>NULL</code> or empty. A filter must define at least one action.</p>
117 Error	<p>Command string is empty or longer than the maximum allowed length.</p> <p>The command string that issues an external command to the operating system is empty or is too long. If empty, you must supply a command. If too long, you must reduce the command to the maximum length allowed (<code>AR_MAX_COMMAND_SIZE</code>, 255 characters). Note that if the command being created is in an active link, filter, or escalation, the command string might contain parameters. When they are expanded, the command line might expand to 4,096 bytes. The unexpanded line is limited by the value defined by <code>AR_MAX_COMMAND_SIZE</code>.</p>
118 Error	<p>Unrecognized or inappropriate value for field option.</p> <p>The value you specified for the field option parameter is not one of the legal values recognized by the system or is inappropriate for usage in this case. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have legal values for this field. This message can result from a change to the display option-either setting it or removing it-where this is not allowed. For example, if you create a trim or a control field, you must set the option to <code>AR_FIELD-OPTION_DISPLAY</code>.</p>
119 Error	<p>Unrecognized create mode.</p> <p>The value you specified for the create mode parameter is not one of the legal values recognized by the system. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have legal values for this field.</p>
120 Error	<p>Unsupported datatype in this client.</p> <p>BMC Remedy AR System server is a newer version than your client software. Your client is too old to display one or more fields on this form. Install an updated client, and retry this request.</p>
121 Error	<p>Invalid entry in the Entry ID list.</p> <p>During processing of a list of request IDs, one or more of the values was invalid. An associated message describes the problem. This error connects the associated error to the ID list instead of to another parameter in the call.</p>

122 Error	<p>The value for the list of information to retrieve from the server is empty.</p> <p>The value you specified for the list of information to retrieve from the server was <code>NULL</code> or empty. To retrieve information, specify what information you are trying to retrieve.</p>
123 Error	<p>Unrecognized server information tag.</p> <p>You specified a code for server information that was not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all valid codes that can be specified.</p>
124 Error	<p>One of the items specified in the field or value list contains an error.</p> <p>One of the items specified in the field or value list contains an error. An associated error message contains details.</p>
125 Error	<p>One of the entries specified in the statistics operation list is invalid.</p> <p>One of the entries specified in the statistics operation list is invalid. An associated error message contains details.</p>
126 Error	<p>One of the statistical operation codes is not recognized.</p> <p>One of the statistical operation codes is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all valid operation codes.</p>
127 Error	<p>One of the items in the permission list is invalid.</p> <p>One of the items in the permission list is invalid. An associated error message contains details.</p>
128 Error	<p>One of the permission tags is not recognized.</p> <p>One of the permission tags is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of the valid permission tags.</p>
129 Error	<p>Field limit definition is invalid.</p> <p>The field limit specified for this field is invalid.</p> <ul style="list-style-type: none"> For a numeric field, the high range must be greater than the low range. For a character field, the pattern must be within the size limit of the field. Verify that the specified character menu, the menu style setting, and the match operation setting are legal. For a selection field, the value must be a legal value for the field.
130 Error	<p>One of the entries in the character menu is invalid.</p> <p>One of the entries in the character menu is invalid. Either a child menu tag was assigned but no child menu exists, or a leaf item was specified but no leaf string exists.</p>
131 Error	<p>One of the character menu type tags is not recognized.</p> <p>One of the character menu type tags is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all valid character menu type tags.</p>
132 Error	<p>The list parameter is an empty list.</p> <p>The structure list parameter is <code>NULL</code> or is an empty list. To perform a structure operation, you must have a list of the options to get or set.</p>
133 Error	<p>The list parameter is an invalid list.</p> <p>One of the structure option tags is invalid. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all valid structure tags.</p>
134 Error	<p>One of the items specified in the list is invalid.</p> <p>One of the items specified in the structure list is invalid. An associated error message contains details.</p>

135 Error	<p>One of the filter action codes was not recognized.</p> <p>One of the filter action codes was not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all filter action type tags.</p>
136 Error	<p>The code specified for the notify mechanism in one of the filter actions is invalid.</p> <p>The code specified for the notify mechanism in one of the filter actions is invalid. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all allowed notify mechanisms.</p>
137 Error	<p>Invalid message type.</p> <p>The code for the type of error message to return is invalid. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all valid message types.</p>
138 Error	<p>Filter/active link/escalation message number must be greater than 10000.</p> <p>The message number of a message you define through the Message action of a filter, active link, or escalation must be greater than 10000. Numbers less than 10000 are reserved for BMC Remedy AR System. Restrict your errors to values greater than 10000 to avoid conflicts between errors you add to the system and errors from BMC Remedy AR System.</p>
139 Error	<p>Option cannot be changed for a core or reserved field with a fixed options definition.</p> <p>The core fields of the system have restrictions on what changes are allowed. You are trying to change a characteristic of a core or reserved field that cannot be changed in the way you are requesting. For information about the restrictions for each of the core fields, see Core fields (https://docs.bmc.com/docs/display/ars81/Core+fields).</p>
140 Error	<p>The Status field must have a default value.</p> <p>The Status field must have a default value. You are trying to change the definition of the Status field, which eliminates the default value and is not allowed. You can alter the number of states and change the default value, but you cannot eliminate it.</p>
141 Error	<p>The Qualify None option can only be used at the top level of a qualification.</p> <p>You specified the tag <code>AR_COND_OP_NONE</code> as the tag for an <code>ARQualifierStruct</code> structure when this structure was not at the top level of a qualification. This tag indicates no qualification. Restructure the call to remove the tag from the middle of the tree.</p>
142 Error	<p>The tag for one of the nodes in the qualify condition structure is invalid.</p> <p>The tag for one of the nodes in the qualify condition structure is invalid. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all valid tags.</p>
143 Error	<p>The value portion of a relational operator qualification structure is NULL.</p> <p>The value portion of a relational operator qualification structure is NULL. Specify a value for a relational operation.</p>
144 Error	<p>The tag for the relational operation is invalid.</p> <p>The tag for the relational operation to perform is invalid. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all valid tags.</p>
145 Error	<p>The value portion of an arithmetic operator qualification structure is NULL.</p> <p>The value portion of an arithmetic operator qualification structure is NULL. Specify information for an arithmetic operation.</p>
146 Error	<p>The tag specified for the arithmetic operation is invalid.</p> <p>The tag specified for the arithmetic operation is invalid. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of the valid tags.</p>

147 Error	<p>The value portion of a field, value, or arithmetic operation is empty.</p> <p>The value portion of a field, value, or arithmetic structure is NULL. Specify information for this structure.</p>
148 Error	<p>The tag for the type of the field, value, or arithmetic operation is invalid.</p> <p>The tag for the type of the field, value, or arithmetic value is invalid. Verify that the #define statements in the include file ar.h have a list of all valid tags.</p>
149 Error	<p>A user name must be supplied in the control record.</p> <p>The name field of the ARControlStruct parameter is empty. Supply the name of an BMC Remedy AR System user in this field.</p>
150 Error	<p>A server name must be supplied in the control record.</p> <p>The server field of the ARControlStruct parameter is empty. Supply the name of the server to reference in this field.</p>
151 Error	<p>Required form parameter is missing.</p> <p>The form parameter is required, but the value passed is either NULL or an empty string. Load this parameter with the name of the form you want to reference.</p>
152 Error	<p>The value specified for the sort list parameter is invalid.</p> <p>The value specified for the sort list parameter is invalid. An associated error message provides details.</p>
153 Error	<p>The specified sort method is invalid on one of the entries in the sort list.</p> <p>The code for the specified sort method is invalid on one of the entries in the sort list. View the #define statements in the include file ar.h for a list of the valid codes.</p>
154 Error	<p>The system encountered an error during a call to allocate memory space.</p> <p>The system encountered an error during a call to allocate memory space. The failure occurred on the client during processing of the call to or from the server. This error usually occurs when too many processes are running or some processes have grown to occupy most or all available memory space on the client. To recover the memory space, shut down unneeded processes. To recover space applications might have leaked over time, restart processes that have been running for a while.</p>
155 Error	<p>The buffer for holding the return value is not specified.</p> <p>The buffer that holds the return value of the call was passed a NULL value. For the call to return the data requested, a parameter must be specified to hold a pointer to the result. Supply a value for this parameter.</p>
156 Error	<p>The buffer for holding the input value is not specified.</p> <p>The buffer to hold the input value to the call was passed a NULL value. For this call to perform the requested operation, a value must be specified for this parameter. Supply a pointer to the input buffer for this parameter.</p>
157 Error	<p>Field IDs below 100 are reserved for core fields.</p> <p>You specified a field ID of less than 100 for a new field. IDs of less than 100 are reserved for BMC Remedy AR System. You cannot specify IDs in this range for fields you create. Perform the call again, specifying a field ID greater than 100.</p>
158 Error	<p>Entry ID field cannot exceed 10 characters.</p> <p>You requested a modification to the length of the Request ID field. This field is a character string containing from 5 to 15 characters. You are allowed to specify a default value of from 0 to 10 characters that acts as a prefix to the generated IDs. The combination of the prefix and the total length allowed for the field must allow at least 5 characters free for the integer portion of the ID. If you receive this error, the combination of the length you specified for the field and the default value prefix leave less than 5 spaces.</p>

159 Error	<p>A server name is not supplied.</p> <p>This message occurs while creating or adding a workflow action, such as Open Window, Call Guide, or Service, and a server name is not specified. The workflow or user must supply the correct server name. This error can occur when the workflow uses a dynamic design (SAMPLE DATA data source) that supplies the server name at run time. In this case, review the appropriate workflow logs and the workflow configuration to determine the cause of the problem.</p>
160 Error	<p>Data Decompression has failed.</p> <p>An attempt to decompress the data being processed failed, for example, when an attachment in the Save-Attachment Run Process filter command was saved. The format of the compressed data was not correct.</p>
161 Error	<p>The session identifier in the control record is invalid.</p> <p>The session identifier in the control record is invalid. The session identifier is set in the control record by the <code>ARInitialization()</code> function and is valid until a call to <code>ARTermination()</code> is made.</p>
162 Error	<p>Notify Text is empty or too long.</p> <p>The notify text you can specify for a notification is limited to 255 characters before expansion. The text you specified is over that limit. You must correct your text string to 255 characters or less. Character strings must be terminated by a <code>\0</code> character.</p>
163 Error	<p>The tag for the notify fields is invalid.</p> <p>The tag for the notify fields structure is invalid. View the <code>#define</code> statements in the include file <code>ar.h</code> for a list of the valid tags.</p>
165 Error	<p>The <code>numItems</code> value for a parameter was not set.</p> <p>A parameter was specified that contains a <code>numItems</code> value that indicates one or more items for the parameter, but the value field in the structure is a <code>NULL</code> pointer. If items exist, the value field must point to the items. If no items exist, the <code>numItems</code> field must be initialized to 0.</p>
166 Error	<p>The data type specified does not match the field's data type.</p> <p>The data type specified as the default value for the field does not match the data type defined for the field. The data type of the default value must be compatible with the data type of the field.</p> <ul style="list-style-type: none"> • A default value of the same type as the field is always compatible. • A default value of <code>AR_DATA_TYPE_NULL</code> is always compatible with any data type. • A keyword value is compatible with the data type that matches the type of the resulting keyword (for example, 12/25/01 is compatible with <code>AR_DATA_TYPE_TIME</code>, but not with <code>AR_DATA_TYPE_CHAR</code>). • All other combinations are illegal.
167 Error	<p>The limit specified for the field does not match the field's data type.</p> <p>The data type specified in the limit for the field does not match the data type defined for the field. The data type in the limit structure must be compatible with the data type of the field.</p> <ul style="list-style-type: none"> • A default value of the same type as the field is always compatible. • A default value of <code>AR_FIELD_LIMIT_NONE</code> is always compatible with any data type. It indicates that the field has no limit. • All other combinations are illegal.
168 Error	<p>One of the field/value assignments in the set filter/active link/escalation definition is invalid.</p> <p>An error occurred with one of the field or value assignments in the Set Fields action of a filter, active link, or escalation definition. An associated message provides details. Usually, the problem is an attempt to define an assignment between incompatible data types or to nonexistent fields.</p>

169 Error	<p>Execution order value is out of range.</p> <p>The execution order field of the filter, active link, or escalation definition contains a value out of range. The legal range for the execution order is 0 to 1000, with items at lower values being performed before items at higher values.</p>
170 Error	<p>Status history tag is invalid.</p> <p>The tag that specifies whether you want the user name or time stamp for a status history value is not a recognized value. The only supported values for the tag field are AR_STAT_HISTORY_USER and AR_STAT_HISTORY_TIME.</p>
171 Error	<p>The specified status field value is out of range.</p> <p>The status field value you specified does not match a defined status for this form. The selection value specified is a 0-based, positional index into the list of states defined for Status.</p>
172 Error	<p>The required service is not available.</p> <p>The Windows Service was not started. This could be due to the service being stopped by the administrator prior to completion of its startup tasks or an error occurred that prevented the service from starting. Consult the Application Event Log for details concerning any errors that occurred.</p>
173 Error	<p>Language specified in the control record not recognized – using default on server.</p> <p>The language you specified for the system is not recognized by the server. If you are coding directly to the API, the language field is in the control record passed to each call. To use the default language, leave the language buffer empty (set to an empty string). You can also set the language to the default language of C to use the standard language defaults. You can set this value to any language your environment supports. If you are running an BMC Remedy AR System tool, the language to use is picked up from the LANG environment variable. Verify the setting of that variable and correct it if it is wrong (or delete it if the default language is sufficient).</p>
174 Error	<p>Display type specified is incompatible for the data type.</p> <p>The display type value specified for this field is incompatible with the field's data type. Choose an appropriate display type:</p> <ul style="list-style-type: none"> • Display type AR_DISPLAY_TYPE_CHECKBOX supports data type AR_DATA_TYPE_ENUM. • Display type AR_DISPLAY_TYPE_CHOICE supports data type AR_DATA_TYPE_ENUM. • Display type AR_DISPLAY_TYPE_NUMTEXT supports data type AR_DATA_TYPE_INTEGER. • Display type AR_DISPLAY_TYPE_TEXT supports data types AR_DATA_TYPE_INTEGER, AR_DATA_TYPE_REAL, AR_DATA_TYPE_CHAR, AR_DATA_TYPE_DIARY, AR_DATA_TYPE_ENUM, and AR_DATA_TYPE_TIME.
175 Error	<p>The Number of Rows value of the display parameter is out of range.</p> <p>The length or numRows (number of rows) value for the display parameter is not within the allowed range. For fields displayed as TYPE_TEXT, neither the length nor NumRows field should be zero (0). The length field specifies the width of the control, and the NumRows field specifies the number of rows of data that are displayed for the field. For fields displayed as TYPE_NUMTEXT, the length field must not be zero (0). The length specifies the width of the control, and the number of rows value is ignored. For fields displayed as TYPE_CHECKBOX or TYPE_CHOICE, the numRows field must not be zero (0). The numRows field specifies how many rows the check boxes or choices must be displayed in, and the length value is ignored.</p>
176 Error	<p>Duplicate name in the selection list.</p> <p>In the list of selection or bitmask values, the same name is used for two separate states. Rename one of the duplicate selection values so that each selection or bitmask value has a unique label.</p>
177 Error	<p>Change permission cannot be given to a view-only group.</p> <p>You specified that a group must be given change access to a field; however, the group is a View group and cannot be granted change permission. You can assign only view permission to the field for this group.</p>

178 Error	<p>Field ID cannot be empty, please provide an field id or enter 0 for the system to assign a value.</p> <p>The field ID parameter is a <code>NULL</code> pointer. It must be a pointer to a field ID. To assign the ID for a field, load this parameter with the value. If you want the system to assign an ID, assign this field to 0, and the system assigns a value and returns the result in this field.</p>
179 Error	<p>Pattern in a character limit is invalid.</p> <p>The pattern specified for a limit to the character field is illegal. Typically, the pattern either has an opening bracket ([) with no matching closing bracket (]) or has a range within double brackets ([]) with the starting value greater than the ending value (for example, [c-a]).</p>
180 Error	<p>Specified length for a character type is longer than the maximum allowed length. The value specified as the default value for a character field is longer than the maximum allowed by <code>AR_MAX_DEFAULT_SIZE</code> (256 bytes). Verify the default value, and retry the operation. Character strings must be terminated by a 0 (zero) character.</p>
181 Error	<p>The ID specified for this field is in the reserved field range.</p> <p>The ID for the specified field falls within the reserved range of field IDs. This is likely caused by a programming error. An API call did not set the flag indicating that it allows creation of fields in this range. API calls must set that flag to allow the creation of a field with this ID. Alternatively, an API call can set the flag to 0 to have the system generate a unique ID. The system returns the assigned ID.</p>
182 Error	<p>Too many actions have been specified for this filter/active link/escalation.</p> <p>The filter, active link, or escalation has more actions defined than the maximum allowed by the system (25). Reduce the number of actions by combining several action steps into one or by creating a second filter, active link, or escalation and separating some of the actions into the new filter, active link, or escalation.</p>
183 Error	<p>Duplicate group ID was specified in permission list.</p> <p>You specified a group ID more than once in the permission list you are sending to the system. Any given ID can be specified only once with the permissions allowed for that group field. Remove the duplicate reference.</p>
184 Error	<p>Quotation mark cannot be used in Entry ID field.</p> <p>The default value for the Request ID field (used as the prefix for the IDs generated for each entry or request) cannot contain a single quotation mark character. Specify a default value that does not contain a quotation mark character.</p>
185 Error	<p>Cannot assign default value to system core or reserved fields (except Entry ID).</p> <p>You assigned a default value to a system-controlled BMC Remedy AR System core field (Request ID, Create Date, Last Modified by, Modified Date, or Status History field). The only system-controlled core field that can have a default value assigned to it is the Request ID field, where the default is used as a prefix to the ID. The other BMC Remedy AR System system-controlled core fields are automatically updated by the system, so no default value is needed or allowed.</p>
186 Error	<p>Cannot assign character menu to system core or reserved fields.</p> <p>You assigned a character menu to a system-controlled BMC Remedy AR System core field (Request ID, Create Date, Last Modified By, Modified Date, or Status History field). The system-controlled core fields cannot be assigned values by the user, so a character menu is not needed or allowed.</p>
187 Error	<p>Execute mask parameter is out of bounds.</p> <p>The execute mask is a bitmask of the conditions under which an active link executes. The value you specified includes bit settings outside the legal range of conditions under which you can execute an active link. The bitmask can be created by totaling the set of defines that represent the conditions under which you want the active link to execute.</p>
188 Error	<p>On Return or On Menu choice condition does not have a Field specified.</p> <p>The active link you defined has the On Return or On Menu choice condition set in the execute mask, but no setting indicates which field to attach the operation to. Specify the field where you want to attach the active link action.</p>

189 Error	<p>Active link does not have an action defined.</p> <p>The action field for an active link is either <code>NULL</code> or empty. An active link must define at least one action to be performed.</p>
190 Error	<p>Unrecognized active link action type.</p> <p>One of the active link action codes is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all active link action type tags.</p>
191 Error	<p>Unrecognized assign type. The assign type tag is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all assign type tags.</p>
192 Error	<p>Field/assignment list item is empty.</p> <p>The field or assignment list for an active link Set Fields action is either <code>NULL</code> or empty. A Set Fields action must define at least one field to be assigned a value.</p>
193 Error	<p>One or more fields, or assignment items in the field or assignment list, encountered an error.</p> <p>One or more fields, or assignment items in the field or assignment list, encountered an error. See the associated message for details.</p>
194 Error	<p>The <code>ARAssignFieldStruct</code> tag for filter/active link/escalation is not recognized.</p> <p>The <code>ARAssignFieldStruct</code> structure tag is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all <code>ARAssignFieldStruct</code> tags.</p>
195 Error	<p>Filter/active link/escalation 'set field' definition is missing.</p> <p>The field definition in the field or assignment structure is set to <code>NULL</code>. Supply a field definition value in this structure.</p>
196 Error	<p>Macro branch of active link action must include both a name and macro text.</p> <p>The definition of a macro action must include both a name and the text of the macro to execute. One or the other is either <code>NULL</code> or an empty string.</p>
197 Error	<p>Unrecognized keyword.</p> <p>A keyword type value was specified, but the keyword identifier was not recognized. View the <code>#define</code> statements in the include file <code>#define</code> for a list of IDs for all supported keywords.</p>
198 Error	<p>Cannot use the <code>\$DEFAULT\$</code> keyword as a default value or in a qualification.</p> <p>The keyword <code>\$DEFAULT\$</code> cannot be used when specifying the default value for a field. The <code>\$DEFAULT\$</code> keyword indicates that the default value must be used for the value; using it as the default itself creates a self-reference that cannot be resolved. The keyword <code>\$DEFAULT\$</code> cannot be used when specifying a qualification, whether in an active link, filter, or escalation, or on the qualification bar. If an arithmetic operation is involved or the operation is a complex one, it is not clear which field's default value is being referenced under all conditions. Therefore, the <code>\$DEFAULT\$</code> keyword is disallowed in qualifications.</p>
199 Error	<p>Missing name for a macro parameter in the active link action.</p> <p>A name field in the list of macro parameters is either <code>NULL</code> or blank. When specifying macro parameters, supply the parameter name for the value you are specifying. You can omit parameters from the list of parameters, but if they are included on the list, you must provide a name.</p>

3.1.3 Error messages 200 to 299

Number	Description
200 Error	<p>Macro value string is longer than the maximum allowed length.</p> <p>The value specified as the default value for a character field is longer than the maximum allowed by <code>AR_MAX_MACRO_VALUE</code> (255 bytes). Verify the default value, and retry the operation. Character strings must be terminated by a 0 character.</p>
201 Error	<p>Unrecognized or misused tag for field/value definition.</p> <p>The tag for indicating the type of field or value reference is undefined or is not allowed in the current context for the <code>ARFieldValueOrArith</code> structure.</p>
202 Error	<p>The name specified for the user to be notified is too long.</p> <p>The name specified for the user to be notified is too long (the maximum length is defined by <code>AR_MAX_NAME_SIZE</code>, 30 bytes). Specify a name within the length restrictions.</p>
203 Error	<p>Value list is empty.</p> <p>The value list parameter for this call is <code>NULL</code> or contains 0 items. This operation requires at least one value item to be specified.</p>
204 Error	<p>Notify priority is out of range (0 to 10).</p> <p>The value specified for the notification priority is outside the legal bounds for this field. Specify a value between 1 and 10 for the priority, where 1 indicates the highest priority and 10 indicates the lowest priority.</p>
206 Error	<p>Unrecognized character menu type.</p> <p>The <code>ARCharMenuStruct</code> structure tag is not recognized. View the <code>#define</code> statements in the include file <code>ar.h</code> for a list of the recognized <code>ARCharMenuStruct</code> tags.</p>
207 Error	<p>Unrecognized character menu refresh code.</p> <p>The code for the refresh interval for the character menu is not one of the defined choices. View the include file <code>ar.h</code> for a list of the valid codes.</p>
208 Error	<p>Unrecognized character menu file location.</p> <p>The code for the location of the file for the character menu is not one of the defined choices. View the include file <code>ar.h</code> for a list of the valid codes.</p>
209 Error	<p>Filename for a character menu is empty, or too long.</p> <p>The file name for a character menu is a pointer to <code>NULL</code>, is an empty string, or is longer than the maximum allowed length for a file-name. Define a legal file name for the character menu file.</p>
210 Warning	<p>Total length of all fields in an index is greater than the maximum length allowed.</p> <p>The sum of the length of all fields specified for the index is greater than the maximum allowed for an index by <code>AR_MAX_INDEX_BYTES</code> (255 bytes). Remove one or more fields from the index definition to reduce the total length of the index information.</p>
211 Error	<p>Incorrect number of allowed fields is specified in a single index.</p> <p>An index definition must reference from 1 to the number defined by <code>AR_MAX_INDEX_FIELDS</code> (10). Your index definition specifies an index on no fields or an index on more than the maximum allowed number of fields.</p>

212 Error	<p>Display list is empty.</p> <p>If you receive this error when doing a field operation, the display list containing information about the display definition for the field is NULL or empty. A field must define at least one display definition.</p>
213 Error	<p>Qualifier parameter is empty – must be a pointer to memory.</p> <p>The qualifier parameter must be a pointer to memory. This memory location is where the base of the qualifier structure for the string being parsed is stored.</p>
214 Error	<p>One of the items in the display list of field definitions is invalid.</p> <p>One of the items in the list of field definitions is invalid. This list of field definitions is for fields displayed in the query list. See the associated error message for details.</p>
215 Error	<p>The total length of the results list is greater than the maximum allowed.</p>
216 Error	<p>ARServerInfoList is empty.</p> <p>The server information list is either NULL or empty. To set one or more pieces of server information, the settings with their values must be specified.</p>
217 Error	<p>Update to Server information associated with this tag is not allowed.</p> <p>The server information for the specified tag is read-only data. You are not allowed to update this information. Retry the operation, setting only values that can be updated.</p>
218 Error	<p>Server information associated with this tag cannot be viewed.</p> <p>The server information for the specified tag is write-only data. You are not allowed to view this information. Retry the operation, requesting only values that can be retrieved (viewed).</p>
219 Error	<p>Incorrect Server information data type.</p> <p>The server information for the specified tag represents information that has a different data type from the type specified in the update operation. Retry the operation, specifying the correct data type for the value.</p>
220 Error	<p>Local variable number is out of range (must be 0 to 10).</p> <p>The code specified for a local variable is outside the legal range for local variables. Specify a number between 0 and 10.</p>
221 Error	<p>Query value is empty.</p> <p>The query value structure pointer is NULL. To define an assignment to a value from another form, specify a query value structure definition that defines the form and conditions on that form.</p>
222 Error	<p>Query contains an error.</p> <p>One or more of the fields in the query definition of an assignment operation contains an error. See the associated error message for details.</p>
223 Error	<p>The action tag for multiple match is invalid.</p> <p>The tag specified for the action to take if multiple matches exist in the ARQueryValueStruct structure is not a legal tag.</p>
224 Error	<p>Cannot index a diary field, an unlimited length field, or a field with a maximum length over 255 bytes.</p> <p>Fields that have lengths longer than 255 bytes (including diary fields and unlimited length character fields) cannot be indexed. You specified an index that includes a field that meets these criteria. If the index is a multiple-field index, you can still create the index if you remove the field that is not allowed.</p>

225 Error	<p>Set fields actions in a filter/escalation that reference entries in other forms can only reference forms on the same server.</p> <p>A Set Fields action in a filter or escalation can reference other forms for pulling data to the current request. However, the referenced form must be on the same server. You defined a reference to a form on a different server. Choose another operation (for example, perform the operation in an active link), or move the remote form to the server where the filter or escalation is being defined.</p>
226 Error	<p>Type of field, value, or arithmetic operation is not supported on the GetListEntry operation.</p> <p>The type of value specified in the ARFieldValueOrArithStruct structure is not allowed in a query list. The tag refers to an operation supported only during a filter or active link operation.</p>
227 Error	<p>Unrecognized value for set focus characteristic.</p> <p>The code for the field where you want to set focus in the set field characteristics action of a filter is not one of the defined choices. View the include file ar.h for a list of the valid codes.</p>
228 Error	<p>Unrecognized value for set access option characteristic.</p> <p>The code for the set access option field, of the Set Fields characteristics action of a filter, is not one of the defined choices. View the include file ar.h for a list of the valid codes.</p>
229 Error	<p>Function to be performed is not defined.</p> <p>The function structure pointer is NULL. To define an assignment to a function result, specify a function definition that defines which function is to be performed and that provides the parameters to perform the function.</p>
230 Error	<p>The specified function code is invalid.</p> <p>A function was defined, but the function code was not recognized. View the #define statements in the include file ar.h for a list of valid function codes.</p>
231 Error	<p>Parameter list for a function is empty.</p> <p>The parameter list for a function is NULL, but the number of items indicates one or more parameters. If the number of items indicates parameters, the parameter list must contain the parameter values. If no parameters exist, the parameter list can be NULL, but the count of parameters must be set to 0.</p>
232 Error	<p>Incompatible value types in a value list.</p> <p>The data types of the values in a value set are incompatible. All types must be the same or compatible types.</p>
233 Error	<p>Invalid parameter setting in function definition.</p> <p>In a Set Fields action for a filter, active link, or escalation, one of the settings assigned the result of a function. A function definition that was specified has an error with the specified parameters. Either the wrong number of parameters was specified, or one or more of the parameters is the wrong data type. View the definition of the function to verify the parameters. The ID of the field that the function is associated with is reported.</p>
234 Error	<p>Value specified for the filter/escalation 'set fields' process timeout exceeds the range of 1 to 60 seconds.</p> <p>The filter Set Fields process time-out value is not in the legal range. The time-out value can be as low as 1 second and as high as 60 seconds. Retry the operation with the value in this range.</p>
235 Error	<p>Invalid user list type.</p> <p>The code for the type of user list to retrieve is not one of the legal codes. View the #define statements in the include file ar.h for a list of supported codes.</p>

236 Error	<p>License timeout cannot be less than 1 hour.</p> <p>The value specified for the license time-out value was 0 or a negative number. This value must be greater than or equal to 1 hour. The value remains unchanged (defaults to 2 if nothing is set).</p>
237 Error	<p>Value specified for DDE service name or topic is missing or larger than the maximum allowed length.</p> <p>The DDE service name or topic field of the DDE active link action is missing or is too large. Both of these fields are required, and both have an upper limit of 64 bytes. Verify the values, and correct them as appropriate.</p>
238 Error	<p>Value for DDE item is larger than the maximum allowed length.</p> <p>The value specified in the DDE item field is larger than the maximum allowed (32767 bytes). Verify the value, and correct if necessary.</p>
239 Error	<p>Invalid DDE action.</p> <p>The code for the DDE action to perform is not one of the legal codes. Verify the #define statements in the include file <code>ar.h</code> for a list of supported codes.</p>
240 Error	<p>Fields that have lengths over 255 bytes (including diary fields, unlimited length character fields, and the Status History field) cannot be specified as sort fields.</p> <p>Fields that have lengths over 255 bytes (including diary fields, unlimited length character fields, and the Status History field) cannot be specified as sort fields. You specified a sort that includes a field that meets these criteria. Specify a sort list that does not include this field. For IBM DB2 databases, the limit is 254 bytes.</p>
241 Error	<p>Fields that have lengths over 255 bytes (including diary fields, unlimited length character fields, and the Status History field) cannot be specified as fields in the list returned by the Get List function.</p> <p>Fields that have lengths over 255 bytes (including diary fields, unlimited length character fields, and the Status History field) cannot be specified as fields in the list returned by the Get List operation. You specified a list that includes a field that meets these criteria. Remove this field from the list.</p>
242 Error	<p>The specified field, value, or arithmetic operation type is not supported outside of a filter qualification.</p> <p>The type of value specified in the <code>ARFieldValueOrArithStruct</code> structure is allowed only in a filter qualification. Specify a tag allowed outside a filter qualification.</p>
243 Error	<p>DDE definition is empty.</p> <p>The DDE structure pointer is <code>NULL</code>. To define an assignment to a DDE result, specify a DDE definition that defines which DDE operation is to be performed and that provides the values to perform the operation.</p>
244 Error	<p>The path to the program field of the DDE active link action is missing or is too large.</p> <p>The path to the program field of the DDE active link action is missing or is too large. This field is required and has an upper limit of 255 bytes. Verify the value, and correct as appropriate.</p>
246 Error	<p>Invalid day format.</p> <p>The format specified for the day portion of the time is not recognized. Review the structure definitions in the include file (<code>ar.h</code>), and correct the definition to match the rules defined there.</p>
247 Error	<p>Invalid interval time.</p> <p>The format specified for the time portion of the time is not recognized. Review the structure definitions in the include file (<code>ar.h</code>), and correct the definition to match the rules defined there.</p>

248 Error	<p>Invalid day selection.</p> <p>The format specified for the day portion of the time is not recognized. Review the structure definitions in the include file (<code>ar.h</code>), and correct the definition to match the rules defined there.</p>
249 Error	<p>Invalid hour format.</p> <p>The format specified for the hour portion of the time is not recognized. Review the structure definitions in the include file (<code>ar.h</code>), and correct the definition to match the rules defined there.</p>
250 Error	<p>Invalid minute format.</p> <p>The format specified for the minute portion of the time is not recognized. Review the structure definitions in the include file (<code>ar.h</code>), and correct the definition to match the rules defined there.</p>
251 Error	<p>Invalid value for enabling or disabling a filter/active link/escalation.</p> <p>The value specified for the flag to enable or disable a structure is not recognized. Set the value to True (1) to enable the structure or False (0) to disable it.</p>
252 Error	<p>One or more groups in the list of groups for the Subadministrator is not a group defined on this system.</p> <p>One or more groups in the list of groups for the Subadministrator is not a group defined on this system. The group must exist to be assigned Subadministrator access to the form.</p>
253 Warning	<p>One or more groups in the list of groups granted Subadministrator access to a form does not exist.</p> <p>One or more groups in the list of groups granted Subadministrator access to a form does not exist. The operation being performed is an import. The problem is treated as a warning, and the import is completed successfully. You can define groups with the missing IDs, or you can update the definition of the form to remove the undefined IDs.</p>
254 Error	<p>Subject line is longer than the maximum allowed length.</p> <p>The value specified as the subject line for an email notification is longer than the maximum allowed by <code>AR_MAX_NOTIFY_SIZE</code> (255 characters). Verify the subject line value, and retry the operation. The character strings must be terminated by a 0 (zero) character.</p>
255 Error	<p>Unrecognized submitter mode.</p> <p>The code specified for the submitter mode is not recognized. View the <code>#define</code> statements in the include file <code>ar.h</code> for a list of the submitter modes.</p>
256 Error	<p>Unrecognized server statistics tag.</p> <p>The tag specified for the server statistics structure is not recognized. View the <code>#define</code> statements in the include file <code>ar.h</code> for a list of the server statistics tags supported.</p>
257 Error	<p>A display tag to identify the view is not unique.</p> <p>A display tag to identify the view desired is not unique. The same display tag is used in two or more instances. Each display tag must be unique. Fix the definition to supply unique tags.</p>
258 Error	<p>The RPC socket number for the Distributed Server process is not one of the legal values (390600, 390621 - 390634, 390636 - 390669, 390680 - 390694).</p> <p>The value supplied as the RPC socket number, to be used by the DSO daemon for access to BMC Remedy AR System, is not a legal socket number. For the operations that the server must perform, specify either 390600 (the Administrator server) or a value in the ranges 390621-390634, 390636-390669, or 390680-390694 (private servers), inclusive. For more information about using RPC sockets with DSO, see Assigning an RPC program number to DSO (https://docs.bmc.com/docs/display/ars81/Assigning+an+RPC+program+number+to+DSO).</p>


259 Error	<p>Unrecognized no match action.</p> <p>The code specified as the no match code (the action to take when the values in a Set Fields action have no matches) is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all no match codes.</p>
260 Error	<p>Unrecognized multiple match action.</p> <p>The code specified as the multiple match code (the action to take when the values in a Set Fields action have multiple matches) is not recognized. Verify that the <code>#define</code> statements in the include file <code>ar.h</code> have a list of all multiple match codes.</p>
261 Error	<p>SQL command is empty.</p> <p>The SQL command pointer is <code>NULL</code> or points to an empty string. To define an operation that executes a SQL command, specify the command, and set this structure to point to it.</p>
262 Error	<p>Field having length over 255 bytes (including diary fields, unlimited length character fields, and the Status History field) cannot be used as fields to group by.</p> <p>Fields that have lengths over 255 bytes (including diary fields, unlimited length character fields, and the Status History field) cannot be specified as fields to group by. You specified a grouping that includes a field that meets these criteria. Specify a grouping that does not include this field.</p>
263 Error	<p>Unrecognized save login code.</p> <p>The code specified as the save login code (determining whether the user or the administrator has the ability to set the save login option on the client) is unrecognized. Verify the definitions in the include file <code>ar.h</code> for a list of the save login codes.</p>
264 Error	<p>Server name for a character menu is empty or too long.</p> <p>The server name for a character menu is an empty string or is longer than the maximum allowed length for a file name. Define a valid server name for the character menu file.</p>
265 Error	<p>Join or View form definition is empty.</p> <p>The compound form structure is empty or has missing pieces. When a join or view form is defined, this structure is required.</p>
266 Error	<p>Invalid join member form name.</p> <p>The name specified for either the primary or secondary form in a join form definition is not a legal name or does not exist in the current server. You can only create a join between existing forms.</p>
267 Error	<p>Invalid join form qualification.</p> <p>The qualification specified for a join form is invalid. Specify a join criteria for the join form; it must be a legal qualification that associates the two forms. Verify the qualification, and update it so that it is an acceptable join definition.</p>
268 Error	<p>Invalid view form definition.</p> <p>The definition of the view form is invalid. One or more "pieces" of the view definition is missing or invalid, so the system cannot create a "clean" interface to the non-BMC Remedy AR System table. Make sure that the definition of the view form is complete and accurate.</p>
269 Error	<p>Invalid form type in join or view form definition.</p> <p>The form type tag specified for the compound form structure is not recognized. View the <code>#define</code> statements in the include file <code>ar.h</code> for a list of the recognized form types. The form structure is empty and is not allowed.</p>
270 Error	<p>Field mapping is empty.</p> <p>The field mapping structure is required when you define a data field on a join or view form. For this call, the structure is empty. Specify appropriate contents for this structure.</p>

271 Error	<p>A form field is tied to an invalid index.</p> <p>A form field is tied to an invalid index. When defining a join field reference in a join form, specify an index (of 0 or 1) indicating whether the field is tied to a field in the primary or secondary form. The value of the index is not 0 or 1 in this case. Change the index to indicate the appropriate form.</p>
272 Error	<p>The table name identified in the view form definition does not exist.</p> <p>The table name identified in the view form definition is illegal, or the table does not exist. The table referenced in a view form must exist before the view form can be created.</p>
273 Error	<p>Invalid field mapping type.</p> <p>The field type in the field mapping specified for a field in a join or view form is not recognized. View the #define statements in the include file <code>ar.h</code> for a list of the recognized field types.</p>
274 Error	<p>After a form (base, join, or view) is created, you cannot change the form type.</p> <p>After a form (base, join, or view) is created, you cannot change the form type. The compound structure requested a change to the form type, and this action is not supported.</p>
275 Error	<p>Index not allowed on join form.</p> <p>Because join forms are relational joins of base tables, you cannot define indexes on join forms. To index one or more fields, specify the indexes on the base tables that underlie the join.</p>
276 Error	<p>This form cannot be deleted because it is referenced by a join form as a base form with "No Delete" flag set.</p> <p>When deleting a form, an option controls whether the form can be deleted if a join form depends on this form. This error indicates that deletion of a form was attempted, but one or more join forms depend on this form. To override this error, specify the delete option <code>AR_SCHEMA_FORCE_DELETE</code>, which deletes the form despite the dependency. The join forms dependent on this form are also deleted.</p>
277 Error	<p>The field is referenced by a join form as a base field with No Delete flag set.</p> <p>When deleting a field, an option controls whether the field can be deleted if it is referenced by a join form that depends on this field. This error indicates that an attempt was made to delete this field, and one or more fields in some join forms depend on this field. To override this error, specify the delete option <code>AR_FIELD_FORCE_DELETE</code>, which deletes the field despite the dependency. The fields in the join forms that are dependent on this field are also deleted.</p>
278 Error	<p>This field is used in a join form qualification and with No Delete flag set.</p> <p>When deleting a field, an option controls whether the field can be deleted if it is used in the join qualification of a join form. This error indicates that an attempt was made to delete this field, and the field is used in the qualification of a join form. To override this error, specify the delete option <code>AR_FIELD_FORCE_DELETE</code>, which deletes the field despite the dependency. The fields in the join forms that are dependent on this field are also deleted.</p>
279 Error	<p>Selection Value ID too large.</p> <p>A value for a selection field cannot exceed 2,147,483,647.</p>
281 Error	<p>Multiple links cannot be mapped to the same button.</p> <p>In older versions of the BMC Remedy AR System server, this error occurs when you try to attach additional active links to a button that <i>already</i> has an active link associated with it. In these older versions, a button can have only one active link associated with it.</p>
282 Error	<p>A default view for this form already exists.</p> <p>One of the properties of a view is whether the view is the default view for the form. Only one view per form can have this property set to True. An attempt was made to set this property for the view, but another view is set as the default. Remove the default property setting from the view that contains the setting before giving it to another view.</p>

283 Error	<p>The specified data type is not supported.</p> <p>An RPC procedure mapping error between the client and the server occurred. You cannot create, get, or set this field on this version of the BMC Remedy AR System server because it is not supported.</p>
284 Error	<p>Escalation does not have an action defined.</p> <p>The action field for an escalation is either <code>NULL</code> or empty. An escalation must define at least one action.</p>
285 Error	<p>A field referenced in the qualification is not a data field.</p> <p>A qualification contains a reference to a nondata field included in the message. Only data fields can be included in qualifications. Because trim and control fields do not have associated data, they cannot be used in qualifications.</p>
286 Error	<p>Display Only fields cannot be included in a query to the database.</p> <p>A qualification being used to search the database contains a reference to a display-only field. The field is included in the message. Display Only fields cannot be referred to in database searches, because the database contains no data for them. They can, however, be included in workflow qualifications.</p>
287 Error	<p>Status field must be created before status history field can be created.</p> <p>When you create a status history field in a schema or a join schema, a status field must already be available.</p>
288 Error	<p>The requested operation is not supported on the server.</p> <p>A newer version of an BMC Remedy AR System client attempted an operation on a older version BMC Remedy AR System server that is unavailable on the older version BMC Remedy AR System server. Direct the request to a BMC Remedy AR System server with a version of BMC Remedy AR System that supports the operation.</p>
289 Error	<p>Nested outer join is not supported by Sybase SQL database.</p> <p>The Sybase database supports outer joins for joins of two tables only. If you join more than two tables, the database supports only inner joins. Therefore, if you create a join that includes a join form, you cannot create it as an outer join if you are using Sybase.</p>
290 Error	<p>Cannot access the join form with this version of the client.</p>
291 Error	<p>Message text is empty or too long.</p> <p>The text you can specify for a filter, active link, or escalation is limited to 255 characters before expansion. The text you specified is over that limit. Correct your text string to 255 characters or less. Character strings must be terminated by a <code>0</code> character. The text string might contain parameter references that are expanded before the message is delivered. The expanded message can contain as many as 4096 characters.</p>
292 Error	<p>Invalid item list for entry existence.</p> <p>Provide an array for the server to return request existence information.</p>
293 Error	<p>Expected column data missing from multiple entries.</p> <p>This is an internal error. A software bug exists in field value list processing in a <code>GetMultipleEntries()</code> call. As an input parameter to call <code>GetMultipleEntries()</code>, the caller needs to provide a two-dimension array to hold the request value. If the internal column index is greater than the array size, this error is returned.</p>
294 Error	<p>Requested number of entries exceeds maximum allowed.</p> <p>Each <code>GetMultipleEntries()</code> call can return a maximum of 100 requests. If more than 100 requests are specified in the <code>entryId</code> list parameter of the <code>GetMultipleEntries()</code> call, this error message is returned.</p>

295 Error	<p>File pointer is NULL or invalid file pointer.</p> <p>The file pointer specified for an API call is NULL or is not a pointer to an open file. The parameter must be a valid file pointer.</p>
296 Error	<p>Invalid support file type.</p> <p>The file type specified for a support file in a join or view form is not recognized. View the #define statements in the include file <code>ar.h</code> for a list of the recognized file types.</p>
297 Error	<p>Admin released license too recently.</p> <p>The administrator released this user's license too recently. An administrator can release a user's license only once every 24 hours.</p>
298 Error	<p>Too many filters processed during this operation.</p> <p>Each operation has a 10,000 filter limit. This error occurs when more than 10,000 filters are run from a single operation. This error might be caused by a push fields operation that runs recursive filters. For more information about filters and push fields actions, see Push Fields action (https://docs.bmc.com/docs/display/ars81/Push+Fields+action).</p>
299 Error	<p>Too many levels in filter processing.</p> <p>Filter processing has a limit of 25 levels. This limit exists to protect against recursive filter actions, such as a filter that has a push fields action that launches another filter with a push fields action that launches another filter with a push fields action, and so on. For more information about filter actions and push fields, see Push Fields action (https://docs.bmc.com/docs/display/ars81/Push+Fields+action).</p>

3.1.4 Error messages 300 to 399

Number	Description
300 Error	<p>Insufficient server memory for running this process.</p> <p>The system encountered an error during a call to allocate space. The failure occurred on the server during processing of a call from the client. In general, this error occurs when too many processes are running or when some processes have grown to occupy most or all available memory on the server. Recover the memory by shutting down unneeded processes or by restarting processes that have been running for a while.</p>
301 Error	<p>Error while writing to a file.</p> <p>An error occurred while writing to the indicated file. An accompanying message from the operating system provides details. Determine why the write failed, and correct the problem before retrying the command.</p>
302 Error	<p>Entry does not exist in database.</p> <p>No entry exists in the database with the Request ID you specified. The specified Request ID is invalid, or the entry was deleted by another user during the time you were processing it.</p> <div>  Note <p>This message is returned by web services and API programs. In the same situation, similar messages are returned by web clients (see error message 9296 (see page 212)).</p> </div>
303 Error	<p>Form does not exist on server.</p> <p>The server has no form with the specified name. Either the specified name is incorrect, or the form is on another server.</p>
304 Error	<p>Must have Administrative permissions to perform this operation.</p> <p>Some operations in the system are restricted to users with Administrative access. These operations include the ability to restructure the database by adding forms, filters, and active links and the ability to delete existing requests from the database. To perform this operation, log in as a user who has administrative permission to the form you want to update.</p>
305 Error	<p>Next available ID length exceeds the Entry ID field length – contact the Administrator.</p> <p>BMC Remedy AR System automatically generates IDs for requests in the system. The next available ID will overflow the definition for the Request ID field.</p> <p>If you specified a length for the Request ID field that is less than the maximum allowed (AR_MAX_ENTRYID_SIZE), you can increase the size of the field to eliminate this problem. If the field is already at the maximum and a default value exists, you can change the default value to a shorter string.</p> <p>As a final option, contact Customer Support to help you reset the next request ID counter. Do not try this task yourself because numerous actions must be performed, in sequence, to make this change successful.</p>
306 Error	<p>Value does not fall within the limits specified for the field.</p> <p>Limits are specified for the indicated field. These limits might be a low and high range limit if the field is an integer or real field, or a maximum length or pattern if the field is a character field. The actual limit and which field the limit is on are displayed with the error message.</p> <p>Verify the value specified against the limits defined for this field. The value must be changed to be within the limits, or the limits must be redefined to allow the value specified.</p>

307 Error	<p>Required field cannot be blank.</p> <p>During submission of a request, no value was supplied for the required field. The field does not have a default value, so a value must be supplied during the submit operation.</p> <p>Perform one of these actions:</p> <ul style="list-style-type: none"> • Supply a value for this field. • Change the definition of the field to specify a default value (used when the user does not supply the value) or change the field to be optional so that a value is not required.
308 Error	<p>Duplicate field in the field list.</p> <p>A field was specified twice in the field or value list. Each field can be assigned only a single value and can be specified only a single time in the field or value list.</p> <p>Remove the duplicate definition from the list, and reissue the command.</p>
309 Error	<p>The entry you are working on was modified by another user after the last time you retrieved it.</p> <p>The entry you are trying to modify was modified by another user after the last time you retrieved the definition. The changes made might impact your changes. You can override this error and apply the changes. If you apply the changes (and override the error), all changes you make take precedence over the changes made by the previous user. If you do not apply your changes, the previous user's changes are retained.</p>
310 Error	<p>Value has wrong data type for the field.</p> <p>The value for a field in the field or value list is incompatible with the data type defined for that field. The value of a field must be the same or compatible data type. Change the value specified to be compatible with the data type of the field to which the value is being assigned.</p>
311 Error	<p>Field ID specified is not found on this form.</p> <p>The field ID references a field that is not defined for the current form.</p> <p>You attempted an operation against the wrong form or server, or the structure of the form was changed to eliminate the field ID from the form. Change to the correct form or server, or remove the Field Name from the Field Sort Order list to complete the operation.</p>
312 Error	<p>Incompatible data types for intended arithmetic operation.</p> <p>The data types of the fields used in an arithmetic operation are not consistent with the operations allowed for that operation. For information about the allowed data types of operations, see C data types (https://docs.bmc.com/docs/display/ars81/C+data+types).</p>
313 Error	<p>Incompatible data types for intended relational operation.</p> <p>The data types of the fields used in a relational operation are not consistent with the operations allowed for that operation. For information about the allowed data types of operations, see C data types (https://docs.bmc.com/docs/display/ars81/C+data+types).</p>
314 Error	<p>Field does not exist on current form.</p> <p>The field is not related to the current form.</p> <p>You attempted an operation against the wrong form or server, or the structure of the form was changed to eliminate the field ID from the form. Change to the correct form or server, or remove the ID from the field list to complete the operation.</p>
315 Error	<p>Form/field to delete contains data, please confirm the deletion.</p> <p>You are trying to delete a form or field that contains data. You must explicitly override this error for the operation to succeed. By default, the system deletes structures only when no data is lost.</p>

316 Error	<p>Failed to create the temporary file.</p> <p>During processing, an error occurred while the server tried to use a temporary file. An associated error message contains details.</p> <p>By default, temporary files used by the server are created in the directory <code>/usr/tmp</code> (UNIX) or <code>\tmp</code> (Windows). Verify that this directory is present and writable by the user running the <code>arsserverd</code> program. Also verify that the temporary directory was redirected and that the specified directory exists and is writable by the user running the <code>arsserverd</code> program. The directory can be a link to another directory as long as the appropriate user can write to it. Review the reason for failure, and correct the problem. Then repeat the operation.</p>
317 Error	<p>Duplicate form name.</p> <p>A form with the same name already exists on this server. Form names must be unique. Choose a different name, or rename the existing form.</p>
318 Error	<p>Group does not exist on server.</p> <p>No group with the indicated ID exists on this server. The group ID specified is incorrect, or the group with this ID was changed or deleted from the system. Determine what groups are available. If the group ID was changed, simply change the ID, and reissue the request. Otherwise, use the ID of another group, or remove the reference to this group and reissue the request.</p>
319 Error	<p>Specified field length exceeds the max limit.</p> <p>The operation you are performing requests a length change to one of the core fields. The field you are changing has restrictions on its length. For information about the use and limits of the core fields, see C data types (https://docs.bmc.com/docs/display/ars81/C+data+types).</p>
320 Error	<p>Menu does not exist on server.</p> <p>The menu is not defined on the current server. You attempted an operation against the wrong server, or no menu is defined by that name. Change to the correct server (if the former), or specify an existing menu (if the latter).</p>
321 Error	<p>Too many levels in character menu definition.</p> <p>Menus can contain a maximum of 15 levels. You specified a menu that contains more than 15 levels at some point in its hierarchy.</p>
322 Error	<p>Invalid hierarchy in character menu definition.</p> <p>A character menu definition was found in which the definition of menu items and children do not form a consistent tree structure. Some children item definitions have no parent item.</p>
323 Error	<p>Filter does not exist on server.</p> <p>The filter is not defined on the current server. You attempted an operation against the wrong server, or no filter is defined by that name. Change to the correct server (if the former), or specify an existing filter (if the latter).</p>
324 Error	<p>Administrator command does not exist on server.</p>
325 Error	<p>Duplicate filter name.</p> <p>The name you are specifying for this filter is already in use by a filter on this server. Choose a different name for the filter, or rename the existing filter.</p>
326 Error	<p>Required field cannot be blank.</p> <p>You are trying to set a required field to a NULL value (\$NULL\$). Assign a legal value for the field, leave the previous value in the field, or change the structure definition for the field so that it is no longer required.</p>
327 Error	<p>Incorrect data type for statistical operation.</p> <p>Statistical operations can only be performed on integer and real fields or with arithmetic operations that result in real or integer fields (for example, the difference between two times). The operation you attempted is incompatible with these limitations.</p>

328 Error	Duplicate command name.
329 Error	Invalid password or authentication string. The password you specified for the user name is not recognized. The problem can be with the password or with the authentication string (for NT authentication, the authentication string is the NT domain) or with both. Enter the password defined for this user name to access the system as that user.
330 Error	You do not have write access to this field. You do not have write (change) access to a field that you are trying to change. You must have write access to write to that field.
331 Error	You do not have write access to this record. You do not have write (change) access to a field that you are trying to change on this entry (request). You have write access to this field for requests assigned to you (or to a group you are a member of) or submitted by you, depending on the permission settings. On this entry, you are not serving in the role that allows you change access to the field, so you cannot change the field on this particular entry.
332 Error	You do not have write access to the field before the record is saved. You do not have write access to this field at create time. This indicates that you do not have general write access to the field, and the create mode of the field is protected. You have access to this field on requests assigned to you (or a group you are a member of) or submitted by you, depending on the permission settings. Because this request does not exist yet, you are not serving in any role yet, so you cannot set the field for this instance during a submit operation.
333 Error	You have no access to field. You do not have access (read or write) to the field that you are trying to access. You must have access to a field to read or change its values.
334 Error	An BMC Remedy AR System reserved field definition cannot be modified. Several reserved field definitions are reserved for BMC Remedy AR System. You specified one of these fields with settings that are incompatible with the limits set on the definition of those fields by BMC Remedy AR System. Review the discussion of the BMC Remedy AR System core and reserved fields in Core fields (https://docs.bmc.com/docs/display/ars81/Core+fields) .
335 Error	Format for an BMC Remedy AR System reserved field is invalid. The data contents of a reserved field do not meet the rules for the data in that field. For the discussion of the BMC Remedy AR System core and reserved fields, see Creating and managing fields (https://docs.bmc.com/docs/display/ars81/Creating+and+managing+fields) for details on the allowed data format.
336 Error	Cannot assign a user to the special Submitter (3), Assignee (4), Assignee Group (7), Dynamic, or Computed groups. You cannot assign a user to any of these groups using the User form. The Submitter (ID 3), Assignee (ID 4), Assignee Group (ID 7) and Dynamic (IDs 60000 to 60999) groups define per-instance access rights. You become eligible for the extra access permissions allowed to these groups if you are the Submitter or Assignee or are a member of the Assignee Group or Dynamic group for the request being displayed. You are the Submitter if your login name appears in the Submitter field, and you are the Assignee if your login name appears in the Assigned To field. Membership in a computed group is determined by the contents of the Computed Group Definition field on the Group form.
337 Error	You have reached the maximum number of database entries permitted with this version of the Action Request System(R). To purchase the unrestricted version, contact your sales representative. This version of BMC Remedy BMC Remedy AR System has a maximum limit of 2000 requests per database table, includes a maximum of three fixed licenses, and is configured for each client to access a maximum of one server. To obtain a version of BMC Remedy BMC Remedy AR System without these limitations, contact your BMC sales representative, an authorized reseller, or visit http://www.bmc.com .

338 Error	<p>Duplicate Entry ID "found", and the current setting is "Do Not Create New".</p> <p>You are merging requests into a form from another source. You specified a request ID in the merge operation that conflicts with an existing ID in the system. You did not specify to create another ID in case of conflict; therefore, the merge operation failed.</p> <p>To merge the new request, specify the option to create IDs, or delete the existing request before merging the new one.</p>
339 Error	<p>Incorrect format for a diary field.</p> <p>You specified a diary field in the merge operation, and the format of the diary data does not match the expected format. A diary field is a formatted character string consisting of a set of user name, time stamp, and character string triplets separated by valid separator characters. Separators are defined in the include file <code>arstruct.h</code>.</p> <p>If you receive this error during an import action, it is probably caused by a corrupt change diary. Try importing without the change diary. You can do this by removing the lines beginning with <code>change-diary</code> from the export file.</p>
340 Error	<p>Incorrect format for the status history field.</p> <p>You specified the Status History field in the merge operation, and the format of the status history value does not match the format expected. A Status History field is a formatted character string consisting of a set of user name and time stamp pairs organized (in order) by the various states that status can contain and separated by valid separator characters. Separators are defined in the include file <code>arstruct.h</code>.</p>
341 Error	<p>Set Fields process failed.</p> <p>Could not run a process as requested. The process was a filter or escalation Set Fields process action. In either case, the process did not run. An associated error message might contain more details.</p> <p>Determine why the process did not run, and, if possible, correct the circumstances. Then retry the operation.</p>
342 Error	<p>The AR System directory file could not be opened.</p> <p>The BMC Remedy AR System directory file could not be opened. An associated error message describes why the <code>ar</code> file — <code>/etc/ar</code> (UNIX) or <code><ARConfigDir>\ar</code> (Windows) — could not be opened. This file contains the name of each BMC Remedy AR System server that this client tries to connect to. The file must be present to identify which servers to use.</p>
343 Error	<p>Invalid filter definition.</p> <p>An error occurred when loading a filter definition from the database. An internal error occurred, or manual changes were made to the contents of the database.</p>
344 Error	<p>Group type or category conflict between two groups with the same group ID.</p> <p>Two groups were defined with the same group ID but with different access characteristics. All groups are keyed by the group ID. Two or more groups with the same ID are actually a single group definition with two names. If two groups have the same ID, both definitions must specify the same group type and group category.</p> <p>To correct the problem, change the group ID for the group being added to be unique, or change the type and category of the new or existing group to be of the same type and category.</p>
345 Error	<p>Duplicate active link name.</p> <p>The name you are specifying for this active link is already in use by an active link defined on this server. Choose a different name for the active link, or rename the existing active link.</p>
346 Error	<p>Active link does not exist on server.</p> <p>The active link is not defined on the current server. You attempted an operation against the wrong server, or no active link is defined by that name. Change to the correct server (if the former), or specify an existing active link (if the latter).</p>

347 Error	<p>You have no access to active link.</p> <p>You are not allowed to access the specified active link. Permissions defined for the active link do not allow you to get the definition of or execute the actions for the requested active link. Contact your BMC Remedy AR System administrator if you need access to the active link.</p>
348 Error	<p>Group definition is empty – no access to database is possible.</p> <p>At startup, the group cache for the database contains no group definitions. Without group definitions, only BMC Remedy AR System administrators can access the system. This error usually occurs due to someone deleting data from the database. Re-establish the group structure for successful use of the database.</p>
349 Error	<p>Cannot delete a core field.</p> <p>You specified one of the core fields in a delete operation. Core fields cannot be deleted. If you do not want to use the core field, you can ignore it by defining it as a hidden field. The obsolete core fields (IDs 9, 10, 11, 12, 13, and 14) can be deleted from your form.</p>
350 Error	<p>Attempt to divide by zero (0) in arithmetic operation.</p> <p>During an arithmetic operation, the system detected a divide by 0. Restructure your queries to avoid this illegal operation.</p>
351 Error	<p>Cannot specify qualification on password field.</p> <p>The password field is a write-only field. To maintain security, you cannot specify a qualification on the password field.</p>
352 Error	<p>Notification to special Submitter or Assignee group specified. Reference to the Submitter or Assignee group exists in the referenced Submitter or Assigned-to field. Notification canceled to prevent a potential infinite loop.</p> <p>During a filter or escalation action, an attempt to notify the submitter or assignee of the request occurred. However, the field holding this information contains a reference to the Submitter or Assignee group. To prevent an infinite loop, the system is canceling the notification.</p> <p>If you are receiving this error, reconfigure the notification targets in your system to eliminate this condition.</p>
353 Error	<p>You have no access to form.</p> <p>You are not allowed to access the specified form. Form permissions do not allow you to get the definition of the form or of its fields or to access the data it contains. Contact your BMC Remedy AR System administrator if you need access to the form.</p>
354 Error	<p>You have no access to administrator command.</p>
355 Error	<p>Must be administrator to access the filter.</p> <p>Only users with administrator permission can access (for read or change) a filter definition. The current user does not have administrator permission.</p>
356 Error	<p>Duplicate character menu name.</p> <p>The name you are specifying for this character menu is already in use by a character menu defined on this server. Choose a different name for the character menu, or rename the existing character menu.</p>
357 Error	<p>Character menu contains too many items on one level (maximum 99).</p> <p>The character menu definition contains too many items on one level of the menu tree. BMC Remedy AR System allows a maximum of 99 items on any one menu level. You can use multilevel menus to split large menus into multiple smaller and more manageable menus.</p>
358 Error	<p>Error while accessing a menu file on the server.</p> <p>An error occurred while the system tried to access a menu definition file on the server. An associated error message contains details. After you fix the problem, the menu is available.</p>

359 Error	<p>Set/Create/Delete operations to definition are only supported on RPC socket 390600.</p> <p>The server is running in a multiple-socket mode, and the socket in use for this client is not the default socket of 390600. All structural changes must be made using the server connected to the default socket. Use routines connected to the default socket, or restart this tool with the RPC socket definition reset to the default value of 390600.</p>
360 Error	<p>No currency conversion ratio exists for the requested conversion.</p> <p>A currency conversion between two different currency types was needed during the execution of workflow, and the conversion ratio does not exist in the BMC Remedy AR System Currency form. Supply conversion ratios in the BMC Remedy AR System Currency form for all possible conversions.</p>
361 Error	<p>An unqualified search was issued and the server has been configured to disallow unqualified searches. You must specify some search criteria to perform a search on this form.</p> <p>This server is configured not to allow unqualified searches, and you issued an unqualified search. Specify some qualifying criteria in one or more fields to limit the amount of data being returned from the server.</p>
363 Error	<p>Required field assigned \$DEFAULT\$ but there is no default value for the field.</p> <p>During submission of a new request, a value specifying the keyword \$DEFAULT\$ was supplied for the required field. The field does not have a default value specified so you cannot use the \$DEFAULT\$ keyword during the submit operation. Perform one of the following actions:</p> <ul style="list-style-type: none"> • Supply a value for this field. • Change the definition of the field to specify a default value or change the field to be optional so that a value is no longer required.
364 Error	<p>Diary field cannot be set to a NULL value in a filter /escalation.</p> <p>The filter definition contains a Set Fields action where a diary field was assigned a value of \$NULL\$. A diary field is append-only. Accordingly, it cannot be assigned a NULL value. Specify an alternate value, or remove the assignment of NULL for the diary field.</p>
366 Error	<p>Escalation does not exist on server.</p> <p>The escalation is not defined on the current server. You attempted an operation against the wrong server, or no escalation is defined by that name. Change to the correct server (if the former), or specify an existing escalation (if the latter).</p>
367 Error	<p>Duplicate escalation name.</p> <p>The name you are specifying for this escalation is already in use by an escalation on this server. Choose a different name for the escalation, or rename the existing escalation.</p>
368 Error	<p>Error in definition for an escalation.</p> <p>An error occurred when loading an escalation definition from the database. An internal error occurred, or manual changes were made to the contents of the database.</p>
369 Error	<p>Must be administrator to access the escalation.</p> <p>Only users with administrator permission may access (for read or change) an escalation definition. The current user does not have access to the escalation.</p>
370 Error	<p>No form ID for the form.</p> <p>No form ID was found in the file <code>form.ar</code>. This is usually caused by a manual edit to the <code>form.ar</code> file or by a file from a previous release of BMC Remedy AR System. If the former, restore the file from a backup before the manual change. If the latter, restore a file from the correct version or, if you have not run the upgrade program after installing the new version, run the upgrade program to bring the file up to date.</p>

371 Error	<p>You cannot change the value of the Submitter field – the "Submitter Mode" of the system is configured to be locked.</p> <p>The system can be configured with a Submitter Mode of Locked or Changeable. You configured the system with a value of Locked. In this mode, the value of the Submitter field cannot be changed after submission (even by the administrator).</p>
372 Error	<p>Could not create alert event.</p> <p>The server could not create an alert event request in the database. An associated error message contains details. The following are possible causes:</p> <ul style="list-style-type: none"> • The server could not find an Alert Events form. • More than one form with the reserved alert events fields was found. All but one form must be removed. • The request was not added to the database.
373 Error	<p>Must be administrator to access the distributed mapping.</p> <p>Only users with administrator privileges can read or change a distributed mapping definition. The current user tried to access a distributed mapping and does not have administrator privileges.</p>
374 Error	<p>Distributed mapping does not exist on server.</p> <p>The specified distributed mapping does not exist on the current server. One of these conditions exists:</p> <ul style="list-style-type: none"> • You attempted an operation against the wrong server. Change to the correct server, and retry the operation. • No distributed mapping with the specified name could be found. Specify an existing distributed mapping, and retry the operation.
375 Error	<p>Duplicate distributed mapping name.</p> <p>You cannot assign the same name to more than one distributed mapping. Choose a different name for the mapping, or rename the mapping with which the conflict exists.</p>
376 Error	<p>Cannot update this entry – this distributed entry is not the master copy.</p> <p>In a distributed environment, you can update only one entry (marked as the current master) in a chain. You tried to update a copy other than the master. Perform the update on the current master copy of the entry.</p>
377 Error	<p>The distributed or application operation specified in the filter Run Process action contains mismatched quotes.</p> <p>A distributed or application operation activated by a filter action includes one or more arguments with single (') or double quotation marks ("). Somewhere in the command line, a mismatch in the number of quotation marks exists (the number of open and closed single or double quotation marks is not even). The command-line arguments cannot be processed.</p> <p>The command line in which the mismatch exists is displayed and includes an error message. The distributed or application operation is not performed. Retry the operation, and use the correct command-line syntax.</p>
378 Error	<p>Must be Distributed Server to perform this operation.</p> <p>To run the specified delete operation against the Distributed Pending and Distributed Mapping forms, you must be the Distributed Server user (process). The distributed forms are part of the system structure and must not be deleted or modified. To delete one or both of these forms in BMC Remedy Developer Studio, select the forms for deletion, and ignore the system warning related to the forms.</p>
379 Error	<p>Problem encountered during creation of one of the distributed forms.</p> <p>When a system is licensed for the Distributed Server Option, a pair of forms is automatically created by the server. During the creation of these forms, an error occurred. An associated error message contains details. Fix the problem, and restart the <code>arsserverd</code> process (or send a SIGHUP signal) to re-create the forms.</p>

380 Note	<p>No item matches filter conditions – this operation has been defined so that "No Match" generates an error.</p> <p>A filter action was extracting data from another form, or from another table in the database, and found no rows that matched the qualification criteria. The administrator configured the action to return an error if no matches were found.</p>
381 Note	<p>Multiple entries match filter conditions – this operation has been defined so that "Multiple Matches" generate an error.</p> <p>A filter action tried to extract data from another form, or from another table in the database, and found multiple rows that matched the qualification criteria. The administrator configured the action to return an error if multiple matches were found.</p>
382 Error	<p>The value(s) for this entry violate a unique index that has been defined for this form.</p> <p>The administrator defined one or more unique indexes on this form. The values on the entry you are submitting or modifying duplicate the field (or fields) defined in the unique index. Review the values for the entry to make sure that values that must be unique are unique.</p>
383 Error	<p>File menu contains too many items on one level (maximum 1000).</p> <p>A maximum size restriction of 1000 menu items is placed on the size of file style menus when accessing the system from a Windows client. Large menus are unwieldy and can hurt performance. If you need a large menu, consider breaking it into smaller pieces and connecting the appropriate menu with the subset you are interested in.</p>
384 Error	<p>The name specified contains an invalid character. Only printable characters are allowed.</p> <p>The name contains a control character. Object names can contain only printable characters. Change the name to remove the control characters.</p>
385 Error	<p>The same ID was specified several times in a "multiple" operation API call – each ID specified for this call must be unique.</p> <p>Multiple API calls - those enabling you to perform a set of operations in a single call - do not support specifying the same ID several times in the same call. If you specify two sets of changes or specify to delete the same object several times, confusion about the desired operation can arise.</p> <p>Reissue the operation without specifying the same ID multiple times.</p>
386 Error	<p>Exception occurred while handling previous exception.</p> <p>A "nested filter exception" error is returned because a filter exception condition is already being thrown.</p>
387 Error	<p>Updating this entry will violate join condition.</p> <p>When updating an entry in a join form, an option controls whether a field used in the join qualification can be updated. To maintain data integrity of the record in the join form, this operation is not allowed using the web client. To override this error using the BMC Remedy AR System C API, specify the set option of AR_JOIN_SETOPTION_NONE. A setting of AR_JOIN_SETOPTION_REF enforces the referential integrity and causes the update to be rejected. See the C API Reference .</p>
388 Error	<p>VUI does not exist for the specified form.</p> <p>The VUI is not related to the specified form. You attempted an operation against the wrong form or server, or the structure of the form was changed to eliminate the VUI ID from the form. Change to the correct form or server or use a VUI ID that is associated with the form to complete the operation.</p>
389 Error	<p>Duplicate VUI for the form.</p> <p>The VUI is already associated with the form. Both the VUI name and the VUI ID are unique values. One or the other is already in use for this form.</p> <p>To create a VUI, specify a unique name and ID--or leave the name blank and the ID set to 0 to have the system create a name and ID for you.</p>

390 Error	<p>Cannot delete the default VUI for a form – all forms require at least one VUI.</p> <p>Every form must have at least one VUI defined. You are trying to delete the only VUI for the form, and this is not allowed.</p>
391 Error	<p>Creation of VUI failed.</p> <p>A new VUI for the form could not be created. An associated error message contains details.</p>
392 Error	<p>Field/VUI name must be unique for the form – there is already a field or VUI using this name.</p> <p>The system requires that the name for all fields and VUIs on a form be unique. You supplied a name already used by another field or VUI. Change the name of this item, and retry the operation.</p>
393 Error	<p>Status-History field cannot be used as labelField or valueField in the query menu.</p> <p>Neither the Status History field nor any part of the Status History field can be used in a query style character menu.</p>
394 Error	<p>AR System is currently in Administrator Only mode. Please retry your operation later.</p> <p>BMC Remedy AR System server was temporarily locked for use by users without administrator permissions; for example, because updates are being performed. If you cannot wait to try your operation, consult your BMC Remedy AR System administrator.</p>
395 Error	<p>The system has timed out while waiting for a process to return a value.</p> <p>An active link specified that a process is to be run on the server to return a value to be assigned to a field. The server timed out waiting for the process to return the requested value. Ask the administrator if the filter process time-out must be raised (up to 20 seconds) or if another change is needed so that the process returns a result in a timely manner.</p>
396 Error	<p>Support file for the specified object cannot be found.</p> <p>The support file is not related to the specified object. You attempted an operation against the wrong object or server, or the structure of the form was changed to eliminate the indicated support file ID from the object. Change to the correct object or server or use a support file ID associated with the object to complete the operation.</p>
397 Error	<p>Reserved field GroupList exceeds the 4000 character limit.</p> <p>The Group List field (field 104) is a reserved field with a restriction that the field cannot be more than 4000 characters in length. The definition being saved or imported has an unlimited length. Change the length to be 4000 or fewer characters.</p>
398 Error	<p>Unable to obtain the memory for cache.</p> <p>If the server is unable to allocate memory from the shared cache, this message appears, and the server terminates.</p>
399 Error	<p>Error in definition for an active link.</p> <p>The BMC Remedy AR System server detected an active link definition integrity issue. Repair or replace the active link definition.</p>

3.1.5 Error messages 400 to 500

Number	Description
400 Error	<p>The file specified for a form does not hold a form definition.</p> <p>The file that was expected to hold the definition of a form does not hold a form definition or is incorrectly formatted. The error is usually caused by a manual change to one or more BMC Remedy AR System database definition files. If you manually changed a file, the change is invalid. If you did not change a file, this is an unexpected error.</p>
401 Error	<p>Form definition in the source file is invalid.</p> <p>The file contains a form definition, but it is not the expected form definition. The error is usually caused by a manual change to one or more BMC Remedy AR System database definition files. If you manually changed a file, the change is invalid.</p>
402 Error	<p>Incorrect format in the definition file.</p> <p>A format error was detected in a definition file. This error is usually caused by a manual change to one or more BMC Remedy AR System database definition files. The error message contains the error. If you manually changed a file, the change is invalid.</p>
403 Error	<p>The form definition file field count does not match number of fields in the file.</p> <p>The number of fields defined for the form does not match the count in the form header definition. This error is usually caused by a manual change to one or more of BMC Remedy AR System database definition files. If you manually changed a file, the change is invalid. If you did not change a file, this is an unexpected error.</p>
404 Error	<p>Field ID is in the core field range but is not a defined core field.</p> <p>A field ID in the core range was found, but this is not one of the defined core fields. The ID is, therefore, an illegal ID and cannot be used.</p>
405 Error	<p>A core definition from the definition file is incorrect.</p> <p>The definition of one of the core fields is inconsistent with the rules defined for that core field. This error is usually caused by a manual change to the form definition file. If the definition file was changed, the change is invalid.</p>
406 Error	<p>One of the core fields is missing from the form file definition.</p> <p>The form definition being loaded is missing one or more of the required core fields. These fields <i>must</i> be present as part of the definition of the form. You may or may not use them, but they must be present. This error is usually caused by a manual change to the form definition file. If the definition file was changed, the change is invalid.</p>
407 Error	<p>Duplicate field/VUI ID in the form definition.</p> <p>The form definition contains a duplicate definition for one or more fields. A field or VUI ID must be unique within a form. This error is usually caused by a manual change to the form definition file. If the definition file was changed, the change is invalid.</p>
408 Error	<p>Selection data type requires a selection specification.</p> <p>All fields with a Selection data type <i>must</i> define a list of one or more values that define the selection for that field. A definition was found without that selection definition. This error is usually caused by a manual change to the definition. If the definition was changed, the change is invalid.</p>
409 Error	<p>No definition is in the file.</p> <p>The structure file does not contain definitions. This error is usually caused by a manual deletion of the contents of a structure file. If the file was deleted, it must be restored from a backup.</p>

410 Error	<p>The filter definition cannot be found in the specified file.</p> <p>A file specified as holding the definition of a filter does not contain a filter definition. This error is usually caused by a manual deletion of the contents of a structure file. If the file was deleted, it must be restored from a backup.</p>
411 Error	<p>The command definition cannot be found in the specified file.</p>
412 Error	<p>The import file is in an incorrect format.</p> <p>The import file contains data that is not part of a legal structure definition supported by BMC Remedy AR System. Remove the definition file of all lines that are not part of a legal definition, and then retry the import operation.</p>
413 Error	<p>The Active link definition cannot be found in the specified file.</p> <p>A file specified as holding the definition of an active link does not contain the definition. This error is usually caused by a manual deletion of the contents of a structure file. If the file was deleted, it must be restored from a backup.</p>
414 Error	<p>The character menu definition cannot be found in the specified file.</p> <p>A file specified as holding the definition of a character menu does not contain the definition. This error is usually caused by a manual deletion of the contents of a structure file. If the file was deleted, it must be restored from a backup.</p>
415 Error	<p>The escalation definition cannot be found in the specified file.</p> <p>A file specified as holding the definition of an escalation does not contain the definition. This error is usually caused by a manual deletion of the contents of a structure file. If the file was deleted, it must be restored from a backup.</p>
416 Error	<p>The distributed mapping definition cannot be found in the specified file.</p> <p>A file specified as holding the definition of a distributed mapping does not contain the definition. This error is usually caused by a manual deletion of the contents of a structure file. If the file was deleted, it must be restored from a backup.</p>
417 Error	<p>The group name is not a defined group.</p> <p>The system was translating the contents of a group (for example, from the Group List [field ID 104], Assignee Group [field ID 112], or a dynamic field) from a text string into the internal format of a sequence of IDs. The operation was occurring during the processing of a filter or escalation. During the conversion, an error occurred. The likely cause of the failure is that the system encounters a name that is not a defined group.</p>
418 Error	<p>Incomplete join form definition.</p> <p>During import, a form defined itself as a join form. However, one or more key pieces of information (such as the type of join or the primary or secondary form) are missing. The join form definition depends on complete information about the join, so it cannot be created.</p>
419 Error	<p>Incomplete view form definition.</p> <p>During import, a form defined itself as a view form. However, one or more key pieces of information (such as the table being referenced) are missing. The view form definition depends on complete information about the view, so it cannot be created.</p>
420 Error	<p>Invalid field type.</p> <p>With a join or view form, the field type specified in the field definition for a data field is not appropriate for that form type. For example, if the form is a join form, all data fields must be defined with a field type indicating that they are a join field because no base data fields exist when you are working with a join form.</p>
421 Error	<p>Incomplete field mapping definition.</p> <p>The field mapping of this join or view form is not consistent with the type of the form.</p>

422 Error	<p>Unrecognized escalation action type.</p> <p>The type of the action attached to the escalation is outside the allowed range of types.</p>
423 Error	<p>The container definition cannot be found in the specified file.</p> <p>The file contains a container definition, but it is not the expected definition. Make sure that you did not change the name of the file prior to import.</p>
424 Error	<p>Push fields actions that affect entries in other forms can only affect forms on the same server in a filter/escalation.</p> <p>In filters and escalations, you cannot use a Push Fields action to push values to forms residing on different servers. For more information about Push Fields actions, filters, and escalations, see Push Fields action (https://docs.bmc.com/docs/display/ars81/Push+Fields+action).</p>
429 Error	<p>The VUI definition can not be found in the specified file.</p> <p>The import file does not hold a view definition.</p>
430 Error	<p>Field ID exceeds the maximum allowed value.</p> <p>The value supplied for the field identifier exceeds the maximum allowed value. Specify a value less than or equal to 2147483647.</p>
431 Error	<p>Field of this type cannot be included in a multi-column index.</p> <p>A multi-column index was specified that includes a field type that is not allowed, such as a currency field. Remove any fields that are not allowed from the index specification</p>
432 Error	<p>Currency field has too many functional currencies to allow indexing.</p> <p>A currency field selected for indexing has too many functional currencies to index each column without exceeding the index limit of 16. Do not index the field, or remove some functional currencies from the field definition.</p>
433 Error	<p>Not a lock block definition.</p> <p>The definition file is invalid. It is possibly corrupted. Verify the validity of the export definition file and re-export it if necessary.</p>
434 Error	<p>An invalid or a corrupt lock block definition was skipped.</p> <p>A portion of the definition file was skipped because it is invalid or corrupted. Verify the validity of the export definition file and re-export it if necessary.</p>
435 Error	<p>Administrative operations must be enabled before you can modify this server setting.</p> <p>Administrative operations are disabled. Administrative operations must be enabled before you can modify this server setting.</p>
436 Error	<p>Invalid format for server information setting.</p> <p>The input value for this server setting is invalid. Verify that the input value for this server setting is the correct type and is properly formatted.</p>
437 Error	<p>The form data definition cannot be found in the specified file.</p> <p>The import file does not hold a form definition.</p>
438 Error	<p>Cache reload failure.</p> <p>Indicates that a SQL error occurred during a certain stage of the AR System server initialization. After the server cache has been loaded, patches can be provided to correct database problems. This message indicates that an error occurred during the post-cache upgrade. Contact Customer Support.</p>

439 Error	<p>Error changing field column length; ensure no existing data in the field exceeds the requested length before retrying.</p> <p><form name > (<field id >) <old length > to <new field length ></p> <p>For example;</p> <p>Error changing field column length; ensure no existing data in the field exceeds the requested length before retrying (ARERR 439)</p> <p>TestColLength (536870913) 25 to 35</p> <p>Where:</p> <p>TestColLength is the form name.</p> <p>536870913 is the field id.</p> <p>25 is the old length.</p> <p>35 is the new length.</p>
441 Error	<p>Invalid array index, out of range.</p> <p>The array index given to the AR System API is out of range for the specified array. Re-try the call with a proper index value.</p>
442 Error	<p>The required API input argument is empty.</p> <p>Supply a value for the input argument to the AR System API.</p>
444 Error	<p>Could not resolve the JNI class.</p>
445 Error	<p>Could not resolve the JNI method.</p>
446 Error	<p>Changing the field option of the field is not allowed.</p> <p>You tried to modify a field option, but this option cannot be modified.</p>
447 Error	<p>Server information associated with this tag has an invalid value.</p> <p>The AR System server configuration setting for the specified tag includes a value that is outside the range of valid values or that is NULL for a non-NULL configuration. The error message provides information about the valid values. Fix the invalid value in the AR System Administration: Server Information form (recommended) or in the server configuration file, and then retry the operation.</p>
448 Error	<p>File size limit exceeded.</p> <p>The maximum log file size of 2GB was reached for the specified log file. Reset the log file before reaching the limit or configure the log file to be circular.</p>
450 Warning	<p>Cannot find the report definition file.</p> <p>The operation will continue without the file identified. When creating or updating an active link, a macro action or else definition contains a reference to a report file that does not exist. The active link is created or updated without the file. If it is replayed, the user receives a warning about the missing file. Locate the expected file, and put it in the proper location; then, reselect the macro in the action, and update the active link definition to have the file included in the active link.</p>
451 Warning	<p>Report definition file failed to load into server. The operation will continue without this file.</p> <p>While trying to read a report file referenced in a macro definition embedded in the active link definition being created or modified, the system encountered an error, and the report file was not retrieved. The operation continues without the report file. The file is not saved as part of the definition.</p>

452 Note	<p>Could not find or read the optional license tags file.</p> <p>BMC Remedy AR System cannot locate the <code>arsystem.tag</code> file. This file is used by applications to manage application licensing requirements. The tags file may not be present if no application has installed it.</p>
460 Error	<p>Audit Configuration information cannot be found in the <code>ar.conf/ar.cfg</code> file.</p> <p>Application auditing was enabled, and the system tried to load configuration information for the application auditing but could not locate it in the configuration file. Contact Customer Support.</p>
461 Error	<p>The AR Server version does not match the Lite license AR Server version included with the licensed application.</p> <p>BMC Remedy AR System on the server containing the application was updated to a different version. The licensed application is supported only on the version of BMC Remedy AR System included with the application. Install the BMC Remedy AR System included with the licensed application.</p>
462 Error	<p>The form is not a member of a Lite licensed application.</p> <p>A form was added to a licensed application that does not support added forms. You cannot add forms to this application.</p>
463 Error	<p>Cannot create a form in a Lite licensed AR Server.</p> <p>You tried to create a form on a BMC Remedy AR System server that was installed with an application that does not support added forms. You cannot add forms on this BMC Remedy AR System server.</p>
464 Error	<p>Cannot change the form name in a Lite licensed AR Server.</p> <p>You tried to change the name of a form on an BMC Remedy AR System server that was installed with an application that does not support changing the names of forms. You cannot change the name of a form on this BMC Remedy AR System server.</p>
465 Error	<p>Cannot change the form mapping criteria in a Lite licensed AR Server.</p> <p>You cannot change the join criteria of a join form or the properties of a join, vendor, or view form on this BMC Remedy AR System server.</p>
466 Error	<p>Invalid or pre 6.0 AR Server license file.</p> <p>The license file is corrupted, formatted incorrectly, or from a version of BMC Remedy AR System prior to 6.0. Do not edit the license file. Contact Customer Support.</p>
467 Error	<p>AR Server license import option can only be 0 or 1.</p> <p>Specify 0 or 1 for the license import option. For more information, see the C API Reference .</p>
468 Error	<p>Error reading license cache table.</p> <p>An error occurred in loading data from the <code>license_cache</code> table in the AR System database.</p>
469 Warning	<p>Warning, this key is not valid for this server.</p> <p>This warning indicates that the entered key is not valid for the AR System server on which it was entered. If the server is in a server group, the key might be valid for one of the other servers in the group. In that case, ignore the warning. If this warning appears on a single server, a problem exists with the license entry. Check the fields of the key for leading or trailing spaces, and make sure that the correct Host ID was used when the key was generated.</p>
470 Error	<p>User Cache utilities are disabled.</p> <p>The arcache utility was run on an AR System server that is configured to disallow the arcache utility.</p>
474 Warning	<p>No licenses in supplied file.</p> <p>Indicates that the file supplied during an <code>ARImportLicense()</code> API call does not contain valid licenses. Supply the correct file name.</p>

475 Error	<p>Too few arguments specified for upgrade program.</p> <p>The program that upgrades the database structure to the current structure requires more arguments than you specified. The upgrade program is run automatically as part of the installation operation. You need not run this program.</p>
476 Error	<p>Too many arguments specified for upgrade program.</p> <p>The program that upgrades the database structure to the current structure requires fewer arguments than you specified. The upgrade program is run automatically as part of the installation operation. You need not run this program.</p>
477 Error	<p>Oracle 8.0 is no longer supported by upgrade.</p> <p>The program that updates the database structure to the current structure no longer supports version 8.0 of the Oracle® database. Upgrade to Oracle 8i or higher.</p>
478 Error	<p>This 6.3 Unicode database is not yet ready for upgrade. Please contact Customer Service for details on how to prepare your database before attempting an upgrade to a 7.0 Unicode database.</p> <p>When upgrading an AR System 6.3 Unicode server to an AR System 7.0 or later Unicode server, you must first run a utility that prepares the database for this upgrade. If the utility has not been run, the installer generates this error.</p>
479 Warning	<p>The temporary column control.unicode63handled, created for upgrading the 6.3 Unicode database to a 7.0 database, could not be deleted. Please delete this column manually.</p> <p>When upgrading a previous installation to AR System 7.0 or later, the installer creates temporary tables to allow it to move and transform data types. After this data move is completed, the installer attempts to delete these columns. If the delete fails, this error is generated.</p>
480 Error	<p>Status History field is not supported on View forms.</p> <p>You cannot create a Status History field on a view form.</p>
481 Error	<p>Requested database table not found. Please check the spelling (table name is case-sensitive).</p> <p>The correct column information (for example, the right number of columns) for the external schema was not retrieved.</p>
482 Error	<p>This View Form contains empty Request IDs. Ensure that the key field is set to a non-null, unique column to avoid data corruption.</p> <p>You cannot search the database for the entry ID in a view form if its value is NULL.</p>
483 Note	<p>Please restart the AR System Server for the changes to take effect.</p> <p>Restart AR System.</p>
485 Error	<p>The reservedIdOKList parameter in the ARCreateMultipleFields() API function is blank. This parameter must be either "Yes" or "No" or "1" or "0".</p> <p>The reservedIdOKList parameter in the ARCreateMultipleFields() API function was supplied as a null pointer. This parameter must be supplied with a pointer to an ARBooleanList.</p>
486 Error	<p>The list parameter does not have the same item count as in the Field ID list.</p> <p>A list parameter supplied in an ARCreateMultipleFields() or ARSetMultipleFields() API call does not have the same number of elements as the fieldIdList parameter. All list parameters that are supplied must have the same number of elements.</p>
487 Error	<p>Set field status list cannot be empty. The setFieldStatusList parameter in the ARSetMultipleFields() API function was supplied as a null pointer. This parameter must be supplied with a pointer to an ARStatusListList.</p>

488 Error	<p>Field creation error occurred at the indicated list position.</p> <p>An error occurred during one of the individual field creations for an <code>ARCreateMultipleFields()</code> API call. The specific error is reported as an item in the status list. This error supplies appended text containing the zero based list position of the field the error occurred on. For example, if the appended text is 2, the error occurred on the third field in the field list.</p>
489 Error	<p>At least one set field failed in a multi-field operation.</p> <p>At least one error occurred during the operation of the <code>ARSetMultipleFields()</code> API call. If this error is returned, the <code>setFieldStatusList</code> parameter supplies the details of the individual field failures.</p>
490 Error	<p>Invalid preference server option, out of range.</p> <p>Check preference server settings and make any necessary corrections.</p>

3.1.6 Error messages 501 to 600

Number	Description
504 Error	<p>Missing or invalid form definition file.</p> <p>The server could not open the form data dictionary file (<code>form.ar</code>). This file is in the database directory referenced by the <code>Server-directory</code> setting in the <code>ar.conf</code> file (UNIX) or the <code>ar.cfg</code> file (Windows). Make sure that the directory setting is correct. If it is correct, look in that directory for the definition file. An associated error message explains why the file was not opened. If the file is not present, restore the file from a backup. Verify the permissions on the file to make sure that the user running the <code>arserverd</code> process has read and write access. Update ownership or permissions as needed.</p>
524 Error	<p>This operation encountered an error and the transaction has been rolled back.</p> <p>Due to a workflow design error or an AR System internal error, the transaction is not committed. To ensure database integrity, the transaction was rolled back.</p>
550 Error	<p>Unable to connect to the SQL database. Please ensure the SQL database is running or contact the Database Administrator for help.</p> <p>An error occurred when the system tried to open a connection to the SQL database. An accompanying error message provides details. The <code>ar.conf</code> file (UNIX) or the <code>ar.cfg</code> file (Windows) file contains definitions for the environment variables to set for each database. The value for <code>Dbhome-directory</code>, applicable only to UNIX, is the directory of the database server or client installation on the UNIX computer where BMC Remedy AR System is installed. The names of other needed settings begin with the name of the database (for example, <code>Sybase-Server-Name</code> or <code>Oracle-SID</code>). Make sure that these values are correct. If you moved your database or changed these parameters, update the requests in this file and then restart the <code>arserverd</code> process.</p>
551 Error	<p>Unable to connect to the SQL database.</p> <p>This error can have several causes, including:</p> <ul style="list-style-type: none"> • During server start-up, the database was not accessible. Verify that the database is running and is accessible to the AR System server. • During operation, this error can occur if AR System needs to contact an external database that is not accessible, for example, when opening a view of an external table. <p>When ARERR 551 occurs, the database error is usually captured in the BMC Remedy AR System SQL log. To help diagnose the cause of this error, generate client-side ARAPILOGGING (when the error is generated from user interaction) and server API and SQL logging to identify the call that failed and the specific database error message.</p>
552 Error	<p>The SQL database operation failed.</p> <p>A SQL database error occurred during an operation against the database. An associated error message contains the full text of the error message from the database. This error could be caused by a direct SQL command in active link or filter workflow. To identify the database error, turn on SQL and Filter logging on the AR System server. The database error will appear in the SQL log. Also turn on client workflow logging as well as ARAPILOGGING. Use the workflow logging to identify the SQL operation that causes the error, and use the database error from the SQL log to work with the database administrator or database vendor to identify and resolve the database problem.</p>

553 Error	<p>Operation requested is too large for a single SQL command.</p> <p>The operation you attempted generates a SQL command that is too large for the database to process.</p> <p>If the error occurs during execution of workflow, turn on filter logging and active link logging on the AR System server to identify the workflow involved. In the case the resolution is to modify the workflow to reduce the size of the operation.</p> <p>If the error occurs when saving a form or other workflow object, the reason for the error might be the size of the CREATE VIEW statement generated when the form is saved. You might need to reduce the number of fields on the form. In this case, the CREATE VIEW statement in the BMC Remedy AR System SQL log might be truncated. To troubleshoot the error in this case, engage database administration support to capture the full CREATE VIEW statement in the database logs and to provide information about database limitations.</p>
554 Error	<p>The Control record for the data dictionary in the database is missing.</p> <p>This is a serious error. The Control record for the data dictionary in the database is missing or contains no records. This error usually indicates a failed installation or a permissions issue. If the error occurred immediately after an installation, the installation might not have been successfully completed. To identify the cause of the problem, use the installer logs. If the table exists and contains a single valid record, work with the database administrator to determine whether the database has a permissions problem.</p>
555 Error	<p>One or more selection values are missing from the data dictionary in the database.</p> <p>This is a serious error. One or more enumerated (selection) values are missing from the data dictionary in the database, or are corrupted. This error is most often generated when the AR System server starts up. To troubleshoot this error, gather and provide the following information and to BMC technical support:</p> <ul style="list-style-type: none"> • The <code>arerror.log</code> file. • In release 7.5 and later, if the error occurs during server startup, use the database consistency checker (the <code>-dbcheck</code> server option) and capture the output to a log file. For more information, see Running the database consistency checker (https://docs.bmc.com/docs/display/ars81/Running+the+database+consistency+checker). • On UNIX, also capture the UNIX console output during startup when the error is generated.
556 Error	<p>Missing data in the SQL database.</p> <p>This is a serious error. Data expected to be found in the database cannot be found. This error can be caused by data missing in a table associated with a base data table. It can also be caused when the data dictionary definition of a form or other object is corrupt or inconsistent. When the data is managed through BMC Remedy AR System, all appropriate cross-references are maintained. If you manually updated data in the database, you might have broken a required reference. Manual updates at the database level are not supported and can result in errors during AR Server startup or caching of form and object definitions. To troubleshoot this error, gather and provide the following information to Customer Support:</p> <ul style="list-style-type: none"> • The <code>arerror.log</code> file. • The API and SQL logs, which help identify which forms or tables were involved. • (Release 7.5.00 and later) If the error occurs during server startup, use the database consistency checker (<code>-dbcheck</code> server option) and capture the output to a log file. See Running the database consistency checker (https://docs.bmc.com/docs/display/ars81/Running+the+database+consistency+checker). • (UNIX) The UNIX console output during startup when the error is generated.

557 Error	<p>More data was found in the database than was expected.</p> <p>This is a serious error. More data was found in the database than was expected. This error is usually caused by inconsistent definitions in the data dictionary. When the definitions are managed through BMC Remedy AR System, all data is updated appropriately to avoid extra definitions. If you manually updated the data dictionary definitions, you might have added data that conflicts with existing definitions. To troubleshoot this error, gather and provide the following information and to BMC technical support:</p> <ul style="list-style-type: none"> • The <code>arerror.log</code> file. • The API log and the SQL log. These will help identify which forms or tables were involved. • In release 7.5 and later, if the error occurs during server startup, use the database consistency checker and capture the output to a log file. For more information, see Running the database consistency checker (https://docs.bmc.com/docs/display/ars81/Running+the+database+consistency+checker). • On UNIX, also capture the UNIX console output during startup when the error is generated.
558 Error	<p>Form or field definition is missing.</p> <p>This is a serious error. One of the data dictionary entries defining a form or field is missing. To troubleshoot this error, gather and provide the following information and to BMC technical support:</p> <ul style="list-style-type: none"> • The <code>arerror.log</code> file. • In release 7.5 and later, if the error occurs during server startup, use the database consistency checker and capture the output to a log file. For more information, see Running the database consistency checker (https://docs.bmc.com/docs/display/ars81/Running+the+database+consistency+checker). • On UNIX, also capture the UNIX console output during startup when the error is generated.
559 Error	<p>Character string exceeds maximum size allowed.</p> <p>The total length of a character or diary string exceeds the maximum size of a string allowed in the underlying database (500K characters for Oracle). If the field is a character string, edit the data to less than the maximum allowed. If the field is a diary field, you cannot add data to the field for this request. Each database vendor has its own limitations for field sizes. If you have questions, ask your database administrator.</p>
560 Error	<p>Multiple actions have the same internal index (likely data corruption).</p> <p>This is a serious error. More than one action for a filter or active link contains the same internal sequencing number. This number allows ordering of the actions in the proper sequence. If you manually changed the database, undo the change you made to restore the database to a consistent state.</p>
561 Error	<p>The underlying database does not support qualifications on fields with a length over 4000 bytes for Oracle or 255 bytes for all other databases.</p> <p>Your SQL database engine does not allow qualifications on diary fields or character fields whose maximum length is greater than 4000 bytes for Oracle or 255 bytes for all other databases. You cannot specify a qualification that includes a reference to these types of fields.</p>
562 Error	<p>Help text or change diary definition is missing.</p> <p>The SQL database engine being used stores Help text and change diary information in separate tables from the structure definition. The Help text or change diary entry for a structure is missing. Even when no Help text or change diary exists, a <code>NULL</code> entry is in these tables. If you manually changed the database, undo the change you made to restore the database to a consistent state.</p>
563 Error	<p>% cannot be used to search for entries in SQL database.</p> <p>The SQL database engine being used does not support the modulo operator. You can use the modulo operator in filter, active link, and escalation qualifications, but you cannot use it to search for entries in the database.</p>
564 Error	<p>Field references on the right side of the LIKE operation is not supported by SQL database.</p> <p>The SQL database engine being used does not support field references in a LIKE operation. You cannot specify a search that includes a field on the right side of a LIKE operator.</p>

565 Error	<p>The requested value is beyond the number of values returned.</p> <p>A SQL command was issued, and values are being retrieved from the database. A request was made for a value from the command. However, the index of the column requested is greater than the <i>number of columns</i> that were requested. If you are using the SQL option of the Set Fields operation, correct the definition of the SQL command used as the qualification to include sufficient columns, or correct the assignment to include one of the returned values. If you are not using the SQL option of the Set Fields operation, this is an internal error.</p>
566 Error	<p>Requested record is locked by another user. Please retry.</p> <p>A deadlock condition was detected in the database. The operation for which this message was received was canceled. Because the deadlock condition <i>should</i> be trapped and the command automatically retried by the server, you should not receive this error message. If you receive this message, continue by reissuing the command. Record the operation you were performing (and the message received), and contact Customer Support.</p>
567 Error	<p>Failed to connect to database after multiple attempts.</p> <p>The system tried to establish a connection with the database and received errors after multiple attempts.</p>
569 Error	<p>The number of database records affected by a SQL statement was not available from the database.</p> <p>The database was configured not to supply the number of records affected by a SQL statement. Configure the database to supply this information. For example, on Microsoft SQL Server, the <code>No count</code> connection option cannot be selected.</p>
570 Error	<p>Incorrect format in the SQL command.</p> <p>This is an internal AR System server error that happens while creating a new SQL command from another one. If this error occurs, check the SQL and API logs to help debug the issue.</p>
590 Note	<p>SQL database is not available – will retry connection.</p> <p>The SQL database is unavailable. The process periodically retries the connection until a connection is obtained or it encounters a fatal error.</p>
591 Note	<p>SQL database is still not available – continuing to attempt connection.</p> <p>This message periodically appears while the system tries to connect to a SQL database that is not responding. It is preceded by message 590. This message is issued as a reminder that the system is not connected, but that it is continuing to retry the connection.</p>
592 Note	<p>SQL database is now available.</p> <p>The previously unavailable SQL database is now available, and a connection was established. This message follows either message 590 or 591.</p>
600 Error	<p>Error while opening/reading from BMC Remedy AR System directory file.</p> <p>The system failed to retrieve the list of BMC Remedy AR System servers. This list is retrieved only when you specify an update to <i>all</i> servers. If you start the tool from the command line and you use the command-line option <code>-s</code> to specify an update to a single server, this error cannot occur because no server list is accessed.</p>

3.1.7 Error messages 601 to 700

Number	Description
601 Error	<p>Unrecognized command line option.</p> <p>The specified command-line argument is not a recognized argument for this program. Verify the definition of the program for information about the valid command-line arguments. The program does not execute with invalid arguments specified.</p>
602 Error	<p>Cannot specify both -G and -U and cannot specify either more than once.</p> <p>The command line has both a -G and a -U option, or it has one or both options specified two or more times. One of the two options must be specified, but they cannot both be specified in the same command. You must break the operation into two commands.</p>
603 Error	<p>Must specify one or both of the options -u and/or -g.</p> <p>Either the -u, the -g, or both options must be specified for the arreload program. Specify which user or group form to use to reload the cache.</p>
604 Error	<p>Must specify the operation to be performed (-G or -U).</p> <p>Specify either the -G or the -U option for this command. Indicate whether you are adding or deleting a group or user entry.</p>
605 Error	<p>One or more of the command line options is not appropriate for operation.</p> <p>A command-line argument is not appropriate for the operation being performed. Review the documentation of the command for details about the options allowed with each operation.</p>
607 Error	<p>An option required for the operation is missing.</p> <p>A required option for the specified operation is missing. Supply all required options. Review the documentation for the command for details about the options required with each operation.</p>
608 Error	<p>A required value for the command line option is missing.</p> <p>The specified option expects a value but none was specified. Supply an appropriate value.</p>
609 Error	<p>Invalid tag for Group or User operation.</p> <p>The specified value is not one of the legal tags (a or d) for the -U or -G option. Specify whether the system is adding or deleting the entry specified.</p>
610 Error	<p>Error while accessing server cache file (server.ar).</p> <p>The server could not open the access control server cache file (server.ar). This file is in the database directory referenced by the Server-directory setting in the ar.con file (UNIX) or the ar.cfg file (Windows). Make sure that the directory setting is correct. If it is correct, look in that directory for the file. An associated error message explains why the file was not opened. If the file is not present, restore the file from a backup. Verify the permissions on the file to make sure that the user running the arserverd process has read and write access. Update ownership or permissions as needed.</p>
611 Error	<p>Dynamic group cannot be in a computed group definition.</p> <p>Dynamic groups are not permitted in the definition of a computed group.</p>
612 Error	<p>No such user is registered with this server.</p> <p>The user specified as the administrator user to allow you to perform this command is not a recognized user in the system. Connect with a valid user with administrator access.</p>

613 Error	<p>Group type can only be 1 (view) or 2 (change).</p> <p>The value for the group type option must be an integer code 1 for a view group and 2 for a change group. The value specified is not one of these values. Re-enter the command, and specify an appropriate value.</p>
614 Error	<p>License type can only be 0 (none), 1 (fixed), or 2 (floating).</p> <p>The value for the license type option must be an integer code (0 = no license, 1 = fixed license, 2 = floating license). The value you specified is not one of these values. Re-enter the command, and specify an appropriate value.</p>
615 Error	<p>No such user exists.</p> <p>The user trying to log in is not a registered user. Although the system was configured to allow guest users, the user is not allowed to log in as a guest user because the user name differs from a registered user.</p>
616 Error	<p>The specified Group ID is invalid for this group type.</p> <p>An incorrect group ID value was specified for a dynamic group, or a group ID in the dynamic group range was specified for a regular group. Group IDs in the range from 60000 to 60999 must be used only for groups in the dynamic group category.</p>
617 Error	<p>Computed group includes circular reference.</p> <p>The computed group definition contains a circular reference. Remove the circular reference.</p>
618 Error	<p>The syntax of the computed group qualification is incorrect.</p> <p>The syntax of the computed group qualification is incorrect. Make sure that the syntax is correct.</p>
619 Error	<p>Computed group list contains invalid information.</p>
620 Error	<p>Two forms contain the same open license tag – ignored for both forms.</p> <p>The system found two forms containing the same open license tag specified in the change history. An associated error message identifies the forms.</p>
621 Error	<p>Problem processing the license tag file – license tag file ignored.</p> <p>The system encountered an error while trying to process the license tag file.</p>
622 Error	<p>Problem while preparing open write licensing – open write licensing may be incomplete.</p> <p>The system encountered an error while trying to prepare open write licensing. An associated error message contains details.</p>
623 Error	<p>Authentication failed.</p> <p>Make sure that your user name and password were entered correctly.</p>
624 Error	<p>User account locked out due to too many bad password attempts.</p> <p>Consecutive login attempts failed because of invalid passwords. The AR System server administrator can configure the number of attempts to allow. To unlock your account, reset your password or contact your administrator.</p> <p>To ensure that this error message appears instead of error 623, set the following parameters in the ar.cfg or ar.conf file:</p> <p>Display-General-Auth-Message: F Max-Password-Attempts: 3</p>
625 Warning	<p>Date in the holiday list is invalid.</p> <p>A date in the holiday list of the Business Time Holiday form is not a legal date. Illegal dates are ignored and processing continues.</p>

626 Warning	<p>Time in the workday definition is invalid.</p> <p>A time specified in the Business Time Workday form is invalid. Invalid times are treated as if no time was specified, and processing continues.</p>
635 Error	<p>The reserved holiday fields exist on multiple forms. They are only allowed to exist on one form.</p> <p>The system found two forms containing the reserved holiday fields. For business time processing to continue, delete one of the forms. An associated error message identifies the forms.</p>
636 Error	<p>No Holiday form could be found on the server.</p> <p>The system could not find a form with the specified reserved holiday fields on it. Business time processing involving holiday schedules cannot proceed without this form. During installation, a definition file with copies of the business time forms was placed on the server system. The Holiday form can be imported from that definition.</p>
637 Error	<p>No holiday definition exists with the specified tag.</p> <p>The tag included in this message was specified as a holiday tag on a business time calculation. However, this tag cannot be found in the Holiday form. Either correct the workflow to reference a legal tag, or add a new tag to the Holiday form.</p>
638 Error	<p>Two forms contain all the reserved workday fields – delete one to continue.</p> <p>The system found two forms containing the reserved workday fields. For business time processing to continue, delete one of the forms. An associated error message identifies the forms.</p>
639 Error	<p>No Workday form could be found on the server.</p> <p>The system could not find a form with the specified reserved workday fields on it. Business time processing involving workday schedules cannot proceed without this form. During installation, a definition file with copies of the business time forms was placed on the server system. The Workday form can be imported from that definition.</p>
640 Error	<p>No workday definition exists with the specified tag.</p> <p>The tag included in this message was specified as a workday tag on a business time calculation. However, this tag cannot be found in the Workday form. Either correct the workflow to reference a legal tag, or add a new tag to the Workday form.</p>
641 Error	<p>Open hours must be included in the workday schedule definition.</p> <p>The workday schedule does not contain any open hours. For a workday schedule to be valid, at least one minute during the week must be defined as open. Fix the definition to specify open times for the schedule.</p>
642 Error	<p>The reserved Time Segment fields exist on multiple forms. They are only allowed to exist on one form.</p> <p>The Business Time Segment form must be unique. You cannot have more than one copy of this form.</p>
643 Error	<p>No Time Segment form could be found on the server.</p> <p>The shared library you are using for the catalog is old or corrupted.</p>
644 Error	<p>The specified Time Segment does not exist in the Business Time Segment form.</p> <p>You specified a time segment that does not exist in the Business Time Segment form. Make sure that the associated tag name is correct, or create another Time Segment.</p>
645 Error	<p>The level specified has to be from 1 to 1000.</p> <p>The level parameter of the Application-Bus-Time2-Get-Free-Window command is out of range. Rerun the command, specifying a level of 1 to 1000.</p>
646 Error	<p>The reserved Segment-Entity Association fields exist on multiple forms. They are only allowed on one form.</p> <p>The Business Segment-Entity Association form must be unique. You cannot have more than one copy of this form.</p>

647 Error	<p>No Business Time Segment-Entity Association form could be found on the server.</p> <p>A Business Segment-Entity Association form was not found. This error can occur if the shared library you are using for the catalog is old or corrupted.</p>
648 Error	<p>Level 1 Time Segments must be 'Available' and Level 2 must be 'Unavailable.'</p> <p>Level 1 and Level 2 Time segments are special time segments. Level 1 can only be Available and Level 2 can only be Unavailable.</p>
649 Error	<p>Recurrence Start Time must be less than Recurrence End Time.</p> <p>For a recurrence time segment, the start time must be less than the end time.</p>
651 Error	<p>ARFullTextInfoList structure is empty.</p> <p>The ARFullTextInfoList structure is either NULL or empty. To set one or more pieces of server information, the settings and their values must be specified.</p>
652 Error	<p>The Full text information data for this tag has an incompatible data type or the value is out of range.</p> <p>The full text search (FTS) information for the specified tag represents a piece of information that has a data type different from the type specified in the update operation, or the value specified is out of the legal range of values for the FTS information setting. Retry the operation, specifying the correct data type for the value.</p>
653 Error	<p>Full text information data for this tag is invalid.</p> <p>The data value specified for one of the full text search (FTS) values is an empty string. If a value is specified, it must have a legal value assigned. Omit this value from the Set operation, or supply a value.</p>
654 Error	<p>Unrecognized full text information tag.</p> <p>You specified a code for a piece of full text search (FTS) information that was not recognized. Review the #define statements in the include file ar.h for a list of all valid codes that can be specified.</p>
655 Error	<p>ARFullTextInfoRequestList list is empty.</p> <p>The value you specified for the list of information to retrieve from the FTS value was NULL or empty. To retrieve information, specify what information you are trying to retrieve.</p>
656 Error	<p>Unable to connect to the full text database.</p> <p>The server encountered an error while trying to connect to the full text search (FTS) database. An associated error message contains details. Fix the problem, and restart the server process.</p>
657 Error	<p>Unable to complete the full text search operation.</p> <p>This generic message indicates that an error occurred during a full text search (FTS) operation. An associated error message contains the full text of the error message from the FTS engine.</p>
658 Error	<p>Failed to read full text documents.</p> <p>While performing a full text search (FTS) operation, an error occurred while reading from the FTS database. An associated message contains the full text of the error message from the FTS engine.</p>
659 Error	<p>An error has occurred while opening the "Ignore Word" file.</p> <p>While the system tried to retrieve or set the Ignore Words list, an error occurred. An associated message contains the full text of the error message from the full text search (FTS) engine.</p> <p>This error is often caused by a permission problem with the Ignore Words list file. Search the FTS home directory and index directory for a file named style/style.stp. The file must exist in each directory, and the user running BMC Remedy AR System server must have read and write access to the files.</p>

660 Error	<p>An error occurred while updating the "Ignore Word" file.</p> <p>While the system tried to update the Ignore Words list, an error occurred. An associated error message contains the full text of the error message from the full text search (FTS) engine.</p>
661 Error	<p>Unable to change the full text index directory.</p> <p>An error occurred during an attempt to change the location of the full text search (FTS) index directory. An associated error message contains the full text of the error message from the FTS engine.</p> <p>This error commonly occurs when the target location does not exist, does not have appropriate permissions, or does not have enough disk space for the existing FTS index.</p>
662 Error	<p>Operation requested is too large for a single full text search command.</p> <p>The operation you attempted generates a full text search (FTS) command that is too large for the database to handle. Break the operation into smaller pieces. For example, if you are searching on many different fields that are FTS-enabled or you are issuing many different qualifications against a single FTS-enabled field, reduce the number of operations being performed. Consider using the accrue capability to combine searches for multiple values on the same field.</p>
663 Error	<p>Full text search cannot be done on a field that is not a character, diary, or attachment field.</p> <p>An error occurred during a full text search (FTS). An attempt was made to search on a field that is not a character, diary, or attachment field. This message indicates an error in the database structure tables. Contact Customer Support.</p>
665 Error	<p>This server does not have a Full Text Search license.</p> <p>An attempt was made to retrieve or set information about the full text search (FTS) environment on the server, but no Full Text Search Option licenses are defined for the server. If you are not using the product's FTS capability, ignore this error. To use the FTS capability, obtain a license.</p>
666 Error	<p>Full text operations are disabled – turn on full text operations and retry your operation.</p> <p>You tried to perform an operation that can only be performed when the full text search (FTS) state is set to Enabled. It is set to Disabled. To perform this operation, change the FTS state to Enabled, and retry.</p>
667 Error	<p>Full text operations are enabled – turn off full text operations and retry your operation.</p> <p>You tried to perform an operation that can only be performed when the full text search (FTS) state is set to Disabled. It is set to Enabled. To perform this operation, change the FTS state to Disabled, and retry.</p>
668 Error	<p>Invalid full text search query.</p> <p>The full text search (FTS) operation failed because the search criteria had syntax errors. An associated error message contains complete information from the FTS engine. Contact Customer Support for assistance in resolving the error.</p>
669 Error	<p>The Destination full text index directory already exists.</p> <p>You tried to move the location of the full text search (FTS) index directory. The target directory already exists. To move the index directory, the directory you will be using cannot already exist. If the directory you specified is incorrect, change the name to the directory you want. If it is correct and an empty directory is in place, remove the directory and retry the operation.</p>
670 Warning	<p>The full text search index on this field is being created but may take some time to finish. Default search is used for now.</p> <p>The field you are performing the search on is a full text search (FTS) enabled field; however, the index does not exist on this field. Its creation is pending. It might take a few minutes or a few hours for the index to be created and put in place, depending on the amount of indexing pending.</p> <p>For now, the system defaults to the search strategy supported by the underlying database. When the indexing is completed, the field will be available for full text searches again.</p>

671 Error	The indexer for running the Full Text Search indexing cannot be found.
672 Error	Status History field cannot be indexed for Full Text Search. The Status History field (core field ID 15) cannot be enabled for a full text search. You performed an operation that attempted to index this field.
673 Warning	The query compares two fields that involve full text indexed fields. The full text search capability does not support comparing two fields. The comparison will be made using the functionality of the database.
674 Error	The search query matched too many words in the FTS dictionary. The attempted query involved a full text search (FTS) indexed field, and the search term matched too many words in the FTS dictionary.
675 Error	FTS home directory can only be set by the installer, and not by using arsetfulltextinfo API call. You cannot use the API call arsetfulltextinfo to set the FTS information home directory. This directory is set during installation.
677 Error	License type can only be 0 (none), 1 (fixed), 2 (floating), or 3 (restricted read). The value for the license type option must be an integer code (0 = no license, 1 = fixed license, 2 = floating license, or 3 = restricted read license). The value you specified is not one of these values. Re-enter the command, and specify an appropriate value.
678 Error	Full text indexing is disabled – turn on full text indexing and retry your operation. A full text related operation was requested, but full text indexing is not enabled.
679 Error	Form based search is not allowed without a full text license or while full text searching is disabled. A search was requested using the special form-based search field in the qualification. To use this feature, you need a current license of the specified type, and you must enable full text searching.
680 Error	Full Text Search User Licenses are available but the Full Text Search engine is not installed or installed incorrectly. If full text user licenses are on the system, the server tries to load the specified library. If the full text search engine is installed, it is installed incorrectly. If the full text search engine is not installed, install it to activate the full text search feature. If you do not want to use the full text feature, remove the full text user licenses or ignore the error message.
681 Error	Due to the field length change, the corresponding full text index is being rebuilt.
682 Warning	Full text search service not available; a database search was performed. The AR System search service is not available, so the search was performed against the database. Contact your AR System administrator.
683 Warning	Full text search is disabled because it is not configured properly; a database search will be performed. An error occurred when the server attempted to initialize for full text search and did not find the required configuration values for collection directory and configuration directory. Use the BMC Remedy AR System Administration: Server Information form to configure locations for the full text search collection and configuration directories.
685 Warning	FTS Plugin is not available – will retry connection. The full text search plug-in is not responding. Check with your AR System administrator to verify the status of the plug-in server.

686 Warning	<p>A re-indexing will be performed for each full text indexed field on the form at the specified time(s) in place of an update scan due to the absence of a last modified time field (field ID 6) on the form.</p> <p>A full text indexing scan for changes was defined for the current form. The form does not have a Last Modified Time field that can support a scan for entries updated since the last scan. Therefore, each scan performed on this form completely re-indexes the form.</p> <p>Investigate whether you can add support for a Last Modified Time field to the form to provide more efficient indexing.</p>
687 Error	<p>Table field cannot be indexed for multi-form search because the qualification contains an external qualifier and/or display-only fields.</p> <p>The table field qualification is not compatible with multi-form search indexing, so the field cannot be selected for indexing. Create a shadow table field with a simpler qualification that can be used for multi-form search indexing.</p>
688 Error	<p>Only one form can contain the Multi-Form Search fields.</p> <p>An attempt was made to create a form with fields reserved for the existing multi-form search system form. You cannot create a form with multi-form search fields.</p>
689 Warning	<p>At least one field in the forms being searched is in the process of being indexed which may effect the search results.</p> <p>A multi-form search is being conducted against indexes that are in the process of a bulk field update. Results might vary depending on the completion status of the operation.</p>
690 Error	<p>No search term specified in the AR System Multi-Form Search form.</p> <p>A search term is required to perform a multi-form search. Specify at least one search term.</p>
691 Error	<p>Either the Form List is empty or forms do not have any FTS fields in the AR System Multi-Form Search form.</p> <p>The form lists contains no indexed fields on which to search. Specify forms that provide fields to be searched.</p>
692 Error	<p>Full text license is required for Multi-form search feature.</p> <p>An attempt was made to use the multi-form search feature without a full text system license. Obtain a system license for full text search before attempting to use the multi-form search feature.</p>
693 Error	<p>Update operation is not allowed on AR System Multi-Form Search form.</p> <p>An attempt was made to perform an update operation on the AR System Multi-Form Search form. No type of update is allowed through this form.</p>
694 Error	<p>The AR System Multi-Form Search form cannot be used for the specified operation.</p> <p>An attempt was made to perform an unsupported retrieval operation on the AR System Multi-Form Search form. The retrieval operation name is appended. This type of retrieval is not allowed through this form.</p>
695 Error	<p>Full Text MFS Category Name property can only be specified for a Character field.</p> <p>An attempt was made to designate a non-character field as a multi-form search category field. Only character fields may be designated as multi-form search category fields.</p>
696 Error	<p>The field needs to have public permissions to be a full text Multi-Form Search Category or Title field.</p> <p>An attempt was made to designate a non-public field as a multi-form search category or title field. Only public fields may be designated as multi-form search category or title fields.</p>
697 Error	<p>You can only use the Full Text Indexed fields as the Weighted relevancy fields for Multi-Form Search on a form.</p> <p>An attempt was made to designate a non-indexed field as a weighted relevancy field on a form. Only indexed fields may be designated as weighted relevancy fields on a form.</p>

698 Error	<p>Full Text MFS Category Name must be unique on a form -- there is already a field using this name.</p> <p>An attempt was made to specify a multi-form search category name that is already in use for the current form. Specify a different name that is not already in use as a category name on the current form.</p>
699 Error	<p>Full text search attributes cannot be specified for multi-form search system form.</p> <p>An attempt was made to establish full text search properties on the AR System Multi-Form Search form. Full text search properties are not allowed on the AR System Multi-Form Search form.</p>
700 Error	<p>The system failed to connect to the network management platform.</p> <p>The system failed to connect to the network management platform. An associated error message contains details. Fix the problem (for example, run the network manager if the manager is not running), and rerun the daemon.</p>

public

3.1.8 Error messages 701 to 800

Number	Description
701 Error	<p>The system failed to connect to the event dispatcher of the network management platform.</p> <p>The system failed to connect to the event dispatcher of the network management platform. An associated error message contains details. Fix the problem (for example, if the event subsystem is not configured, configure it), and rerun the daemon.</p>
702 Error	<p>The system encountered an error during a call to allocate memory space.</p> <p>The system encountered an error during a call to allocate space. In general, this error occurs when too many processes are running or when some processes have grown to occupy most or all available memory on the server. Recover the memory by shutting down unneeded processes or by restarting processes that have been running for a while.</p>
703 Error	<p>Cannot open the configuration file.</p> <p>An error occurred while the system tried to open the configuration file. Because this file contains the definition of all mappings to perform, the system cannot run without this file. An associated error message contains details. Fix the problem, and rerun the daemon.</p>
704 Error	<p>Unable to confirm whether the configuration file was updated successfully.</p> <p>An error occurred while the system verified whether the configuration file was updated. Because this file contains the definition of all mappings to perform, the system cannot run without this file. An associated error message contains details. Fix the problem, and rerun the daemon.</p>
705 Error	<p>The format of one or more lines in the configuration file is unrecognizable.</p> <p>The format of one or more lines in the configuration file is unrecognizable. If the file was manually edited, restore it to its previous format. If the file is updated through BMC Remedy AR System NM daemons, this error should not occur.</p>
706 Error	<p>The configuration specified more fields than the maximum allowed.</p> <p>The configuration specified more fields to be mapped than the maximum amount allowed. The system can map a maximum of 300 fields in any single trap mapping; more than this number are defined.</p>
707 Error	<p>Unrecognized command line option.</p> <p>The specified command-line option is not a legal option for this program. For the complete definition of the allowed command-line options, see DefinitionImport and DefinitionExport options (https://docs.bmc.com/docs/display/ars81/DefinitionImport+and+DefinitionExport+options).</p>
708 Error	<p>An expected value is missing from the command line option.</p> <p>The specified command-line option requires an additional value with this program. For the complete definition of the allowed command-line options, see DefinitionImport and DefinitionExport options (https://docs.bmc.com/docs/display/ars81/DefinitionImport+and+DefinitionExport+options).</p>
709 Error	<p>The arxxxd process lost connection to the trapd process for the network management platform.</p> <p>The arxxxd process lost connection to the trapd process for the network management platform. This error is not expected.</p>
750 Error	<p>Changes to your event/trap mappings will be lost if you exit.</p> <p>You did not save your new or changed definitions. If you exit the tool, all changes will be lost. Unless you are discarding invalid changes, do <i>not</i> ignore this message — acknowledge it and save your changes before exiting.</p>

751 Error	<p>The configuration file has been changed by another user since you retrieved it.</p> <p>While you were modifying the contents of the mapping file, the file was changed by another user. If you save your changes, they overwrite the changes made by the other user.</p>
752 Error	<p>The specified user does not exist on this server.</p> <p>The specified user does not exist on this server. If all fields being mapped have an "open" create mode, an unknown (or guest) user can perform submissions. If guest users are allowed and create modes are open, ignore this error and continue. If any fields being mapped are "protected" fields, however, you must be a registered user with update permission to the field to perform the submission.</p>
753 Error	<p>The length of all data being mapped caused an overflow of the definition in the mapping file.</p> <p>The total of all data being mapped causes an overflow of the definition in the mapping file. This message indicates that one or more field definitions were truncated and will be lost from the mapping specification to fit within the file line-length limits.</p>
754 Error	<p>Changes on this screen will be lost if you continue.</p> <p>Changes you made to this screen will be lost if you continue. To discard the changes, simply continue. To keep the changes, cancel the dismiss operation, and save the changes.</p>
758 Error	<p>You have not opened the file defined in this window – the file will not be opened if you continue.</p> <p>You specified a file name in this window. The file was not opened because of a previous error or because you did not click the Save button on the window. If you continue with this operation, the new file will not be opened.</p>
759 Error	<p>You have not saved your changes – They will be lost if you exit.</p> <p>You did not save the changes you made to this file. If you continue to exit the tool, you will lose the changes you made. To save the changes, cancel the exit operation, and save the changes by using the Save command on the File menu. After the changes are saved, you can exit the tool without losing them.</p>
760 Error	<p>Out of memory.</p> <p>The system encountered an error during a call to allocate memory. In general, this error occurs when too many processes are running or when some processes have grown to occupy most or all available memory on the server. Recover the memory by shutting down unneeded processes or by restarting processes that have been running for a while.</p>
761 Error	<p>Cannot connect to any AR System server.</p> <p>Cannot connect to any BMC Remedy AR System server. Accordingly, the system cannot verify permissions or retrieve information about forms to map into. You cannot run this tool unless at least one BMC Remedy AR System server is accessible as a target for traps that are mapped.</p>
763 Error	<p>Cannot successfully connect to any server as special Network Management user.</p> <p>Cannot connect to any BMC Remedy AR System server as the current user. You (1) have not supplied a password, or (2) your password is different from the one supplied, or (3) the server does not have a registration for you and does not allow guest users. You cannot run this tool unless you can access at least one BMC Remedy AR System server to be the target for traps that are mapped.</p>
764 Error	<p>Invalid password.</p> <p>The password you specified is not the password recognized for you. Verify the password that you entered (remember that passwords are case-sensitive), and enter the corrected password.</p>
765 Error	<p>Cannot open the network management configuration file.</p> <p>The specified network management configuration file cannot be opened. An associated message contains details. Fix the problem, and try to reopen the file.</p>

766 Error	<p>Cannot access the indicated file.</p> <p>The file indicated in the error message cannot be accessed. See the associated error message for details.</p>
767 Error	<p>Must supply a target form for the mapping.</p> <p>Specify a form that is the target of the trap being mapped. If no target form exists, no mapping is performed.</p>
768 Error	<p>Failure while writing to the file.</p> <p>An error occurred while the system tried to save changes to the specified file. An associated message contains details. Fix the problem, and resave your changes.</p>
769 Error	<p>Failure while building set fields screen.</p> <p>An error occurred while preparing the Set Fields screen. See the associated error message for details.</p>
770 Error	<p>You have entered a non-digit character for a numeric field.</p> <p>You can enter digits only in numeric fields. You specified a character string in a numeric field. Change the contents of the indicated field to a legal number.</p>
771 Error	<p>You have entered an illegal real number for a real number field.</p> <p>The value for the real field is not a recognized real format. The system accepts real values in decimal or scientific notation. Change the value to a legal real number format, and repeat the operation.</p>
772 Error	<p>Specified selection value is not one of the legal selection values. Either specify a legal value or change the specified value to a legal value.</p> <p>A selection value was specified that is not one of the legal selection values for the field. You can add the value as a new option to the selection choices, or you can change the value to one of the legal values.</p>
775 Error	<p>An error occurred while the system tried to map an SNMP varbind variable. Verify the syntax specified in the mapping, and correct it as needed.</p> <p>An error occurred while the system tried to map an SNMP varbind variable. Verify the syntax specified in the mapping, and correct it as needed.</p>
791 Error	<p>Cannot open the OracleNet Manager configuration file.</p> <p>The program cannot open the specified OracleNet Manager configuration file. An associated error message contains details. You cannot add new definitions until you can open the file. Fix the problem (for example, if you do not have read or write access to the file, change your file access permissions), and rerun the tool.</p>
792 Error	<p>Failure while writing to the definition file.</p> <p>An error occurred while the system tried to write updates to the definition file. An associated error message contains details. Fix the problem (for example, if you are out of space, remove some files to create more space), and perform the operation again.</p>
793 Error	<p>Failure while trying to create a backup file – operation continuing.</p> <p>This message indicates that an error occurred while the system tried to create a backup file for the OracleNet Manager definition file. A failure occurred when system attempted to create a backup of the definition file named <fileName>.bak. The system continues the operation and updates the definition file; however, no backup file is created. An associated error message contains details.</p>
794 Error	<p>Values are required for both the label and command.</p> <p>Supply both a label and a command. The label is the name displayed on the menu, and the command is the operation performed when the label is selected.</p>

795 Error	<p>Quotation mark cannot be used in the label due to OracleNet Manager syntax.</p> <p>The specified label contains a quotation mark. You cannot use a quotation mark in the label because it is a special character in the OracleNet Manager definition syntax. Change the label so that it does not include a quotation mark character.</p>
796 Error	<p>Quotation mark cannot be used in the command line due to OracleNet Manager syntax.</p> <p>The command line you specified contains a quotation mark. You cannot use a quotation mark in the command line because it is a special character in the OracleNet Manager definition syntax. Change the command line so that it does not include a quotation mark character.</p>
797 Error	<p>One of the mappings is wrong. You defined a mapping (probably using <code>varbind</code>) where one of the mappings is wrong. Fix the mapping, and reissue the mapping request.</p>
800 Note	<p>AR System TC server terminated by the server.</p>

3.1.9 Error messages 801 to 900

Number	Description
801 Note	AR System TC server terminated – fatal error encountered.
802 Note	<p>BMC Remedy AR System server terminated unexpectedly – restarting.</p> <p>The server detected that one of the child processes it is responsible for terminated. The name of the process being restarted is reported in an associated message.</p> <p>The server process relaunches the server that shut down.</p>
803 Note	AR System server terminated unexpectedly – restarting.
804 Note	AR System TC server restarting.
840 Error	Error while opening the AR System TC server lock file.
841 Error	Another copy of the TC server is already running.
842 Error	<p>Not enough memory to process the call from the client.</p> <p>The system encountered an error during a call to allocate space. The failure occurred on the server during processing of a call from the client. In general, this error occurs when too many processes are running or when some processes have grown to occupy most or all available memory on the server. Recover the memory by shutting down unneeded processes or by restarting processes that have been running for a while.</p>
843 Error	<p>Unable to launch the child process.</p> <p>A failure occurred while the system tried to launch a child process. An associated message provides details. The child process was not launched. Fix the problem, and retry the operation.</p>
844 Error	<p>Unable to launch the child process.</p> <p>A failure occurred while the system tried to launch a child process. An associated message provides details. The child process was not launched. Fix the problem, and retry the operation.</p>
845 Error	<p>Unable to start this server after 4 tries within 30 seconds – abandoning attempt.</p> <p>The server process tried to launch a child process more than four times within 30 seconds. The name of the child process that was not restarted is identified in an associated message. Because this process continues to fail, the server stops trying to launch the process and removes it.</p>
846 Error	Exception occurred while handling previous exception.
847 Error	<p>A failure occurred while the system tried to wait for a status change.</p> <p>A failure occurred while the system tried to wait for a status change. An associated message provides details. This is an internal error.</p>
848 Error	Unable to start any servers – TC server will be shut down.

849 Error	Unable to create the pipe.
850 Error	Unable to open the pipe.
851 Error	Unable to read from the pipe.
855 Error	Failed to lock arservftd process, it is held by another process. The work file must be locked by the arservftd process but is being held by another process.
856 Error	Pending list lock file does not exist. The arservftd process cannot release the work file, because the file does not exist.
857 Error	Unable to add note about the field updated due to the failure of opening the pending list indexing file. A full text search (FTS)-enabled field was updated. The file holding the list of fields that have indexing pending could not be opened when you tried to add a note about the updated field. An associated error message provides details.
858 Error	Unable to add note about the field updated due to the failure of writing to the pending list indexing file. A full text search (FTS)-enabled field was updated. The file holding the list of fields that have indexing pending could not be written to when you tried to add a note about the updated field. An associated error message provides details.
859 Error	Unable to add note about the field updated due to the failure of locating the record associated with the updated field. A full text search (FTS)-enabled field was updated. The file holding the list of fields that have indexing pending could not be written to when you tried to add a note about the updated field because the record associated with the updated field was not found. An associated error message provides details.
860 Error	Unable to add note about the field updated due to the failure to truncate the file holding the indexing pending list. A full text search (FTS)-enabled field was updated. The file holding the list of fields that have indexing pending could not be truncated when you tried to add a note about the updated field. An associated error message provides details.
861 Error	Failed to delete unneeded entries while reindexing the pending list. During a reindex operation, an error occurred while the system tried to purge the list of pending changes. An associated error message provides details.
862 Error	Too few arguments for the full text indexer process. You did not provided the minimum set of arguments required by the full text search (FTS) indexer process (arservftd). See Performing searches with FTS (https://docs.bmc.com/docs/display/ars81/Performing+searches+with+FTS) .
863 Error	Too many arguments for the full text indexer process. You exceeded the limit of arguments allowed by the full text search (FTS) indexer process (arservftd). See Performing searches with FTS (https://docs.bmc.com/docs/display/ars81/Performing+searches+with+FTS) .
864 Error	Invalid action for full text index process. One of the arguments for the full text search (FTS) indexer process (arservftd) indicates the action for the program to take. The supplied action code is not recognized. See Performing searches with FTS (https://docs.bmc.com/docs/display/ars81/Performing+searches+with+FTS) .

865 Error	<p>Full text indexer process terminated by user or a system error.</p> <p>The server for the full text search (FTS) search feature (arservftd) was terminated by a signal. The number following this error is the signal that was received.</p> <p>If the signal is 15, restart the server and continue to work. The process was stopped either accidentally or intentionally by a user in your environment.</p> <p>If the signal is a number other than 15 or is one you sent directly to the process, contact Customer Support for assistance in determining the cause of the problem. The server most likely shut down due to a bug in the system.</p>
866 Error	<p>Another instance of the full text indexer process is already running.</p> <p>Only one instance of the full text search (FTS) indexer process can be run on any given computer. Determine whether a copy of arservftd is already running. If so, no action is required.</p>
867 Error	<p>A form ID or name, a field ID, and a Request ID are all required for this operation. One or more of these values is missing.</p> <p>When specifying an operation against a specific request, you must supply a form ID or name, a field ID, and a Request ID. One or more of these values is missing. For more information, see the C API Reference .</p>
868 Error	<p>Too many arguments specified for the "optimize" argument.</p> <p>The optimize argument was specified for the full text search (FTS) indexer process. A limited number of arguments is allowed when this option is specified. In this case, one or more of the arguments that are not allowed were specified. For more information, see the C API Reference .</p>
869 Error	<p>Too many arguments specified for the "retry" argument.</p> <p>The retry argument was specified for the full text search (FTS) indexer process. A limited number of arguments is allowed when this option is specified. In this case, one or more of the arguments that are not allowed were specified. For more information, see the C API Reference .</p>
874 Error	<p>A required parameter is null or invalid.</p>
875 Error	<p>FTS Service could not complete the requested operation.</p>
881 Error	<p>Image definition is missing.</p> <p>A file specified as holding the definition of an image does not contain an image definition. This error is usually caused by a manual deletion of the contents of a structure file. If the file was deleted, restore it from a backup.</p>
882 Error	<p>The specified image could not be found.</p> <p>The specified image is not in the AR System database. An operation was attempted against the wrong server, or no image is defined by that name. Change to the correct server or specify an existing image.</p>
883 Error	<p>Duplicate image name.</p> <p>The specified image is already in the AR System database. Choose a different name for the image, or rename the existing image.</p>
884 Error	<p>No image specified.</p> <p>No image content has been specified for the image being created or updated. This argument is required when creating or updating an image object.</p>

885 Error	No image type specified. No image type, such as <code>jpg</code> or <code>bmp</code> , has been specified for the image being created or updated. This argument is required when creating or updating an image object.
897 Error	Maximum number of client transactions already in use.
898 Error	Transaction handle supplied is invalid.
899 Error	Cannot begin transaction because a transaction is already open.

3.1.10 Error messages 901 to 999

Number	Description
950 Note	AR System error.
951 Error	<p>The submitted mail message did not contain a form name.</p> <p>The mail message does not contain a line identifying which form is the target of the submission, and no default form is configured for the armail daemon. The message can be resubmitted with a form specified, or a default form must be configured for the armail process.</p>
952 Error	<p>The submitted mail message did not contain a body providing details for the new entry.</p> <p>No text exists in the body of the mail message to specify values to be assigned for the new entry. To create an entry by using the mail daemon, one or more values must be provided. The message can be resubmitted with the additional information added.</p>
953 Error	<p>The submitted mail message had a format that was not recognized.</p> <p>The format of the mail message does not match the expected format that. Review the message and verify the information in Creating and using email templates (https://docs.bmc.com/docs/display/ars81/Creating+and+using+email+templates).</p>
954 Error	The proper format for this command is: <code>armaild [-f <filename>] [-n <number-of-intervals>] [-d]</code> .
955 Error	<p>Missing value for command line parameter.</p> <p>A command-line argument that requires a value was specified, but no value was provided. Supply an appropriate value for the argument.</p>
956 Error	<p>Failure while accessing mail configuration file.</p> <p>The system encountered an error while attempting to access the configuration file indicated on the command line. An associated message contains details. Most likely, the specified file does not exist (file name was misspelled, or the file was moved). Fix the problem, and reissue the command.</p>
957 Error	<p>The submitted mail message specified a form that does not match the required form.</p> <p>The mail message specifies a submission to a form that is not the form specified as the required form in the mail configuration file. This daemon was configured to support submissions to only a single, specific form. A user tried to submit a request to another form.</p>
958 Error	<p>The submitted mail message specified a server that does not match the required server.</p> <p>The mail message specifies a submission to a server that is not the server specified as the required server in the mail configuration file. This daemon was configured to support submissions to only a single specific server. A user tried to submit a request to another server.</p>
959 Error	<p>The server specified for this message is not a recognized server – access was attempted but no server was found.</p> <p>The armail process was run, specifying the <code>-x</code> command-line option to connect to a specific server. However, the server or BMC Remedy AR System on that server is not active. The process must be able to connect successfully with at least one server.</p>
960 Note	AR System New Entry.
961 Note	<p>Your submission was accepted by the BMC Remedy AR System. ID for the new entry is <code><requestID></code>.</p> <p>The submitted email message successfully created a request in BMC Remedy AR System. Use the Request ID number for querying or modifying the request.</p>

962 Note	AR System Query Response.
963 Note	Your query request was accepted by the AR System.
964 Error	<p>"armail" failed when trying to log in to the mail system.</p> <p>armail failed when trying to log in to the mail system. Verify that the Mail login and password given during installation are valid and that the mail system is accessible.</p>
965 Error	<p>The "armail" address specified is a duplicate within the mail system.</p> <p>The armail address specified is not considered unique within the mail system.</p>
966 Error	<p>"armail" could not read a mail message from the mail system.</p> <p>armail could not read a mail message from the post office. Make sure that the mail system is still accessible.</p>
967 Error	<p>"armail" could not log off from the mail system.</p> <p>armail could not log off from the post office. Make sure that the mail system is still accessible.</p>
968 Error	<p>Invalid "send to" address.</p> <p>The address indicated is either ambiguous, does not exist in the mail system, or is inaccessible. Use a valid address, and make sure that the mail system is still accessible.</p>
969 Note	— AR Query Response ---.
970 Note	There are <number> matches to your query request.
971 Warning	<p>Your query matched more than the configured maximum: number. The maximum number of allowable matches are returned.</p> <p>When retrieving data through the mail query interface, the criteria specified matched more entries than the limit configured for the armail process. The return includes this message and the data for the specified maximum number of entries.</p>
972 Warning	<p>Your query has no matches.</p> <p>When querying through the mail interface, no requests were found that match the query conditions specified.</p>
973 Warning	<p>You don't have permission to the data on the results list.</p> <p>You specified a quick report format, and one or more requests were found. However, you do not have access to any of the fields in the report, so you cannot see any data returned from your search. See your administrator to get the necessary permissions so you can see the data you are trying to retrieve.</p>
980 Error	<p>Required currency value not specified.</p> <p>The value portion of the currency structure was not provided. This error can be encountered only through an API program.</p>
981 Error	<p>Required currency code not specified.</p> <p>The currency code portion of the currency structure was not provided. This error can be encountered only through an API program.</p>
982 Error	<p>Bad currency value.</p> <p>When a character value is converted to a currency value, this error message is returned if the string contains no numeric value or if the decimal number is invalid.</p>

983 Error	No common functional currency was found when currency constants were compared with functional currency data. No common functional currency was found when currency constants were compared with functional currency data.
984 Error	No Currency Code form exists. A system error occurred, or the BMC Remedy AR System Currency Code form was deleted. Restart the BMC Remedy AR System server, which automatically re-creates the form if necessary.
985 Error	No active Currency Code found on the Currency Code form. An attempt was made to reference a currency code that does not exist or was disabled. Add the currency code.
986 Error	Currency fields cannot be used for grouping. A currency code was entered that is not an allowable currency code for this field.
987 Error	Currency fields not allowed for grouping. A currency field was specified to be the group-by field in a statistical query, which is not allowed.
988 Error	Currency part must be specified to use currency field in this context. A currency field was specified in a context where only a specific currency field part is allowed. Specify a currency field part.
989 Error	Cannot create or modify a currency field without specifying at least one functional currency. When a request that includes a currency value is submitted, AR System converts that value to a functional currency type and stores it. Include at least one functional currency type.
998 Error	Unable to free shared or exclusive lock on user cache hash list. This is an internal error that probably indicates the system is low on resources. Restart the server.
999 Error	Unable to free shared or exclusive lock. A shared or exclusive lock cannot be released due to unexpected events in the server.

3.2 3000 to 3225 - BMC Remedy Distributed Server Option messages

The following table describes BMC Remedy Distributed Server Option messages and notifications:

Number	Description
3000 Note	<p>If signal is 15: "AR System Distributed Server terminated by user or accidentally."</p> <p>If signal is not 15 "AR System Distributed Server terminated unexpectedly." The server for the DSO process (arservdsd) was terminated by a signal. The number following this error denotes the signal that was received.</p> <p>If the signal is 15, restart the server, and continue to work. The process was stopped either accidentally or intentionally by a user in your environment.</p> <p>If the signal is a number other than 15 or is one you sent directly to the process, contact Customer Support for assistance in determining the cause of the problem. The server most likely shut down due to a bug in the system.</p>

3001 Note	<p>BMC Remedy AR System Distributed Server terminated – fatal error encountered.</p> <p>A fatal error occurred in <code>arservdsd</code>, and the process was shut down. An associated error message contains details.</p>
3002 Note	<p>Entry pending transfer or update has been pending for longer than the specified retry timeout.</p> <p>A request pending transfer or update was in the pending state for longer than the Maximum Time to Retry interval, which is specified in the Modify Distributed Mappings form or overridden in the distributed fields on the actual request. If the request has a Transfer or Update Status distributed field, the field is updated to the status Time-out. The request is removed from the pending list, and the operation is not performed.</p>
3003 Note	<p>Pending distributed operation canceled due to error.</p> <p>An error occurred while the system tried to transfer or update a request. If a Transfer or Update Status field is on the request, the field is updated to the status Canceled. An associated error message contains details.</p>
3004 Note	<p>BMC Remedy AR System Server is not currently available – will retry connection.</p> <p>The BMC Remedy AR System Distributed Server Option cannot connect to the BMC Remedy AR System server. The connection attempt is retried periodically for several minutes. If repeated connection attempts fail, an associated error message is generated and no further attempts are made.</p>
3005 Note	<p>BMC Remedy AR System Server is now available.</p> <p>The BMC Remedy AR System Distributed Server Option was previously unable to connect to the BMC Remedy AR System server. A subsequent connection attempt succeeded.</p> <p>This scenario is possible when the Distributed Server Option is started before the BMC Remedy AR System server is ready to accept connections.</p>
3100 Error	<p>This AR System is not licensed for the Distributed Server Option.</p> <p>A license for the DSO process is required to use the distributed functionality of the system. <code>arservdsd</code> cannot be run unless the system is licensed for it. Contact your distributor for information about obtaining a DSO process license.</p>
3101 Error	<p>Failed to open the Distributed Server lock file <code>ar.lck.390601</code>.</p> <p>BMC Remedy AR System DSO process (<code>arservdsd</code>) opens a lock file named <code>ar.lck.390601</code> at startup. This file is used to prevent multiple copies of <code>arservdsd</code> from being started. An associated file system error message contains details. Fix the problem, and rerun the server.</p>
3102 Error	<p>An instance of the Distributed Server is already running.</p> <p>A computer can run only one instance of the DSO process at a time. If another DSO process is running, no action is required. If another DSO process is not running, you probably encountered a known problem with the NFS lock manager on Oracle workstations--the lock manager sometimes keeps a lock running even when the process holding the lock is no longer running. If no <code>arservdsd</code> is running, delete the lock file to free the lock, and then restart <code>arservdsd</code>.</p>
3103 Error	<p>Memory allocation for the DSO process failed.</p> <p>The system encountered an error during a call to allocate space. The failure occurred on the server in the DSO process. In general, this error occurs when too many processes are running or when certain processes occupy most or all available memory on your server. Recover the memory by shutting down unneeded processes or by restarting processes that have been running for a while.</p>
3106 Error	<p>The server being accessed is not licensed for the Distributed Server Option.</p> <p>The <code>arservtcd</code> process might be on a target server that is not licensed to use the DSO process or on a version 2.0 or earlier target server that does not interact with <code>arservdsd</code>.</p>

3107 Error	<p>No Distributed Mapping form could be found on the server.</p> <p>A Distributed Mapping form is required for the system to support distributed operations. No form containing all the special reserved fields indicating it is a Distributed Mapping form could be found.</p> <p>Load the Distributed Mapping form, and define the appropriate mappings.</p>
3108 Error	<p>Two forms contain all the reserved distributed mapping fields – delete one to continue.</p> <p>The system found two forms containing the reserved distributed mapping fields. Delete one form, or change it so that it is not considered a Distributed Mapping form (remove fields in the 200 to 220 range). An associated error message identifies the forms.</p>
3109 Error	<p>No Distributed Pending form could be found on the server.</p> <p>A Distributed Pending form is required for the system to support distributed operations. No form containing all the special reserved fields indicating it is a Distributed Pending form could be found.</p> <p>Load the Distributed Pending form.</p>
3110 Error	<p>Two forms contain all the reserved distributed pending fields – delete one to continue.</p> <p>The system found two forms containing the reserved distributed pending fields. Delete one form, or change it so that it is not considered a Distributed Pending form (remove fields in the 250 to 260 range). An associated error message identifies the forms.</p>
3111 Error	<p>The "From" form in mapping definition must be the source form in the attempted mapping.</p> <p>The form defined as the From form does not match the form that is the source of this transfer. Typically, this error occurs when a mapping specified in a transfer operation on the current server differs from the same mapping on the original server.</p>
3112 Error	<p>The "From" server in mapping definition must be the source server in the attempted mapping.</p> <p>The server defined as the From server does not match the server that is the source of this transfer. Typically, this error occurs when a mapping specified in a transfer operation on the current server differs from the same mapping on the original server.</p>
3113 Error	<p>The "To" form in mapping definition must be the target form in the attempted mapping.</p> <p>The form defined as the To form does not match the form that is the target of this transfer. Typically, this error occurs when a mapping specified in a transfer operation on the current server differs from the same mapping on the original server.</p>
3114 Error	<p>The "To" server in mapping definition must be the target server in the attempted mapping.</p> <p>The server defined as the To server does not match the server that is the target of this transfer. Typically, this error occurs when a mapping specified in a transfer operation on the current server differs from the same mapping on the original server.</p>
3115 Error	<p>Unrecognized pending request type.</p> <p>A pending request with the pending operation tag set to an unrecognized value was found. This error should occur only if you manually added requests to the Distributed Pending form, which is a system form that should not be manually manipulated. If you made no manual requests to the Distributed Pending form and encounter this error, contact Customer Support.</p>
3116 Error	<p>Only the master copy of an entry can be transferred.</p> <p>You can only transfer the master instance of a request. The system tried to transfer the specified request, but the Master Flag field on the request is set to No.</p>
3117 Error	<p>Update unsuccessful – "From" form or "From" Server field has no value.</p> <p>The From Form and From Server fields contain information about the previous copy of this request (from where the request was transferred). If the Master Flag is set to Yes, the system expects a value in the From Form and the From Server fields. If you used the <code>ardist</code> program to change the Master Flag value manually, make sure that values are assigned for the From Form and the From Server fields (you can also use <code>ardist</code> to change these).</p>

3118 Error	<p>Failed to record a distributed command.</p> <p>arserverd received a request to record a distributed command or encountered a situation in which it tried automatically to record a distributed command, and a failure occurred during recording. Thus, the distributed command was not performed. The attempted command is displayed in this message. An associated message contains details.</p>
3119 Error	<p>The transfer or update cannot be performed because transfer mapping is currently disabled.</p> <p>A transfer was attempted with mapping defined in the To Mapping (or From Mapping for an update) field. The specified mapping is disabled, so the transfer or update cannot be performed.</p>
3120 Error	<p>The distributed operation failed because the additional information about the item to be deleted is missing.</p> <p>The Distributed Delete operation requires information about the item being deleted. This information is stored with the pending operation. If you encounter this message, the required additional data is missing. Without this data, the operation cannot be performed. This error should occur only if you manually added requests to the Distributed Pending form, which is a system form that should not be manipulated manually. If you made no manual requests to the Distributed Pending form and you encounter this error, contact Customer Support.</p>
3121 Error	<p>Duplicate entry IDs are encountered during transfer for specified action "Create New" - target form is missing the required field - "From Request ID".</p> <p>You tried to transfer a request to the target form with ownership transferred to the new request, thus creating a new request because of conflicting request IDs. The target form, however, does not have a From Request ID field, which is required for this action. The From Request ID field provides a place to store the original request ID so that the original can be updated when the copy changes.</p>
3122 Error	<p>The target record for a distributed process (Distributed-Transfer, Distributed-Update, Distributed-Return) no longer exists.</p> <p>A filter invoked a distributed process (Distributed-Transfer, Distributed-Update, Distributed-Return) during the deletion of a request. If a delete operation is in progress, the distributed process waits for the operation to be completed. When a distributed process begins, the error is created--because the request against which the distributed process is run no longer exists. Remove or disable the filter attempting the distributed operation, or reset the filter so it does not execute on a delete operation.</p>
3123 Error	<p>Must map the Entry ID field to the target Entry ID field, or the From Entry ID field must be present on the target form.</p> <p>You tried a distributed transfer operation to another form by using a custom mapping with a transfer mode of Data + Ownership, but you did not map the Request ID field on the source form to one of these fields on the target form:</p> <ul style="list-style-type: none"> • Request ID • From Request ID <p>Fix the mapping, and retry the transfer.</p>
3124 Error	<p>Transfer with ownership requires that target form contain Master Flag field.</p> <p>You tried a distributed transfer operation by using mapping to another form with a transfer mode of Data + Ownership, and the target form does not contain a Master Flag field. The target form (identified in the error) must contain a Master Flag field if ownership is being transferred.</p>
3125 Error	<p>Transfer with ownership requires that target form contain "From form" field.</p> <p>You tried a distributed transfer operation by using a mapping to another form with a transfer mode of Data + Ownership, and the target form does not contain a From Form field. The target form (identified in the error) must contain a From Form field if ownership is being transferred.</p>

3126 Error	<p>Transfer with ownership requires that target form contain "From server" field.</p> <p>You tried a distributed transfer operation using a mapping to another form with transfer mode of <code>Data + Ownership</code>, and the target form does not contain a From Server field. The target form (identified in the error) must contain a From Server field if ownership is being transferred.</p>
3127 Error	<p>Master Flag field is required on source form for transfer with ownership.</p> <p>A distributed transfer operation was attempted that included a mapping to another form with a <code>Data + Ownership</code> transfer. The source form does not contain a Master Flag field. The source form (identified in the error) must contain a Master Flag field if ownership is being transferred.</p>
3128 Error	<p>The reserved distributed pool fields can only exist on one form - delete duplicate to continue.</p> <p>The system found two forms containing the reserved distributed pool fields. Delete one of the forms. An associated error message identifies the forms.</p>
3129 Error	<p>No Distributed Pool form could be found on the server.</p> <p>A Distributed Pool form is required for the system to support distributed operations. No form containing all the special reserved fields indicating it is a Distributed Pool form could be found.</p>
3130 Error	<p>No Pending Errors form could be found on the server.</p> <p>A Distributed Pending Errors form is required for the system to log pending errors to that form. No form containing all the special reserved fields indicating it is a Distributed Pending Errors form could be found.</p>
3131 Error	<p>The reserved distributed pending errors fields can only exist on one form - delete duplicate to continue.</p> <p>The system found two forms containing the reserved distributed pending errors fields. You must delete one form or change it so that it is not considered a Distributed Pending Errors form. An associated error message identifies the forms.</p>
3132 Error	<p>Two forms contain all the reserved distributed logical mapping fields - delete one to continue.</p> <p>The system found two forms containing the reserved distributed logical mapping fields. Delete one form, or change it so that it not considered a Distributed Logical Mapping form (remove fields in the 290 to 292 range). An associated error message identifies the forms.</p>
3133 Error	<p>No Distributed Logical Mapping form could be found on the server.</p> <p>A Distributed Logical Mapping form is required for the system to support logical name replacement functionality. No form containing all the special reserved fields indicating it is a Distributed Logical Mapping form could be found.</p> <p>With this form, DSO continues to work without the logical name replacement functionality. Load the Distributed Logical Mapping form, and define the appropriate mappings.</p>
3134 Error	<p>Logical name %s is not found in logical mapping form.</p> <p>DSO could not find the logical name in the Distributed Logical Mapping form. Load the Distributed Logical Mapping form, and define the appropriate mappings.</p>
3194 Error	<p>Illegal value specified for -m option - legal values are 0 (not master) and 1 (master).</p> <p>The value specified for the -m argument was not 0 (not master) or 1 (master), as required. The field is a selection field and requires a numeric value. The value specified was either a character or an integer other than 0 or 1. Reissue the command, and specify a legal value for this argument.</p>
3195 Error	<p>Must specify the -e <entryID> option.</p> <p>To denote the ID of the request (entry) to be modified, specify the -e argument.</p>

3196 Error	<p>Must specify the <code>-s <formName></code> option.</p> <p>To denote the name of the form to be modified, specify the <code>-s</code> argument.</p>
3197 Error	<p>Must specify the <code>-x <serverName></code> option.</p> <p>To denote the name of the AR System server containing the form to modify, specify the <code>-x</code> argument.</p>
3198 Error	<p>A value is missing for one of the arguments for the command line option.</p> <p>You included an argument with no specific value on the <code>ardist</code> command line. Reissue the command with values assigned to all arguments.</p>
3199 Error	<p>Unrecognized command line argument.</p> <p>The specified command-line argument is not recognized by <code>ardist</code>. See the BMC Remedy Distributed Server Option section for more information about valid command-line arguments. <code>ardist</code> cannot execute with invalid arguments specified.</p>
3200 Error	Invalid dynamic permission inheritance object property format.
3201 Error	Object does not have a dynamic permission inheritance property.
3202 Error	Field defined in dynamic permission inheritance property not found.
3203 Error	Error parsing field pairs from dynamic permission inheritance property.
3225 Error	Form does not allow non-admin to delete.

3.3 3300 to 3349 - BMC Remedy Data Import event messages

The following table describes BMC Remedy Data Import event messages and notifications:

Number	Description
3300 Error	<p>No Alert Events form could be found on the server.</p> <p>The server could not locate a form containing the reserved alert events field.</p>
3301 Error	<p>The reserved alert event fields exist on multiple forms. They are only allowed to exist on one form.</p> <p>The system found two forms containing the reserved alert events fields. Delete one of the forms. An associated error message identifies the forms.</p>
3302 Error	<p>Problem encountered during creation of the Alert Events form.</p> <p>The server could not successfully import the Alert Events form at startup. An associated error message contains details.</p>

3303 Error	<p>Must be AR_NOTIFIER user to perform this operation.</p> <p>The server does not allow the removal of the Alert Events form or its reserved fields.</p>
3314 Error	<p>Failed to connect with alert client.</p> <p>A sockets error occurred while the system tried to establish communication with an alert client. Turn on alert logging to view a trace of the communication activity.</p>
3315 Error	<p>Attempt to communicate with alert client timed out.</p> <p>An attempted communication with an alert client did not succeed within the configured time period. Turn on alert logging to view a trace of the communication activity.</p>
3316 Error	<p>Failed to load the alert cleanup escalation.</p> <p>The server could not successfully import the CleanupAlertEvents escalation at startup. An associated error message contains details.</p>
3317 Error	<p>Invalid alert message format.</p> <p>A failure occurred while the system tried to decode an alert message sent from the server to an alert client, indicating a data transmission error.</p>
3318 Error	<p>Attempt to communicate with alert client failed because the required port is in use by another process.</p> <p>When attempting to send an alert to a client, the BMC Remedy AR System server encountered a socket address that the system was still using. This can occur on a system that is not releasing address/port combinations in a timely manner. Turn on alert logging for more information about the server actions taken.</p>
3320 Error	<p>The reserved server group fields can only exist on one form – delete duplicates on other forms to continue.</p> <p>The system found two forms containing the reserved server group fields, which qualifies both forms as the BMC Remedy AR System Server Group Operation Ranking form. Delete one of the forms. An associated error message identifies the forms.</p>
3321 Error	<p>No server group operation ranking form could be found on the server.</p> <p>An error occurred during the automatic creation of the BMC Remedy AR System Server Group Operation Ranking form. Contact your BMC Remedy AR System administrator.</p>
3322 Error	<p>Unrecognized server group operation encountered in the ranking form.</p> <p>A server group operation was found that the BMC Remedy AR System server does not recognize. Use only the supplied operation names.</p>
3323 Error	<p>Creation of the server group operation ranking form failed.</p> <p>The BMC Remedy AR System Server Group Operation Ranking form definition could not be imported. Check the server error log for the cause of the problem.</p>
3324 Error	<p>This configuration setting is not allowed when the server is a member of a server group.</p> <p>The setting of the configuration item is not allowed because it conflicts with server group operation management. Do not set the configuration item while the server is a member of a server group.</p>
3325 Error	<p>Unable to send a server group related signal to another server.</p> <p>The BMC Remedy AR System server could not successfully run a signaling process. Make sure the arsignal utility program is in the BMC Remedy AR System directory.</p>

3326 Error	<p>Unable to find a server group entry for this server.</p> <p>An error occurred during the creation of a server group entry in a data dictionary table. Contact your BMC Remedy AR System administrator.</p>
3327 Warning	<p>Check interval cannot be less than 30 seconds. A 30-second value is set by the system.</p> <p>A value of less than 30 seconds was specified for the check interval. You cannot set the check interval to a value of less than 30 seconds.</p>
3328 Error	<p>Unable to launch an agent process to communicate with an external program.</p> <p>AR System was unable launch an agent process to communicate with an external program. Make sure that the specified program is in the AR System server's directory, or if the operation is not appropriate in the current environment, remove the ranking entry for the corresponding operation from the AR System Server Group Operation Ranking form. Two restarts of the server might be required to prevent the error from being reported when the operation is removed from the ranking form.</p>
3329 Error	<p>A floating license without server group tag cannot be used in a server group. This floating license is ignored.</p> <p>The BMC Remedy AR System server encountered a floating license definition that was ignored because a server running as a member of a server group accepts only licenses that have a server group tag. Replace the license definition with a license that has a server group tag.</p>
3330 Error	<p>{A floating license with server group tag cannot be used on a stand-alone server. This floating license is ignored. The BMC Remedy AR System server encountered a floating license definition that was ignored because an BMC Remedy AR System server not running as a member of a server group accepts only licenses that do not have a server group tag. Replace the license definition with a license that does not have a server group tag.</p>
3331 Error	<p>A floating license with a different server group tag cannot be used on this server group. This floating license is ignored.</p> <p>The BMC Remedy AR System server encountered a floating license definition that was ignored because an BMC Remedy AR System server running as a member of a server group accepts only floating licenses that have the same server group tag. Make sure that all floating license definitions have the same server group tag.</p>
3332 Warning	<p>The change of this setting will only take effect after AR System server restart.</p> <p>The Server Group Member option was changed and the new value does not take effect immediately. The BMC Remedy AR System server must be restarted for the setting to take effect.</p>
3333 Error	<p>Invalid or missing server group operation definition. Contact your AR System administrator.</p> <p>An internal table containing server group operation definitions has an invalid entry or is missing an expected entry. Contact your BMC Remedy AR System administrator.</p>
3334 Error	<p>Invalid or missing server group license entry. Contact your AR System administrator.</p> <p>An internal table containing server group license entries has an invalid entry or is missing an expected entry. Contact your BMC Remedy AR System administrator.</p>
3335 Warning	<p>The Check Interval setting change will only take effect after all servers in the group are restarted.</p> <p>This is a warning that BMC Remedy AR System must be restarted on all servers in the server group before a change in how often the server communicates with other servers in the group takes effect.</p>
3336 Warning	<p>Duplicate server group ranking value encountered in the ranking form -- ordering cannot be guaranteed.</p> <p>A duplicate server group operation ranking was encountered during loading of the ranking data. The name of the operation is supplied as appended text. The ordering of duplicate values is not guaranteed to be consistent, therefore you should change the ranking values to be unique.</p>

3340 Error	<p>Unable to start the arsignald process.</p> <p>Server group error indicating that the AR System server was unable to start the arsignald process. Arsignald is a small process, managed by the AR System server, that is used for communication between members of a server group. This error is typically caused by the executable file not being in the same directory as the AR System server executable (possibly as an installation error). Make sure that the arsignald executable is in the AR System server installation directory. If this does not resolve the problem, make sure the AR System server has permission to run the arsignald executable.</p>
3341 Error	<p>Not enough memory to create arsignald start up info.</p> <p>Indicates that the AR System server was unable to start the arsignald process because it was unable to allocate memory for the required start up information. Although this is not a fatal server error, it is unlikely that the server will successfully start up when memory cannot be allocated. Give the server more memory.</p>
3342 Error	<p>Unable to write to arsignal daemon.</p> <p>Indicates that the AR System server was unable to issue a command to the arsignald process. This error is caused by a broken communication pipe between the AR System server and arsignald, possibly caused by arsignald being killed or crashing. The situation should be corrected automatically, because the AR System server attempts to restart arsignald if it detects a communications problem.</p>

3.4 3350 to 3379 - Report ARDBC plug-in messages

The following table describes ARDBC plug-in messages and notifications:

Number	Description
3350 Error	<p>Unable to locate Report form.</p> <p>The report plug-in could not locate a form containing the reserved Report form fields.</p>
3351 Error	<p>Unable to get temporary file name for report definition file.</p> <p>A failure occurred while the system tried to get a temporary file name for a report definition.</p>
3352 Error	<p>Unable to create temporary file for report definition file.</p> <p>A failure occurred while the system tried to create a temporary file for a report definition. Additional information contains the file name.</p>
3353 Error	<p>Illegal field encountered in the field list.</p> <p>The field list in a list retrieval contains fields that are not part of the report creation vendor form's list of reserved or core fields. Only fields that map to individual fields on the Report form are allowed.</p>
3354 Error	<p>Illegal field encountered in the sort list.</p> <p>The sort list in a list retrieval contains fields that are not part of the report creation vendor form's list of reserved or core fields. Only fields that map to individual fields on the Report form are allowed.</p>
3355 Error	<p>Illegal field encountered in the qualifier.</p> <p>The qualifier in a list retrieval contains fields that are not part of the report creation vendor form's list of reserved or core fields. Only fields that map to individual fields on the Report form are allowed.</p>
3356 Error	<p>Invalid report definition encountered.</p> <p>While the system tried to transfer data from a formatted report definition to the fields on the report creation vendor form, an unexpected definition format prevented proper decoding. Inspect the contents of the report definition file for the entry.</p>

3357 Error	<p>Required report field is missing.</p> <p>The field value list supplied to the report creation vendor form is missing a required field. Additional information contains the field number.</p>
3375 Error	<p>Cannot connect to the directory service.</p> <p>The host name or port number for the directory service is incorrect, or authentication with the directory service failed.</p>
3376 Error	<p>The specified LDAP URL is not formatted correctly. The LDAP search URL does not follow the standard format. The format is: ldap[s]://hostName[:portNumber]/</p>
3377 Error	<p>The LDAP operation has failed.</p> <p>The LDAP operation was unsuccessful, for example, because proper attribute names were not specified or the operation would violate access privileges enforced by the directory service.</p>
3378 Error	<p>At least one field on the form must reference the Distinguished Name attribute.</p> <p>At least one field on the form must reference the distinguished name attribute.</p>
3379 Error	<p>To create objects, the distinguished name must have a value.</p> <p>The field associated with the distinguished name attribute has no value. The distinguished name must have a value to create objects.</p>

3.5 3380 to 3499 - Reserved for AR System

The following table describes the event messages and notifications that are reserved for BMC Remedy AR System:

Number	Description
3380 Error	The DN Entry for this request has timed out. Re-enter Search request.
3400 Error	<p>Unable to access server configuration file.</p> <p>The BMC Portal External Authentication plug-in could not access the BMC Remedy AR System server's configuration file. Verify that the server's configuration file is present and accessible.</p>
3401 Error	<p>External authentication endpoint URL not configured.</p> <p>The BMC Portal External Authentication plug-in could not locate an endpoint URL configuration item in the BMC Remedy AR System server's configuration file. Verify that a line with the Ext-Auth-Endpoint-URL label is in the configuration file.</p>
3402 Error	<p>Unable to initialize web service interface.</p> <p>The BMC Portal External Authentication plug-in could not initialize a web service interface to perform authentication. See the supporting text for more information.</p>
3403 Error	<p>Unable to terminate web service interface.</p> <p>The BMC Portal External Authentication plug-in could not terminate a web service interface that was performing authentication. See the supporting text for more information.</p>

3.6 3500 to 3999 - BMC Remedy Flashboards errors, warnings, and notes

The following table describes BMC Remedy Flashboards messages and notifications:

Number	Description
3501 Error	Please provide a name for the alarm. You tried to save an alarm for which you did not specify a name. To save an alarm, provide a name.
3504 Error	Please select a variable. An alarm cannot be saved without selecting a variable. You tried to save an alarm for which you did not select a variable. Before you save the alarm, create a variable.
3505 Error	You must enter a user name and message. Please enter them. You tried to save an alarm, but in the Notify Properties area of the Configure Alarm tab, you selected a notify mechanism value other than None and you did not specify a user name and message.
3509 Error	Please provide a name for the flashboard. You tried to save a flashboard without specifying a name.
3515 Error	Maximum custom range can not be less than the minimum custom range. You tried to save a flashboard with a maximum custom Y-axis value less than the minimum custom Y-axis value.
3517 Error	You will have only one data collection in the specified interval. While working with a variable, you specified data collection start and end times such that the data collection interval can only contain one data collection. For example, if you specified hourly collection, but set start and end times only one hour apart, you could only have one data collection for that interval and start/end time combination.
3518 Error	You cannot select the end time less than/same as start time. While working with a variable, you tried to change the data collection end time to be the same as or later than the start time.
3519 Error	Please select form before proceeding. You tried to save a variable without specifying a form name.
3520 Error	Please provide a name for the Variable. You tried to save a variable without providing a name.
3521 Error	You must type an expression for this operation. You tried to save a variable for which you specified an operation other than Count and an empty expression.
3522 Error	Invalid schedule interval. The schedule interval is invalid, such as when you try to save a variable with an invalid schedule.
3523 Error	Pie charts cannot be selected for History/Summary display type. You tried to select a pie chart for a History/Summary display. Pie charts are valid only for real-time data.

3524 Error	<p>Group access is not defined – only the administrator has access to this Flashboard.</p> <p>You did not add permissions to the flashboard. To make sure that users can see the flashboard, add the appropriate permissions.</p>
3525 Error	<p>Group access is not defined – only the administrator has access to this Variable.</p> <p>You did not add permissions to the variable. To make sure that users can use the variable, add the appropriate permissions.</p>
3600 Error	<p>Internal error.</p> <p>A system error occurred. Contact your BMC Remedy AR System administrator.</p>
3601 Error	<p>Flashboard flashboard not found on server <serverName>.</p> <p>The flashboard was never created, was renamed, or was deleted. Re-create the flashboard.</p>
3602 Error	<p>No forms found containing Flashboards field ID: <fieldID></p> <p>Make sure that the form contains the correct fields.</p>
3603 Error	<p>Multiple forms contain Flashboards field ID: <fieldID></p> <p>Do not modify the Flashboards forms. If you modified the forms, you have the same field IDs in multiple forms. Work only with the forms provided.</p>
3604 Error	<p>No forms found with the name: <formName>.</p> <p>Check the name of the form and rename the form, if necessary.</p>
3606 Error	<p>Invalid Flashboard type.</p> <p>The type of flashboard is invalid for the action. For example, you might have tried to use an active link to change a line chart to a stack chart. Enter the correct flashboard type.</p>
3607 Error	<p>The following parameter(s) needed to display the chart are missing: parameters. You may need to relogin to view the chart.</p> <p>The required parameters might be missing from the flashboard definition. Check the flashboard definition.</p>
3609 Error	<p>Error encoding image: <imageName>.</p> <p>A system error occurred. Contact your BMC Remedy AR System administrator.</p>
3610 Error	<p>Error sending image: <imageName>.</p> <p>A system error occurred. Contact your BMC Remedy AR System administrator.</p>
3611 Error	<p>General exception creating Flashboard.</p> <p>Contact Customer Support with a copy of the log statements for the action.</p>
3614 Error	<p>There was no valid Variable for this Flashboard.</p> <p>The variable either is incorrectly associated with the flashboards or does not exist. Check the flashboard definition or create another variable.</p>
3615 Error	<p>Invalid chart type, valid numbers for a chart are from 0 to 5.</p> <p>Specify a chart type from 0 to 5.</p>
3616 Error	<p>Internal error.</p> <p>A system error occurred. Contact your BMC Remedy AR System administrator.</p>

3617 Error	<p>Internal error. Form meta data is invalid.</p> <p>A system error occurred. Contact your BMC Remedy AR System administrator.</p>
3618 Error	<p>No history data was found in the BMC Remedy AR System server to display this Flashboard.</p> <p>No history data was collected in the FB:History form for this dashboard.</p>
3619 Error	<p>History data can not be displayed on a pie chart.</p> <p>History data can be displayed in all chart types except pie charts. To display history data, specify a different chart type.</p>
3620 Error	<p>No user-customizable parameters have been defined.</p> <p>User-customizable parameters have not been defined for the dashboard. See your BMC Remedy AR System administrator.</p>
3621 Error	<p>No summary data was found in the BMC Remedy AR System server to display this Flashboard.</p> <p>No history summary data was collected in the FB:History Summary form for this dashboard.</p>
3622 Error	<p>There is no data available to display this chart.</p> <p>The BMC Remedy AR System form defined for this dashboard contains no data.</p>
3623 Error	<p>Summary data can not be displayed on a pie chart.</p> <p>History summary data can be displayed in all chart types except pie charts. To display history summary data, specify a different chart type.</p>
3624 Error	<p>The dashboards mid tier system cannot login to the BMC Remedy AR System server.</p> <p>The dashboards mid tier system could not log in to the BMC Remedy AR System server because the user does not have the required permissions, or the dashboards mid tier system could not connect with the BMC Remedy AR System server. Contact your BMC Remedy AR System administrator.</p>
3625 Error	<p>The number of data points to be plotted on the dashboard exceeds the limit.</p> <p>The number of data points to be plotted on the dashboard exceeds the limit. The default limit is 3000 data points. An BMC Remedy AR System administrator can increase this limit by adding the following property to the <code>config.properties</code> file in the <code><midTierInstallDir>/WEB-INF/classes</code> directory:</p> <pre>dashboards.maxDataPoints</pre> <p>An example property that increases the limit to 4000 is:</p> <pre>dashboards.maxDataPoints=4000</pre>

3.7 4000 to 4499 - BMC Remedy Data Import errors, warnings, and notes

The following topics describe BMC Remedy Data Import error messages and notifications:

- [Error messages 4000 to 4199 \(see page 116\)](#)
- [Error messages 4200 to 4499 \(see page 122\)](#)

3.7.1 Error messages 4000 to 4199

Number	Description
4000 Note	<p>Import completed successfully – number records imported.</p> <p>This message appears after a successful Import operation. No errors occurred during import.</p>
4001 Note	<p>Import of <importFileName> started.</p> <p>System reports that the Import operation started. This message is logged only to the log file.</p>
4002 Warning	<p>The specified import file has only one field – ensure that you specified the import file correctly.</p> <p>System warns you that the specified import file has only one field. This is usually caused by an incorrect Import file format or separator string specified on the Open Import File dialog box.</p>
4003 Warning	<p>You have not added or saved your changes to the current fallback mapping – if you continue, those changes will be lost.</p> <p>System dismisses the Fallback Mappings window before applying the changes.</p>
4004 Warning	<p>You have not saved or imported data with the current mappings – if you continue, the mappings will be lost.</p> <p>You tried to exit the tool without saving the modified mappings in the main window. Use the Save Mapping menu item or the Import button before exiting the tool to avoid this note.</p>
4005 Warning	<p>You have not added or saved your changes to the current mapping – if you continue, those changes will be lost.</p> <p>The current mapping was changed but not applied. Click the Modify or the Add button to avoid this note.</p>
4006 Warning	<p>You have not saved your changes to the current mapping – if you continue, those changes will not be used for this import.</p> <p>The current mapping was changed but not applied when the Import button was clicked. Click the Modify or Add button to avoid this note.</p>
4007 Warning	<p>Are you sure you want to delete all mappings?</p> <p>System confirms the Delete All button is in both the main and Fallback mapping windows.</p>
4008 Warning	<p>Record number: Field <fieldName> truncated to number characters.</p> <p>This message is logged to the log file when a field is truncated during an Import operation. This message is logged only to the log file.</p>
4009 Warning	<p>Are you sure you want to start importing?</p> <p>System confirms that you really want to begin the Import operation.</p>
4010 Warning	<p>Mapping <mappingName> not loaded.</p> <p>The specified mapping is not loaded. Earlier messages described why.</p>
4011 Warning	<p>Duplicate name for mapping. Do you want to overwrite the existing mapping?</p> <p>A mapping with the name you specified already exists. If you overwrite it, the earlier mapping is replaced by the new one.</p>
4012 Warning	<p>Exit Import Tool?</p> <p>System confirms that you want to exit BMC Remedy Data Import.</p>

4013 Warning	<p>Did not find any matching fields to add as new mappings.</p> <p>The Add All button operation did not find any matching form and import fields to add as mappings.</p>
4014 Warning	<p>Copy unprocessed import records to the log file?</p> <p>You stopped the Import process before the tool completed its operation. Specify whether you want the remaining records to be copied to the log file.</p>
4015 Warning	<p>You have not saved your changes to the current fallback mappings. If you continue, your changes will not be used for this import.</p> <p>You are starting the Import operation without applying the changes made to the fallback mapping window. If you continue, any settings you made to the fallback mappings window that were not saved are ignored. If you want those settings used, do not continue with the import; instead, save the changes on the fallback mappings window, and restart the import.</p>
4016 Warning	<p>You made but did not save changes to the Save Mapping window. If you continue, your changes will be lost.</p> <p>You made but did not save changes to the Save Mapping window. If you continue, your changes will be lost. To save your changes, click No to cancel closing the window.</p>
4017 Warning	<p>This file contains duplicate or empty field titles. A number has been appended to those titles.</p> <p>The .csv or .asc import data file contains duplicate field titles. A number was appended to the end of the field titles in the import fields list so you can distinguish between them. Names are processed from left to right in the file with the field toward the right being modified. You can continue with the Import operation and no data will be changed. The name was changed so that BMC Remedy Data Import can distinguish between the two fields during mapping of data values.</p>
4018 Warning	<p>This file contains duplicate or empty field titles. Those titles have been replaced by their field ids.</p> <p>Duplicate field titles exist in the .arx import data file. When duplicate names are found in an .arx format file, both fields are replaced with their IDs to eliminate confusion about the fields.</p>
4019 Warning	<p>This form contains duplicate or empty field labels. Those labels have been replaced by their field ids.</p> <p>The form contains duplicate field names. These fields are shown by their field IDs in the form fields list.</p>
4102 Error	<p>Invalid AR Export format file: <importFileName>.</p> <p>The specified import file is not in AR Export format, which you specified it to be.</p>
4104 Error	<p>Import completed with errors: number records were imported; number records were not.</p> <p>The Import operation was completed. View the log file to see the error messages and records that did not get imported.</p>
4105 Error	<p>The import operation was terminated by user.</p> <p>The user terminated the Import operation after it started.</p>
4106 Note	<p>Copying remaining records of <importFileName> to log file.</p> <p>This is the second part of the message that appears after you stop the Import operation before it is completed and copy the remaining records to the log file. You should never see this message by itself.</p>
4108 Error	<p>The message broadcast was stopped.</p> <p>During a broadcast of messages within Windows, the broadcast message was stopped.</p>
4110 Error	<p>The record starting at the specified offset cannot be read.</p> <p>The record starting at the specified offset cannot be read. This error might indicate that Open or Seek operations cannot be performed in the import file.</p>

4112 Error	<p>No mapping selected to delete.</p> <p>You tried to delete a fallback mapping in BMC Remedy Data Import without first selecting one.</p>
4114 Error	<p>No saved mappings specified in batch mode.</p> <p>The tool is running in batch mode, but you did not specify which mapping to use for import on the command line.</p>
4116 Error	<p>Cannot get children widgets, or widget not a child.</p> <p>When you tried to add, change, or remove a mapping request (regular or fallback), the mapping or the fallback mapping list box failed to add, remove, or change the request.</p>
4118 Error	<p>Cannot login to any AR Server.</p> <p>The tool is running in batch mode, but none of the servers specified on the command line or in the <code>/etc/ar</code> file are available.</p>
4120 Error	<p>Two mappings have been specified on the command line. Only one mapping is allowed.</p> <p>The tool is running in batch mode, but you specified two mappings to use for the Import operation on the command line. Only one mapping is allowed.</p>
4122 Error	<p>The <code>-m</code> option requires a mapping name.</p> <p>You used the <code>-m</code> flag on the command line, but did not supply a mapping name following the flag.</p>
4124 Error	<p>The mapping name is longer than the maximum allowed length.</p> <p>You specified a mapping name that is longer than 30 characters.</p>
4126 Error	<p>A directory may be specified only if you specify a mapping.</p> <p>You used the <code>-d</code> flag on the command line, but did not also specify a mapping with the <code>-m</code> flag.</p>
4128 Error	<p><code><fieldName></code> is not a Form Field.</p> <p>The field name specified in the Form Field text control is not a valid field name for the current form. Enter a valid field name. Try reselecting the form and redefining the mappings; it is possible that the definition of the form was changed by another user.</p>
4130 Error	<p><code><fieldName></code> is not an import field name, id, or keyword.</p> <p>You used the variable syntax (\$) in the mapping value, but the string enclosed by the dollar signs (\$) is not an Import field, an Import field ID, or a keyword.</p>
4132 Error	<p>Cannot get the status of or cannot open log file.</p> <p>You specified a log file name that cannot be opened for read and write. You might not have permission to use the log file. Verify the owner and the permissions for the file.</p>
4134 Error	<p>A log file name is required.</p> <p>You erased the log file name and clicked Save in the Preferences window.</p>
4135 Error	<p>Log file <code><pathName></code> is not a valid filename.</p> <p>You specified a directory in the log file text field.</p>
4136 Error	<p>Import log file name is longer than the maximum allowed length.</p> <p>You specified a log file name longer than 255 characters.</p>
4137 Error	<p>Log file <code>fileName</code> is not a regular text file.</p>

	You specified a log file that is a special file type instead of a normal text file. Choose another file as the log file.
4138 Error	<p>Cannot write to log file.</p> <p>A system error occurred while writing the log file. The system error is the second part of this message.</p>
4140 Error	<p>Cannot initialize the server API.</p> <p>BMC Remedy Data Import cannot initialize the server API and so cannot establish a connection to BMC Remedy AR System server.</p>
4142 Error	<p>Cannot open the main import window.</p> <p>BMC Remedy Data Import could not create the main window, and the tool could not be started. The system is probably out of memory.</p>
4144 Error	<p>Bad parameters.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4146 Error	<p>Bad global variables.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4148 Error	<p>Cannot add to mapping list.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4150 Error	<p>Cannot set mapping list item.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4153 Error	<p>Cannot open mapping file for specified mapping.</p> <p>The mapping file that contains the specified mapping cannot be opened. You might have moved the file or the directory that contained the mapping.</p>
4154 Error	<p>Cannot find specified mapping.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4155 Error	<p>Cannot read mapping file for specified mapping.</p> <p>The mapping file that contains the specified mapping cannot be read. The file probably has incorrect permissions set.</p>
4156 Error	<p>The import option value is invalid.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4158 Error	<p>The mapping file has a syntax error.</p> <p>The mapping file contains invalid syntax. This is probably caused by a user who edited the mapping file manually. Fix the syntax as necessary.</p>
4160 Error	<p>Bad Mapping or Compound mapping within Compound mapping.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>

4164 Error	<p>Import fields' titles-list is invalid.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4166 Error	<p>Bad Mapping list.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4168 Error	<p>Bad Fallback Mapping list.</p> <p>This is an internal error. You might be able to perform the operation by shutting down BMC Remedy Data Import, restarting it, and performing your operation.</p>
4172 Error	<p>Record number: Cannot parse record in import file.</p> <p>The tool could not understand this record in the import file. This condition could result from low memory.</p>
4174 Error	<p>Cannot parse import field titles in import file.</p> <p>The tool could not understand the field titles in the import file. This condition could result from low memory.</p>
4175 Error	<p>Specified import file does not exist.</p> <p>You specified a nonexistent file as the import file, or you removed the file after BMC Remedy Data Import started.</p>
4176 Error	<p>Syntax error in the mapping string.</p> <p>The tool could not understand the syntax in the mapping value string. Rewrite the mapping.</p>
4177 Error	<p>Specified import file is a directory.</p> <p>You specified a directory as the import file.</p>
4178 Error	<p>Specified import file is not a regular text file.</p> <p>You specified an import file that is a special file type instead of a normal text file.</p>
4179 Error	<p>Cannot get the status of import file.</p> <p>The import file, or the directory it is in, is no longer accessible.</p>
4180 Error	<p>Specified import file is empty.</p> <p>The import file is of length zero.</p>
4182 Error	<p>Specified import file has no data.</p> <p>The Import file contains only field titles (if that) and no data.</p>
4184 Error	<p>An import file name is required.</p> <p>You tried to close the Open Import File window without specifying an Import file.</p>
4186 Error	<p>Import file name is longer than the maximum allowed length.</p> <p>The specified Import file name is longer than 255 characters.</p>
4190 Error	<p>A field separator string is required.</p> <p>For the ASCII file format, a field separator string is required for reading in the field titles.</p>
	<p>Cannot open specified import file.</p>

4192 Error	The specified import file cannot be opened due to a system error. The system error appears in the second part of this message.
4194 Error	Cannot seek in import file. A Seek operation cannot be completed in the import file due to a system error. The system error is in the second part of this message.
4196 Error	AR Export file's Field ID string does not contain a number. Digits are expected in the line after the string FLD-ID, but a character that is not a digit was found. Make sure that the export data file (.arx) is not corrupt, and correct the file so that it contains only digits in the FLD-ID line.
4198 Error	Record number: Unrecognized tag in AR Export file: <fileName>. A data line in an export data file (.arx) did not begin with DATA. The data in the file must be corrected before an import of this line is possible.

3.7.2 Error messages 4200 to 4499

Number	Description
4200 Error	<p>Import file <fileName> is of an unknown type.</p> <p>This is an internal error. The import file type is not set.</p>
4202 Error	<p>Cannot find form field with saved index.</p> <p>You failed to put the mapping at a given index into the form and into the mapping text field in BMC Remedy Data Import.</p>
4204 Error	<p>The specified import file contains an improperly formatted record.</p> <p>The specified import file contains an improperly formatted record.</p>
4206 Error	<p>Record number: value is not a valid value for field <fieldName>.</p> <p>The value in the import file is invalid for the form field it is mapped to. This could be caused by an unrecognized selection when mapping to a selection form field, or by a character that is not a digit when mapping to a numeric field.</p>
4208 Error	<p>Record number: Too many fields; found <numberFound>, expected <numberExpected>.</p> <p>The record has more fields than the number of field titles.</p>
4210 Error	<p>Record number: Not enough fields; found <numberFound>, expected <numberExpected>.</p> <p>The record has fewer fields than the number of field titles.</p>
4212 Note	<p>Import completed successfully: <numberImported> records imported; <numberTruncated> records were truncated.</p> <p>After you choose the Truncate option in the Preferences dialog box and records are truncated, this message indicates how many records were truncated and imported.</p>
4214 Note	<p>End of <numberOfCopiedRecords> records.</p> <p>This message is printed in the log file at the end of all copied records from the Import file. You never see this message in a dialog box.</p>
4216 Error	<p>Import completed with errors: <numberImported> records were imported; <numberNotImported> records were not; <numberTruncated> records were truncated.</p> <p>After you choose the Truncate option in the Preferences dialog box and records are truncated (and some records not imported due to errors), this message indicates how many records were truncated and not imported.</p>
4218 Error	<p>Only one -d argument is allowed on the command line.</p> <p>Only one -d argument is allowed on the command line.</p>
4220 Error	<p>The mapping file could not be created.</p> <p>The mapping file could not be created. The error was displayed in previous dialog boxes.</p>
4222 Error	<p>No mappings are defined.</p> <p>You chose the Load Mapping menu item, but no mappings files exist in \$ARHOME/arcmds or in any of the directories on the ARPATH environment variable.</p>
4224 Error	<p>The receiving window was not able to handle the message broadcasted.</p> <p>A window broadcast a message to another window, and that window could not handle the message.</p>

4226 Error	<p>Record <number>: a field exceeds the maximum size allowed.</p> <p>A field of the specified record exceeded 32,767 bytes (one byte less than 32 kilobytes). You can take one of the following actions:</p> <ul style="list-style-type: none"> • Exit the record to make the field shorter. • Turn on the truncate character fields' value option if it is a character field.
4227 Error	<p>Cannot open the default import log file.</p> <p>The default import log file (/tmp/arimport_ user.log on UNIX and arimport.log in the ARHOME directory on Windows) cannot be opened. Verify the file path to make sure that enough disk space exists and that all the directories exist.</p>
4499 Warning	<p>User stopped import after <numberProcessed> records were processed, of which <numberImported> were imported.</p> <p>You stopped the import process before it was completed. This message indicates how many records were processed and how many were imported.</p>

3.8 4500 to 4899 - AR System application servers, including BMC Remedy Approval Server

The following table describes AR System application server (including BMC Remedy Approval Server) messages and notifications:

Number	Description
4500 Note	<p>AR System Application server terminated when a signal/exception was received by the server.</p> <p>A signal terminated the approval engine. It was terminated either accidentally or intentionally by a user in your environment. The number following this error is the signal that was received. If the signal is 15, you should be able to restart the server and continue to work.</p>
4501 Note	<p>AR System Application server terminated – fatal error encountered.</p> <p>A fatal error occurred within the approval engine. Details are in an associated message. This message indicates that the error was fatal and the approval engine is shutting down.</p>
4502 Note	<p>Operation cancelled due to error.</p> <p>The command could not be performed because of an unspecified error. The command that failed is included in this message.</p>
4503 Note	BMC Remedy AR System Application server restarting.
4510 Warning	<p>Two or more roles have the same name.</p> <p>The system encountered two or more entries in the Approval Role form for the specified name. The system does not allow this. Delete or change one entry. The name is included in this message.</p>
4511 Warning	<p>No Approval Administration form was found.</p> <p>The system could not locate the Approval Administration form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.</p>
	No Approval Notification form was found.

4512 Warning	The system could not locate the Approval Notification form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.
4513 Warning	No Approval Form form was found. The system could not locate the Approval Form form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.
4549 Error	The supplied password is invalid for the user performing the operation. The approval process is configured to require users to enter their password to approve or reject a request. Either the password was not supplied, or the supplied password was invalid for the user performing the operation.
4550 Error	Creation of an application form failed. During the creation of the Application Pending form, an error occurred. Details are in an associated message. To re-create the form, correct the reason for the failure, and restart the arserverd process (or send a SIGHUP signal).
4551 Error	Must be Application Server user to perform this operation. To run the specified delete operation and mapping forms, you must be the BMC Remedy AR System Application Service user (process). The forms should be considered part of the system structure and should not be deleted or modified. To delete one or both of the forms, use BMC Remedy AR System Developer Studio to select the forms for deletion, and ignore the system warning related to the forms.
4552 Error	The reserved application pending fields can only exist on one form. – delete duplicates to continue. The system encountered two forms that have all the reserved application pending fields. The system cannot work correctly if two forms contain pending information. Delete one of the forms, or change it so that it is not considered an Application Pending form by removing fields in the 250 to 260 range. An associated error message identifies the forms.
4553 Error	No Application Pending form could be found on the server. An Application Pending form is required for the system to support application operations. No form containing all the special reserved application pending fields was found. Load the Application Pending form.
4554 Error	An application command failed. The system received a request to record a command or encountered a situation in which it attempted to record one automatically, and a failure was encountered during recording. Thus, the command was not performed. The attempted command is displayed with this message. An associated message contains more information.
4555 Error	Command requires a form name be specified. The parsing or formatting command requires a form name. None was specified. Check the syntax of the command, and enter a form name as required.
4556 Error	Form name specified on command is not valid. The specified form name is invalid on the system. The specified form name must be the name of an existing form.
4557 Error	Parse set fields command requires two forms be specified. The parse set fields command requires that two forms be specified. Either none or only one was specified.
4558 Error	Qualification line error. An error was detected in the qualification line. Additional information identifies the error and the position in the qualification where the error occurred.
	Assign line error.

4559 Error	An error was detected in an assignment line. Additional information identifies the error and the position in the assignment where the error occurred.
4560 Error	No Approval Details form could be found on the server. A request was made for finding forms joined to the Approval Details form, but no Approval Details form exists on the system. Generally, this means that the Approval subsystem is not installed. The command is not valid without the Approval subsystem.
4561 Error	Command requires a field name specified. The command requires that a field name be specified. Review the syntax and retry the command with the appropriate field name specified.
4562 Error	Field name specified on command is not valid. The field name specified for the command is invalid within the indicated form. The command requires that a valid field name be specified.
4563 Error	Command requires an entry ID specified. The command requires that a Request ID be specified. Review the syntax of the command, and retry the operation.
4564 Error	Entry ID specified on command is not valid. The Request ID specified for the command is invalid.
4565 Error	No Approval Signature form could be found on the server. A request was made that requires access to the Approval Signature form, but no Approval Signature form exists on the system. Generally, this means that the Approval subsystem is not installed. The command is invalid without the Approval subsystem.
4566 Error	No Approval Detail-Signature join form could be found on the server. A request was made that requires access to the Approval Detail-Signature form, but no Approval Detail-Signature form exists on the system. Generally, this means that the Approval subsystem is not installed. The command is invalid without the Approval subsystem.
4567 Error	Command requires appropriate parameters. One or more expected parameters are missing from a process command.
4568 Error	The start or end time provided for the command is not valid.
4577 Error	No Approval Server license – cannot run the approval engine. BMC Remedy Approval Server checks licensing to determine whether a server is licensed for approval functionality. For an approval license to exist, a valid server license must exist because the server license is the base license and the approval license is an option. Make sure that the server license is valid and implemented.
4578 Error	There are two forms with the same license tag. Limited licensing is in effect for approvals, and the system encountered two forms with the same license tag. Only the first form found with the tag will be loaded.
4579 Error	The Approval Server is in Limited licensing mode and no form associated with this limited license tag is found. Limited licensing is in effect for approvals, and the system could not find any form with the tags in the limited license tag list. This is an error condition.
4580 Error	The Approval Server is in Limited licensing mode and this form does not have the proper limited license tag.

	Limited licensing is in effect for approvals, and the system could not find a license in the limited license tag list for the specified form. The form name is identified in the message.
4581 Error	Memory allocation failed in Approval Server.
4582 Error	Another instance of the Approval Server is already running or the Application Dispatcher is in use.
4583 Error	Unable to open the Approval Server lock file. The system encountered an error while attempting to open the Approval Server lock file <ARServerInstallDir>\arserver\db\ar.lck.390609.
4584 Error	Duplicate Approval Detail form found. The system encountered two forms designated as the Approval Detail form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.
4585 Error	Duplicate Approval Signature Line form found. The system encountered two forms designated as the Approval Signature Line form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.
4586 Error	No Approval Signature Line form was found. The system could not locate the Approval Signature Line form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.
4587 Error	Duplicate Approval Process Definition form found. The system encountered two forms designated as the Approval Process Definition form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.
4588 Error	No Approval Process Definition form was found. The system could not locate the Approval Process Definition form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.
4589 Error	Command requires form and entry ID be specified. Parameters are missing from the command to the Approval Server. An associated message with the actual command was sent to the Approval Process administrator.
4590 Error	Duplicate Approval Rule Definition form found. The system encountered two forms designated as the Approval Rule Definition form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.
4591 Error	No Approval Rule Definition form was found. The system could not locate the Approval Rule Definition form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.
4592 Error	Duplicate Approval Alternate form found. The system encountered two forms designated as the Approval Alternate form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.

4593 Error	<p>No Approval Alternate form was found.</p> <p>The system could not locate the Approval Alternate form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.</p>
4594 Error	<p>Duplicate Approval More Information form found.</p> <p>The system encountered two forms designated as the Approval More Information form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.</p>
4595 Error	<p>No Approval More Information form was found.</p> <p>The system could not locate the Approval More Information form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.</p>
4596 Error	<p>Duplicate Approval Process Administrator form found.</p> <p>The system encountered two forms designated as the Approval Process Administrator form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.</p>
4597 Error	<p>No Approval Process Administrator form was found.</p> <p>The system could not locate the Approval Process Administrator form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.</p>
4598 Error	<p>Duplicate Approval Role form found.</p> <p>The system encountered two forms designated as the Approval Role form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.</p>
4599 Error	<p>No Approval Role form was found.</p> <p>The system could not locate the Approval Role form. Generally, this means that the Approval subsystem is not installed. The form is found by searching for a form with a specific tag in the Change History field, so it is also possible that the Change History field is corrupted.</p>
4600 Error	<p>The approval process for the indicated entry ID is already in progress. New approval detail entry cannot be created.</p> <p>An approval is in progress for the indicated approval process and entry ID, so a new approval detail entry will not be created.</p>
4601 Error	<p>Multiple Next Approvers found but the current setting only allows one.</p> <p>More than one Next Approver record was returned for the entry, and a Get Next Approver rule for the approval process is configured to return an error when multiple rows are returned. The operation has stopped. Either change the rule to allow multiple next approvers, or specify only one next approver for this entry.</p>
4602 Error	<p>AR System server does not support AR System Application Service user.</p> <p>This can occur when BMC Remedy AR System 5.1 is used with Approval Server 4.x. Either upgrade your Approval Server to 5.1, or remove your BMC Remedy AR System Application Service password.</p>
4603 Error	<p>Field specified for first approver is not defined on the form.</p> <p>The field defined to specify the first approver for the process does not exist on the application form. The field ID is appended to this message. If the process is defined as Ad Hoc, the operation stopped. If the process is defined so that Anyone can specify the next approver (see the BMC Remedy Approval Server section), the operation will continue after this message.</p>
4604 Error	<p>Sig-xxx command requires form to be the approval signature line form.</p>

	The issued command (sig-approved, sig-rejected, sig-cancelled, sig-reassign, sig-notify) must come from the AP:Signature form.
4605 Error	<p>Sig-xxx command requires process to match details if process is specified.</p> <p>The process specified in the issued command (sig-approved, sig-rejected, sig-cancelled, sig-reassign, sig-notify) does not match the process specified in the details record of this pending approval request.</p>
4606 Error	<p>Multiple approval process are associated with this application, but none is specified for this new approval process to use.</p> <p>Your application has two or more approval processes configured for it, but the issued command (Add-sig or New-details) did not specify which one to use for the new approval.</p>
4607 Error	<p>Process allows only one 'next approver' but two or more were specified.</p> <p>The process was configured to allow only one approver, but more than one approver was entered in the Next Approvers or Reassign To field.</p>
4608 Error	<p>MoreInfo-xxx command can only be issued from the More Information form.</p> <p>The issued MoreInfo-Return command must come from the AP:More Information form.</p>
4609 Error	<p>The specified process cannot be found.</p> <p>The process specified in the AP:Notification entry or in the issued command (Add-sig, New-details, sig-approved, sig-rejected, sig-cancelled, sig-reassign, or sig-notify) does not exist.</p>
4610 Error	<p>No process is associated with this form.</p> <p>No process is associated with your approval application form, so the operation stopped. Before using a form for approvals, configure a process for it.</p>
4611 Error	<p>No join is defined between the form and the approval detail form.</p> <p>Before you use the Approval Server with your application, join your application form to the AP:Detail form. For instructions, see the BMC Remedy Approval Server section.</p>
4612 Error	<p>No join is defined between the approval detail and signature line forms.</p> <p>Before you use the Approval Server with your application, join your application form to the AP:Detail-Signature form. For instructions, see the BMC Remedy Approval Server section.</p>
4613 Error	<p>The issued Update-config command did not have a tag for the config parameter.</p> <p>The issued Update-config command did not have a tag for the config parameter. If you are making approval configuration changes in the Server Settings form, try again.</p>
4614 Error	<p>The field IDs for the fields specified in the Send to Other, Subject, and Message fields in the AP:Notification entry could not be identified.</p> <p>The field names specified in the Send to Other, Subject, and Message fields in the AP:Notification entry could not be converted to their field IDs. The actual error is appended to this message.</p>
4615 Error	<p>A join form of the Detail-Signature form cannot be found.</p> <p>See error number 4612.</p>
4616 Error	<p>Duplicate Approval Administration forms found. Only one is allowed.</p> <p>The system encountered two forms designated as the Approval Administration form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.</p>

4617 Error	<p>Duplicate Approval Notification form found. Only one is allowed.</p> <p>The system encountered two forms designated as the Approval Notification form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.</p>
4618 Error	<p>Duplicate Approval Form form found. Only one is allowed.</p> <p>The system encountered two forms designated as the Approval Form form. The system does not allow this. One of the forms must be deleted for the Approval system to work correctly. An associated message identifies the forms.</p>
4619 Error	<p>Duplicate Approval Preview Signature Line form found. Only one is allowed.</p> <p>Only one form can have this designation. This message appears when the approval engine starts. To resolve this problem, designate only one Approval Preview Signature Line form.</p>
4620 Error	<p>No Approval Preview Signature Line form was found.</p> <p>An Approval Preview Signature Line form is required, but no form was designated for this purpose.</p>
4650 Error	<p>The Completion field is required on Detail form but is missing.</p> <p>The Completed? field (ID 13004) is missing from the AP:Detail form.</p>
4651 Error	<p>The Form field is required on Detail form but is missing.</p> <p>The Application field (ID 10050) is missing from the AP:Detail form.</p>
4652 Error	<p>The Entry ID field is required on Detail form but is missing.</p> <p>The Entry ID field (ID 8) is missing from the AP:Detail form.</p>
4653 Error	<p>The Next Approver field is required on Sig Line form but is missing.</p> <p>The Next Approvers field (ID 13205) is missing from the AP:Signature form.</p>
4654 Error	<p>The Process field is required on Detail form but is missing.</p> <p>The Process field (ID 10000) is missing from the AP:Detail form.</p>
4810 Warning	<p>Duplicate category names found.</p>
4820 Error	<p>Insufficient memory for Set Up and Move server.</p>
4830 Error	<p>Same tag is associated with more than one form. This is not allowed.</p>
4831 Error	<p>The tag is not associated with any form.</p>
4836 Error	<p>Entry ID (0 is top level) or category tag is required for this command.</p>

3.9 4900 to 4999 - BMC Remedy Email Engine errors and warnings

The following table describes BMC Remedy Email Engine messages and notifications:

Number	Description
4900 Error	Invalid Value. An invalid value was supplied, such as a user name or a server name. Verify your input email message. Contact your BMC Remedy AR System administrator if necessary.
4901 Error	An attempt was made to initialize a mail box that was already initialized. An attempt was made to initialize a mail box that was already initialized. Verify your email configuration or review the email engine logs to diagnose the problem.
4902 Error	One of the fields is empty. A NULL value was supplied, such as for a user name or a server name. Verify your input. Contact your BMC Remedy AR System administrator if necessary.
4903 Error	A ":" is missing between the field label and the value in your input. A colon was not supplied after the label name in supplying field values. This error can occur while parsing an instruction. Supply a colon (:) between the field label and the value in your input.
4904 Error	Missing Field Label in field value. The field value was supplied without the field label in the email message. Supply the field label.
4906 Error	Missing XML <> tag in the email message. An expected XML tag is missing in the email message. Supply the missing XML tag.
4907 Error	Missing name value tag in HTML email message. An expected HTML tag is missing in the email message. Supply the <i>value</i> tag.
4908 Error	Invalid field value. An invalid field value was supplied, such as a non-numeric value for an integer field. Supply the correct value, depending on the field type in the incoming email message.
4909 Error	Missing the action Instruction. The expected header instruction action is missing from the email message. Supply the action instruction.
4910 Error	Unable to create the outgoing mail message. An outgoing email message cannot be created because certain information is missing or an internal error occurred. Review the email engine logs to diagnose the specific problem.
4911 Error	Unable to locate the specified User Instruction. The user instruction specified in the email message does not exist. Verify that the specified user instruction exists in BMC Remedy AR System Email User Instruction Templates form. Contact your BMC Remedy AR System administrator if necessary.
4912 Error	Command Line Parameter already defined. The command-line parameter is specified more than once. The message contains the parameter that is specified more than once. Specify the parameter only once.
4913 Error	Command Line Parameter not defined. A required command-line parameter, such as a server name, is not specified in the email engine startup script. The message provides a description of the missing information. Provide the missing parameter.

4914 Error	<p>Command Line Parameter Value is missing.</p> <p>A command-line parameter is specified without a value in the email engine startup script. The message provides information about which parameter value is missing. Provide the missing parameter value.</p>
4915 Error	<p>Command Line Parameter is not valid.</p> <p>An invalid parameter or an invalid value for a parameter is specified in the email engine startup script. The message provides information about which parameter is invalid.</p>
4916 Error	<p>Invalid Email configuration values in the EmailDaemon.properties file.</p> <p>\Invalid configuration values in the EmailDaemon.properties file. Review the EmailDaemon.properties file to see if anything is missing.</p>
4918 Error	<p>A required action parameter, such as a form name or a request ID, is missing in the incoming email message. Please enter the parameter and continue.</p> <p>A required action parameter, such as a form name or a request ID, is missing in the incoming email message. The message provides information about the missing parameter.</p>
4919 Error	<p>The supplied data type does not match the data type required for the field.</p> <p>You cannot modify the form because an invalid value was supplied. The supplied data type does not match the data type required for the field. Provide the correct value for the field.</p>
4920 Error	<p>An expected attachment was missing while processing an incoming email message. Please provide the expected attachment.</p> <p>An expected attachment was missing while processing an incoming email message. Provide the expected attachment.</p>
4922 Error	<p>The security key provided in the incoming email message is disabled.</p> <p>The security key provided in the incoming email message is disabled. Contact your BMC Remedy AR System administrator.</p>
4923 Error	<p>The security key provided in the incoming email message has expired.</p> <p>The security key provided in the incoming email message expired. Contact your BMC Remedy AR System administrator.</p>
4924 Error	<p>An invalid security key was entered. Verify that the security key entered is present on the BMC Remedy AR System Email Security Form. If the problem still occurs, contact your BMC Remedy AR System administrator.</p> <p>An invalid security key was entered. Verify that the right security key was entered. If the problem still occurs, contact your BMC Remedy AR System administrator.</p>
4925 Error	<p>The security key does not match the originating email address. Verify that you specified the correct security key for the email address used.</p> <p>The security key does not match the originating email address. Verify that you specified the correct security key for the email address used.</p>
4927 Error	<p>No login information was specified or the specified login information is invalid.</p> <p>No login information was specified or the specified login information is invalid. Check the email sent. If login information was specified, make sure that the email mailbox is set to use the user supplied login information.</p>
4928 Error	<p>The specified instruction cannot be found in the AR System Email User Instruction Templates form.</p> <p>The specified instruction cannot be found in the BMC Remedy AR System Email User Instruction Templates form. Check the instruction specified or contact your BMC Remedy AR System administrator if necessary.</p>
	<p>The specified template cannot be found in the AR System Email Templates form.</p>

4929 Error	The specified template cannot be found in the BMC Remedy AR System Email Templates form. Verify that the correct template was specified or contact your BMC Remedy AR System administrator if necessary.
4930 Error	Unable to encrypt the modify key. Contact Customer Support. A problem occurred in encrypting the modify key. Contact Customer Support.
4931 Error	Unable to decrypt the modify key. Contact Customer Support. A problem occurred in decrypting the modify key. Contact Customer Support.
4932 Error	The modify key contains an invalid entry ID. Make sure that the modify key was not modified and that the original outgoing email message was not deleted. The modify key contains an invalid entry ID. Make sure that the modify key was not modified and that the original outgoing email message was not deleted.
4933 Error	The modify key contains an invalid AR System server name. The modify key contains an invalid BMC Remedy AR System server name. Make sure that the modify key was not modified and that the original outgoing email message was not deleted.
4934 Error	The modify key in the incoming modify action email message is invalid. Make sure that the modify key was not modified. The modify key in the incoming email message with modify action is invalid. Make sure that the modify key was not modified.
4935 Error	The modify key is missing from the incoming modify action email message, unable to execute Instructions. The modify key is missing from the email message with the modify action. Make sure that the modify key was not deleted from the message.
4936 Error	Modifications are disabled on this mailbox. Contact your AR System administrator. Modify actions are disallowed for the incoming mailbox. Contact your BMC Remedy AR System administrator.
4937 Error	The email message with the modify action is missing a security key. Provide the security key. The email message with the modify action is missing a security key. Provide the security key.
4938 Error	Invalid Date/Time format for specified date field. The correct format is <format>. An invalid format was used for the date/time fields. This error message gives details about the correct date/time format. Supply values for the date/time fields in the suggested format.
4939 Error	An unknown system error occurred. Contact Customer Support. An unknown system error occurred. Contact Customer Support
4940 Error	No email address is specified for the email message. No email addresses are specified for the email message. Verify that the email address was specified.
4941 Error	No matching entries found for the qualification. Verify your qualification or contact your AR System administrator. No matching entries were found for the qualification. Verify your qualification or contact your BMC Remedy AR System administrator
4942 Error	Problem with the connection to the AR System server. Wait for the email engine to reconnect to the server and complete all pending actions. If the connection is not reestablished, then check the AR System server and then check network connectivity.

	<p>A problem has occurred with the connection to the AR System server. Wait for the email engine to reconnect to the server so that all pending actions can be completed. If the connection is not re-established within <code>timeInterval</code>, then check whether the AR System server is running, and if it is, then check the network connectivity.</p>
4943 Error	<p>Form is missing. Will retry to verify existence of form in <code><numberMinutes></code> minutes.</p> <p>The BMC Remedy AR System Email Mailbox Configuration form does not exist or the BMC Remedy AR System server is unavailable. Contact your BMC Remedy AR System administrator.</p>
4944 Error	<p>The supplied value for an option (radio button) or a drop-down list item is invalid. Verify that you provided the correct value.</p> <p>The supplied value for an option (radio button) or a drop-down list item is invalid. Verify that you provided the correct value.</p>
4945 Error	<p>Sender address not found in originating email.</p> <p>The email address of the sender of the modify email is not found in the original email message. Contact your BMC Remedy AR System administrator.</p>
4946 Error	<p>No field values were specified for submit or modify operation. Specify values for the action.</p> <p>No fields were specified for submit or modify operation. Specify values for the action.</p>
4947 Error	<p>Missing currency code for the currency value specified.</p> <p>A currency value was specified without a currency code. Specify a currency code for the value.</p>
4948 Error	<p>Attachment file size exceeds the limit set in <code>emaildaemon.properties</code>.</p> <p>The attachment is too large. See your BMC Remedy AR System administrator.</p>
4949 Error	<p>Email address contains invalid characters.</p> <p>Invalid characters were found in the email address for the email message. Verify that the email address that was specified correctly.</p>
4950 Error	<p>Variable replacement with a qualification requires a form and a server.</p> <p>If you use variable replacement with a qualification, supply a form name and an BMC Remedy AR System server name.</p>
4951 Error	<p>None of the recipients have access to form: <code><formName></code>.</p> <p>The required form access permissions are unavailable. See your BMC Remedy AR System administrator.</p>
4952 Error	<p>Incoming Message's From Or Reply-To is same as Incoming MailBox's User configured in BMC Remedy AR System Email Mailbox Configuration form which may cause circular mails.</p> <p>The name in the From or Reply-To field of the current email message is the same as the incoming mailbox user name; this may cause a message loop. Use a different name in the From or Reply-To field of the current email message.</p>
4953 Error	<p>Message will be deleted without logging in email messages form because there is an error on submit.</p> <p>The Store entry has not been created for the current email message, because it was not saved in the database. This problem may occur due to the AR System server being unavailable, a database connectivity issue, or a connectivity issue between the AR System server and the email engine. Check whether all of these are working and then resend the message.</p>
4954 Error	<p>More than one recipients specified for MODIFY action with Security Key disabled.</p> <p>More than one recipients are specified for the incoming mail modify action when the Security Key is disabled. Specify only one recipient or enable the Security Key.</p>
4955 Error	<p>Login name is not consistent with <code>MODIFY_KEY</code>.</p>

	The User Name specified in the reply email for modify action does not match the intended user name. Check the user name provided.
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3.10 5000 to 5999 - BMC Remedy Developer Studio messages

The following topics describe BMC Remedy Developer Studio messages and notifications:

- [Error messages 5000 to 5200 \(see page 135\)](#)
- [Error messages 5201 to 5391 \(see page 148\)](#)
- [Error messages 5525 to 5642 \(see page 158\)](#)

3.10.1 Error messages 5000 to 5200

Number	Description
5000 Error	<p>Cannot connect to <serverName>.</p> <p>The store is not connected. If the user is working against an AR System server, the user has not logged in to the server. If the user is working against a different store implementation, the store has not been initialized.</p>
5001 Error	<p>The cache could not be updated for an object. For more information, see the log file.</p> <p>The cache could not be updated for an object. For more information, see the log file.</p>
5002 Error	<p>Unable to retrieve field list for form <formName>.</p>
5003 Error	<p>Invalid store for <objectName>.</p> <p>The store attached to a specific model object is invalid. This is an error intended for Java developers who are developing plug-ins for BMC Remedy Developer Studio, and does not affect users. Assign a valid store instance to the object.</p>
5004 Error	<p>No field limit information available for field <fieldName> type <type>.</p> <p>This is an internal error message used for debugging purposes.</p>
5005 Error	<p>No metadata available for limit <limit> for field <fieldName>.</p> <p>This is an internal error message used for debugging purposes.</p>
5006 Error	<p>Object is not editable.</p> <p>This is an internal error message used for debugging purposes.</p>
5007 Error	<p>The property property for field <fieldName> is invalid expect <value>, got <value>.</p> <p>This is an internal error message used for debugging purposes.</p>
5008 Error	<p>Unable to set the value for the property ID <ID> of field <fieldName>.</p> <p>This is an internal error message used for debugging purposes.</p>
5009 Error	<p>Property <property> of field <fieldName> not described in metadata.</p> <p>This is an internal error message used for debugging purposes.</p>
5010 Error	<p>The property <property> of field <fieldName> has an unexpected enum value <value>.</p> <p>This is an internal error message used for debugging purposes.</p>
5011 Error	<p>Unable to update the enum value <value> of field <fieldName>.</p> <p>This is an internal error message used for debugging purposes.</p>
5012 Error	<p>The current object reservation setting requires Subadministrators to have permission for accessing the form <formName>.</p> <p>Object reservations are stored as entries on a form on the AR System server. This error is generated if subadministrators do not have permissions to the form. Modify the form to give subadministrators permission to it.</p>
5013 Error	<p>Unable to open the binary file <fileName>.</p>

5025 Warning	<p>No field mappings have been defined.</p> <p>You did not define any field mappings.</p>
5026 Warning	<p>The field label <label> is duplicated on this form.</p> <p>The field labels identified in the message are used for multiple fields on the form. Because fields are uniquely identified by field ID, duplicate labels are allowed. Because it can be confusing to have fields with duplicate labels, consider changing one of the labels.</p>
5027 Error	<p>The form cannot be saved. A dynamic field value in <tableFieldType tableFieldName> contains an invalid field or keyword reference. Provide a correct dynamic value.</p> <p>A dynamic field value was specified that does not match a field reference on the current form or a keyword. Enter a field reference or select a keyword from the list for the field.</p>
5028 Error	<p>Unable to add a menu item because there are too many levels in the character menu. Character menus cannot exceed 15 levels.</p> <p>Menus can contain a maximum of 15 levels. You specified a menu that contains more than 15 levels at some point in its hierarchy.</p>
5029 Warning	<p>The entry point guide will not be executed because it does not have a starting active link.</p> <p>An entry point guide was created without a starting active link. The entry point guide cannot execute correctly in an Application List field without a starting active link. Specify a starting active link for the active link guide.</p>
5030 Error	<p>The error handler does not exist to validate the property.</p> <p>The error handler does not exist to validate the property.</p>
5031 Error	<p>Object is already owned by another application: <objectName : applicationName>.</p> <p>This object has an application owner and cannot be added to this application. To add the object to this application, first remove it from the application that owns it.</p>
5032 Error	<p>You cannot create or modify a view form data field without specifying a corresponding database column name. Specify a valid database column name for field. <fieldName>.</p> <p>When creating a view form, you must link data fields to an underlying database column.</p>
5033 Warning	<p>The field on this form with the name or ID of <name ID> needs a label.</p> <p>You applied changes to a form that contains a field with a blank label.</p>
5034 Warning	<p>All subsequent calls will be deleted.</p> <p>When you try to delete an OLE method, a warning is returned that all subsequent methods (if nesting was done) will be deleted.</p>
5035 Error	<p>You can't call another method on the parent method because parent return type is not an object.</p> <p>When you nest a method, the parent method's return must be one of the following types: IDispatch, VARIANT, or Compatible. If the parent method's return type is not one of these types, this error is returned.</p>
5036 Error	<p>The return type of the method selected and method to be added appear to be incompatible. Select a matching function.</p> <p>When you define an OLE method that has a return type and you try to nest or call another method on this return type, BMC Remedy Developer Studio validates whether the return type is of type object. You can call or nest another method out of this return type only if the return type is of type object or object pointer.</p>
5037 Error	<p>Empty COM method list. Add at least one COM method.</p> <p>The method list required when you define an OLE Automation active link action is empty. Provide at least one method for this structure.</p>

5038 Error	<p>The OLE method called has an incompatible return type.</p> <p>You defined an OLE method that has a parameter of type pointer and you nested another method whose return type is incompatible with the pointer type, or you tried to enter a value for a parameter of type pointer. The parameter can be filled only by nesting another method whose return type is compatible. You can also use \$fld\$ to enter the value for a pointer parameter. AR Runtime gets or sets the value of the \$fld\$ and treats this field as an OLE pointer variable.</p>
5039 Error	<p>The parameter or return value is incompatible. Enter a value with compatible type.</p> <p>When you provide a value for a parameter, BMC Remedy Developer Studio tries to map it to the OLE methods parameter OLE type. If the conversion is unsuccessful, this error message is returned explaining that the value cannot be converted to the native OLE parameter type.</p>
5040 Error	<p>A network connection cannot be established to AR System server:< serverName. errorMessage/Reason>.</p> <p>The server is inaccessible for one of these reasons:</p> <ul style="list-style-type: none"> • A network connectivity problem exists. Issue a ping command to the server. You must solve all network connectivity problems before you can use the AR System server. • If no network connectivity problem exists, make sure that the server process (arserved) is running. If it is not running, ask your AR System administrator to start it. • If the server is running, review the /etc/ar file (UNIX) or Login Information window (Windows) on your computer to verify that the server is registered as one of the servers you can access. If no entry is in the file or window, add the entry. <p>If the connection is still unsuccessful after you eliminate these potential causes, restart the web client. The server might have been temporarily inaccessible.</p>
5041 Error	<p><propertyName> cannot be empty.</p> <p>Supply the missing value.</p>
5042 Error	<p>The field length for <fieldName> cannot exceed <number> characters.</p> <p>Specify a field length that is within the listed number of characters.</p>
5043 Error	<p>The value for <fieldName> must be in the range between <value> and <value>.</p> <p>Specify a value that is within the listed range.</p>
5044 Error	<p>The referenced field <fieldName> does not exist.</p>
5045 Error	<p>Field <fieldName> is not found on form <formName>.</p>
5046 Error	<p>The value of field <fieldName> cannot be less than <fieldValue>.</p> <p>Specify a value that is equal to or greater than the listed value.</p>
5047 Error	<p>The value of field <fieldName> cannot be greater than <fieldValue>.</p> <p>Specify a value that is equal to or less than the listed value.</p>
5048 Error	<p>Unable to load the primary form <formName>.</p>
5049 Error	<p>Notify field can only have Integer or Selection.</p>
5050 Error	<p>The notification action cannot be saved.</p>

5051 Error	Dynamic values for the <sampleForm/sampleServer> must contain valid field/keyword references. A dynamic field value was specified that does not match a field reference on the current form or a keyword. Enter a field reference or select a keyword from the list for the field.
5052 Error	The specified color string is not a valid RGB color. The color string could not be parsed to a valid RGB color.
5053 Error	Property <propertyName> of field <fieldName> is not described in metadata. The specified property is not defined for the field.
5054 Error	The specified enum value for property <propertyname> of field <fieldName> is not a valid value. The value set for the property does not exist in the list of valid values.
5055 Error	The value specified is not a valid value for the enum property of the field. The value submitted is not a valid value for the enum property of the field.
5056 Error	The enum value for string cannot be blank. The value submitted is not a valid value for the enum property of the field.
5057 Error	The dynamic value for {0} has an invalid field or keyword reference: {1}.
5058 Error	Invalid qualification: <problemDescription>.
5059 Error	Invalid <webServiceName>: <userSpecifiedName>. The name must start with an alphabetical character or '' and can have alphabetical characters, digits, ', ', or '-' only. Enter a valid name.
5060 Error	Login failed for AR System server <serverName>. serverName errorMessage>. The connection could not be made to the AR System server, the AR System server is not running, or the port number is incorrect.
5061 Error	The value for field <fieldName> cannot be more than <number> digits. Specify a value that is equal to or less than the listed number of digits.
5062 Warning	Hidden locked object cannot be edited: <objectName>. You tried to modify a hidden object that has a read-only lock, such as by adding a form to a read-only filter. You cannot modify a locked object.
5063 Warning	<objectName> is locked as read-only. Adding associated forms and modifying permissions (if applicable) are the only changes allowed. Any other changes will result in an error when the object is saved.
5064 Warning	<objectName> is locked as read-only. Any changes will result in an error when the object is saved.
5065 Error	The <objectType objectName> has an open editor. Objects that are currently being edited cannot be renamed.
5066 Error	Cannot release the reserved objects due to an AR System server error. Open the Reserved Objects working list to view and release reservations.
5067 Error	Cannot import <applicationName> because it is reserved by another user.

5068 Error	<p>Cannot add the following forms to the application as they are either not reserved for you or reserved by other users. Only forms reserved by you can be added to deployable applications.</p> <p>See the list of forms that follows this message.</p>
5069 Error	<p>Cannot export to a file because creation of directory <directoryName> failed.</p> <p>The specified directory cannot be created. This might be due to a file system error or a hardware problem.</p>
5070 Error	<p>The selected file does not exist or does not contain applications.</p> <p>Application import failed. The file used to import applications does not contain any applications or the file does not exist.</p>
5071 Error	<p>The file does not exist or does not contain any object definitions.</p> <p>In Import Object definition, the def file does not contain any object definitions. The file is incorrect or corrupted.</p>
5072 Error	<p>Cannot import because all the objects are reserved by other users.</p>
5073 Error	<p>Cannot import because all the forms are reserved by other users.</p>
5074 Error	<p>The file does not contain any view definitions.</p> <p>The def file specified to import view definitions from does not contain any view definitions. An incorrect file was specified.</p>
5075 Error	<p>Invalid file. Errors encountered while parsing the file: <fileName>.</p> <p>An error occurred parsing the def file with view definitions. The file might be corrupted.</p>
5076 Error	<p>Cannot export to file fileName. The file type must be in either def or xml format.</p>
5077 Error	<p>Cannot export to file. The file type must be arm format.</p>
5078 Error	<p>Unable to export mail template. <errorMessage>.</p> <p>An error occurred while the system tried to export mail templates. To continue, make sure that all fields requiring a value are visible in the default administrator view of the form and that the Allow Any User To Submit check box is selected before you attempt the export operation.</p>
5079 Error	<p>Selected objects cannot be deleted. <objectNames>.</p> <p>A server exception occurred when deleting server objects.</p>
5080 Error	<p>All of the selected objects have editors open. Objects that are currently being edited cannot be deleted.</p>
5081 Error	<p>Some of the objects you want to edit are not reserved by you. Reserve them to edit.</p> <p>You must reserve all the objects you need to edit.</p>
5082 Error	<p>Cannot export to file <fileName>. The file is read-only. Specify a writable file.</p>
5083 Error	<p>Some of the selected objects have editors open. Objects that are currently being edited cannot be released.</p>
5084 Error	<p>Some of the selected objects have editors open. Objects that are currently being edited cannot be reserved.</p>

5085 Error	<p>The following objects could not be reserved: objectNames. Refresh the object list to see if any of these objects are reserved by others.</p> <p>The objects might be reserved by another person. Refresh the object list to get a fresh list from the server and show the reason why the objects cannot be reserved.</p>
5086 Error	Unable to retrieve the object from the AR System server. <errorMessage>.
5087 Error	Unable to retrieve <objectListType> lists from <serverName>. <errorMessage>.
5088 Error	Unable to retrieve application from <serverName>. <errorMessage>.
5089 Error	Unable to populate the list information. <errorMessage>.
5090 Error	Some of the selected working lists are open. Working lists that are currently being viewed cannot be deleted.
5091 Error	The selected packing list has an object list open. Packing lists that are currently being viewed cannot be deleted.
5092 Error	The selected application has an object list open. Applications that are currently being viewed cannot be deleted.
5093 Error	You must select one primary form for adding new action.
5094 Error	Unable to add new action. There are already 25 actions, which is the maximum number of allowed actions.
5095 Error	Errors encountered while determining related objects. <errorMessage>.
5096 Error	<p>No user name entered to log on. Enter a user name.</p> <p>To log in, specify a user name. You can dismiss this window without changing the login information for the current user. To change the login information, specify a user name.</p>
5097 Error	No AR System servers selected to log on. Add at least one AR System server name.
5098 Error	<p>Error connecting to preference server. <serverName>.</p> <p>The record for the user in the AR System User Preference form might contain bad data or be corrupted.</p>
5099 Error	<p>Error connecting to preference server. AR System User Preference form not found on the server.</p> <p>The AR System User Preference form is automatically re-created when you restart the AR System server.</p>
5100 Error	<p>Error connecting to preference server. The AR System server might be down. <errorMessage>.</p> <p>This can occur when the preference server is down or when the network is slow (leading to a time-out). Contact your AR System administrator.</p>
5101 Error	There are no forms included in the application. To define statistics, you must add forms to the application.

5102 Error	The navigation fields you deleted had associated items. Use the Form > Edit Menu Bar command to access these orphaned items.
5103 Error	<p><fieldType fieldName> reference a field that does not exist. Update the <fieldType> field to reference a valid field before you save.</p> <p>The table column field <fieldName> refers to a remote field that does not exist. Update the value to a valid field by creating the missing field, or remove the column field.</p>
5104 Error	The form cannot be saved. {0} {1} has no cell fields. Add a cell field.
5105 Error	The database name will be used as the label.
5106 Error	<fieldType> Field <fieldName> has missing layout information. Modify its layout to display it.
5107 Error	Only one <reservedFieldType> field is allowed per form.
5108 Error	< resultsListField> field is not allowed in a display-only form.
5109 Warning	Save successful with warnings.
5110 Error	Currency field <fieldName> has no functional currency values. Add at least one functional currency value before you save.
5111 Error	<p><dataType> Field <fieldName> has a minimum value equal to the maximum value.</p> <p>When creating a decimal, integer, real, or currency field, you specified an invalid range of minimum and maximum values. To continue, create a minimum value that is smaller than the maximum value.</p>
5112 Error	<p><dataType> Field <fieldName> has a minimum value greater than the maximum value.</p> <p>When creating a decimal, integer, real, or currency field, you specified an invalid range of minimum and maximum values. To continue, create a minimum value that is larger than the maximum value.</p>
5113 Error	<p><dataType> Field <fieldName> has a default value less than the minimum value.</p> <p>When creating a decimal, integer, real, or currency field, you specified an invalid default value. To continue, create a default value that is within the minimum and maximum range.</p>
5114 Error	<p><dataType> Field <fieldName> has a default value greater than the maximum value.</p> <p>When creating a decimal field, you specified an invalid default value. To continue, create a default value that is within the minimum and maximum range.</p> <p>When creating a decimal, integer, real, or currency field, you specified an invalid default value. To continue, create a default value that is within the minimum and maximum range.</p>
5115 Error	{0} is linked to a missing field. Link the cell field to a valid field before you save.
5116 Error	<p><panel> Field <fieldName> has a minimum size less than 25. Enter a value that is equal to or greater than 25.</p> <p>For a panel field in a panel holder, you specified a minimum size of less than 25. This message applies only to panel fields in collapsible or splitter holders.</p>

5117 Warning	<p><panel> Field <panelName> has a minimum size equal to the maximum size.</p> <p>For a panel field in a panel holder, you specified the same value for the minimum and maximum size properties. This message applies only to panel fields in collapsible or splitter holders.</p>
5118 Error	<p><panel> Field <panelName> has a minimum size greater than the maximum size.</p> <p>For a panel field in a panel holder, you specified a minimum size greater than the maximum size. To continue, specify a minimum size that is smaller than the maximum size. This message applies only to panel fields in collapsible or splitter holders.</p>
5119 Error	<p><panel> Field <fieldName> has an initial size greater than the maximum size. Maximum size has been increased to equal initial size.</p> <p>For a panel field in a panel holder, you specified an invalid initial size. To continue, specify an initial size that is smaller than the maximum size. This message applies only to panel fields in collapsible or splitter holders.</p>
5120 Error	<p><panel> Field <panelName> has an initial size less than the minimum size. Initial size has been increased to equal minimum size.</p> <p>For a panel field in a panel holder, you specified an invalid initial size. To continue, specify an initial size that is greater than the minimum size. This message applies only to panel fields in collapsible or splitter holders.</p>
5121 Error	<p>Table field <fieldName> must have at least one column.</p> <p>Table fields must have at least one column. See the section on Tables for more information.</p>
5122 Error	<p>Table field <fieldName> must have at least one cell.</p> <p>Table fields must have at least one cell. See the section on Tables for more information.</p>
5123 Error	<p>The following indexes are empty and will be ignored: <indexNames>.</p>
5124 Error	<p>Unable to add this form to application <applicationName>.</p> <p>The application could not be found on the AR System server. It might have been deleted.</p>
5125 Warning	<p>This form has Web - Legacy as the default view, which is not supported in this version of Developer Studio.getInstance(). Switching to another supported view type.</p> <p>You tried to open a Web - Legacy (Relative) view, which is not supported in AR System 7.0 and later. The view is switched to the standard view.</p>
5126 Error	<p>Internal error.</p>
5127 Error	<p>This view cannot be deleted because a form must have at least one view.</p>
5128 Warning	<p>This form contains a non-standard set of distributed fields. Select None, Basic, Full, or Advanced to return to a standard set of fields.</p> <p>Your form contains an inconsistent set of distributed fields, possibly because one or more fields were deleted. Distributed fields are system-generated and cannot be mixed and matched. To re-create a standard set of distributed fields in your form, choose Form > Add Distributed Fields. See the BMC Remedy Distributed Server Option section.</p>
5129 Error	<p>This form contains a distributed field of the wrong datatype. To delete distributed fields, select None in the Distributed Fields dialog box and click OK.</p> <p>An incorrect data type is associated with one or more distributed fields.</p>
	<p>Cannot export to file <fileName>. The specified directory does not exist.</p>

5130 Error	
5131 Error	Specify an export destination file name.
5132 Error	Cannot export to file <fileName>. The specified directory contains invalid characters. The following characters are invalid in directory names: Windows – "\[] UNIX – ".\[]:
5133 Error	Cannot export to file <fileName>. The specified file name contains invalid characters. The following characters are invalid in file names: . "/\[]:,
5134 Error	Cannot export to file <fileName>. The specified file name does not contain the proper extension of either .DEF or .XML.
5135 Error	Cannot export to file <fileName>. A file name must be supplied.
5136 Error	Display order cannot be empty or 0. Internal error. If this error is received, provide a non-zero value.
5137 Error	The start active link is not allowed unless an application display order is also specified.
5138 Error	Start active link <activeLinkName> does not exist. The Entry Point Guide has no starting active link. Contact your AR System administrator.
5139 Error	At least one field type must be selected for <fieldType>.
5140 Error	The character menu is empty and cannot be saved.
5141 Error	<labelName> cannot be empty. Provide the required value.
5142 Error	<labelIndexList> cannot have more than 5 <labelIndex> values defined.
5143 Error	<valueIndex> cannot be empty.
5144 Error	<valueIndex> must be greater than 0 and less than a 10 digit number.
5145 Error	Mappings are not in the Mapping table in the Operations panel. Mappings are not in the Mapping table in the Operations panel.
5146 Error	WSDL expected at least one operation element. Provide at least one operation node. WSDL expected at least one operation element. Provide at least one operation node.
5147 Error	Unknown error: <errorNumber>. An unknown or unexpected error occurred. This message appears when Developer Studio catches an unknown or unexpected exception. Use the reported error value to help identify the root cause of the problem.

5148 Error	<p>Unable to locate or load the specified file <fileName>.</p> <p>The WSDL file that is being loaded is not valid because it requires mandatory elements and a specific format.</p>
5149 Error	<p>Form name cannot be found on the AR System server.</p> <p>An attempt was made to access a form that is not on the BMC Remedy AR System server. This might have occurred because workflow points to a form that no longer exists.</p>
5150 Error	<p>{0} is not in the correct format.</p>
5151 Error	<p>{0} must have a minimum value of <number>.</p>
5152 Error	<p>{0} can only have a maximum value of <number>.</p>
5153 Error	<p>Load of model object <objectName> failed.</p> <p>Internal error.</p>
5154 Error	<p><mappingName> cannot be empty.</p> <p>Mapping is not in the field mapping table.</p>
5155 Warning	<p><mappingName> cannot be empty.</p> <p>Mapping is not in the field mapping table.</p>
5156 Error	<p><item> does not contain a valid selection.</p> <p>You did not enter a valid value for the item in question while working in a Developer Studio selector dialog box, such as the Field Selector or the View Selector. Select an existing value, or enter a valid value for the item.</p>
5157 Error	<p>The field ID or field name is invalid. Verify the spelling of the name to make sure you specified a legal field.</p> <p>The field ID or field name is invalid. Verify the spelling of the name to make sure you specified a legal field.</p>
5158 Error	<p><value> is not a valid selection for <propertyName>.</p>
5159 Error	<p>Form does not exist on supplied AR System server <serverName>.</p> <p>The server has no form with the specified name. Either the specified name is incorrect, or the form is on another server.</p>
5160 Error	<p>The menu or a menu item has an empty label and cannot be saved. Supply the required label.</p>
5161 Error	<p>The specified name in <executeONCondition> is not a valid field name for the current form.</p> <p>The specified name is not a valid field name for the current form. Verify the spelling of the name to make sure that you specified a legal field.</p>
5162 Error	<p>You must select a valid option for the selected Execute Options field.</p> <p>In the Execute Option Panel of the active link, when a field is selected in the field selector, a valid enabled option must be selected.</p>
5163 Error	<p>The field <field> in the Execute Option Panel of the active link contains an invalid field selection.</p> <p>In the Execute Option Panel of the active link, a field selector for Field or Button/Menu Field contains invalid selection.</p>

5164 Error	Undefined XML mapping item name.
5165 Error	Table fields must have at least one column. Table fields must have at least one column. See the section on Tables for more information.
5166 Error	The following fields already exist on the view. <viewName>. You tried to add fields to a view that already exists in the form. Any fields already in the view are unaffected.
5167 Error	Only administrators can edit <objectName> on <serverName>.
5168 Error	Only administrators can edit deployable applications on <serverName>.
5169 Error	A menu parent cannot be added as a child to a horizontal navigation field.
5170 Error	A menu parent cannot be added as a child to a horizontal navigation field. Field: <fieldName> is not added.
5171 Error	Panel cannot be created without a name. Enter a panel name.
5172 Error	<serverName> is not a recognized AR System server name. Either the server is down or the AR System server version is less than 4.0.
5173 Warning	All objects are selected, and no additional objects are available for adding to the selection. All objects are selected, and no additional objects are available for adding to the selection.
5174 Error	The specified Message Number was greater than the maximum value allowed for this field and is reset to 2147483647.
5175 Error	The specified Entry Point Application List Display Order is greater than the maximum value allowed for this field and is reset to 2147483647.
5176 Error	The <objectType> is reserved by user <userName>. Your changes cannot be saved. Use Save As to save a copy of your changes.
5177 Error	<objectType> cannot be reserved due to error: errorNumber. Use Save As to save a copy of your changes. Object reservation failed for this object. Refresh the object list to see whether this object is reserved.
5178 Error	No groups selected. Select at least one group.
5179 Error	Buttons must have labels. Provide a label.
5180 Error	Buttons must have values. Provide a value.
5181 Error	Unable to Export Custom Button Configuration. <errorNumber>. The file is read-only, the file path is invalid, or an error occurred during an attempt to write to the file.
5182 Error	Unable to export column preferences. <errorNumber>.

	The file is read-only, the file path is invalid, or an error occurred during an attempt to write to the file.
5183 Error	Select a method to delete.
5184 Error	You can only delete methods.
5185 Error	Connection to server <serverName> is denied You can connect to only one unlicensed server in a session.
5186 Error	The selected image cannot be loaded because it could not be accessed, or is corrupted, or is too large. The selected image cannot be loaded because it could not be accessed, is corrupted, or is too large.
5188 Error	At least one port must be added to this web service. <WSDLPortsNumber>.
5189 Error	BMC Remedy Developer Studio failed to connect the specified AR System server. BMC Remedy Developer Studio failed to connect to a server. This can occur when the server is down, when the network is too slow (leading to a time-out), or when you are not an administrator or subadministrator user for the server.
5190 Error	Failed to export to the file. <errorNumber>. The file is read-only, the file path is invalid, an error occurred during a write-to-file operation, or an error occurred on the AR System server.
5191 Error	Failed to import objects from file. <errorNumber>. The file is read-only, the file path is invalid, an error occurred during a write-to-file operation, or an error occurred on the AR System server.
5192 Error	AR System server name is empty in a workflow action. AR System server name is empty in a workflow action, such as a Set Fields or Push Fields action.
5193 Error	AR System Server name <serverName> is invalid. A failure occurred during login because you entered an invalid server name.
5194 Error	A connection could not be established to <serverName>. A connection could not be established to the selected AR System server in a Set Fields action for an unknown reason.
5195 Error	<serverName> is not valid.
5196 Error	<propertyName> is not in the correct format. A property is invalid. For example, a string was provided for a numeric value.
5197 Error	<propertyName> must have a minimum length of <minimumSize>.
5198 Error	<propertyName> can only have a maximum length of <maximumSize>.
5199 Error	Unable to transform <propertyName> due to an API error <errorNumber>. This is an internal error.

5200 Error	<string> is not a valid qualification.
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3.10.2 Error messages 5201 to 5391

Number	Description
5201 Error	The label <guideLabel> is already being used in the guide. The label must be unique. Labels in guides must be unique. Rename the label, providing a name that has not yet been used in the guide.
5202 Error	No primary field is defined for form <formName>.
5203 Error	Specified primary field ID does not exist on the form <formName>. Specified primary field ID does not exist on the form.
5204 Error	Unable to locate form <formName>. The form does not exist on the AR System server.
5205 Error	Unable to locate field <fieldName> on form <formName>. The listed field could not be found on the listed form. It might have been deleted from the form.
5206 Error	The parent form is missing from the web services field map for <fieldName>. The parent form is missing from the web services field map for <i>fieldName</i> .
5207 Error	The Change Field menu <menuName> is empty or invalid. The Change Field menu is empty or invalid.
5208 Error	Minutes value must be between 0-59.
5209 Error	Missing hour information. Hours must be specified.
5210 Error	Missing weekday information. A weekday or day in the month must be specified.
5211 Error	The escalation time interval cannot be 0. The escalation time interval is set to 0.
5212 Error	With the Escalation Time Execution option, Run By = Time, and Time is not entered. With the Escalation Time Execution option, Run By = Time, and Time is not entered.
5213 Error	The Cross-Reference Action in the Notify filter must have a reference field specified. When creating a Notify filter action, you did not select the reference field required when the notification Mechanism is Cross-Reference. To continue, select a reference field.
5214 Error	The Selected Fields option must have a field specified.
5215 Error	SQL Set Fields action must have a SQL command specified. To save a SQL Set Fields action, specify a SQL command. This is not validated but cannot be left blank. To continue, enter a SQL command.

5216 Error	Unable to convert the operations XML document.
5217 Error	Unable to convert the input mapping XML document. The mapping XML might be corrupted.
5218 Error	Unable to convert the output mapping XML document. The mapping XML might be corrupted.
5219 Error	Unable to parse the XML document. <errorNumber>.
5220 Error	Workflow must have at least one IF action. No If actions are defined for the filter, escalation, or active link. Specify at least one If action.
5221 Error	<fieldType> Field <fieldName> has a minimum width greater than the maximum width. A composite field embedded in another composite field with the Fill layout has a Minimum Width and a Maximum Width property. The Minimum Width value should not be greater than the Maximum Width value. Specify a minimum width that is less than or equal to the maximum width.
5222 Error	<fieldType> Field <fieldName> has a minimum height greater than the maximum height. A composite field embedded in another composite field with the Fill layout has a Minimum Height and a Maximum Height property. The Minimum Height value should not be greater than the Maximum Height value. Specify a minimum height that is less than or equal to the maximum height.
5223 Note	BMC Remedy Action Request System is ready for use or evaluation without purchasing or activating an authorization key. For unlimited capabilities, contact your sales representative or visit www.bmc.com . Server: <serverName>. This version of BMC Remedy AR System has a maximum limit of 2000 requests per database table, includes a maximum of three fixed licenses, and is configured for each client to access a maximum of one server. To obtain a version of AR System without these limitations, contact your BMC sales representative or an authorized reseller, or visit http://www.bmc.com .
5224 Error	Forms cannot be moved from <serverNameA> to <serverNameB>. An attempt was made to drag a form from AR System server A to an application on AR System server B. This is not allowed.
5225 Error	Form already exists on <applicationName> application.
5226 Error	The field type <fieldType> of Field <fieldName> does not match the field type of the base field. A table column field is mapped to a remote field of a different type. For example, a column field with a type of char is using a remote button field.
5227 Error	Creating field is not allowed in Tab Order Increment on Click mode.
5228 Error	<fieldType fieldType> contains an invalid form name. Provide a correct remote form name. The remote form name is empty, or the specified form does not exist on the AR System server.
5229 Error	<fieldType fieldName> is linked to an unreachable AR System server <serverName>. A network connection cannot be established to the BMC Remedy AR System server. For troubleshooting steps, see error message 90.
	Selecting the override loop option could cause an infinite loop in the system.



5230 Warning	By shutting down loop protection, you run the risk of creating infinite loops and overwriting the original record in a distributed transfer operation or a distributed return operation. Save the filter or escalation only if you understand the risk in what you are doing.
5231 Warning	<filePath> does not exist. The Log to File action will create the file.
5232 Warning	Z order for <fieldType> field <fieldName> has been modified to fix duplicate Z order.
5233 Error	Core fields: <fieldNames> can not be deleted.
5234 Error	You cannot move a panel to its current parent.
5235 Error	Data fields cannot be added to audit forms.
5236 Warning	Z order for <fieldType> field <fieldName> has been modified to make it consecutive with other fields.
5237 Error	{0} with this name {1} already exists. Choose a new name.
5238 Error	target field <fieldName> cannot be empty. Set Field actions and Service action assignments need an assignment value for each field added in mapping.
5239 Error	Port not defined for operation: <operationName>. WSDL operation in a web service is missing a port.
5240 Error	Operation names must be unique. There is a duplicate operation: <operationName> in the Operations List. You created a duplicate operation name in the Operations List. Operation names must be unique.
5241 Error	Invalid operation name operationName conflicts with output top level parent name for operation: <operationName>. Internal operations are saved with the suffix Response. Therefore, avoid using Response as a suffix in the name of an operation. For example, this error occurs if an operation named WSDLNameResponse is used when an operation named WSDLName already exists.
5242 Error	Label <label> cannot be empty. Specify a label name.
5243 Error	Duplicate file names were found in the current directory. The duplicate files were not added. The file name being added already exists in the current directory.
5244 Error	Vendor form table <tableName> does not have any available columns.
5245 Error	The web service Publishing Location must end with the web service name. The web service location must end with the web service name.
5246 Error	The web service Publishing Location must be a non-empty string. The web service location must be a non-empty string.
5247 Note	Invalid Web Services Publishing Location has been updated with correct name.

5248 Error	Following Column fields for <tableFieldType tableFieldName> do not have referenced fields <columnFieldNames> on the current form. Press OK to delete.
5249 Error	<p>The view <viewName> specified in the active link <activeLinkName> does not exist on Form <formName>.</p> <p>When you created an Open Window action, the form view that you selected was not found on the AR System server. Accordingly, the view used in the action is the default administrator view. To verify that the view you want to use exists, open the form in BMC Remedy Developer Studio.</p>
5250 Error	Exporting flashboard objects in XML is not supported. Selected flashboard objects will not be exported.
5251 Error	Your changes cannot be saved because <objectName> is reserved by user <userName>.
5252 Error	<p>Unable to display image. It does not appear to be a supported image format.</p> <p>The image cannot be displayed. Valid file types for images are BMP, DIB, GIF, JPEG, JPG, and PNG.</p>
5253 Error	<p>Unable to display background image. It does not appear to be a supported image format.</p> <p>The background image cannot be displayed. Valid file types for images are BMP, DIB, GIF, JPEG, JPG, and PNG.</p>
5254 Warning	<p>Changing the form might make existing actions invalid. Check existing actions.</p> <p>When modifying an active link or filter, you changed which form controls the active link or filter. Active links and filters can be attached to multiple forms. Verify your actions after you change the form in an active link or filter.</p>
5255 Error	<p>Cannot add a submenu because a menu in a character menu cannot have more than 99 submenus.</p> <p>The character menu definition contains too many items on one level of the menu tree. AR System allows a maximum of 99 items on a menu level. Use multilevel menus to split large menus into multiple smaller and more manageable menus.</p>
5256 Note	No allowable currency type has been specified. All currency types are now allowed.
5257 Error	Cannot connect to server: serverName because its version is version. Only servers that are 7.0 or later versions are supported.
5258 Warning	Search was aborted by the user. The results list might not be complete.
5259 Warning	<p>Search did not match any objects.</p> <p>When the system searched for an object, no results were returned. Objects might have been deleted, or their names might have been modified. Deleted objects do not appear even if the database is not synchronized.</p>
5260 Error	Web Services Publishing location contains 'public' within the URL, but permissions have not been set to public for <webServiceName>.
5261 Error	<p>A panel or a page cannot be moved to its child page holder.</p> <p>A panel or a page cannot be moved to its child page holder.</p>
5262 Error	Error connecting to BMC Atrium Orchestrator server. Reason: <errorNumber>.
5263 Error	<p>Closing current editor due to resource error. <errorNumber>.</p> <p>This is an internal error.</p>
	You cannot add a method here. The type is incompatible.

5264 Error	When you nest a method, the parent method's return must be one of the following types: IDispatch, VARIANT, or Compatible. If it is not one of these types, this error is returned.
5265 Error	A valid Web Services Port has not been selected. Select a valid web services port.
5266 Error	A valid Web Services Operation has not been selected. Select a valid web services operation.
5267 Error	A valid Operation has not been selected. Select a valid operation.
5268 Error	A valid Configuration Name has not been selected. Select a valid configuration name.
5269 Error	A valid Process has not been selected. Select a valid process name.
5270 Error	A valid Web Services File has not been selected. Select a valid web services file.
5271 Error	Column <columnName> used by Field <fieldName> is already referenced by another field. In the View form, <columnName> in the Column property of <fieldName> is already used in another field. Use another available <columnName>.
5272 Error	Unable to add an active link without primary form. Select a primary form.
5273 Warning	Layout style for panel <panelLabel> is changed from XY to Fill.
5274 Error	An integer field is needed on the primary form for this operation. An Execution Order From Field Value option cannot be used in a Goto action if the primary form does not have an integer field. Add an integer field to the primary form.
5275 Error	The configuration name <name> does not exist in the AR System Orchestrator Configuration form. The entry might have been deleted from the form.
5276 Error	<fieldType> Field <fieldName> cannot refer to Column <databaseColumnName> of type databaseColumnType. The <fieldType> must match the <databaseColumnType>.
5277 Error	The named menu <menuName> referenced by <fieldName> is not found. The menu might have been deleted.
5278 Error	Output Mapping to a static value is not allowed for mapping item <value>.
5279 Error	Errors were encountered while accessing the file: <fileName>.
5280 Error	Cannot create new object because application <applicationName> is reserved by another user <user>.

	Object reservation is in use on the server, and you tried to create an object in an application reserved by another user. Wait until the reserved application is released. Alternatively, create the object outside the application by using the All Objects node in the BMC Remedy AR System Navigator. Add the object to the application when the application is no longer reserved.
5281 Error	You cannot create an Attachment Pool field in a view form. You cannot create an Attachment Pool field in a view form.
5282 Error	Filter cannot be added without a primary form. Select one primary form.
5283 Error	Some Columns do not have matching Data Field in the Form: formName. They will be deleted. Press OK to delete.
5284 Error	The file <fileName> has an unsupported file extension. The supported extensions are .ARX, .CSV, .REP or .XML.
5285 Error	Number of selection values listed in this dialog box does not match the number of selection values in field ID <fieldID> on form ID <formID>. Make sure the number of images and alternative texts correspond to the correct selection values.
5286 Error	Image <imageName> is missing from the server. Select a different image in column columnName.
5287 Error	Image imageName in column <columnName> exceeds the maximum recommended size (32 x 32 pixels).
5288 Error	Images in column <columnName> are different sizes. To make the table more readable, select images that are the same size.
5289 Error	Please enter a valid Label Name.
5290 Error	The field <fieldName> referred in Table Field <fieldName> cannot be found on the base form <formName>. Save this form to fix this issue.
5291 Error	No Mid Tier information is provided for AR System server : <serverName>. Enter Mid Tier Information in the Preferences.
5292 Error	Error displaying preview for form : <formName>.
5293 Error	Right-aligned field has negative X value: <fieldName>. When the Layout Style property of a form or panel is set to XY and a field's Alignment property is set to Right, the field's X property, which specifies the number of pixels between the field and the right side of the form or panel, must be a positive integer.
5294 Error	Cannot create label <labelName>.
5295 Error	Cannot edit label <labelName>.
5296 Warning	Label <labelName> created successfully. <number> objects labeled. Any objects that do not have a baseline were not labeled.

	<p>If an object does not have at least one entry ("a baseline") in the BMC Remedy AR System Version Control: Object Modification Log form, BMC Remedy AR System cannot add a version control label to it. To add an entry for an object to that form, enable the object modification log and then create, modify, delete, or import the object. For more information, see Version control in BMC Remedy AR System (https://docs.bmc.com/docs/display/ars81/Version+control+in+BMC+Remedy+AR+System)</p>
5297 Error	Error in retrieving objects for label <labelName>.
5298 Error	Because <fieldName> Field <fieldID> uses the advanced rich text property, the field must contain at least 10 rows.
5299 Error	Because <fieldName> Field <fieldID> uses the advanced rich text property, the field must have at least 500 pt width.
5300 Warning	<p>Label name cannot be blank.</p> <p>The item has both a label name and a label description. You specified the label description, but you did not specify the label name. If you specify the description, also specify the name.</p>
5301 Error	Task name cannot be blank.
5302 Error	File name already exists. Choose a new name.
5303 Error	No definition (.def) files for the specified objects are attached to the object modification log. In the Version Control tab on the AR System Administration: Server Information form, verify that the Save Definition Files option is selected.
5304 Error	There are no Attachment Pool Fields available for selection. Create a new one.
5305 Error	Attachment pool field <fieldName> for the Rich Text field <fieldName> was deleted.
5306 Error	Attachment pool field <fieldName> for the Rich Text field <fieldName> should not be visible.
5307 Note	Objects exported successfully.
5308 Error	The object is not reserved or is reserved by another user. Save As with same name is not allowed.
5309 Warning	Group having ID: <groupID> does not exist on the server. This group has been removed from the permission list.
5310 Error	Application <applicationName>, specified for Integration Workflow property, does not exists.
5311 Note	Z order for <fieldName> field <fieldID> has been modified to set it within acceptable limits.
5312 Error 5317 Error	<p><nameOfOperation> operation not allowed on specified object. <reasonOperationIsNotAllowed>.</p> <p>The change that you tried to perform is not permitted in Best Practice Customization mode because it might not be preserved if the application is upgraded.</p>
	Fields on View <nameOfView> has invalid Z order. Overlay of View required to modify it.

5318 Error	<p>When a form is opened in BMC Remedy Developer Studio, corrupt display properties (such as incorrect Z-order, missing menus, and missing labels) are typically fixed. In Best Practice Customization mode, however, such errors in non-overlay form views are not fixed.</p> <p>Instead, you must create an overlay of the form view that contains the invalid Z-order and then fix the Z-order in that overlay.</p>
5319 Error	<p>Field <nameOfField> has missing layout information. Overlay of View required to modify it.</p> <p>When a form is opened in BMC Remedy Developer Studio, corrupt display properties (such as incorrect Z-order, missing menus, and missing labels) are typically fixed. In Best Practice Customization mode, however, such errors in non-overlay form views are not fixed.</p> <p>Instead, you must create an overlay of the form view that contains the specified field and then add the missing information to that overlay.</p>
5321 Error	<p>View <nameOfView> has no label. Overlay of View required to modify it.</p> <p>When a form is opened in BMC Remedy Developer Studio, corrupt display properties (such as incorrect Z-order, missing menus, and missing labels) are typically fixed. In Best Practice Customization mode, however, such errors in non-overlay form views are not fixed.</p> <p>Instead, you must create an overlay of the form view whose label is missing and then add a label to that overlay.</p>
5322 Error	<p>Can not use Form <nameOfForm> as remote form because it does not contain fields referred by columns or cell fields in the overlaid form.</p> <p>In an overlay of a list view, tree view, or cell-based table field, you cannot remove the columns or fields in a cell that exist in the overlaid form, but you can add columns or cell fields. The new columns or cell fields do not have to come from the same form that the columns or cell fields in the overlaid table came from (that is, you can specify a new remote form in the Tree/Table Property or Remote/Local Fields dialog box). But the new remote form must contain fields whose IDs match the field IDs of all the existing columns or cell fields in the overlaid table.</p> <p>The new remote form that you specified does <i>not</i> contain fields whose IDs match the field IDs of all the existing columns or cell fields in the overlaid table. Specify a remote form that does contain the required IDs.</p>
5323 Error	<p>Creating new object is not allowed in Best Practice Customization Mode since AR System Server version is less than 7.6.04. Please use Base Development Mode to create new objects.</p> <p>To create objects in Best Practice Customization mode, you must first install AR System server 7.6.04 or later. To create objects in your current system, switch to Base Development mode.</p> <div>  Note Base Development mode gives you unrestricted access to create, modify, and delete BMC Remedy AR System origin objects, such as out-of-the-box application objects, but your changes might not survive upgrades. </div>
5324 Error	<p>Creating <objectType> is not allowed in Best Practice Customization Mode. Please use Full Development Mode to create new <objectType>.</p> <p>You cannot create the specified type of object in Best Practice Customization mode. To create that type of object, you must switch to Base Development mode.</p> <div>  Note Base Development mode gives you unrestricted access to create, modify, and delete BMC Remedy AR System origin objects, such as out-of-the-box application objects, but your changes might not survive upgrades. </div>
5327 Error	<p>Only custom fields can be added from a base form to an Overlay join form.</p>

	<p>You cannot add an origin field from a primary or secondary form to an overlay join form. You can add only custom fields from the primary or secondary form to the overlay join form.</p> <p>To create custom fields on the primary and secondary forms, you must create an overlay of those forms in Best Practice Customization mode and then add the custom fields to the overlay.</p>
5328 Error	<p>The objectType ' <objectName> ' has an open editor. Overlay cannot be created for objects that are currently opened in editor.</p> <p>BMC Remedy AR System does not allow you to create an overlay of an object that is open in the editor. Close the relevant editor (save your changes if necessary) and then create the overlay.</p>
5347 Error	<p>INVALID_ARCHIVE_DESTINATION: "Invalid Archive to Form value. {0}"</p> <p>This error occurs when you create an Archive form and change the form's properties without naming the form. To avoid such errors, save the archive form and give appropriate name to the form before changing the properties.</p>
5375 Error	<p>The duration for keeping data for a Flashboard variable before it expires must be an Integer.</p> <p>The expiry schedule for collecting data in a Flashboards variable when one of the expiry options is chosen was incompletely specified. The amount to keep data before it expires must be an Integer.</p>
5376 Error	<p>Pie charts cannot be selected for History or Summary display type.</p>
5377 Error	<p>Group access is not defined – only an administrator has access to this flashboard.</p>
5378 Error	<p>Group access is not defined – only an administrator has access to this variable.</p>
5379 Error	<p>The threshold value must be greater than zero.</p> <p>Specify a value that is greater than zero for the threshold value.</p>
5380 Error	<p>The threshold value must be a non-negative integer.</p> <p>Specify a non-negative integer for the threshold value.</p>
5381 Error	<p>Specified alarm variable does not exist on the AR System for the alarm to monitor.</p> <p>Specify a variable that exists on the AR System server for the alarm to monitor.</p>
5382 Error	<p>Specified alarm name does not exist on the AR System for the alarm to monitor.</p> <p>Specify an alarm name that exists on the AR System server.</p>
5384 Error	<p>The alarm cannot be saved. Correct the following errors.</p> <p>See the following messages for the errors to correct.</p>
5385 Error	<p>The alarm variable was not specified, or the specified variable name is invalid.</p> <p>Specify a variable that exists on the AR System server for the alarm to monitor.</p>
5389 Error	<p>The specified alarm trigger cannot be found.</p> <p>Specify a trigger that exists on the AR System server for the alarm.</p>
5390 Error	<p>A user and a message must be specified for the alarm notification.</p> <p>Specify a user and a message for the alarm notification.</p>

5391
Error

Variable <variableName> does not exist. It will be removed from Variables in next save.

3.10.3 Error messages 5525 to 5642

Number	Description
5525 Error	Unknown error: <exception>. This error is reserved for a case where search cannot determine what went wrong.
5526 Error	Empty search text. Please enter text in Search Text.
5527 Error	Invalid locations specified.
5528 Error	Invalid search locations specified. For every selected object type, at least one location must be selected.
5529 Error	Invalid field ID specified. If Treat as Field ID is selected, a numeric value must be entered in Search Text.
5530 Error	Treat as Field ID is selected, but none of the selected locations match any fields.
5531 Error	The following locations string cannot be matched exactly or at the beginning: <locationNames>. They will be matched with Match Anywhere in the Target Text option.
5532 Error	The search cannot be performed on the selected AR System server because the Record Object Relationships setting is not enabled. The search cannot be performed on the selected AR System server because the Record Object Relationships setting is not enabled. To enable this setting, open the AR System Administration: Server Information form, click the Configuration tab, select the Record Object Relationships option, and restart the AR System server. After the server restarts, retry the search.
5533 Warning	Searching for a string in all locations is a time consuming task. Select this option only when you are sure that the entered search text will not match many objects.
5534 Error	No objects were selected. If Only in Selected Objects is chosen then at least one object must be selected. This error occurs when Selected Objects is chosen as the search scope, but no objects have been selected on which to perform the search. To resolve this error, use the Choose button to select at least one object.
5535 Error	Another search is already running in background. Only one search can be performed at a time. This error occurs when an attempt is made to search again when a previous search is still running in the background.
5536 Error	No match found for this string constant in the selected locations. Your current setting is "Match only String Constants".
5537 Error	A working list with same name already exists. Please choose some other name.
5538 Error	Working List Name is empty. Please specify a name for the Working List.
5539 Error	Label search cannot be performed on {0} . The server is not configured to support version control labels.
5540 Error	Task search cannot be performed on {0} . The server is not configured to support tasks.

5541 Error	Label search cannot be performed on {0} . The server does not support version control labels.
5542 Error	Search cannot be performed on {0} . Modified Date format should be MM/dd/yyyy hh:mm:ss aaa. Example: 06/25/2000 01:35:02 PM.
5543 Error	No object types were selected in Search In. Please select at least one object type.
5544 Error	No match was found for the specified keywords. The current setting is "Match Only Keywords".
5545 Error	Specified Search Text cannot be found at locationName: {1} .
5546 Error	Some of the selected locations are not supported on server <serverName>. They will be removed from Only these Locations.
5547 Error	{0} must have a value of either Enable or Disable.
5548 Error	No Menu Type was specified for Menu. At least one Menu Type must be selected.
5550 Note	Analysis completed successfully.
5551 Error	Related Objects cannot be added. Record Object Relationships configuration is not set. Select the Record Object Relationships option on the Configuration tab of the AR System Administration: Server Information form.
5575 Error	Unknown error: {0} .
5576 Error	Error loading Event Navigator View. Form <formName> does not exist on server <serverName>.
5577 Error	Record Object Relationships is not enabled.
5578 Error	Event Navigator View is currently loading events of form {0} . Only one form can be loaded at a time.
5579 Error	Operation was aborted by user!
5580 Error	Some objects were modified while initializing!
5600 Error	Store is not connected to <serverName>.
5601 Error	Unable to update item <itemName> in L10nItemStore.
5602 Error	Undefined location type: <locationType>.
5603 Error	Undefined translation state: <translationState>.

5604 Error	Error parsing definition file.
5605 Error	Unsupported target locale: <targetLocale>.
5606 Error	Error creating homograph for: {0} .
5607 Error	Error fetching definitions from root folder <folderName>.
5608 Error	Error saving {0} to file <fileName>. Error while writing to file.
5610 Error	Unable to update location for item <itemName>.
5611 Error	Location <locationName> was not found in item <itemName>.
5612 Error	Invalid definition location. <locationName>.
5613 Error	Invalid database location. <locationName>.
5614 Error	Error deleting {0} . Access was denied.
5615 Error	Duplicate package name: <packageName>.
5617 Warning	Form <formName> was skipped as it is ineligible for data localization. Configure the form so that its data can be localized. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5618 Warning	Field <fieldID> on form <formName> was skipped as the length of translation exceeds the field " + " limit. Increase the field's length on the form. Length of the translation string exceeds the field length defined in the form by the user. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5625 Error	L10N UI Preferences Empty value specified. Please select an existing directory. The Root Folder field in the Preferences window is empty. Enter a valid directory path. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5626 Error	L10N UI Preferences Invalid value specified. Please select an existing directory. The Root Folder field in the Preferences window contains an invalid directory path. Enter a valid directory path. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5627 Error	L10N UI Preferences You do not have read access to the specified directory. You do not have read access to the directory path entered in the Root Folder field in the Preferences window. Enter a path to which you have read and write access. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
	L10N UI Preferences You do not have write access to the specified directory.

5628 Error	You do not have write access to the directory path entered in the Root Folder field in the Preferences window. Enter a path to which you have write access. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5629 Error	Packages cannot be created or deleted while the localization process is running. You cannot create or delete packages while the localization process is running. Wait until the process is completed. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5630 Error	Invalid package name.
5631 Error	At least one deployable application or one form must be specified for localization. You must select an application or form while defining a package definition. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5632 Error	Invalid deployable applications list. The applications defined in the localization definition package no longer exist on the AR System server. Remove those applications from the list. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5633 Error	Only deployable applications will be localized. Applications that were selected for the localization package definition are not deployable. Remove those applications from the list. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5634 Error	Invalid independent forms list. Forms that were selected for the localization package definition are not independent. Remove those forms from the list. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5635 Error	Invalid locales. No locales were entered in the Locales field for the localization package definition. Enter at least one locale. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5636 Error	Error opening definition. See error log for more details. This is a runtime exception. See the error log. For more information, see Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5637 Error	Root Folder preference value cannot be changed when a Package Definition is being edited. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5638 Error	Invalid view id range values. Enter a valid ID range in the Start and End fields under the View ID Range section of the localization package definition. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5639 Error	All of the selected package definitions have editors open. Package definitions that are currently being edited cannot be deleted.

	You cannot delete a package definition when its editor is open. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5640 Error	Delete completed with some warnings. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5641 Error	Invalid XLIFF (.xlf) file. When you export or import strings, you must enter a valid .xlf file. See Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).
5642 Error	The selected AR System server must be set up so that the localization toolkit can use it. Click the Set Up Database button. For information about setting up a database other than the default SQLite database, see Using the localization toolkit to localize your applications (https://docs.bmc.com/docs/display/ars81/Using+the+localization+toolkit+to+localize+your+applications).

3.11 5400 to 5449 - BMC Remedy Data Import messages

The following table describes BMC Remedy Data Import messages and notifications:

Number	Description
5400 Note	This version of BMC Remedy Action Request System is ready for use or evaluation without purchasing or activating an authorization key. For unlimited capabilities, contact your sales representative or visit www.bmc.com . Server: <serverName>. This version of BMC Remedy AR System has a maximum limit of 2000 requests per database table, includes a maximum of three fixed licenses, and is configured for each client to access a maximum of one server. To obtain a version of AR System without these limitations, contact your BMC sales representative, an authorized reseller, or visit http://www.bmc.com .
5401 Error	Login failed for server <serverName>. error>. This can occur when the AR System server is down or when the network is slow (leading to a time-out). Contact your AR System administrator.
5402 Error	User name is required for login. You must enter a user name.
5403 Error	No servers are selected to login. Select at least one server name. A server must be selected when logging in.
5404 Error	Error connecting to preference server. <serverName>. The record for the user in the AR System User Preference form might contain bad data or be corrupted.
5405 Error	Error connecting to preference server. AR System User Preference form not found on the server. The AR System User Preference form is automatically re-created when you restart the AR System server.
5406 Error	Error connecting to preference server. Server may be down. <serverName>.

	This can occur when the preference server is down or when the network is slow (leading to a time-out). Contact your AR System administrator.
5407 Error	Form is not selected. Select a form. You must select a form.
5408 Error	Data file is not selected. Select a data file. You must select a data file.
5409 Error	The <fieldName> field's length exceeded <number> characters. Specify a field length within the listed number of characters.
5410 Error	Saving to .arm file is not supported. Use Save As and save file fileName to .armx file format.
5411 Error	Import failed. The import file cannot be accessed or the AR System server might be down.
5412 Error	No mappings found to import. Create a mapping before doing the import.
5413 Error	Source form name is empty. Select a valid source data file. You must select a source data file.
5414 Error	Target form is not selected. Select a target form name. You must select a target form name.
5415 Warning	Switching target form will clear all the existing mappings.
5416 Error	No field is selected. Select a field. You must select a field.
5417 Error	No fallback value is entered. Enter a value or select a keyword. You must enter a value or select a keyword.
5418 Error	No mapping value was entered. Enter a value or select a field or a keyword. You must enter a value or select a field or a keyword.
5419 Error	The specified file is not found. Reason: <reason>.
5420 Error	The specified file has unsupported encoding and cannot be read. Reason: <reason>.
5421 Error	Import engine encountered an error. Reason: <reason>.
5422 Error	The specified file cannot be read. Reason: <reason>.
5423 Error	The specified file cannot be parsed. Reason: <reason>.

5424 Error	The Mapping editor cannot be loaded.
5425 Error	Cannot save to the specified file. <fileName>. Saving the file failed, possibly because the file could not be accessed or a write to the file failed.
5426 Error	Import failed. Reason: <reason>.
5427 Error	This capability is only supported on AR System server version 7.0 or later. The current AR System server version is <version>.

3.12 6000 to 6999 - Errors for any AR System client, including BMC Remedy Developer Studio, BMC Remedy Email Engine, and web tools

No messages exist in the 6000-6999 range.

3.13 8000 to 9999 - BMC Remedy AR System server messages and notifications

The following topics describe BMC Remedy AR System server messages and notifications:

- [Error messages 8000 to 8500 \(see page 165\)](#)
- [Error messages 8501 to 8799 \(see page 170\)](#)
- [Error messages 8800 to 8899 \(see page 177\)](#)
- [Error messages 8900 to 9100 \(see page 184\)](#)
- [Error messages 9101 to 9199 \(see page 197\)](#)
- [Error messages 9700 to 9900 \(see page 199\)](#)
- [Error messages 9901 to 9994 \(see page 204\)](#)

3.13.1 Error messages 8000 to 8500

Number	Description
8000 Error	<p>The error handler cannot be found on this server.</p> <p>The specified error handler does not exist in the AR System database. You attempted an operation against the wrong server, or no workflow object is defined by that name. Change to the correct server, or specify the proper name.</p>
8001 Error	<p>The error handler name cannot exceed 254 characters.</p> <p>The name of an error handler is limited to 254 characters.</p>
8002 Error	<p>Filter error handlers exceeded the maximum number of levels.</p>
8003 Error	<p>Could not locate error handler in schema workflow list.</p> <p>For an error handler to function, it must be associated with the same schemas as the "parent" workflow object. The parent workflow object is the workflow that has been designed to invoke an error handler when an error occurs. This error will occur if the AR System server encounters a defined error handler that is not associated with the schema related to the parent workflow object.</p>
8004 Error	<p>An error handler cannot use itself as its own error handler.</p> <p>To avoid recursive operations, a workflow object must not refer to itself as its own error handler.</p>
8005 Error	<p>The context for the called filter is missing.</p> <p>Internal AR System server error. Contact Customer Support.</p>
8029 Error	<p>One or more entries matched filter conditions -- your current setting considered any match as an error.</p> <p>The Any Match for a Push Fields filter action is defined as Error.</p>
8031 Warning	<p>Some of the fields and/or workflow in this form are not supported in this version of the client.</p> <p>When a list of field definitions for a form was retrieved, a failure filtering certain field IDs (for example, attachment fields) into the destination structure occurred. The copy operation failed because of problems with permissions.</p>
8032 Warning	<p>An owned container cannot have a list of subadministrator groups. The list is disregarded.</p> <p>An owned container cannot have a list of subadministrator groups. The list is disregarded.</p>
8033 Warning	<p>Floating License Timeout change will only take effect after server restart.</p> <p>The number of hours for the Write Floating License Timeout was changed in the Timeouts tab of the Server Info window. These server configuration settings do not go into effect until the server is stopped and restarted.</p>
8034 Warning	<p>Full Text floating license timeout change will only take effect after server restart.</p> <p>The number of hours for the Full Text Search Floating License Timeout was changed in the Timeouts tab of the Server Info window. These server configuration settings do not go into effect until the server is stopped and restarted.</p>
8035 Warning	<p>Referenced character menu cannot be found.</p> <p>The character menu listed in the message is referenced in a container, but no longer exists. Create the character menu or remove the reference from the container.</p>
8036 Warning	<p>The system cannot recognize some characters. Unrecognized characters are ignored.</p>

	The server parsed the data you specified, but at least one additional character could not be interpreted. Extraneous characters are ignored.
8037 Warning	<p>Index length longer than 255 bytes may not work on all databases.</p> <p>The operation proceeds. However, some database products do not support indexes exceeding 255 bytes in length. For more information, consult your database product documentation.</p>
8038 Warning	Request to not fire filter workflow on merge was ignored because user is not an administrator.
8201 Error	<p>The RPC socket number specified is not one of the legal values (0, 390600, 390621 - 390634, 390636 - 390669, 390680 - 390694).</p> <p>When connecting the client to BMC Remedy AR System server, you set the RPC socket number to a value <i>outside</i> the legal range. The legal ranges of values are:</p> <ul style="list-style-type: none"> • 0 • 390600 • 390621 to 390634 • 390636 to 390669 • 390680 to 390694
8202 Error	<p>The RPC port specified is not one of the legal values (0, 1 - 65535).</p> <p>When connecting the client to BMC Remedy AR System server, you set the TCP/IP port to a value <i>outside</i> the legal range. The legal range of values are 0 and 1 to 65535.</p>
8203 Error	<p>The server's RPC version is not supported.</p> <p>An error occurred during an attempt to create an RPC connection because this version of the BMC Remedy AR System server is no longer supported. To continue, upgrade to a later version of BMC Remedy AR System.</p>
8204 Warning	<p>RPC control failed to set non-blocking I/O mode. Continuing in blocked I/O mode.</p> <p>The RPC-Non-Blocking-IO parameter was set in the BMC Remedy AR System configuration file, but the BMC Remedy AR System server continues in blocking mode. For more information, see ar.cfg or ar.conf options N-R (https://docs.bmc.com/docs/display/ars81/ar.cfg+or+ar.conf+options+N-R).</p>
8205 Warning	<p>Port is busy – check with netstat to view ports in use.</p> <p>This message appears when a server is started on a port that is in use.</p>
8301 Error	The Server Version Control Reservation fields can only exist on one form.
8302 Error	<p>The data entered is invalid. The Server Version Control Reservation mode can only be 0 for disabled mode or 10 for enabled mode.</p> <p>Specify a value of 0 or 10. Verify the Object Reservation option on the Version Control tab of the AR System Administration: Server Information form.</p>
8303 Error	The requested object is reserved by another user.
8304 Error	The operation failed because another user has reserved the form.
8305 Error	The operation failed because another user has reserved the filter.

8306 Error	The operation failed because another user has reserved the active link.
8307 Error	The operation failed because another user has reserved the character menu.
8308 Error	The operation failed because another user has reserved the escalation.
8309 Error	The operation failed because another user has reserved the container.
8310 Error	The operation failed because another user has reserved the application.
8311 Error	The operation failed because another user has reserved the image.
8312 Error	The operation failed because another user has reserved the dependent join form.
8313 Error	The operation failed because another user has reserved the related filter.
8314 Error	The operation failed because another user has reserved the related active link.
8315 Error	The operation failed because another user has reserved the related escalation.
8316 Error	The operation failed because another user has reserved the related container.
8317 Error	The operation failed because another user has reserved the related application.
8318 Error	The object cannot be reserved because it does not exist on the server. You must save an object on the server before you can reserve it.
8351 Error	Version control object modification log mode must be either 0 for disabled mode or 10 for enabled mode. Specify a value of 0 or 10. Verify the Object Modification Log option on the Version Control tab of the AR System Administration: Server Information form.
8352 Error	The Server Version Control Task fields can only exist on one form.
8353 Error	The Server Version Control Object Modification Log fields can only exist on one form.
8354 Error	The operation succeeded, but all or some of the corresponding log entries were not added to the AR System Version Control: Object Modification Log form. The operation succeeded, but logging failed.
8355 Error	The Definition Files option on the Version control tab must be either 0 for save and 10 for not save. Specify a value of 0 or 10. Verify the Definition Files option on the Version Control tab of the AR System Administration: Server Information form.
	The Server Version Control Label fields can only exist on one form.

8356 Error	
8357 Error	The Server Version Control Labeled Object fields can only exist on one form.
8358 Warning	The operation succeeded, but label was not created to the AR System Version Control: Label form.
8359 Warning	The operation succeeded, but all or some of the corresponding labeled object entries were not added to the AR System Version Control: Labeled Object form.
8360 Error	The operation failed because the form object is already reserved.
8361 Error	The operation failed because the filter object is already reserved.
8362 Error	The operation failed because the active link object is already reserved.
8363 Error	The operation failed because the character menu object is already reserved.
8364 Error	The operation failed because the escalation object is already reserved.
8365 Error	The operation failed because the container object is already reserved.
8366 Error	The operation failed because the application object is already reserved.
8367 Error	The operation failed because the image object is already reserved.
8368 Error	The operation failed because the dependent join form object is already reserved.
8369 Error	The operation failed because the related filter object is already reserved.
8370 Error	The operation failed because the related active link object is already reserved.
8371 Error	The operation failed because the related escalation object is already reserved.
8372 Error	The operation failed because the related container object is already reserved.
8373 Error	The operation failed because the related application object is already reserved.
8400 Error	Task not found.
8401 Error	Duplicate task.

8402 Error	Checkpoint not found.
8403 Error	Duplicate checkpoint.
8404 Error	Task creation failed.
8405 Error	Checkpoint creation failed.
8406 Error	Cannot delete open task.
8407 Error	Permission denied because the user is not the task owner.
8459 Error	<p>The number of rows exceeded the maximum allowed limit of 999.</p> <p>You tried to set the number of rows for a character field in BMC Remedy Developer Studio to less than 999.</p>
8469 Error	<p>Please select a source code control provider application.</p> <p>In the Server Information form's Source Control tab, you clicked the Browse button, but no source control provider is selected in the Provider Name field. Before you click the Browse button, install a source control system and select it in the Provider Name drop-down list.</p>

3.13.2 Error messages 8501 to 8799

Number	Description
8700 Error	Attachment locator types can only be filename or the buffer. Use only these types. The only acceptable attachment locator types are the filename or the buffer. Use only these types.
8701 Error	Bad attachment locator buffer size.
8702 Error	Bad attachment locator buffer pointer.
8703 Error	Bad attachment size.
8704 Error	OLE Automation active link action cannot be empty. The automation structure required when you define an OLE Automation active link action is empty. Specify the appropriate contents for this structure.
8705 Error	OLE Automation active link action method list cannot be empty. The method list required when you define an OLE Automation active link action is empty. Provide at least one method for this structure.
8706 Error	Bad ARCOMValueStruct variable value. The value of an ARCOMValueStruct variable in a method or parameter of an OLE Automation active link action is invalid. Provide a valid value.
8707 Error	Bad OLE server or parameter name. The name of an OLE server or a parameter of an OLE Automation active link action is empty or exceeding the maximum length allowed (64 characters). Fix the name to continue your work.
8708 Error	Bad OLE class ID or method ID, or interface of an OLE automation active link. The name of an OLE class ID, a method ID, or an interface of an OLE Automation active link action is either empty or exceeding the maximum length allowed (128 characters).
8709 Error	Bad OLE Automation active link action Method. The method structure of the OLE Automation active link action is invalid. Detailed errors follow that explain what part of the method structure is invalid.
8710 Error	Bad OLE Automation active link action Method name. The name of a method in an OLE Automation either is empty or exceeds the maximum length allowed (128 characters).
8711 Error	Empty OLE Automation active link action Method. The method structure required when you define an OLE Automation active link action is empty. Provide at least one method for this structure.
8712 Error	Empty OLE Automation active link action Parameter List. The parameter list required when you define an OLE Automation active link action is empty. Provide at least one method for this structure.
	Empty OLE Automation active link action Parameter.

8713 Error	The parameter structure of a method required when you define a method in an OLE Automation active link action is empty. Specify the appropriate contents for this structure.
8714 Error	Bad OLE Automation active link action Parameter. The parameter structure of a method in this OLE Automation active link action is invalid. Detailed error messages explain what part of the structure is invalid.
8715 Error	Bad automation string in the OLE Automation active link action. An automation action string required when you define an OLE Automation active link action either is empty or exceeds the maximum length allowed (2000 characters).
8716 Error	The RPC socket number for the Approval Server process is not one of the legal values (390600, 390621 - 390634, 390636 - 390669, 390680 - 390694). The value for the RPC socket is not set properly. Use the Approval Server Admin-Server Settings form to set this to a legal value.
8717 Error	The value for the Application check interval is not within the legal range of 0 to 3600 seconds. The value for Application Check Interval is not set properly. Set this to a legal value.
8718 Warning	The signal %d is not valid and is ignored.
8720 Error	Open dialog value is empty. This message occurs when you try to create an Open Dialog active link action without specifying an open dialog structure value. To create the Open Dialog active link action, enter a value.
8721 Error	Call guide ID is empty. This message occurs when you try to create a Call Guide active link action without specifying a Call Guide structure value. To create the Call Guide active link action, enter a value.
8722 Error	Guide name missing. This message occurs when you try to create a Call Guide active link action without specifying a Call Guide active link name. To create the Call Guide active link action, enter a name.
8723 Error	Goto active link action label empty or too long. This message occurs when you try to create a Go To active link action without specifying a Go To action label. To create the Go To active link action, enter a label.
8724 Error	Goto action tag must be a field or value. This message occurs when you try to create a Go To active link action without specifying a field or value for the Go To action tag. To create the Go To active link action, use a field or value.
8725 Error	Continuation button title is empty or too long. The button title cannot be empty or longer than the defined size of the button. If the title is empty, supply a title. If the title is too long, shorten the title or lengthen the button.
8726 Error	Guide calling itself is not allowed. The guide cannot contain workflow that calls that same guide.
8727 Error	Invalid external table name in a vendor field mapping definition. The name identified in the vendor field definition is empty or exceeds the defined length restriction.

8728 Error	Invalid vendor form definition. The name identified in the vendor form definition is empty.
8730 Error	Changing the field mapping is not allowed for join fields. The field definition for a field on a join form may not be modified after the field is defined. However, you can modify it without error by setting it to the existing mapping.
8731 Error	Changing the type in the field mapping structure is not allowed. When modifying an existing field in a form, you tried to change a field to a different type.
8732 Error	Client type must be a non-negative integer. You tried to define a disabled or nonexistent client type in the client list by setting the client type to a number less than zero.
8733 Error	Unrecognized currency part tag. The currency part structure tag contains an illegal value.
8734 Error	Invalid currency code string length. The currency code is not a valid three character string, for example, USD.
8735 Error	Bad decimal value. The decimal data is formatted incorrectly. Only numeric characters are valid as decimal data. For example, 1.234 is a valid decimal value, while 1.abc##345 is an invalid decimal value.
8736 Error	An arithmetic error was encountered in a decimal calculation. Your system is unable to complete the arithmetic operation. Contact your BMC Remedy AR System administrator for assistance.
8737 Error	Notify header name cannot exceed 255 bytes. Enter a header name of 255 bytes or less for the email notification template.
8738 Error	Notify footer name cannot exceed 255 bytes. Enter a footer name of 255 bytes or less for the email notification template.
8739 Error	Notify content name cannot exceed 255 bytes. Enter a content name of 255 bytes or less for the email notification template.
8740 Error	Unable to create a server thread.
8741 Error	Unable to create a mutex.
8742 Error	Unable to create a semaphore.
8743 Error	Unable to lock a mutex.
8744 Error	Unable to perform semaphore operation.
8745 Error	Unable to create a queue to process RPC requests.

8746 Error	Unable to allocate thread local storage.
8747 Error	Unable to access thread local storage. The BMC Remedy AR System server encountered a serious error performing a fundamental operating system function. The most likely cause is that the system is out of memory.
8748 Error	Semaphore operation timed out.
8749 Error	Approaching physical stack limit.
8750 Error	Create entry operations are not supported for this form. BMC Remedy AR System database connectivity plug-in associated with the form does not support create operations and a creation was attempted.
8751 Error	Set entry operations are not supported for this form. BMC Remedy AR System database connectivity plug-in associated with the form does not support modify operations and a modification was attempted.
8752 Error	Delete entry operations are not supported for this form. BMC Remedy AR System database connectivity plug-in associated with the form does not support delete operations and a deletion was attempted.
8753 Error	Error in plugin. A run-time exception occurred during a Java plug-in server call to a plug-in. AR System adds detailed information about the error to the ARServerInstallDir\Arserver\Db\arjavaplugin.log file.
8754 Error	Retrieving attachment data is not supported for this form. BMC Remedy AR System database connectivity plug-in does not support attachments.
8755 Error	The specified plug-in does not exist. BMC Remedy AR System server referenced a plug-in that the plug-in service has not loaded. For more information, see Troubleshooting plug-in issues (https://docs.bmc.com/docs/display/ars81/Troubleshooting+plug-in+issues) .
8756 Error	An error has occurred while loading a plug-in. The plug-in service could not load the specified plug-in. An associated error message contains details.
8758 Error	The plug-in name is empty, contains invalid characters, or is a reserved name. The plug-in will not load. Plug-in names may not be empty, may not contain space characters, and may not be a reserved name, such as "AREA."
8759 Error	The plug-in does not implement ARPluginIdentify(). The plug-in will not load. All plug-ins must define the function ARPluginIdentify() and the specified plug-in does not do so.
8760 Error	Cannot establish a network connection to the BMC Remedy AR System Plug-In server. Error 8760 and error 8939 can be caused by a plug-in operation that fails when the AR System server's connection to the plug-in server fails. Either a configuration problem exists, or the plug-in server is not running. Some operations that can generate this error are initial login to the AR System server, an attempt to create a vendor form, interaction with ITSM consoles, or any other operation supported by plug-in functionality. To diagnose the cause of this error, check these items:

	<ul style="list-style-type: none"> Confirm that the plug-in server is running: <ul style="list-style-type: none"> (UNIX) Confirm that the <code>arplugin</code> process is running. (Windows) Check the Windows Task Manager to confirm that <code>arplugin.exe</code> is running. If plug-in logging is turned on, check the output at the time the error occurred to verify the state of the plug-in server. Verify that plug-ins are correctly configured to load when the plug-in server starts and that each is successfully loading: <ul style="list-style-type: none"> View the contents of the <code>ar.conf</code> or <code>ar.cfg</code> file. For each entry with the format <code>Plugin: <pathToPlug-inLibrary></code>, verify that the plug-in library exists in the specified location and has permissions and ownership consistent with other AR System server libraries and binaries in the <code><ARSystemInstallDir>/bin</code> directory. Turn on Plug-in Server logging, and set the Plugin Log Level to All. Verify that each plug-in listed in the <code>ar.conf</code> or <code>ar.cfg</code> file appears with a successful start in the log file. Determine which plug-in is associated with the error and, if possible, the events that lead to the error: <ul style="list-style-type: none"> To help isolate the workflow or operation triggering the error, turn on server API and Filter logging. To identify the API call that results in the error, turn on client-side <code>ARAPILOGGING</code> on a client computer where the error appears. Although the plug-in server can use a portmapper to troubleshoot this error, consider setting a plug-in port and a Server-Plugin-Alias setting in the configuration file to see whether it resolves the problem. For information about these settings, see Configuring a server to use plug-ins (https://docs.bmc.com/docs/display/ars81/Configuring+a+server+to+use+plug-ins). If the plug-in connection error is related to a BMC Remedy application, make sure that you have applied the latest patches for the application. <p>For more troubleshooting information, see the BMC Remedy Support Knowledge Base at http://www.bmc.com/support.</p>
8761 Error	<p>An invalid password has been used for access to the plug-in server. Contact your BMC Remedy AR System Administrator for assistance.</p> <p>The plug-in server password was established to restrict access to BMC Remedy AR System servers that are similarly configured. In this case, the password used by BMC Remedy AR System server does not match that of the plug-in service.</p>
8762 Error	<p>The specified plug-in failed to initialize properly. Contact your BMC Remedy AR System Administrator for assistance.</p> <p>The plug-in encountered an error while trying to initialize and failed to load.</p>
8763 Error	<p>The specified plug-in failed to set properties.</p> <p>The set property function of the specified plug-in failed in some way.</p>
8764 Error	<p>Error while loading the native plugin hosting library <code>arpluginjni</code>.</p> <p>This error from the Java plug-in server is logged to the <code>arjavaplugin.log</code> file. The Java plug-in server can host native and C plug-ins. It does this by first loading the <code>arpluginjnia</code> JNI- based library that hosts the C plug-ins. This error indicates that the Java plug-in server Java Virtual Machine could not find or load the JNI-based <code>arpluginjni</code> library that hosts the C plug-ins library, which results in none of the native plug-ins configured being loaded. You can ignore this error if you are not using C plug-ins in the Java plug-in server. The Java plug-ins will function without any problems. The appended text indicate the problem, such as if the file could not be found or dependencies could not be found. Make sure the <code>arpluginjni</code> library and all its dependencies are in the system PATH.</p>
8765 Error	<p>Error while initializing the JNI type manager for native plugins.</p> <p>This error from the Java plug-in server is logged to the <code>arjavaplugin.log</code> file. The Java plug-in server can host native and C plug-ins. It does this by first loading the <code>arpluginjnia</code> JNI- based library that hosts the C plug-ins. The Java objects are converted to C structures by the <code>ARTypeManager</code> JNI layer. This is an internal error and indicates that the type manager could not be initialized. If you are unable to resolve the problem, contact Customer Support.</p>
8766 Error	<p>Error encountered while invoking a Native plugin host call.</p> <p>This is error from the Java plug-in server is logged to the <code>arjavaplugin.log</code> file. The Java plug-in server can host native and C plug-ins. It does this by first loading the <code>arpluginjnia</code> JNI- based library that hosts the C plug-ins. This is an internal error and indicates that a call to a C plug-in could not be made even though the plug-in has been loaded successfully. If you are unable to resolve the problem, contact Customer Support.</p>

8767 Error	<p>Error while loading Java wrapper for native plugin.</p> <p>All C plug-ins loaded by the Java plug-in server are internally represented as Java plug-ins. This is an internal error and indicates that although the C plug-in was loaded successfully, the Java plug-in wrapper failed to load. If you are unable to resolve the problem, contact Customer Support.</p>
8768 Error	<p>Could not load/Save the plugin server configuration file.</p> <p>This error indicates that the <code>pluginsvr_config.xml</code> plug-in server configuration file could not be loaded. Make sure that the plug-in server configuration file is in the class path of the Java plug-in server.</p>
8769 Error	<p>Invalid configuration for a plugin. One of the required values was not provided.</p> <p>An invalid value was provided for one of the parameters in the plug-in configuration in the <code>pluginsvr_config.xml</code> file. Make sure the values provided for configuration items in the plug-in server configuration are valid. For more information, see Configuring a server to use plug-ins (https://docs.bmc.com/docs/display/ars81/Configuring+a+server+to+use+plug-ins).</p>
8770 Error	<p>The RPC socket number for plug-in loopback is not one of the legal values (390621 - 390634, 390636 - 390669, 390680 - 390694).</p> <p>The value specified for the plug-in loopback RPC socket number in the configuration file is not in the acceptable range. Choose a number in the listed range.</p>
8771 Error	<p>Duplicate name detected for plugin. Skipping duplicate entry.</p> <p>Plug-ins are identified by their names. Make sure that the names configured for plug-ins are unique.</p>
8780 Error	<p>Duplicate User.</p> <p>BMC Remedy AR System does not support duplicate user names, such as two users called XYZ who use different passwords or belong to different user groups. User names must be unique. Contact your BMC Remedy AR System administrator.</p>
8781 Error	<p>Invalid Command line arguments. Usage: java ARPluginServerMain -x hostname -t portnum -i workingfolder.</p> <p>Invalid or missing values were supplied for the Java plug-in server startup. Make sure the command-line arguments are valid.</p>
8782 Error	<p>Invalid port number. Usage: java ARPluginServerMain -x hostname -t portnum -i workingfolder.</p> <p>The TCP port number to which the plug-in server will bind must have a valid value. Specify a free port in the range between 1 and 65000.</p>
8783 Error	<p>Unknown host. Usage: java ARPluginServerMain -x hostname -t portnum -i workingfolder.</p> <p>The host name used for the Java plug-in server is invalid. Supply a valid value.</p>
8784 Error	<p>Data encryption error encountered.</p> <p>Depending on the encryption policy, all data flowing between the AR System server and the plug-in server is encrypted unless the policy not to use encryption is chosen. An error occurred while data was being encrypted to be sent to the server. Try using a different encryption policy or algorithm.</p>
8785 Error	<p>Data decryption error encountered.</p> <p>Depending on the encryption policy, all data flowing between the AR System server and the plug-in server is encrypted, unless the policy is chosen not to use encryption. An error occurred while data coming from the AR System server was being decrypted. Try using a different encryption policy or algorithm.</p>
8786 Error	<p>Error while setting up public/private key pair.</p> <p>The plug-in server sets up the encryption keys for key exchange between a client (the AR System server in this case) and the server (plug-in server). An error occurred while these keys were being set up. Try using a different encryption policy or algorithm.</p>
	<p>Error fetching private key.</p>



8787 Error	The plug-in server sets up the encryption keys for key exchange between a client (the AR System server in this case) and the server (plug-in server). An error occurred while a private key was being fetched. Try using a different encryption policy or algorithm.
8788 Error	<p>Error fetching public key.</p> <p>The plug-in server sets up the encryption keys for key exchange between a client (the AR System server in this case) and the server (plug-in server). An error occurred while a public key was being fetched. Try using a different encryption policy or algorithm.</p>
8789 Error	<p>Error encountered while encoding string to bytes.</p> <p>All string data sent to the AR System server from Java plug-in server is transcoded from the plug-in server character set to the AR System server character set. An error was encountered while encoding string to bytes using the AR System server character set. If you are unable to resolve the problem, contact Customer Support.</p>
8790 Error	<p>Unknown system error.</p> <p>This error most commonly occurs when an exception occurred while processing a call that is not recognized by the plug-in server. The most common cause is uncaught exceptions encountered in the plug-ins, like null pointer exceptions.</p>
8791 Note	AR System Plugin Server Version 7.1.0. Started up.
8792 Error	<p>Exception occurred while loading the native plugin host library.</p> <p>This error from the Java plug-in server is logged to the <code>arjavaplugin.log</code> file. The Java plug-in server can host native and C plug-ins. It does this by first loading the <code>arpluginjni</code> JNI- based library that hosts the C plug-ins. This error indicates that the plug-in server Java Virtual Machine could not find or load this library, which results in none of the configured native plug-ins being loaded. You can ignore this error if you are not using C plug-ins in the Java plug-in server. The Java plug-ins still function without problems. The appended text indicates the problem, such as if the file could not be found or dependencies could not be found. Make sure the <code>arpluginjni</code> library and all its dependencies are in the system PATH.</p>
8793 Error	<p>AR Plugin Server Startup Error.</p> <p>A fatal error was encountered during plug-in server startup. To resolve the issues, check the log files for information about the reason for the failure.</p>
8794 Error	<p>Plugin Termination Error.</p> <p>When a thread goes down in the plug-in server, the terminate method is called on all the plug-ins. An error occurred during one of the terminate calls. See the log files for details.</p>
8795 Error	<p>Plugin Create Instance Error.</p> <p>Create instance is called on each plug-in on a new thread startup so that plug-ins can create an instance of any thread safe data and save it in the plug-in server thread's context. An exception occurred while an instance was being created. See the log file for details.</p>
8796 Error	<p>Plugin Delete Instance Error.</p> <p>Delete instance is called on each plug-in on a thread shutdown so plug-ins can clean up any thread safe data that was saved in the plug-in server thread's context. An exception occurred while an instance was being deleted. See the log file for details.</p>
8797 Error	<p>Error encountered while encoding bytes to stringstring.</p> <p>All string data sent to the AR System server from Java plug-in server is transcoded from the plug-in server character set to the AR System server character set. An error was encountered while encoding a string to bytes using the server character set. If you are unable to resolve the problem, contact Support.</p>


3.13.3 Error messages 8800 to 8899



Number	Description
8800 Error	<p>The specified container owner name is incorrect.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program.</p>
8801 Error	<p>The value of the specified reference is empty.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program.</p>
8802 Error	<p>The label of the specified reference is empty.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program.</p>
8803 Error	<p>The description of the specified reference is empty.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program.</p>
8804 Error	<p>The specified container does not exist.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program. You might also see this if an Open Window active link action tries to open a form from a different server and a different application name.</p>
8805 Error	<p>You do not have access to the specified container.</p> <p>You do not have permission to access this container. Contact your BMC Remedy AR System administrator for assistance.</p>
8806 Error	<p>The specified container is missing.</p> <p>A parameter is required, but the value passed is either <code>NULL</code> or an empty string. Load this parameter with the name of the form you want to reference.</p>
8807 Error	<p>Unable to open the specified container.</p>
8809 Error	<p>Illegal container type.</p> <p>You tried to define a container owner object that is not a supported container type. Supported container types include:</p> <ul style="list-style-type: none"> • <code>ARCON_GUIDE</code> • <code>ARCON_FILTER_GUIDE</code> • <code>ARCON_APP</code> • <code>ARCON_PACK</code> • <code>ARCON_WEBSERVICE</code> <p>Supported container owners are:</p> <ul style="list-style-type: none"> • <code>ARCONOWNER_NONE</code> (container is globally owned) • <code>ARCONOWNER_SCHEMA</code>
8810 Error	<p>The specified container already exists.</p> <p>Enter a different name for the container.</p>
8811 Error	<p>No name was specified for the owning object.</p> <p>No owner name was specified. Typically, this occurs when a definition file you try to import contains an error.</p>

8812 Error	<p>Container cannot be owned by this type of object.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program.</p>
8814 Error	<p>No container ID for the container.</p>
8815 Error	<p>Missing or invalid container definition file.</p>
8816 Error	<p>Illegal reference type.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program in which the reference list is invalid.</p>
8817 Error	<p>The value of the external reference has an invalid format.</p> <p>This is likely caused by a programming error, for example, in an incorrect API program.</p>
8818 Error	<p>The container is not supported by the server.</p> <p>This is likely caused by old server containers.</p>
8819 Error	<p>Application owner does not match what's defined in the schema.</p>
8830 Note	<p>Object cannot be locked.</p> <p>One of more objects being exported cannot be locked. Object locking is not supported for DSO or flashboards objects. Contact Customer Support for assistance, if necessary.</p>
8831 Warning	<p>Locking level cannot be decreased.</p> <p>A locked object can be exported only at the same lock level or a higher lock level. Contact Customer Support for assistance, if necessary.</p>
8832 Error	<p>Unknown object lock level specified.</p> <p>Specify one of the following lock levels:</p> <ul style="list-style-type: none"> • AR_LOCK_TYPE_NONE (0) • AR_LOCK_TYPE_READONLY (1) • AR_LOCK_TYPE_HIDDEN (2) <p>This error can be encountered only through an API program.</p>
8833 Warning	<p>Lock key cannot be changed, so the existing key will be kept.</p> <p>A locked object can only be exported with the same lock key. Changing the lock key is not allowed.</p>
8834 Error	<p>Lock information mismatch.</p> <p>Locking properties of the object do not match the locking properties of the lock group. The definition file is possibly corrupted. Contact Customer Support.</p>
8835 Error	<p>Unable to load object lock information into cache.</p> <p>A system error occurred. Contact Customer Support.</p>
8836 Error	<p>Specified lock block cannot be found.</p> <p>A noncritical error occurred in the server cache. Restart the BMC Remedy AR System server.</p>
8837 Note	<p>End of file reached.</p>

	An unexpected end of file occurred during file processing.
8838 Warning	No information is returned for the hidden locked object. Information is not returned for hidden locked objects.
8839 Error	Cannot delete a locked object – must override to delete. You cannot delete just this locked object. You must delete the group of objects that have the locked key. To delete all objects in the lock group, use the <code>AR_LOCK_BLOCK_DELETE</code> option. This error is encountered only through an API program.
8840 Warning	Attempt to modify a locked object – inappropriate changes are discarded. You tried to modify an object that has a read-only lock, such as by adding a form to a read-only filter. You cannot modify a locked object.
8841 Error	Safeguard mismatch - potentially corrupted form. A system error occurred. The object is possibly corrupted. The form might have been modified at the database level. Contact Customer Support.
8842 Error	Safeguard mismatch - potentially corrupted container. A system error occurred. The object is possibly corrupted. The container, such as a guide, an application, or a packing list, might have been modified at the database level. Contact Customer Support.
8843 Error	Safeguard mismatch - potentially corrupted active link. A system error occurred. The object is possibly corrupted. The active link might have been modified at the database level. Contact Customer Support.
8844 Error	Safeguard mismatch - potentially corrupted filter. A system error occurred. The object is possibly corrupted. The filter might have been modified at the database level. Contact Customer Support.
8845 Error	Safeguard mismatch - potentially corrupted escalation. A system error occurred. The object is possibly corrupted. The escalation might have been modified at the database level. Contact Customer Support.
8846 Error	Safeguard mismatch - potentially corrupted menu. A system error occurred. The object is possibly corrupted. The menu might have been modified at the database level. Contact Customer Support.
8847 Error	Field creation not allowed on a locked form. You cannot create fields on a locked form.
8848 Error	Field deletion not allowed on a locked form. You cannot delete fields on a locked form.
8849 Warning	Setting object lock information is disallowed at this time. During set or create operations, locked object properties are not expected. Export the object as locked.
8850 Error	A lock block must be exported entirely in xml or entirely in def format. In a single export call, all objects must be exported in the same format, which can be <code>.xml</code> or <code>.def</code> .
8851 Warning	Setting BSM tag disallowed.

	This action is for internal use only.
8852 Error	<p>Server setting out of range.</p> <p>Check server settings and make any necessary corrections.</p>
8853 Error	<p>Invalid locale info supplied.</p> <p>This error occurs when you use the API to send initialized locale information in <code>ARControlStruct</code>. Review your program and make sure the correct <code>ARControlStruct</code> parameter is passed.</p>
8854 Warning	<p>Child entries are not processed.</p> <p>An XML Service Entry does not support processing of multiple entries. If the input XML document holds multiple entries when executing an OpService web service operation, the XML Service Entry will process only the first entry, Child entries will not be considered. This warning indicates that the operation is successful but that the child entries are not considered.</p>
8855 Error	<p>Safeguard mismatch - potentially corrupted image.</p> <p>A system error occurred. The object is possibly corrupted. The image might have been modified at the database level. Contact Customer Support.</p>
8856 Error	<p>An overlay and its corresponding overlaid object cannot belong to the same overlay group.</p> <p>BMC Remedy AR System supports only one overlay group (group ID 1). All overlay and custom objects must belong to that group. Because of this limitation, you cannot create an overlay of an overlay or a custom object. The new overlay would have to be assigned to a different overlay group, but BMC Remedy AR System does not permit that.</p>
8857 Error	<p>Creating overlay is not supported for the type of object specified.</p> <p>You tried to create an overlay for a type of object that does not support overlays. Overlays can be created for active links, active link guides, escalations, filters, filter guides, forms, views, fields, images, local applications, menus, packing lists, and web services. Overlays cannot be created for custom objects, deployable applications, overlaid objects, and overlay objects.</p> <div style="background-color: #ffffcc; padding: 10px; margin-top: 10px;"> <p> Note</p> <p>DSO mappings, DSO pools, flashboards, skins, and templates are stored as data in a form. They are not AR System objects. Therefore, you cannot use overlays to customize them.</p> </div>
8858 Error	<p>__C and __O are system reserved suffix and cannot be added manually.</p> <p>You tried to include one of the following strings in the name of an object:</p> <ul style="list-style-type: none"> • __c (reserved for future use) • __o (reserved for overlay object names) <p>AR System automatically adds those strings to custom or overlay object names. You cannot manually add them to the names of other types of objects.</p>
8859 Error	<p>Invalid operation on overlay or overlaid object.</p> <p>You tried to perform an operation that is not permitted on an overlay or overlaid object. In Best Practice Customization mode, AR System restricts the operations that can be performed on objects to ensure that you perform only changes that will be preserved during application upgrades. To perform the operation on an AR System origin object, switch to Base Development mode.</p> <div style="background-color: #ffffcc; padding: 10px; margin-top: 10px;"> <p> Note</p> </div>

	<p>Base Development mode gives you unrestricted access to create, modify, and delete AR System origin objects, such as out-of-the-box application objects, but your changes might not survive upgrades.</p>
8860 Error	<p>The Group ID for Overlay and custom objects can only be 0 (does not belong to an overlay group) or 1 (belongs to the overlay group).</p> <p>The specified overlay group is not supported by the server. In release 7.6.04, BMC Remedy AR System supports only one overlay group, overlay (group ID 1), which is a predefined level 1 group. Therefore, all overlay and custom objects are automatically assigned to it. If an operation requires you to specify an overlay group, provide one of the following values:</p> <ul style="list-style-type: none"> • 0 (does not belong to an overlay group) • 1 (belongs to the overlay group) <p>For information about specifying design time and runtime overlay groups, see the following variable descriptions for the ARSetSessionConfiguration (https://docs.bmc.com/docs/display/ars81/ARSetSessionConfiguration) function:</p> <ul style="list-style-type: none"> • AR_SESS_CONTROL_PROP_DESIGN_OVERLAYGROUP • AR_SESS_CONTROL_PROP_API_OVERLAYGROUP
8861 Error	<p>Base and overlay object should be of same type.</p> <p>When converting an origin object to custom make sure that their types match. Otherwise, the <code>ARCreateOverlayFromObject</code> API call returns this error.</p>
8863 Error	<p>Before creating an overlay of a field or a form view, you must create an overlay of the object's associated form.</p> <p>Before creating an overlay of a field or a view, you must create an overlay of the object's associated form.</p>
8864 Error	<p>Invalid value for overlay property.</p> <p>You are not permitted to assign the value that you specified to the property of an overlay object. In Best Practice Customization mode, AR System restricts the values that can be assigned to properties to ensure that you perform only changes that will be preserved during application upgrades. To assign this property value to an AR System origin object, switch to Base Development mode.</p> <div>  Warning <p>Base Development mode gives you unrestricted access to create, modify, and delete AR System origin objects, such as out-of-the-box application objects, but your changes might not survive upgrades.</p> </div>
8865 Error	<p>Field/View overlay and the associated base form overlay must be in the same overlay group.</p> <p>You tried to assign a field or a view to a different overlay group from the group to which its associated overlay form belongs to. Field and views must belong to the same overlay group that their associated overlay form belongs to.</p>
8866 Error	<p>Audit/Archive form overlay and the associated base form overlay must be in the same overlay group.</p> <p>You tried to assign an overlay audit or archive form to a different overlay group from the group to which the form's associated overlay origin form belongs. An overlay audit or archive form must belong to the same overlay group to which its overlaid origin form belongs.</p>
8867 Error	<p>Unable to find overlay for specified overlaid object.</p> <p>When you make a change on an overlaid object that should reflect on its overlay, the AR System server searches for that overlay. If the overlay is not found, BMC Remedy AR System returns this error. The occurrence of this error indicates that form definitions in the database, the server cache, or both were corrupted.</p>

8868 Error	<p>Field overlay and the associated view overlay must be in the same overlay group.</p> <p>You tried to assign an overlay field to a different overlay group from the group to which the field's associated overlay view belongs. An overlay field must belong to the same overlay group to which its overlay view belongs.</p>
8869 Error	<p>To convert custom field to overlay, field ID of custom and base must be the same.</p> <p>The <code>ARCreateOverlayFromObject</code> API call returns this error when you try to convert custom fields to overlays. Make sure that the custom field's ID is the same as the field ID of the origin field that you want it to overlay.</p> <div data-bbox="228 478 1495 600">  Note This operation is allowed only for special fields. </div>
8870 Error	<p>To convert custom field to overlay, custom form name and the base form name must be the same.</p> <p>The <code>ARCreateOverlayFromObject</code> API call returns this error when you try to convert custom fields to overlays. Make sure that the name of custom form (that contains the field you want to overlay) matches that of the origin form.</p> <div data-bbox="228 793 1495 915">  Note This operation is allowed only for special fields. </div>
8871 Error	<p>Field must be of custom type on given form.</p> <p>To convert a field to overlay, it must be a custom field. If the Best Practice Conversion utility encounters a non-custom field to be converted to overlay, it returns this error.</p>
8872 Error	<p>Unable to find the overlaid object.</p> <p>The AR System server returns this error if the overlaid object is not found in the following situations:</p> <ul style="list-style-type: none"> • While loading overlay object information. • When overlay objects need access to overlaid objects. <p>This error indicates a problem with object definitions.</p>
8873 Error	<p>Renaming of overlay object is not allowed.</p> <p>You cannot rename overlay objects. Instead, you can create a matching object with the new name in either of the following ways:</p> <ul style="list-style-type: none"> • In Best Practice Customization mode, use the Save As command to make a copy of the overlay object and give the new custom object the name. • In Base Development mode, rename the corresponding overlaid object. AR System automatically updates the name of the overlay object to match the overlaid object's new name.
8874 Error	<p>Object is not a valid custom object, hence cannot be converted to base.</p> <p>BMC Remedy AR System allows only converting a custom object to an origin object. If the object you selected for conversion to origin is not a custom object, BMC Remedy Developer Studio displays this error. Select only a custom object to convert to origin.</p>
8875 Error	<p>Audit or archive form must be custom for the specified overlay form.</p> <p>When enabling an overlay or custom form for auditing or archiving, if the audit or archive form that you specify already exists, it <i>must</i> be a custom form with the same overlay group. Otherwise, BMC Remedy Developer Studio displays this error. To proceed, specify a custom audit or archive form that belongs to the same overlay group, or specify a new form name.</p>

8876 Error	<p>The object is either custom or overlay object and converting it to custom or overlay in same overlay group is not allowed.</p> <p>BMC Remedy AR System only allows converting an origin object, or an overlay or custom object of a different overlay group, to overlay or custom. If you select a non-origin object and try to convert it to an overlay or custom object with the same overlay group, BMC Remedy Developer Studio displays this error. To proceed, specify a different overlay group than that of the currently selected object. BMC Remedy AR System does not allow converting an overlay or custom object further to overlay or custom. If you select an overlay or custom object and try to convert it to overlay or custom, BMC Remedy Developer Studio displays this error. Select only an origin object to convert to overlay or custom.</p>
8879 Error	<p>Base object and custom object names are same. Conversion of custom to overlay is not allowed.</p>
8887 Error	<p>Data operations are not allowed in Full Mode.</p> <p>If an API user is in full development mode, data operations are not allowed. The user needs to perform these operations either in Base Development mode or overlay mode.</p>

3.13.4 Error messages 8900 to 9100

Number	Description
8900 Error	The <code>GetListFields</code> operation cannot be performed on a dialog form. This operation cannot be performed on a dialog form. A dialog has no data to query.
8901 Warning	The <code>GetListFields</code> operation cannot be performed on a dialog form. This operation cannot be performed on a dialog form. A dialog has no data to query.
8902 Error	The <code>Sort List</code> operation cannot be performed on a dialog form. This operation cannot be performed on a dialog form. A dialog has no data to query.
8903 Warning	The <code>Sort List</code> operation cannot be performed on a dialog form. This operation cannot be performed on a dialog form. A dialog has no data to query.
8904 Error	Filters are not allowed on a dialog form.
8905 Error	Escalations are not allowed on a dialog form. This operation cannot be performed on a dialog form. A dialog has no data to query.
8906 Error	Dialog form cannot have core fields.
8907 Error	Dialog form can only have display-only fields. This operation cannot be performed on a dialog form. A dialog has no data to query.
8908 Error	Windows Logon fails. Either the user name or the password is invalid or does not exist on Windows Logon Server. Make sure that the user name and the password exist and are correct.
8909 Error	Dialog forms are not allowed in join forms. An attempt was made to create a join form and one of the forms in the join was a dialog form. You cannot create joins with dialogs.
8910 Error	Field referenced in the qualifier of a table field cannot be deleted. You tried to delete a field referenced in a table field qualification. You cannot delete fields referenced in table field qualifications. To delete the field, remove the field name from the qualification.
8911 Warning	Some of the fields have been truncated from the results list because the total length of the fields and separators is greater than the maximum allowed. The maximum allowed length of <code>AR_MAX_SDESC_SIZE</code> is 128 bytes. Remove fields from the list, specify shorter field widths, or reduce the separators between columns to reduce the total to less than <code>AR_MAX_SDESC_SIZE</code> .
8912 Error	The <code>ARGetListEntryWithFields</code> call is not supported by the pre-4.0 AR System server. Active link workflow tried to perform an <code>ARGetListEntryWithFields</code> call with a pre-4.0 BMC Remedy AR System server. This API call is not possible with older servers.

8913 Error	<p>A server could not get or lock a semaphore. Make sure that your computer is correctly configured for shared memory and semaphores. If it is, run <code>arsystem stop</code>, and then run <code>arsystem start</code>.</p> <p>A server could not get or lock a semaphore. Make sure that your computer is correctly configured for shared memory and semaphores. If it is, run <code>arsystem stop</code>, and then run <code>arsystem start</code>.</p>
8914 Note	<p>Workflow logging activated.</p> <p>The request log type matches the current log.</p>
8915 Warning	<p>Insufficient disk space for logging to requested file. Free up disk space before continue.</p> <p>This logging error typically is returned when you run out of disk space. To continue, free up space in the log directory by deleting old or unwanted files.</p>
8916 Error	Unable to update next available field ID.
8917 Error	Unable to get next available field ID.
8918 Error	<p>Unable to update next available VUI ID.</p> <p>You were unable to update the next field ID column in the database for a new VUI in a form.</p>
8919 Error	Unable to get next available VUI ID.
8920 Error	<p>Must specify a form for the workflow to create an active link, filter, or escalation.</p> <p>You did not specify the forms for the workflow you are creating. Specify the forms to which the workflow is attached.</p>
8921 Error	<p>The form list for the workflow contains no forms.</p> <p>The form list contains no forms. The workflow must be associated with a single form or a list of forms that exist on the server.</p>
8922 Error	<p>The authentication service is not responding. Cannot connect to the system at this time. Contact your BMC Remedy AR System Administrator for assistance.</p> <p>The external authentication server is not responding to calls from the BMC Remedy AR System server.</p>
8923 Error	<p>Unrecognized or misused tag for workflow connection structure.</p> <p>No form list exists for the workflow connection. The workflow must be associated with a list of forms that exist on the server.</p>
8924 Error	Two or more forms in the workflow form list have duplicate form names.
8925 Error	<p>The legal value for the RPC socket number for the External Authentication process is 390695.</p> <p>The user tried to set the value of the external authentication RPC socket to a value other than 390695. Specify 390695 <i>only</i>.</p>
8926 Note	<p>The appended text is a message from the external authentication server:note.</p> <p>The appended text is a message from the external authentication server.</p>
8927 Error	<p>The appended text is a message from the external authentication server:error.</p> <p>The appended text is a message from the external authentication server.</p>
8928 Error	Error opening the application audit file (<code><ar>/db/appl.aud</code>).

8929 Error	Error opening the application violation file (<ar>/db/appl.vio).
8930 Error	The form was not found in the cache. An invalid form was found in the form list.
8931 Error	Error in semaphore name. An error exists in the FTS handle (for example, it is greater than 255 characters), and therefore the event semaphore could not be opened to enable signals from server.
8932 Error	You do not have write license. A user is modifying the contents of a field but does not have write access.
8933 Warning	No views were imported. Your attempt to import views into the form failed. An associated message indicates why the view was not imported. Fix the problem, and reimport the item.
8934 Error	The proxy fork process could not write information to its log file. The proxy fork process could not write information to its log file.
8935 Error	Upgrade of the server internal forms failed. Only a valid internal form definition can be upgraded. Only a valid internal form definition can be upgraded. Only the following forms are valid here: <ul style="list-style-type: none"> • Distributed Mapping • Distributed Pending • Distributed Pool • Application Pending
8936 Error	Compression of file failed. Compression failed when adding the attachment file to a request during the Perform-Action-Add-Attachment command used in a Run Process filter action. To continue, increase the size of the buffer used in the attachment field. This error also is returned if the size of the input buffer exceeds 57 bytes. For information on increasing the size of attachment field, see Attachment field size considerations (https://docs.bmc.com/docs/display/ars81/Attachment+field+size+considerations). For information on AR-Max-Attach-Size, see ar.conf options (A-B) . (https://docs.bmc.com/docs/display/ars81/ar.cfg+or+ar.conf+options+A-B)
8937 Error	You do not have permission to the client operation: operationName. A client-type operation was disabled for the current user, for example, if a user belongs to an excluded group.
8938 Error	Error during Xerces-c Initialization. The Xerces library globals used in the XML parser failed to initialize.
8939 Error	The AR System Plug-In server is not responding. Cannot connect to the system at this time. Contact your BMC Remedy AR System Administrator for assistance. An RPC time-out occurred when connecting to the plug-in server. Make sure that the plug-in server and BMC Remedy AR System plug-ins are running. For more information about troubleshooting plug-in server connectivity, see the entry for error 8760 (see page 170).
8940 Error	Error during XML definition parsing. An error occurred when an XML document was parsed. The XML file, XML string, and XML object name cannot be parsed.
	XML Parsing error. Invalid element tag.

8941 Error	The parser found an invalid element tag while parsing the XML document.
8942 Error	XML Parsing error. Invalid attribute tag. The parser found an invalid attribute tag while parsing the XML document.
8943 Error	XML Parsing error. Invalid enumeration value. The parser found an invalid enumeration value while parsing the XML document.
8944 Error	XML Parsing error. Invalid character data. This parsing error occurred while the character data was parsed.
8945 Error	No such object in the parsed XML object list. This parsing error is returned because no such XML object exists in the object list.
8946 Error	EXTERNAL qualification contains a circular reference. An EXTERNAL qualification making a reference to itself is an illegal operation. The process stops and an error message is returned.
8947 Error	Invalid license key. Please provide a valid license key. You were unable to create a license because the license key does not match the generated key based on the license information provided.
8948 Error	Invalid session configuration option. You were unable to set a valid public API session variable. This error can be encountered only through an API program.
8949 Error	Invalid enumerated value style. An enumerated data type has an invalid value.
8950 Error	Custom style enumerated value must be unique for each choice. The specified value is a duplicate. Duplicate values exist in a custom style enumerated data type. Make sure all choices are unique.
8951 Error	The Status field cannot be a query style enumerated value. The Status History field of a Data Dictionary style character menu cannot be expanded as a query style enumerated value.
8952 Error	An invalid XML document type was specified. The server could not parse the XML document because you specified an invalid XML document type.
8953 Error	Unable to load the arxmlutil library. The server failed to load the BMC Remedy AR System XML shared library. The name of the library is arxmlutil .
8954 Error	A failure occurred while trying to open the file. While trying to append the string contents to the end of the file, the operation failed because the file could not be opened. To continue, verify that the file exists and that you have permissions to access it.
8955 Error	XML import and export is not supported. XML import and export is not supported for this object in the file.
8956 Error	This operation does not support the specified date part.

	The requested date parts are not supported by this operation. Either the date parts value is invalid, or this operation does not support the date parts value.
8957 Error	The date format is invalid. The specified date string is invalid. For example, an invalid date format would be 22/15/02, which would be converted to Month 22, Day 15, Year 2002 (a year has only 12 months).
8958 Error	The date value is invalid. When converting an ISO or US date string to Julian calendar format, you see this error message if the string contains an invalid date value.
8959 Error	The XML data type being converted is not supported by AR System. The XML data type being converted is not supported by BMC Remedy AR System or the XML data type is invalid.
8960 Error	Server information data is in an incorrect format. Server information data is not correctly formatted. This error can occur with commands that take as parameters multiple strings separated by semicolons.
8961 Error	A required element is missing from the XML input document. Verify that the XML input document is correct for the XML mapping document. A required element is missing from the XML input document.
8962 Error	Unexpected element encountered in the input XML document. Verify that the XML input document is correct for the XML mapping document. An unexpected element is in the input document.
8963 Error	The number of entries exceeds the XML element's maxOccurs value. The number of entries in the list must be equal to or less than the maxOccurs value.
8964 Error	The number of entries is less than XML element's minOccurs value. The number of entries in the list must be equal to or greater than the minOccurs value.
8965 Error	The default notification mailbox is not specified. No default mailbox was configured so no default mailbox is available for the email notification.
8966 Error	Required XML element is missing from the XML mapping. The format of the XML mapping document is incorrect and must be corrected.
8967 Error	Required XML attribute is missing from the XML mapping. The format of the XML mapping document is incorrect and must be corrected.
8968 Error	Invalid process definition.
8969 Error	A required attribute is missing from the XML input document. Verify that the XML input document is correct for the XML mapping document. A required attribute is missing from the XML input document.
8970 Error	The key for this entry must be unique in the XML input document. The key for this entry must be unique in the XML input document.

8971 Error	<p>The reserved centralized user preference field can only exist on one form-- delete the duplicate.</p> <p>The system found two forms containing the reserved centralized user preference field. Delete one of the forms.</p>
8972 Error	<p>The reserved centralized administrator preference field can only exist on one form -- delete the duplicate.</p> <p>The system found two forms containing the reserved centralized administrator preference field. Delete one of the forms.</p>
8973 Error	<p>The reserved centralized file preference field can only exist on one form-- delete the duplicate.</p> <p>The system found two forms containing the reserved centralized file preference field. Delete one of the forms.</p>
8974 Error	<p>The "from information" of the email notification message cannot exceed 255 bytes.</p> <p>Enter "from information" of 255 bytes or less for the email notification message.</p>
8975 Error	<p>The "reply to" information of the email notification message cannot exceed 255 bytes.</p> <p>Enter "reply to" information of 255 bytes or less for the email notification message.</p>
8976 Error	<p>The CC list of the email notification message cannot exceed 255 bytes.</p> <p>Enter CC information of 255 bytes or less for the email notification message.</p>
8977 Error	<p>The BCC list of the email notification message cannot exceed 255 bytes.</p> <p>Enter BCC information of 255 bytes or less for the email notification message.</p>
8978 Error	<p>The organization list of the email notification message cannot exceed 255 bytes.</p> <p>Enter organization information of 255 bytes or less for the email notification message.</p>
8979 Error	<p>The mailbox name information of the email notification message cannot exceed 255 bytes.</p> <p>Enter mailbox name information of 255 bytes or less for the email notification message.</p>
8980 Error	<p>Failed to open a system form definition file:fileName.</p> <p>The server failed to open a system form definition file that should be in a standard location. The server needs to add the system form by importing the definition from the file. Make sure the file specified in the error message is present and accessible.</p>
8981 Warning	<p>Setting application owner is disallowed.</p> <p>The application owner object property cannot be set.</p>
8982 Error	<p>Object is already owned by another application.</p> <p>This object has an application owner and cannot be added to this application. To add the object to this application, first remove it from the application that owns it.</p>
8983 Error	<p>Changing the data type of the field is not allowed.</p> <p>You cannot perform an import in place operation if the data type of a source field is different from the data type of a destination field with the same field ID.</p>
8984 Warning	<p>Group permissions have been removed from the object because the object is in a deployable application.</p> <p>A deployable application cannot have group permissions.</p>
8985 Warning	<p>Roles permissions have been removed from the object because the object is not in a deployable application.</p> <p>An object not in a deployable application cannot have role permissions.</p>

8986 Warning	<p>The alias for this object is not unique. It will be set to empty string.</p> <p>The web alias names for applications, forms, and views must be unique. The web alias names for views must be unique in all views for the form.</p>
8987 Error	<p>Change field action can only be: 1 to indicate a field or 0 to indicate a value.</p> <p>The option value that was specified is invalid. It must be specified as 1 to indicate a field or to 0 to indicate a value. Contact your BMC Remedy AR System administrator.</p>
8988 Error	<p>Archive or Audit information could not be set for this form.</p> <p>This message is accompanied by more specific messages. Examine the associated messages to diagnose the problem.</p>
8989 Error	<p>Cannot delete data fields from Archive or Audit form.</p> <p>An attempt was made to delete data fields (field types 1 to 14 and 35 to 37) from an archive or audit form. To delete a field, clear the Enable option in the source form to disable archiving or auditing for the form first.</p>
8990 Warning	<p>Cannot modify Limit Info or Permission for a data field in an Archive or Audit form.</p> <p>These values will be made NULL before setting. This warning is returned when the LimitInfo or Permission property for a field that takes data (field types 1 to 14 and 35 to 37) in an archive or audit form is modified. The system sets these properties to NULL before setting them. Set these values to NULL to avoid seeing the warning message.</p>
8991 Error	<p>Cannot create this field in Archive or Audit Form. If this is a main form, then a field with that ID exists in the Archive/Audit form and archive or audit will be disabled. If this is an Archive/Audit form then fields of this type cannot be created.</p> <p>When a field is created in the source form, BMC Remedy AR System tries to create the same field in the corresponding archive or audit form. This error is returned if another field with the same field ID but a different data type exists in the archive or form. Either create the field with the same ID and data type in the source form, or clear the Enable option for archive or audit on the source form. Data fields, such as fields with data types 1 to 14 and 35 to 37, cannot be created in an archive or audit form.</p>
8992 Warning	<p>An archive or audit form cannot be created for a source form because of a lack of memory or a database error. Archive/Audit for this form has been disabled.</p> <p>An archive or audit form cannot be created for a source form because of a lack of memory or a database error. The create or set operation on the source form completes, but archive/audit is disabled.</p>
8993 Error	<p>If any of the Copy options are chosen, form name must be present.</p> <p>The Archive Type selected is Copy To Archive And Delete From Source or Delete From Source, but the archive form name was not specified. Enter a form name in the Archive To Form field.</p>
8994 Error	<p>Both the Source form and the Archive or Audit form must belong to the same Application.</p> <p>You cannot add or remove <i>only</i> the source form or <i>only</i> the associated archive/audit form from an application. The source form and a corresponding archive/audit form must be removed from an application together, or added to an application together.</p>
8995 Error	<p>Archive Type does not match the remaining archive information passed in.</p> <p>If archiveType is not one of the valid archive types or archiveType is AR_ARCHIVE_NONE, all other fields, including form name, time, enable, and query, should also be empty. Specify the correct archive type with the right parameters in the API call.</p>
8996 Error	<p>Archive not possible on Dialog or Archive forms. For Vendor forms, only 'Copy to Archive' option is available.</p> <p>Forms with a Dialog or Archive form type cannot be archived. Only the Copy to Archive archive type is available for Vendor type forms.</p>
	<p>Turn off the archive or audit to this form in order to delete this form.</p>

8997 Error	If an archive or audit form is being deleted and its source form has archive or audit enabled, either disable archive or audit on the source form, or if you use the <code>ARDeleteSchema</code> API call, use the <code>AR_SCHEMA_SHADOW_DELETE</code> option.
8998 Error	Cannot modify or create entries in an Archive or Audit form. You cannot create or modify existing entries in an archive or audit form. If you are using the <code>MergeEntry</code> API call, entries can be added to the form, but existing entries cannot be overwritten or modified. Also, filters (Push field or Set field) cannot modify or create entries in an archive or audit form.
8999 Error	The Archive or Audit form is invalid. Archive or Audit form should be of proper type, proper permissions as the source form. Please check the manual for requirements for a valid Archive or Audit form. An existing form that is not a valid archive/audit form is specified as an archive/audit form. Fix the archive/audit form, or specify the name of an existing form, and BMC Remedy AR System automatically creates a valid archive/audit form. For more information about archive and audit forms, see Configuring data archiving for a form (https://docs.bmc.com/docs/display/ars81/Configuring+data+archiving+for+a+form) and Auditing changes to data (https://docs.bmc.com/docs/display/ars81/Auditing+changes+to+data) .
9000 Error	Encryption is disallowed by the BMC Remedy AR System server. The RPC call failed, and BMC Remedy AR System server does not support encryption.
9001 Error	Encryption is required by the BMC Remedy AR System server. The BMC Remedy AR System server does <i>not</i> disallow encryption. The key exchange protocol requires shared encryption keys between the client and the server and checks the encryption policy of the server. The client default is to make encrypted calls to the server.
9002 Error	Data encryption key exchange failed. The actual key exchange between the client and the server failed due to a serious error by one or both of the RPC calls.
9003 Error	Error during public key data decryption. Public key decryption failed due to no authentication between client and server.
9004 Error	Error during symmetric key data decryption. The MAC (message authentication code) failed during the decryption routine, when comparing the MAC in the decrypted message against the locally generated MAC.
9005 Error	An error occurred in the encryption library. An attempt to generate the random number used during the encryption routine failed.
9006 Error	The specified public key encryption algorithm is not supported by the encryption library. An unknown encryption algorithm was used.
9007 Error	The specified data key encryption algorithm is not supported by the encryption library.
9008 Error	The size of the memory buffer used in XDR (external data representation) is invalid. The size of the memory buffer used in XDR (external data representation) is invalid.
9009 Error	XDR xres error during XDR encoding. The XDR (external data representation) process could not present the result pointer into the memory buffer.
9010 Error	The encryption library was not found and cannot be loaded. Encryption is turned on, but the required encryption shared library DLL could not be found or loaded.

9011 Error	<p>Loading of encryption library failed.</p> <p>The encryption shared library DLL could not be successfully loaded.</p>
9012 Error	<p>Encryption is not licensed on the BMC Remedy AR System server.</p> <p>No encryption licensing is on the BMC Remedy AR System server.</p>
9013 Error	<p>The encryption license does not match the encryption library.</p> <p>No encryption licensing is invalid on the BMC Remedy AR System server.</p>
9014 Error	<p>The encrypted string is greater than the maximum length allowed.</p> <p>The actual size of the string exceeds the size limit specified for the string. This error can occur when the string becomes corrupted.</p>
9015 Error	<p>To encrypt/decrypt a null string is not allowed.</p> <p>An internal error occurred because the string has a NULL value.</p>
9016 Error	<p>An error occurred with the decryption because the CRC is invalid.</p> <p>The encrypted string could not be decrypted because the cyclic redundancy check (CRC) failed. An invalid CRC indicates that the encrypted string is corrupted.</p>
9017 Error	<p>FIPS encryption failed.</p> <p>To comply with FIPS 140-2 standards, the encryption library must enter FIPS mode. This error indicates the encryption library failed to enter FIPS mode.</p>
9018 Error	<p>Client cannot connect to this FIPS-compliant server because the client is connected to a server that does not enforce FIPS.</p> <p>Servers that enforce FIPS compliance have one of these encryption configurations:</p> <ul style="list-style-type: none"> • Encrypt-Data-Encryption-Algorithm set to 8 (Performance Security) and Encrypt-Security-Policy set to 1 • Encrypt-Data-Encryption-Algorithm set to 9 (Premium Security) and Encrypt-Security-Policy set to 1 <p>Servers that <i>do not</i> enforce FIPS compliance include the following:</p> <ul style="list-style-type: none"> • Servers on which Encrypt-Data-Encryption-Algorithm is set to 6 or 7 • Servers using AR System 7.1 encryption modes • Servers using no encryption • Servers whose encryption is disabled • Servers on which encryption is allowed (Encrypt-Security-Policy set to 0) but not required (Encrypt-Security-Policy set to 1)
9019 Error	<p>Client cannot connect to this FIPS-noncompliant server because the client is connected to a server that enforces FIPS.</p> <p>Servers that enforce FIPS compliance have one of these encryption configurations:</p> <ul style="list-style-type: none"> • Encrypt-Data-Encryption-Algorithm set to 8 (Performance Security) and Encrypt-Security-Policy set to 1 • Encrypt-Data-Encryption-Algorithm set to 9 (Premium Security) and Encrypt-Security-Policy set to 1 <p>Servers that <i>do not</i> enforce FIPS compliance include the following:</p> <ul style="list-style-type: none"> • Servers on which Encrypt-Data-Encryption-Algorithm is set to 6 or 7 • Servers using AR System 7.1 encryption modes • Servers using no encryption • Servers whose encryption is disabled


	<ul style="list-style-type: none"> Servers on which encryption is allowed (Encrypt-Security-Policy set to 0) but not required (Encrypt-Security-Policy set to 1)
9020 Error	<p>FIPS mode requires the security policy to be "encryption required".</p> <p>The AR System server Encrypt-Data-Encryption-Algorithm option is set to 8 (FIPS-compliant performance security) or 9 (FIPS-compliant premium security) but the Encrypt-Security-Policy option is set to 0 (encryption allowed but not required). Therefore, the AR System server or the Java plug-in server did not start. For more information, see the AR System server <code>arerror.log</code> file or the Java plug-in server <code>arplugin.log</code> file. To fix this error, set Encrypt-Security-Policy to 1 (encryption required).</p>
9050 Error	<p>Localization has been turned on but no Message Catalog exists.</p> <p>The Localize Server check box is selected on the Advanced tab of the Server Information dialog box, but an BMC Remedy AR System Message Catalog form cannot be found on the server. This error can occur for several reasons:</p> <ul style="list-style-type: none"> The form might have been deleted. A field on the Message Catalog form might have been deleted. Corrupt data might have been added. <p>To continue, make sure the form exists. If it does not exist, stop and start the server. The form is automatically re-created at system startup. If the form itself is corrupted, you might need to delete the form and start over. In this case, export any data into an <code>.arx</code>, <code>.csv</code> or <code>.xml</code> data file format so that you can reimport it after the form is re-created at system startup.</p>
9051 Error	<p>Multiple Message Catalogs exist. There must only be one Message Catalog.</p> <p>Two or more BMC Remedy AR System Message Catalog forms were found on the same server. To continue, you can have only one Message Catalog form on a server. Delete one of the Message Catalog Forms and restart the server.</p>
9052 Error	<p>The VUI is not unique for the form. The label, locale, and platform properties of this VUI must be unique to the form.</p> <p>For localization purposes, VUIs for a form must be unique. To continue, create a unique VUI combination of label, locale, and platform.</p>
9053 Warning	<p>The default VUI specified in the schema import file was not found. The default VUI was redefined to a pre-existing VUI from the form.</p> <p>The default admin view of the form was not found during the import operation. Instead, the previously existing default admin view is used.</p>
9054 Warning	<p>The specified field does not exist in the form.</p> <p>The display instance of a field in the VUI did not correspond to the display instance of the field in the cache during the import operation. The field is <i>not</i> imported, and the import process continues.</p>
9055 Error	<p>The VUI import file is in an incorrect format.</p> <p>No VUI definition from the file was retrieved during the import operation. The format of the import file was corrupted so that it contains no VUI information.</p>
9056 Error	<p>The server is not localized.</p> <p>This error is returned when a request is made to return multiple localized texts from the Message Catalog Form but the server is not actually localized. Possible reasons include:</p> <ul style="list-style-type: none"> Message Catalog Form was not found on the server. No messages were found in the Message Catalog Form, not even defaults. The Localize Server check box was cleared in the Advanced tab of the Server Information dialog box. <p>To continue, make sure the Message Catalog Form exists, that its contents is not corrupted, <i>and</i> that the Localize Server check box is selected in the Advanced tab of the Server Information dialog box.</p>

9057 Error	<p>Recursion of localized queries are not allowed.</p> <p>A query cannot retrieve more than one localized value of a message at a time.</p>
9058 Error	<p>Update of Localized Active Link or Menu failed.</p> <p>The timestamp of the localized active link or menu could not be updated.</p>
9059 Error	<p>The join form contains a circular reference.</p> <p>Fix the join form definition.</p>
9060 Error	<p>A system error prevented the Unicode converter from being opened.</p> <p>A system error prevented the Unicode converter from being opened.</p>
9061 Error	<p>Failed to convert the Character data to Unicode format.</p> <p>Character data could not be converted to Unicode format.</p>
9062 Error	<p>Failed to convert from Unicode format to character data.</p> <p>Character data could not be converted from Unicode format.</p>
9063 Error	<p>Server allows only Unicode clients (except Administrator).</p> <p>BMC Remedy AR System server does not support non-Unicode clients such as BMC Remedy Data Import (GUI Version), the runmacro program, and version 6.3 of the Mid Tier. The server provides limited Unicode support for BMC Remedy Administrator. To contact this server, use a browser. Use BMC Remedy Developer Studio instead of BMC Remedy Administrator.</p>
9075 Error	<p>Problem encountered during creation of one of the server system forms.</p> <p>On AR System server startup, if one of the AR System server's system forms does not exist, BMC Remedy AR System creates it. This message indicates that AR System failed to create the missing forms, however, AR System still starts. You might also see this message when starting the AR System server if you replace the AR System executable or do not overwrite the database when installing AR System. To eliminate the message, delete the Server Events and Server Statistics forms. The next time you restart AR System, these forms are automatically re-created, and the message no longer appears.</p>
9076 Error	<p>Cannot find the Server Events form.</p> <p>While server event recording was enabled, the server could not find the Server Events form to record an entry.</p>
9077 Error	<p>Server Events fields can only exist on one form. Delete the duplicate.</p> <p>The Server Events form is defined from a unique combination of BMC Remedy AR System reserved fields. If an attempt is made to create a form that contains these fields while the Server Events form exists, the server prevents creation of the new form.</p>
9078 Error	<p>Cannot find the Server Statistics form.</p> <p>While server statistics recording was enabled, the BMC Remedy AR System server could not find the Server Statistics form to record an entry. The form might have been deleted or a system failure might have occurred. To automatically re-created the form, restart the BMC Remedy AR System server.</p>
9079 Error	<p>Server Statistics fields can only exist on one form. Delete the duplicate.</p> <p>The Server Statistics form is defined from a unique combination of BMC Remedy AR System reserved fields. If an attempt is made to create a form that contains these fields while the Server Statistics form exists, BMC Remedy AR System prevents creation of the new form.</p>
9080 Error	<p>Application Statistics fields can only exist on one form. Delete the duplicate.</p> <p>The Application Statistics form is defined from a unique combination of BMC Remedy AR System reserved fields. If an attempt is made to create a form that contains these fields while the Application Statistics form exists, BMC Remedy AR System prevents creation of the new form.</p>

9081 Error	<p>Cannot find the Application Statistics form.</p> <p>While application statistics recording was enabled, the BMC Remedy AR System server could not find the Application Statistics form to record an entry. The form might have been deleted or a system failure might have occurred. To automatically re-create the form, restart the BMC Remedy AR System server.</p>
9082 Error	<p>Application Statistics fields can only exist on one form. Delete the duplicate.</p> <p>The Application Statistics Configuration form is defined from a unique combination of BMC Remedy AR System reserved fields. If an attempt is made to create a form that contains these fields while the Application Statistics Configuration form exists, BMC Remedy AR System prevents creation of the new form.</p>
9083 Error	<p>Cannot find the Application Statistics Configuration form.</p> <p>The BMC Remedy AR System server could not find the Application Statistics Configuration form. The form might have been deleted, or a system failure might have occurred. To automatically re-create the form, restart the BMC Remedy AR System server.</p>
9084 Error	<p>User is currently connected from another machine.</p> <p>A user cannot log in to BMC Remedy AR System from two computers at the same time.</p> <p>If a user holding the license, has logged on to the client for more than 15 minutes, ARERR 9093 is displayed after the initial ARERR 9084. ARERR 9093 is not displayed if the log on time interval is less than 15 minutes.</p>
9085 Error	<p>Host IP address not found.</p> <p>The BMC Remedy AR System server did not find the client IP address in the API call. Contact Customer Support.</p>
9088 Error	<p>The import file does not hold an application definition.</p> <p>The import file does not hold an application definition.</p>
9089 Error	<p>User data is corrupted.</p> <p>User information in an internal database table is damaged or corrupted. Contact Customer Support.</p>
9090 Error	<p>Cannot change license type of a user to Fixed more than 3 times in 1 week.</p> <p>An attempt was made to change the license type of a user to fixed more than three times within one week. Obtain additional fixed licenses if necessary.</p>
9091 Error	<p>User data is corrupted. License deleted.</p> <p>User information is being updated and information for the user is damaged or corrupted. The user license was deleted by the system. Contact Customer Support.</p>
9092 Error	<p>The pending file is corrupt.</p>
9093 Error	<p>User is currently connected from another machine.</p> <p>A user cannot log in to BMC Remedy AR System from two computers at the same time. You can terminate the connection to AR System from the other computer.</p> <p>If a user holding the license, has logged on to the client for more than 15 minutes, ARERR 9093 is displayed after the initial ARERR 9084. ARERR 9093 is not displayed if the log on time interval is less than 15 minutes. You now get a dialog with a Yes and No option to override your other connection.</p>
9094 Warning	<p>Subadministrator group permissions have been removed from the object because the object is in a deployable application.</p> <p>A deployable application cannot have subadministrator group permissions.</p>

9095 Warning	<p>Subadministrator roles permissions have been removed from the object because the object is not in a deployable application.</p> <p>An object not in a deployable application cannot have subadministrator role permissions.</p>
9096 Error	<p>Value specified for the Authentication Chaining Mode is outside the valid range of 0 - 4.</p> <p>This error occurs when the authentication chaining mode parameter is set outside the valid range in the BMC Remedy AR System configuration file. For more information, see Specifying authentication chaining mode (https://docs.bmc.com/docs/display/ars81/Specifying+authentication+chaining+mode).</p>
9097 Error	<p>Cannot find the Server License form.</p> <p>The AR System server is unable to locate a form containing the server licenses, which might have been accidentally removed. The Server License form is automatically created when AR System is started, so try restarting the server. If the problem still occurs, contact Customer Support. If restarting fixes the problem, you might need to re-enter the server licenses. If the problem is not fixed, AR System runs in evaluation mode.</p>
9098 Error	<p>Server License fields can only exist on one form. Delete the duplicate form formName.</p> <p>The AR System server can contain only one form containing the license fields. Note that the license form field IDs are in the restricted range. This error can be caused by creating a copy of the license form.</p>
9100 Error	<p>The command does not occur on the local server.</p> <p>A remote server execution error occurred during the following operations:</p> <ul style="list-style-type: none"> • Executing a run process command on the server • Retrieving a list of SQL values specified in the SQL command

3.13.5 Error messages 9101 to 9199

Number	Description
9101 Error	<p>The direct SQL and run process commands are valid only as server-side processes, not as client-side.</p> <p>During import and export operations, the direct SQL and run process commands are valid only as server-side processes, not as client-side. In certain cases, the processes are exported as client-side processes.</p>
9102 Error	<p>Invalid Run Process or Direct SQL command.</p> <p>An error occurred when the fully substituted command was returned from the database, for example, an invalid server-side Run Process command was returned. To continue, verify that the SQL command or Run Process command works from a command line.</p>
9110 Error	<p>Server does not have a valid host id. Please correct this error to enable licensing for this server.</p> <p>The host ID you entered does not match the host ID in your license. Make sure that the host ID you entered is the one you supplied when you requested the license.</p>
9130 Error	<p>Error encountered while executing a Web Service.</p> <p>This error message is generated by the Web Service plug-in whenever an error occurs during the execution of a Web Service.</p> <div>  Note <p>If you receive this error message while upgrading the BMC Remedy AR System server, you can ignore it. During the installation, this message is generated when Java 1.5 or 1.6 is used in both the old and new versions of the server. When the AR System server is restarted after the upgrade, this error message will not reappear.</p> </div>
9131 Error	XML Output mapping cannot be empty.
9132 Error	<p>The output default value of element does not match the input value.</p> <p>In web services, a field in the output mapping is set to a default value, but the incoming value does not match it.</p>
9141 Error	Conversion of timestamp to a string failed.
9142 Error	Conversion of time value to a string failed.
9143 Error	Conversion of a datetime string to timestamp failed.
9144 Error	<p>Upgrade of system form failed because the definition file is not the required version.</p> <p>At system startup, a system form was not upgraded because the expected version of the corresponding definition file was not in the expected location. Locate the updated version of the specified definition file and place it in the specified system form directory.</p>
9145 Error	<p>Upgrade of system form failed because the definition file is missing an expected field.</p> <p>At system startup, a system form was not upgraded because the expected contents of the corresponding definition file were not in the file. This is an unexpected system error. Contact Customer Support.</p>
9150 Error	Error while opening the armonitor lock file.

	You cannot run multiple instances of <code>armonitor</code> from the same installation directory. However, you can run another instance of <code>armonitor</code> from a different installation directory. (UNIX only)
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3.13.6 Error messages 9700 to 9900

Number	Description
9701 Error	<p>The Currency form does not contain the correct number of required currency fields.</p> <p>The Currency form does not contain the correct number of required currency fields.</p>
9710 Error	<p>Bulk entry transaction already in progress.</p> <p>An attempt was made to initiate a bulk entry transaction when one was in progress.</p>
9711 Error	<p>No bulk entry transaction is in progress.</p> <p>An attempt was made to end a bulk entry transaction when no transaction was in progress.</p>
9712 Error	<p>Invalid action type for end of bulk entry transaction.</p> <p>The action type supplied for ending a bulk entry transaction was not one of the acceptable options. See the C API Reference for the list of acceptable values.</p>
9713 Error	<p>The attempted bulk entry transaction failed due to an error in one of the individual operations.</p> <p>The attempted bulk entry transaction failed due to an error in one of the individual operations. Check the return list for more detailed information about the individual operation failure.</p>
9720 Error	<p>The updating of object relationship data through the AR System Object Relationships form is not allowed.</p>
9730 Error	<p>The updating of metadata through the Metadata view forms is not allowed.</p>
9735 Error	<p>Invalid full text scan information in form object properties.</p> <p>An invalid combination of form object properties was provided for a form's full text scan information. Verify that interval <i>or</i> time properties were provided, but not both.</p>
9750 Error	<p>Error encountered while loading the shared library.</p> <p>The BMC Remedy AR System Server could not load a shared extension library, such as the CMDB engine. Shared libraries are registered for loading in the <code>ar.conf</code> file. The server functions, but any functionality associated with the shared library is unavailable. The error message is written to the <code>arerror.log</code> file.</p> <p>Check the library paths specified in <code>ar.conf</code>. Make sure that the shared library and all dependent libraries are specified correctly, and restart the server.</p>
9751 Error	<p>The shared library identification is invalid or duplicate.</p> <p>When a shared extension library is loaded, the AR System server invokes callback routines to identify the library to the server. This error occurs when the <code>ar.conf</code> file contains multiple registry entries for the same library or when the identification callback routine returns an error. The library is then unloaded from memory. The server continues to function, but any functionality associated with the shared library is unavailable. The error message is logged in the <code>arerror.log</code> file.</p>
9752 Error	<p>The shared library does not provide an Identification routine implementation.</p> <p>When a shared extension library is loaded, the AR System server invokes callback routines to identify the library to the server. This error occurs when the server invokes a routine that is not implemented by the shared library. The library is then unloaded from memory. The server continues to function, but any functionality associated with the shared library is unavailable. The error message is logged in the <code>arerror.log</code> file.</p>

9753 Error	<p>The shared library is not loaded because it violates one of the prerequisites.</p> <p>When a shared extension library is loaded, the AR System server invokes callback routines to identify the library to the server. This error occurs when the shared library does not implement a required routine. The library is then unloaded from memory. The server continues to function, but any functionality associated with the shared library is unavailable. The error message is logged in the <code>arerror.log</code> file.</p>
9754 Error	<p>The shared library has an invalid RPC program number.</p> <p>The server loads a configuration management database (CMDB) shared library and assigns it a remote procedure call (RPC) identification number. The RPC number is returned by the library through a callback routine invoked by the server. In this case, the routine returned an invalid RPC value. To fix the problem, check the implementation of the callback routine and make any necessary corrections.</p>
9755 Error	<p>Error encountered while initializing (Initialization routine) the shared library.</p> <p>On server startup, an initialization routine runs for all shared extension libraries that are loaded. The initialization routine returned an error, and the shared library was unloaded from memory. The server functions, but any functionality associated with the shared library is unavailable. To resolve the problem, check the implementation of the routine and make any necessary corrections.</p>
9756 Error	<p>This version of internal API is not supported by the server.</p> <p>This is an internal error. A shared library tried to use an internal API exposed by AR Server, but the API version is incompatible with the AR Server version.</p>
9757 Error	<p>Invalid call made from within filter context.</p>
9758 Error	<p>Invalid filter processing call made outside of filter context.</p> <p>An internal error occurred because a filter workflow extension library was called by a filter action that does not have a filter context. Identify the user activity and workflow associated with the error, and then report it to Customer Support.</p>
9759 Error	<p>Extension library called with no filter context.</p> <p>An extension library was called by a filter action that did not have a filter context. This is an internal error. Identify the user activity and workflow associated with the error, and then report it to Customer Support.</p>
9760 Error	<p>Workflow API function called from improper filter phase.</p> <p>Error in the BMC Atrium CMDB extension library API. Contact Customer Support.</p>
9761 Error	<p>Unrecognized internal workflow API function.</p> <p>Error in the BMC Atrium CMDB extension library API. Contact Customer Support.</p>
9781 Error	<p>Role name was not found. Verify that the role name is valid.</p> <p>The server tried to resolve a role name to a role ID, but the role does not exist. Role names can be specified by a user or by workflow. Check the associated role name and make sure it is valid.</p>
9782 Error	<p>Invalid role format: %s.</p>
9800 Error	<p>The reserved fields already exist on this email form.</p> <p>Reserved fields are being created on the Email form that already exist on the form with the same field IDs.</p>
9801 Error	<p>Couldn't locate the Email form.</p> <p>When an email message is sent to a specified user, this error message is returned if the server cannot find the Email Message, Email Attachments, or Email Association forms.</p>
	<p>Email attachment mapping is invalid.</p>

9802 Error	An internal system error occurred. Contact Customer Support.
9803 Error	Cannot locate mailbox. Either no default mailbox is specified for an email notification, or the specified mailbox does not exist.
9804 Error	{{A required form for Email is missing. Server will attempt to import the form in place. Please verify the form gets imported or import it manually to ensure the Email Engine will work properly. <i>formName</i> . }}
	The identified form is missing and must be imported if necessary.
9820 Error	Error opening license audit file. The AR System server cannot open the file containing the license audit data. Each time an audit is run, AR System attempts to re-create the file if it is not found or inaccessible. This error can be caused by the AR System server not having read/write permission to the server log directory.
9821 Error	Error reading license audit file. The AR System server received an error when attempting to read the license audit data file. This can be caused by the AR System server not having read/write permission to the server log directory.
9822 Error	Error writing license audit file. The AR System server received an error when attempting to write to the license audit data file. This error can be caused by the AR System server not having read/write permission to the server log directory.
9823 Error	Corrupted license audit file. The data in the license audit file is corrupt. The existing file is renamed and a new audit data file is created.
9824 Error	Unable to initialize license audit mutex. An internal error occurred during the AR System server start up. Try restarting AR System. If restarting AR System does not fix the problem, contact Customer Support.
9850 Error	You do not have application write license. Either this user does not have an application write license for the application, or a floating license is unavailable for assigning. Contact your BMC Remedy AR System administrator.
9851 Error	No additional application fixed license for this type of license is available: <i>licenseType</i> . No additional application fixed license for this type of license is available for assigning. Get more licenses if necessary.
9852 Warning	An Application fixed license of this type has been assigned to more users than the number of valid licenses you have: <i>licenseType</i> . No more fixed licenses can be assigned until the number of fixed licenses is greater than the number of users who are assigned fixed licenses.
9853 Note	The following application fixed licenses have been returned to the system: <i>licenseType</i> . A fixed license was returned to the system and is now available for assigning.
9854 Note	The following application fixed licenses have been granted: <i>licenseType</i> . A fixed license was assigned.
9855 Note	The following write application token has become available and has been allocated to you -- access has been upgraded to write access.

	A floating license was assigned for your use.
9856 Error	There is no such application user fixed license on the system: licenseType. Either license information was entered incorrectly, or the fixed license does not exist. Contact Customer Support.
9857 Error	Application or Form already Licensable. Cannot modify or unlicense the Application or Form. You cannot make an application license less restrictive. Contact Customer Support.
9858 Error	The application is not licensed. Make sure that the application is a deployable application, not a local application. For information about local and deployable applications, see Deployable applications (https://docs.bmc.com/docs/display/ars81/Deployable+applications) .
9859 Error	The license information provided for this form does not match that in owning application. An internal system error occurred. Contact Customer Support.
9860 Error	The application license format is not valid. License information might be entered incorrectly. Make sure that license names end with User Fixed or User Floating and that each license for a user is separated by a semicolon (;).
9861 Error	The form is missing application licensing information. An internal system error occurred. Contact Customer Support.
9862 Warning	No free application user floating write license are available. Currently accessing the application form in read-only mode. License will upgrade when one is available. You have read-only access to the application. Try later to see whether a floating license becomes available, or contact your BMC Remedy AR System administrator.
9863 Warning	No license property can be set while creating a form. License properties for a form cannot be set when a form is created. You can set the license properties after the form is created.
9864 Error	The Application or the Form cannot be made licensable. Only deployable applications can be made licensable. Also, Forms have to belong to deployable applications to be made licensable. A local application cannot be made licensable. For information about local and deployable applications, see Deployable applications (https://docs.bmc.com/docs/display/ars81/Deployable+applications) .
9870 Error	Escalations must be disabled.
9871 Error	Execution terminated by workflow debugger. A filter or escalation execution was terminated with a forced error from the workflow debugger.
9872 Error	Error in field value list (bad ID or datatype). Adding a field or changing the data type is not permitted when setting the field value list during workflow debugging.
9873 Error	Command not valid at this time. The workflow debugger command was issued at an incorrect time. For example, this error would result when you try to view the field-value list when the debug thread is idle (workflow is not executing) because no field-value list exists at that time. Issue the command when workflow is executing.
9874 Error	Invalid Breakpoint ID.

	Breakpoints are identified by a numeric ID. This error typically indicates that the breakpoint specified in a command does not exist. For example, if you have only breakpoints 1, 2 and 3, and you issue a command to clear breakpoint 4, this message is issued. To see the list of valid breakpoints (including ID), issue the List Breakpoints or List Remote Breakpoints command.
9900 Note	External Logging Note.

3.13.7 Error messages 9901 to 9994

Number	Description
9901 Error	External Logging Error.
9902 Error	External Logging Not Handled.
9905 Error	Internal API call failed. An internal system error occurred. Retry the operation.
9906 Error	Size of memory allocation for result exceeded configured limit on the server.
9907 Error	Illegal command line parameter. A program was called with a command-line parameter that cannot be used; it might not be legal for this program or it might not be legal in combination with other parameters. Check the documentation to verify that your parameters are legal and can be used together.
9908 Error	Illegal operation for placeholder schema.
9910 Warning	Admin operations are suspended because the number of open caches is at the configured limit.
9911 Error	Admin operations are suspended because the number of open caches is at the configured limit.
9912 Error	The form definition field count does not match the number of fields in the database. The count for Base and Custom form types should match the number of fields defined for the form in the field table. The count for an Overlay form should match the number of fields in the corresponding base form plus the number of custom fields defined for the overlay. For more information on correcting the issue, see Knowledge Base article ID KA362404 (https://kb.bmc.com/infocenter/index?page=content&id=KA362404&actp=search&viewlocale=en_US&searchid=1346407158026) .
9922 Error	Audit not possible on Dialog or Audit forms. You cannot audit the specified form types.
9923 Error	Join form Audit cannot be enabled unless the base forms have audit enabled. Enable auditing for the base forms and retry the operation.
9924 Error	The same Log Key cannot be applied to more than one field in a schema. Specify a unique log key for each field.
9925 Error	There are incorrect number of reserved fields in the Archive or Audit form. Choose one of the following options to correct the problem: <ul style="list-style-type: none"> Make sure that the main form is linked to the correct archive/audit form. Set archive/audit to <i>none</i> in the main form, correct the problem, and enable archive/audit again. Choose a new name for the archive/audit form, and BMC Remedy AR System automatically creates a form.
	The Archive or Audit form is already in use by another form.

9926 Error	To correct the problem, see error message 9925.
9927 Error	<p>The number of data fields in the main form should be less than or equal to the data fields in the Archive or Audit form.</p> <p>To correct the problem, see error message 9925.</p>
9928 Error	<p>The data types of the data fields in the Source and Archive/Audit form do not match.</p> <p>To correct the problem, see error message 9925.</p>
9929 Error	<p>Field is missing from the Archive/Audit form.</p> <p>To correct the problem, see error message 9925.</p>
9930 Warning	<p>Cannot import only Audit form. Either the Main form by itself or both Main and Audit can be imported.</p> <p>You cannot import <i>only</i> the source form. You can import the main form alone or the main form <i>and</i> the corresponding archive/audit form.</p>
9931 Error	<p>Qualification cannot contain EXTERNAL references.</p> <p>The audit qualification cannot have <i>external</i> references.</p>
9932 Warning	<p>Archive or Audit form not found. Archive or Audit will be disabled.</p> <p>This warning is received when a form with audit or archive enabled is imported from a file and the audit or archive form is not on the AR System server. For example, if you are importing a form named "form_audit" that has audit enabled, and a form with the same name is not on the AR System server, audit is disabled on the imported form.</p>
9933 Error	<p>You cannot disable the audit on this form until you disable the audit on dependent form.</p> <p>The form for which you are disabling audit has a dependent form on which audit is enabled. For example, if you have a join form that has audit enabled, audit on the base forms cannot be disabled. First disable audit on the dependent (join) forms, and then disable audit on the base forms.</p>
9934 Error	<p>You cannot enable the audit on this form until you enable the audit on base forms.</p> <p>The form for which you are enabling audit has a base form on which audit is disabled. For example, if you have a base form that has audit disabled, audit on the dependent forms cannot be enabled. First enable audit on the base forms, and then enable audit on the dependent forms.</p>
9935 Error	Fields in the range 5000 to 5999 are reserved for Audit use.
9940 Error	<p>Time-out during plug-in call--the request has been accepted by the plug-in server, but the plug-in has not yet responded.</p> <p>The plug-in did not respond to a call within the time period specified in the AR System server configuration file (ar.conf on UNIX; ar.cfg on Windows). To determine the cause of the error, check the AR System server's API log (by default, arapi.log). To avoid such errors in the future:</p> <ul style="list-style-type: none"> • Increase the plug-in time-out settings in the AR System server configuration file: <ul style="list-style-type: none"> • Filter-Api-Timeout — Specifies the time in which AR filter plug-in servers must respond to a call before an error is returned. The default is 40 seconds, but it can be as long as 300 seconds (5 minutes). • Server-Plugin-Default-Timeout — Specifies the time in which ARDBC plug-in servers must respond to a call before an error is returned. The default is 60 seconds, but it can be as long as 600 seconds (10 minutes). For more information, see ar.cfg or ar.conf options S-Z (https://docs.bmc.com/docs/display/ars81/ar.cfg+or+ar.conf+options+S-Z). • Make sure the AR System server has a sufficient number of server threads. The default number is often inadequate. For example, some plug-ins loop back to the server twice during a call, requiring two server threads for one call. The threads also must often

	<p>support concurrent plug-in calls. In addition, if you increase the plug-in call time-out settings, the length of time a server thread is held for a plug-in call might increase. To increase the number of threads dedicated to plug-ins, use the <code>Plugin-ARDBC-Threads</code>, <code>Plugin-AREA-Threads</code>, and <code>Plugin-Filter-API-Threads</code> options in the AR System server configuration file (see ar.cfg or ar.conf options N-R (https://docs.bmc.com/docs/display/ars81/ar.cfg+or+ar.conf+options+N-R)). Do not run the AR System server in development cache mode (<code>Cache-Mode: 1</code>). In this mode, calls are often blocked for long periods of time. See Configuring a server's cache mode (https://docs.bmc.com/docs/display/ars81/Configuring+a+server%27s+cache+mode).</p>
9950 Error	<p>The input provided for calculating the next recurrence is bad.</p> <p>An internal error occurred. Check the <code>arerror.log</code> file.</p>
9951 Error	<p>The date calculated is invalid or a bad date format. Please make sure the date format is in the ARServer's date format and separator.</p> <p>Check the date and make any necessary corrections.</p>
9952 Error	<p>Type of recurrence requested is invalid.</p> <p>Valid recurrence types are Yearly, Monthly, Weekly, Daily, and Special Dates.</p>
9953 Error	<p>Month of year selected is invalid.</p> <p>Enter a month value between 1 and 12.</p>
9954 Error	<p>Week of Month selected is invalid.</p> <p>Enter a week value from 1 to 5.</p>
9955 Error	<p>Day of Month selected is invalid.</p> <p>Enter a day value from 1 to 31.</p>
9956 Error	<p>Hours of day selected is invalid.</p> <p>Each element in the <code>HoursOfDay</code> array cannot be greater than 1.</p>
9957 Error	<p>Day of the week selected is invalid.</p> <p>Each element in the <code>daysOfWeek</code> array cannot be greater than 1.</p>
9958 Error	<p>The date is out of range of the 1970 - 2038 allowed by the OS.</p> <p>The year of the calculated recurrence date is outside of the range allowed by the operating system.</p>
9959 Warning	<p>The recurrence date is not valid for this month. Skipping to next recurrence.</p> <p>Using the recurrence provided, the date obtained is not valid for this month. The next recurring value will be tried.</p>
9960 Error	<p>Recurrence of type <code>Specific Dates</code> has no dates.</p> <p>Make sure the dates are in the server's date and separator format. Separate dates with semicolons, for example, <code>12/24/07;12/25/07</code>.</p>
9971 Error	<p>Cannot find respective System Log Form.</p> <p>The log form is missing or corrupted. Import the <code>LogForm.def</code> file from the <code>C:\Program Files\BMC Software\AR System\Arserver\systemforms\en</code> folder, using the <code>overwrite</code> option if the form exists but is corrupted.</p>
9972 Error	<p>The fields reserved for respective System Log Forms can exist only on one form. Delete the duplicate.</p>
9973 Error	<p>The <code>Application_Properties</code> fields can exist only on one form. Delete the duplicate.</p>

9974 Error	The Application_Interface fields can exist only on one form. Delete the duplicate.
9975 Error	<p>There is no recursion qualifier specified in the Recursive Query.</p> <p>The ARGetListEntryWithMultiSchemaFields function tried to perform a recursive query, but it failed because the recursion qualifier (recursionQual) was not specified.</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields function • ARMultiSchemaQueryFromList structure • ARMultiSchemaRecursiveQueryStruct structure
9976 Error	<p>Wrong schema type specified for a query form list item in the Recursive Query.</p> <p>The ARGetListEntryWithMultiSchemaFields function tried to perform a recursive query, but it failed because one or more of the items in the query from list (queryFromList) of the recursive query structure were not of the type AR_MULTI_SCHEMA_SCHEMA_NAME. All the items in the list should be of that type.</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields function • ARMultiSchemaQueryFromList structure • ARMultiSchemaRecursiveQueryStruct structure
9977 Error	<p>Can not specify more than one Recursive Query.</p> <p>The ARGetListEntryWithMultiSchemaFields function tried to perform a dynamic join, but it failed because more than one recursive query was included in its query from list (queryFromList). The query from list can contain only one item of the recursive query type.</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields function • ARMultiSchemaQueryFromList structure • ARMultiSchemaQueryFromStruct structure
9979 Error	<p>Can specify fields from only one schema in the Recursive Query fields list.</p> <p>The ARGetListEntryWithMultiSchemaFields function tried to perform a recursive query, but it failed because the fields that the recursive query was instructed to retrieve were on more than one form. All the fields must be on the form designated by the recursive schema alias (recursiveSchemaAlias).</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields function • ARMultiSchemaQueryFromList structure • ARMultiSchemaRecursiveQueryStruct structure

9980 Error	<p>Wrong recursive schema specified in the Recursive Query.</p> <p>The <code>ARGetListEntryWithMultiSchemaFields</code> function tried to perform a recursive query, but it failed because the recursive schema alias (<code>recursiveSchemaAlias</code>) does not match any alias or schema (form) in the recursive query's query from list (<code>queryFromList</code>).</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • <code>ARGetListEntryWithMultiSchemaFields</code> function • <code>ARMultiSchemaQueryFromList</code> structure • <code>ARMultiSchemaRecursiveQueryStruct</code> structure
9981 Error	<p>Wrong or missing join type.</p> <p>The <code>ARGetListEntryWithMultiSchemaFields</code> function tried to perform a dynamic join, but it failed because the join type (<code>joinType</code>) of one of the items in the function's query from list (<code>queryFromList</code>) is either invalid or not specified. Use one of these integers to specify the <code>joinType</code>:</p> <ul style="list-style-type: none"> • 0 - <code>AR_MULTI_SCHEMA_JOIN_INNER</code> (Inner join) • 1 - <code>AR_MULTI_SCHEMA_JOIN_LEFT</code> (Left outer join) • 2 - <code>AR_MULTI_SCHEMA_JOIN_RIGHT</code> (Right outer join) <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • <code>ARGetListEntryWithMultiSchemaFields</code> function • <code>ARMultiSchemaQueryFromList</code> structure • <code>ARMultiSchemaQueryFromStruct</code> structure
9982 Error	<p>Wrong query type specified for an item in the query form list.</p> <p>A call to the <code>ARGetListEntryWithMultiSchemaFields</code> function failed because one or more of the items in the function's query from list (<code>queryFromList</code>) is of the wrong type. These are the valid item types:</p> <ul style="list-style-type: none"> • Form = 0 (<code>AR_MULTI_SCHEMA_SCHEMA_NAME</code>) • Recursive query = 2 (<code>AR_MULTI_SCHEMA_RECURSIVE_QUERY</code>) Verify the type and retry the operation. <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • <code>ARGetListEntryWithMultiSchemaFields</code> function • <code>ARMultiSchemaQueryFromList</code> structure • <code>ARMultiSchemaQueryFromStruct</code> structure
9983 Error	<p>Schema alias associated with the field is not valid.</p> <p>A call to the <code>ARGetListEntryWithMultiSchemaFields</code> function failed because the alias (<code>queryFromAlias</code>) of the form or recursive query associated with one of the fields specified in the call is either empty or exceeds the maximum length (<code>AR_MAX_NAME_SIZE</code>, 254 characters). Verify the alias and retry the operation. Character strings must be terminated by a 0.</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • <code>ARGetListEntryWithMultiSchemaFields</code> function

	<ul style="list-style-type: none"> • <code>ARMultiSchemaQueryFromList</code> structure • <code>ARMultiSchemaQueryFromStruct</code> structure
9984 Error	<p>RegularQuery parameter cannot be empty.</p> <p>The RegularQuery parameter of the <code>getListEntryObjects</code> function (Java API) is NULL. Provide a valid instance of the RegularQuery object and retry the operation.</p> <p>For more information, see these:</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/ARGetListEntryWithMultiSchemaFields), which includes information about the <code>ARGetListEntryWithMultiSchemaFields</code> function and its Java class diagram • Java API online documentation located at <code>ARSystemServerInstallDir\ARserver\api\javaplugins\arpluginsdoc<VerNum>.jar</code>
9985 Error	<p>The list of query sources cannot be empty.</p> <p>The RegularQuery parameter of the <code>getListEntryObjects</code> function (Java API) contains a list of the query sources that is either NULL or empty. Ensure that the list has at least one element. For more information, see these documents:</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/ARGetListEntryWithMultiSchemaFields), which includes information about the <code>ARGetListEntryWithMultiSchemaFields</code> function and its Java class diagram • Java API online documentation located at <code>ARSystemServerInstallDir\ARserver\api\javaplugins\arpluginsdoc<VerNum>.jar</code>
9986 Error	<p>Join qualifier is specified but join source is not valid.</p> <p>One or more of the query source objects (<code>IQuerySource</code>) in the RegularQuery parameter of the <code>getListEntryObjects</code> function (Java API) contains a join qualification but does not specify a query source object to join with (<code>getJoinedWith</code> element). Ensure sure that the object specified in that element is valid.</p> <p>For more information, see these documents:</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/ARGetListEntryWithMultiSchemaFields), which includes information about the <code>ARGetListEntryWithMultiSchemaFields</code> function and its Java class diagram • Java API online documentation located at <code>ARSystemServerInstallDir\ARserver\api\javaplugins\arpluginsdoc<VerNum>.jar</code>
9987 Error	<p>Field definition not valid.</p> <p>The definition of a field specified within a call to the <code>getListEntryObjects</code> function (Java API) is invalid. Either the field source object is NULL, or the field ID is less than 0. For more information, see these documents:</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/ARGetListEntryWithMultiSchemaFields), which includes information about the <code>ARGetListEntryWithMultiSchemaFields</code> function and its Java class diagram • Java API online documentation located at <code>ARSystemServerInstallDir\ARserver\api\javaplugins\arpluginsdoc<VerNum>.jar</code>
9988 Error	<p>Recursive query cannot be empty.</p> <p>The <code>ARGetListEntryWithMultiSchemaFields</code> function tried to perform a recursive query, but it failed because although the recursive query type is specified in the function's query from list (<code>queryFromList</code>), the recursive query structure is missing.</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p>

	<ul style="list-style-type: none"> • <code>ARGetListEntryWithMultiSchemaFields</code> function • <code>ARMultiSchemaQueryFromList</code> structure • <code>ARMultiSchemaRecursiveQueryStruct</code> structure
9989 Error	<p>The list of the query fields must contain at least one regular field you have permission to.</p> <p>A call to the <code>ARGetListEntryWithMultiSchemaFields</code> function failed because the user issuing the call did not have permission to any of the fields in the function's <code>getListFields</code> parameter. To enable the function to return data, give the user permission to at least one field in that parameter. To return all matching requests, give the user permission to all fields in that parameter. For more information, see ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/ARGetListEntryWithMultiSchemaFields).</p>
9990 Error	<p>The <code>ValueSetQuery</code> property can only have one field.</p> <p>A call to the <code>getListEntryObjects</code> function (Java API) failed because the list of fields in the <code>ValueSetQuery</code> object contains more than one field. Fix this error and retry the operation. For more information, see these topics:</p> <ul style="list-style-type: none"> • ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/ARGetListEntryWithMultiSchemaFields), which includes information about the <code>ARGetListEntryWithMultiSchemaFields</code> function and its Java class diagram • Java API online documentation located at <code>ARSystemServerInstallDir\ARserver\api\javaplugins\arpluginsdoc<VerNum>.jar</code>
9991 Error	<p>Invalid join qualifier for this join form.</p> <p>A call to the <code>ARGetListEntryWithMultiSchemaFields</code> function failed because the join criteria for one of the forms in the function's query from list (<code>queryFromList</code>) did not reference a field in the <i>preceding</i> item in the list. Review the <code>fieldId</code> element in the join criteria (<code>ARMultiSchemaQualifierStruct</code>) and retry the operation.</p> <p>For more information, see these topics in ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • <code>ARGetListEntryWithMultiSchemaFields</code> function • <code>ARMultiSchemaQueryFromStruct</code> structure • <code>ARMultiSchemaQualifierStruct</code> structure
9992 Error	<p>Dialog forms not allowed in a dynamic query.</p> <p>A call to the <code>ARGetListEntryWithMultiSchemaFields</code> function failed because the function's <code>queryFromList</code> parameter contains a display-only form, such as a dialog box.</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p> <ul style="list-style-type: none"> • <code>ARGetListEntryWithMultiSchemaFields</code> function • <code>ARMultiSchemaQueryFromStruct</code> structure • <code>ARMultiSchemaQualifierStruct</code> structure
9993 Error	<p>Join qualifier not allowed for the first query source in the list.</p> <p>A call to the <code>ARGetListEntryWithMultiSchemaFields</code> function failed because the first item in the function's query from list (<code>queryFromList</code>) contained join criteria (<code>joinType</code> and <code>joinQual</code>). Specify join criteria in the second item and each item thereafter to define the join with the previous item. Do not specify the join criteria in the first item in the list. Review the join criteria and retry the operation.</p> <p>For more information, see these topics in Structures for ARGetListEntryWithMultiSchemaFields (https://docs.bmc.com/docs/display/ars81/Structures+for+ARGetListEntryWithMultiSchemaFields) and BMC Remedy AR System C API functions (https://docs.bmc.com/docs/display/ars81/BMC+Remedy+AR+System+C+API+functions):</p>

	<ul style="list-style-type: none">• <code>ARGetListEntryWithMultiSchemaFields</code> function• <code>ARMultiSchemaQueryFromList</code> structure• <code>ARMultiSchemaQueryFromStruct</code> structure
9994 Error	<p>Diary field or long char field not allowed in join criterion.</p> <p>An API call to one of the following functions failed because the join criteria associated with the function contains a diary field or a long character field:</p> <ul style="list-style-type: none">• <code>ARGetListEntryWithFields</code> — Remove these field types from the predefined join criteria in the BMC Remedy AR System join form specified by the function's <code>schema</code> argument.• <code>ARGetListEntryWithMultiSchemaFields</code> — Remove these field types from the join criteria (<code>joinQual</code>) of the items in the function's query from list (<code>queryFromList</code>).

3.14 9200 to 9699 - BMC Remedy Mid Tier messages and notifications

The following topics describe BMC Remedy Mid Tier messages and notifications.

- [Error messages 9200 to 9400 \(see page 212\)](#)
- [Error messages 9401 to 9699 \(see page 226\)](#)

3.14.1 Error messages 9200 to 9400

Number	Description
9200 Error	<p>You have has no access permission to objectName. Check with your administrator.</p> <p>You tried to perform an operation (for example, opening a form) to which you have no permissions. Check with your administrator.</p>
9201 Error	<p>Session is invalid or has timed out. Please reload page to log in again.</p> <p>Your session is no longer available because either the session is invalid, the session timed-out, or no session data was retrieved. Log in again to continue.</p>
9202 Error	<p>There are no available attachment fields.</p> <p>You tried to attach an object to an attachment pool in which no fields are available (all fields might be in use). Remove any unnecessary attachments if you have permissions, or ask your BMC Remedy AR System administrator to add more attachment fields to the attachment pool.</p>
9203 Error	<p>The form action request failed.</p> <p>An error occurred in one of the form actions, such as Submit, Search, Modify, or Delete Entry.</p>
9204 Error	<p>Please select an attachment file first.</p> <p>You tried a display, save, or delete operation but did not first select an attachment.</p>
9205 Error	<p>No help available.</p> <p>A failure occurred while the system tried to retrieve Help text for this form or field. An associated error message provides details.</p>
9206 Error	<p>Cannot get the Help text.</p> <p>A failure occurred while retrieving the list of fields that contain Help text.</p>
9207 Error	<p>Illegal request parameter.</p> <p>You entered a set of incorrect parameters for this operation, for example, an invalid qualification statement. This is an unexpected error.</p>
9208 Error	<p>Failed to get config property.</p> <p>A failure occurred in retrieving a property from the configuration properties file.</p>
9209 Error	<p>Cannot find an empty attachment field large enough to hold this attachment.</p> <p>No field in the attachment pool is large enough to contain this particular file. Contact your administrator to enlarge the size of the attachment field so that you can attach it later, or try zipping the file to make it smaller.</p>
9210 Error	<p>The size of the attachment is too large. Maximum size of available slot is number bytes.</p> <p>You tried to attach a file larger than the maximum size allowed for this attachment field. Contact your administrator to enlarge the size of the attachment field so that you can attach it later, or try zipping the file to make it smaller. You can also try to attach to a different attachment field.</p>
9211 Error	<p>You have to specify a file to upload.</p> <p>You tried to attach a file to an attachment field but did not enter a file name. To complete this process, enter or select a file.</p>
9212 Error	<p>Failed to add attachment.</p>

	The operation of adding an attachment file failed. Check your permissions. If that does not solve your problem, contact your BMC Remedy AR System administrator.
9213 Error	<p>Failed to load the attachment because the request has no incorrect setting.</p> <p>The attachment file failed to load because the method attribute of the <code>form</code> tag in the servlet request was set to GET, not POST.</p>
9214 Error	<p>The file does not exist or is empty.</p> <p>The operation of saving the attachment file to disk failed either because the file does not exist or because its value is NULL. Make sure the file exists.</p>
9215 Error	<p>Internal error.</p> <p>This all-purpose error occurs during numerous internal system failures, including the following conditions:</p> <ul style="list-style-type: none"> • Name of a system object or field ID is NULL when the system tries to retrieve a system object • Internal cache error • Web tier exception • XSL stylesheet not found for certain type of object • Failure to create request in Push Field workflow action at runtime • Failure to set a field in the Set Field workflow action at runtime • Failure to expand an open window
9216 Error	<p>Display or save attachment failed. Invalid request parameters.</p> <p>An attempt to view or save an attachment file failed, for example, a new window could not be opened to display the file. This error occurred because the request parameters for the file were invalid, because the file path was NULL, or because you did not enter a file path name.</p>
9217 Error	<p>File not found. Either the file requested is not present or the URL supplied is bad.</p> <p>An attempt to view or save an attachment file failed because the file could not be found on the web server. Contact your administrator.</p>
9218 Error	<p>Unable to retrieve the file for viewing.</p> <p>An attempt to view the file failed because, although the system found the file, it could not be sent.</p>
9219 Error	<p>There is no attachment file to delete.</p> <p>An attempt to delete an attachment file failed because it could not be found on the web server. Make sure the file exists.</p>
9220 Error	<p>There is no attachment file to display.</p> <p>An attempt to display the attachment file in a new window failed because it could not be found on the web server. Make sure the file exists.</p>
9221 Error	<p>There is no attachment file to save.</p> <p>An attempt to save the attachment file to the client's local file system failed because it could not be found on the web server. Make sure the file exists.</p>
9222 Error	<p>The attachment to be downloaded cannot be found.</p> <p>An attempt to download the attachment file failed because it could not be found on either the web server or the BMC Remedy AR System server. Make sure the file exists.</p>
9223 Error	Cannot convert BMC Remedy AR System query into a Crystal query due to incorrect NULL value usage. Please see your administrator.


	A valid BMC Remedy AR System query that uses a \$NULL\$ value must be in either a "'field' = \$NULL\$" or a "'field' != \$NULL\$" format. Because the BMC Remedy AR System query did not use this format, the attempt to convert it into a Crystal Report web query failed.
9224 Error	Crystal Report does not allow '}' in fieldname. Remove this character from the fieldname. An illegal field name not allowed by Crystal Reports was found when an BMC Remedy AR System query was converted into a Crystal Report web query. Rename the BMC Remedy AR System field so that it does not use a close brace, and then retry the conversion.
9225 Error	Cannot convert BMC Remedy AR System query into a Crystal query: character value in QualifierInfo object is NULL. Please see your administrator. A failure occurred during conversion because the field value is NULL and the field name is incorrect.
9226 Error	Cannot convert BMC Remedy AR System query into a Crystal query: bad enum field type. Please see your administrator. Conversion failed because the field for which an enum value was provided is not an enum field type.
9227 Error	Query conversion failure unknown: queryName. Try again or rewrite your BMC Remedy AR System query in another way. An attempt to convert the BMC Remedy AR System query into a Crystal Report web query failed, but the specific reason for the failure is unknown. To continue, rewrite the BMC Remedy AR System query in a format more easily understood by the Crystal Report engine.
9228 Error	Unsupported syntax in query conversion. Try to rewrite your BMC Remedy AR System query in another way. An attempt to convert the BMC Remedy AR System query into a Crystal Report web query failed because of unsupported syntax. To continue, rewrite the BMC Remedy AR System query in a format more easily understood by the Crystal Report engine.
9229 Error	Cannot convert BMC Remedy AR System query into a Crystal query: invalid data type for enum value. Please see your administrator. The conversion failed because an invalid enum string value appeared in the BMC Remedy AR System query. To continue, rewrite the BMC Remedy AR System query into a format more easily understood by the Crystal Report engine.
9230 Error	The report file location is not specified. Please see your administrator. The native report output failed because the file location was not specified.
9231 Error	Invalid BMC Remedy AR System report definition. Re-attach the definition and try again or create a new report. The native report output failed because of an invalid report definition. To continue, try creating a different definition file or redesigning your report.
9233 Error	AR System report definition does not have the field list. Re-attach the definition and try again or create a new report. The native report output failed because the report definition specified no fields. To continue, try creating a different definition file or redesigning your report.
9234 Error	Cannot display BMC Remedy AR System report reportName. Please try again or see your administrator. The native report failed to appear on your browser for unknown reasons. To continue, see the remainder of the message.
9235 Error	An invalid operation was specified for an AR System report. Please see your administrator. An invalid operation was specified for a BMC Remedy AR System report. See your administrator.
9236 Error	Cannot open BMC Remedy AR System report file fileName. Please try again or see your administrator.

	The native report operation failed to open the report .arr definition file. Verify that the report exists. You might also check your permissions and try again. Also check the disk permissions on your configured report directory.
9237 Error	Invalid BMC Remedy AR System report definition: no 'Report: ' string found. Re-attach the definition and try again or create a new report. The report operation could not parse the field attributes in the definition file. To continue, try creating a different definition file or redesigning your report.
9238 Error	Invalid BMC Remedy AR System report definition. Re-attach the definition and try again or create a new report. The report operation could not parse the field IDs and sort order. The report consists of a string that cannot be understood by the system. To continue, try creating a different definition file or redesigning your report.
9240 Error	Cannot decode URL. The URL supplied is invalid. Please see your administrator. The location (URL) of the native report cannot be decoded. Contact your AR System administrator.
9241 Error	Cannot create report directorydirectoryName. Please see your administrator. Check the name of the configured report directory and try again.
9242 Error	Bad data type for report attachment field. Please try again or see your administrator. An attempt to extract the report failed because of an invalid data type for the attachment field. Ask your administrator to check the report form definition.
9243 Error	No attachment info for report attachment. Please try again or see your administrator. The report was not extracted because information about the attachment field could not be retrieved. To continue, check that the report's entry in the report form has a valid attachment.
9244 Error	No filename for report attachment. Please see your administrator. The report was not extracted because the file name of the report could not be retrieved. To continue, check that the report's entry in the report form has a valid attachment.
9245 Error	No report directory specified for reporting. Please see your administrator. The report definition file was not extracted because no session-specific report directory could be retrieved from the configuration. To continue, use the BMC Remedy Mid Tier Configuration Tool to specify a report directory.
9246 Error	Cannot find report <reportName> of type <reportType> for form <formName> on server <serverName>. Please see your administrator. The report was not retrieved when the Report form was queried for the entry that matches the parameters in the request. To continue, check the report and report type forms on the server for valid report names and types.
9247 Error	Cannot find report type <reportType>. Please see your administrator. The report type was not retrieved when the Report form was queried for the entry that matches the parameters in the request. To continue, check the report and report type forms on the server for valid report names and types.
9248 Error	Internal error: Bad data type for query class field. Please see your administrator. An invalid data type was applied to the query class field when the query string was converted from the BMC Remedy AR System native format into the report engine's format.
9249 Error	Cannot load query converter class <classType>. Please try again or see your administrator.

	The query converter class was not loaded when the query string was converted from the BMC Remedy AR System native format into the report engine's format. To continue, verify that the query converter class is installed in your <code>CLASSPATH</code> .
9250 Error	Invalid report operation. This operation is no longer supported. During report creation in the Open Window action, an invalid operation was used to post the report. The only valid operations are run, create, or edit. To continue, fix the action to use a valid operation.
9251 Error	Bad data type for report operation command field. Please see your administrator. An inappropriate command was issued for the report because of an invalid data type. To continue, check the report type form definition.
9252 Error	Report operation command is empty. Please see your administrator. The report operation command does not have a command specified for this report type.
9253 Error	Form with ID <IDNumber> cannot be found on ARServer <serverName>. Please see your administrator. A failure occurred because the BMC Remedy AR System server failed to retrieve the form with the specified ID needed to create the report.
9254 Error	Mid Tier does not have permission to create directory <directoryName: directoryName>. Please see your administrator. Permissions problems occurred when a report directory was created. To continue, verify that the mid tier has write access to this directory.
9255 Error	Cannot start query converter class <className>. Please see your administrator. An instance of the query convertor class was not created when the query string was converted from the BMC Remedy AR System native format into the report engine's format. To continue, verify that the query converter class implements the report query converter interface.
9256 Error	Unable to start query conversion:<stringContents>. Please see your administrator. An initial failure occurred when the original query string was converted into a <code>QualifierInfo</code> structure that the report engine's format can interpret. To continue, check that the query converter class implements the report query converter interface. For information about the <code>QualifierInfo</code> class, see the BMC Remedy AR System Java API documentation.
9257 Error	Problem opening output stream:<stringContents>. Please see your administrator. An attempt to create the report definition file from the Message Catalog failed.
9259 Error	Object(s) cannot be found on BMC Remedy AR System server. This object (for example, a schema, active link, or container) was not in the server cache. To continue, verify that the object exists on BMC Remedy AR System server.
9260 Error	Report location is missing from report settings configuration page. Please see your administrator. The location of the Crystal Reports Server XI engine is not specified in the BMC Remedy Mid Tier Configuration Tool.
9261 Error	Error generating Status History information. The XML string containing the Status History field information was not created. Status history is displayed for the web in a separate window.
9262 Error	Submit failed. The Submit operation failed while a request was being created. A Submit failure has many possible causes, for example, a required field is blank. (In that case, enter a value for the required field, and retry the Submit operation.)
	Modify failed.

9263 Error	The Modify operation failed when updating an BMC Remedy AR System request. Possible causes for this error include, for example, a simultaneous modification by another user or a failure in workflow.
9264 Error	You have no access permission to the form <formName.> You entered an incorrect user name or tried to access an BMC Remedy AR System form that you have no permissions to. Try reentering your user name, or check your permissions to continue.
9265 Error	You have no access permission to the field <fieldName>. You tried to access a field that you have no permissions to. Check your permissions to continue.
9266 Error	Please select an entry first. An attempt to display the status history in a new window failed because no entry was selected. The request was therefore ignored.
9267 Error	Required parameter(s) missing for form view creation:<parameterName>. Creation of the form view failed because the required parameters contain either no value or a NULL value. Required parameters include the following items: <ul style="list-style-type: none"> • Form (or form alias) • Server name
9268 Error	Unable to generate the JSP page. An attempt to retrieve the path of the JSP™ page that represents the form failed. The JSP path could not be constructed because some of the following data is missing: <ul style="list-style-type: none"> • Form • View • Application • Locale
9269 Error	Unable to perform query because results list field not found. Please inform your BMC Remedy AR System administrator. The query failed because the results list in the form could not be found. This error message also appears when you are unable to use an Open Window active link action to "drill down" to a record in a table field.
9270 Error	Entry with ID IDNumber does not exist in database. The request retrieval failed because the entry ID does not exist in the database.
9271 Error	You have entered an improperly formatted value for the field. An attempt to validate the values for this field so that it can be properly formatted failed.
9272 Error	Value does not fall within the limits specified for the field. An attempt to validate the values for this field failed because they are out of the acceptable minimum and maximum range limits defined by the administrator.
9273 Error	This is a display-only field. An attempt to add the field to the query bar HTML input element failed because it is a display-only field. Only fields holding actual database values, such as an integer field, are included.
9275 Error	Status History operation valid only in modify mode. An attempt to display the status history failed because it is valid only in modify mode, not for submit or query.

9276 Error	<p>There is no valid web view for this form.</p> <p>You tried to drill down on a table or to display, by using an Open Window action, a form that does not have a web view defined. This could be a form on a 5.x or later environment in which no web view was defined or a form on a pre-5.x BMC Remedy AR System server. The system cannot open a form that does not have a valid web view on the web. If the server is a 5.x or later server, add a web view for the form, and you can then open it. If the server is pre-5.x, upgrade the server to 5.x or later and then create a web view for the form before you can open it.</p>
9277 Error	<p>Found more entries than expected during workflow processing.</p> <p>A failure occurred because multiple matches were found in the form during a Set Fields or Push Fields action. All workflow processing is stopped. To continue, configure the workflow in BMC Remedy Developer Studio for a different multiple match response in BMC Remedy AR System, for example, Set Field to \$NULL\$, or Use First Matching Request.</p>
9278 Error	<p>No item matches active link conditions; this operation has been defined so that no match generates an error.</p> <p>A failure occurred because no matches were found in the form during a Set Fields or Push Fields action. All workflow processing is stopped. To continue, configure the workflow in BMC Remedy Developer Studio for a different multiple match response in BMC Remedy AR System, for example, Set Field to \$NULL\$.</p>
9280 Error	<p>A failure occurred because the name of the server<serverName> is not in the list of valid mid tier servers -<serverName>.</p> <p>A failure occurred because the name of the server is not in the list of valid mid tier servers. To continue, verify that a valid server exists.</p>
9281 Error	<p>A failure occurred in the process used by the Set Fields action.</p> <p>A failure occurred in the process used by the Set Fields action. No results were returned. To continue, verify that the process works independently of the Set Fields action.</p>
9282 Error	<p>Failed to create the following menu:<menuName>.</p> <p>An attempt to expand the query string for a dynamic menu, such as a search menu, failed. The server could not parse the query correctly.</p>
9283 Error	<p>An internal error has occurred during workflow processing: <errorMessageString>.</p> <p>An internal system failure occurred during the execution of this active link. This error is not due, however, to a more common multiple match or no match error.</p>
9289 Error	<p>Invalid BMC Remedy AR System Server Name.</p> <p>A failure occurred during login because you entered an invalid server name.</p>
9290 Error	<p>A failure occurred because the remote server <remoteServer> is not reachable.</p>
9291 Error	<p>Not a valid administrator password on the server -<serverName>. Please add/modify the password for the server in configuration page.</p> <p>The mid tier administrator password you specified is not recognized. To continue, try re-entering your password or contact your BMC Remedy AR System administrator for assistance.</p>
9292 Error	<p>Not a valid administrator user on the server -<serverName>.</p> <p>A failure occurred during login because the system does not recognize this user name as a valid administrator. To continue, enter a different login name.</p>
9293 Error	<p>Cannot convert BMC Remedy AR System query into a Crystal query: you cannot use operatorInQuery to evaluate null. Please rewrite your query.</p>

	An BMC Remedy AR System query failed to convert into a Crystal report query. The Crystal engine does not recognize this method for checking NULL values. Rewrite the query to use operators in the BMC Remedy AR System query that the Crystal query understands, for example, "'field' = \$NULL\$". You can only test for = \$NULL\$ or != \$NULL\$.
9294 Error	<p>Your query has returned too many results. Narrow your query criteria, specify a smaller maximum number of queries to return, or ask your administrator to specify a smaller chunk size for the table or results list.</p> <p>You are running out of available memory because the query returned too many results. To continue, rewrite your query to return fewer requests.</p>
9295 Error	<p>Incorrect login parameters. Web page, user, and/or server name(s) must be provided.</p> <p>A login failure occurred because you did not enter certain parameters, for example, form name or user name. To continue, enter the missing parameters.</p>
9296 Error	<p>No matches were found for your qualification.</p> <p>No matches were found for your qualification. However, processing continues to display the zero matches label in the results list header. To continue, refine the qualification to make sure that it returns at least one matching request.</p> <div style="background-color: #ffffcc; padding: 10px; margin-top: 10px;"> <p> Note</p> <p>This message is returned by web clients. In the same situation, similar messages are returned by web services and API programs (see error message 302 (see page 64)).</p> </div>
9297 Error	<p>The query is too complex for the report engine.</p> <p>An attempt to convert an BMC Remedy AR System query into a Crystal Report query failed because Crystal Reports limits the number of boolean operators that can be used in a query. You also see this message if a list of selected requests contains too many nonconsecutive entry IDs. In this case, the converted query is replaced by the original BMC Remedy AR System query string.</p>
9298 Error	<p>Unable to convert. Your query is too complex. The default results list query will be used.</p> <p>The BMC Remedy AR System query format failed to convert into the report engine's format because the converted query was too complex. The converted query is replaced by the original BMC Remedy AR System query string.</p>
9299 Warning	<p>This record has been updated by another user since you retrieved it. Saving your changes will overwrite the changes made by that user. Do you want to save your changes?</p> <p>A conflict exists because another user and you are retrieving the same request. To continue, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Contact the other user (if you know who she is) to avoid overwriting her changes. • Cancel your changes. • Requery, and then modify. • Save your changes only if you are sure your changes will not destroy important information.
9300 Error	<p>The Run Process specified in the active link action failed because this Run Process command is not supported.</p> <p>The Run Process active link action failed because this Run Process command is not supported. To continue, use a different Run Process command.</p>
9301 Error	<p>The report file cannot be retrieved from the server to the mid tier: fileName.</p> <p>The report file cannot be retrieved from the server to the mid tier server.</p>
	Throw Error - 9302.

9302 Error	This generic message indicates an error occurred.
9303 Error	Unable to retrieve a user from the user pool on this old version of AR System. An attempt to retrieve a user from the pool of available users failed because a user pool does not work with this version of BMC Remedy AR System.
9304 Error	Unable to retrieve the report file. An attempt to retrieve the report file failed because the ReportServlet used by the Open Window active link action could not create a temporary directory in which to hold the report or extract the report to the directory.
9305 Warning	Unable to translate the group names in the Group List or Assignee Group Field into group IDs. The qualification failed because the system was unsuccessful in translating the group names into group IDs.
9306 Error	Attempt to divide by zero (0) in arithmetic operation. The qualification failed because of an illegal mathematical operation. A NUL value is returned. To continue, rewrite the query so that you do not divide by zero.
9307 Error	Date is out of allowed range of 1970 to 2037 for web client. You entered a value for a date/time field that does not fall in the supported range. To continue, enter a date in the range between 1970 to 2037.
9308 Error	Page has been updated. Please Refresh to get the updated page. Your form is outdated. The form was recently updated in memory. To continue, click the Refresh button on the page.
9309 Error	Show Status History action ignored. Status History field does not exist in form. The status history failed to appear in a new window because the Status History field is missing from the form. The request to display the status history is ignored.
9310 Error	Invalid time format. Please enter time in this format: You entered the wrong time format into the Calendar popup window.
9325 Error	You have entered an improperly formatted value for a currency field. You did not enter a valid currency value on a currency field. For example, you entered 1,00 USD.
9326 Error	You have entered an invalid currency type. The specified currency value is a not an allowable currency type. Contact your BMC Remedy AR System administrator.
9327 Error	You have entered an invalid currency code for a currency field. Using previous valid code. You did not enter an allowable currency code on a currency field. The mid tier returns the field results based on the last previous valid currency code.
9329 Error	The location does not have the required parameter server or webService. When details about the web service request were extracted from the input document, this error message was returned because the namespace was incorrectly formatted. The location must include the server and the web service parameters.
9330 Error	No Web Service named <webServiceName> exists in server <serverName>. When a web service request was processed on the mid tier, this error message was returned because no such web service exists on the server.

9331 Error	<p>No operation named <operationName> exists in web service <webServiceName>.</p> <p>When a web service request was processed on the mid tier, this error message was returned because no such operation was found in the web service.</p>
9332 Error	<p>Invalid operation type <operationType> specified on web service container.</p> <p>The mid tier could not make the necessary API call because an invalid operation type was specified for the web service.</p>
9334 Error	<p>The XPATH expression <xpathExpression> is not found in input mapping.</p> <p>A string value could not be substituted for the XPATH expression because the mid tier server could not find the corresponding mapping node.</p>
9335 Error	<p>Invalid Date Time Value: <dateTimeString>.</p> <p>The mid tier could not parse the XML date/time string.</p>
9336 Error	<p>Invalid URL for accessing WSDL: <requested_URL>.</p> <p>The WSDLServlet servlet could not generate the WSDL for a requested web service because the URL was invalid.</p>
9337 Error	<p>No web service definition found: <webServiceName>.</p> <p>A web service was requested, but the mid tier could not locate the web service definition.</p>
9338 Error	<p>No authentication information found: <serverName>.</p> <p>Authentication information is not supplied in the web service request, and anonymous user information is not specified in the BMC Remedy Mid Tier Configuration Tool.</p>
9339 Error	<p>Data types of the two operands do not match.</p> <p>In an active link arithmetic operation, the two operands cannot be made to match, or the arithmetic operation is not supported. For example, you tried to add two currency fields that have different currency codes, such as USD and CAD, and no matching functional currencies exist. Or you subtract Decimal1 - Decimal2 = Character. If the target field is a character, only addition is supported (string concatenation).</p>
9341 Error	<p>No Preference server or Home Page Server specified. Home Page needs a server.</p> <p>The AR Server field on the Home Page tab of the BMC Remedy AR System User Preference form and the Server Name field on the Home Page Settings page of the BMC Remedy Mid Tier Configuration Tool are blank. Specify a server in the BMC Remedy Mid Tier Configuration Tool or specify a server for this user in the BMC Remedy AR System User Preference form.</p>
9342 Error	<p>No servers configured in Mid Tier Configuration. Home Page needs a configured server.</p> <p>No BMC Remedy AR System servers are configured in the BMC Remedy Mid Tier Configuration Tool. Contact your BMC Remedy AR System administrator.</p>
9343 Error	<p>No Preference form or ServerSetting Home Page form specified. Home Page needs a form.</p> <p>The Form Name field on the Home Page tab of the BMC Remedy AR System User Preference form and the Default Home Form field on the Configuration tab of the Server Information dialog box are blank. Specify a default home page form in the Server Information dialog box or specify a home page form for this user in the BMC Remedy AR System User Preference form.</p>
9344 Error	<p>Cannot connect to server serverName to access Home Page.</p> <p>Unable to connect to the server that contains the Home Page form. This can occur when the server is down or when the network is too slow (leading to a time-out). Contact your BMC Remedy AR System administrator.</p>
9345 Error	<p>Your user name or password was not accepted by any AR System server configured in the BMC Remedy Mid Tier Configuration Tool.</p>

	Your user name or password was not accepted by any BMC Remedy AR System server configured in the BMC Remedy Mid Tier Configuration Tool. Contact your BMC Remedy AR System administrator.
9350 Error	Network protocol/data error when performing data operation. Please contact administrator. An internal error occurred because parameters passed to the back channel were incorrect.
9351 Error	Unable to setup data connection, which is preventing the application from working correctly. An internal error occurred during a back channel request from the browser to the mid tier server.
9352 Error	A form definition has been changed, so unable to retrieve data. Please contact administrator. The definition of a form that users have loaded was changed in such a way that a table on the form cannot be refreshed.
9353 Error	The operation cannot be completed because you have logged out. A user who is logging out tried to make requests to the mid tier. This can occur if a user opened multiple windows and is trying to do something in one window at almost the same time as logging out in another window.
9354 Error	No compatible (standard or web fixed) view for the requested form can be found - unable to display form. The mid tier could not find a view to display for the specified form. This can occur if a form contains only relative views because relative views are no longer supported by the mid tier.
9355 Error	The requested form <formName> cannot be found. The form specified in the URL does not exist.
9356 Error	Unsupported locale <locale>. A user tried to load a form on the mid tier in an unsupported locale. The locale is specified either in the languages selection in the browser or in the user preferences. For information about supported locales, see Localizing the mid tier (https://docs.bmc.com/docs/display/ars81/Localizing+the+mid+tier) .
9357 Error	Unsupported timezone <timeZone>. A user tried to load a form on the mid tier in an unsupported time zone. The time zone is determined at login time or from the user preferences.
9358 Error	Application does not exist on server - <serverName>. The application specified in the URL does not exist.
9359 Error	Server and form names are required in the URL. The view form servlet requires the server and form parameters to be in the URL (other parameters are optional). If these parameters are missing this error occurs.
9360 Error	The size of the current global fields exceeded the allowable 3.5 KB size. The mid tier implementation of global fields limits the amount of data that can be stored in all global fields to about 3.5 KB. To allow more storage, install a supported version of Flash Player.
9361 Error	A current session exists for a different user -<userName>. Log off the existing session and try again. The view form servlet was used with user name and password parameters that differ from the ones used to create the current session.
9362 Error	Aliases are not supported by the AR System 6.3 and later. Use form, view, or app parameters instead. Aliases are not supported by the BMC Remedy AR System 6.3 and later mid tier so the alias parameters to the view form servlet are no longer supported.

9363 Error	<p>The action failed because the mid tier is unavailable or could not be contacted.</p> <p>The action failed because the mid tier is unavailable or could not be contacted. This error could also occur if the action was canceled by the user while it was being performed.</p>
9364 Error	<p>One or more items match active link conditions; this operation has been defined so that any match generates an error.</p> <p>Used by the Push Fields action when the administrator configures it to return an error when multiple matches are found. On the If Action page, the If Any Requests Match field has Display 'Any Match' Error selected.</p>
9365 Error	<p>No rows have been selected for ModifyAll.</p> <p>The modify all action requires that at least one row is selected in the results list. Select one or more entries in the results list and try again.</p>
9366 Error	<p>The Run Process active link action failed because this Run Process command was used incorrectly.</p> <p>The Run Process active link action failed because this Run Process command was used incorrectly, such as using a Run Process command that does not return a value in a Set Fields action.</p>
9367 Error	<p>Data types are not appropriate for relational operation.</p> <p>The data types of the fields used in a relational operation are not consistent with the operations allowed for that operation. For information about the allowed data types of operations, see Operator types (https://docs.bmc.com/docs/display/ars81/Operator+types).</p>
9368 Error	<p>Invalid data type in active link.</p> <p>An BMC Remedy AR System API function call was used with an invalid data type.</p>
9369 Error	<p>Function not supported.</p> <p>BMC Remedy AR System functions (used in assignments) such as CONVERT, ENCRYPT, and DECRYPT are supported only in filter workflow and not in active link workflow.</p>
9370 Error	<p>The guide <guideName> is invalid or not owned by any form.</p> <p>The guide or the primary form for the guide could not be determined. Dynamic workflow allows an active link guide to be named at run time. If the guide name does not exist on the server, or the guide does not have a primary form, this error is generated.</p>
9371 Error	<p>The definition for the guide <guideName> cannot be found and might be missing from the AR System server.</p> <p>The guide specified (via dynamic workflow) is invalid. With dynamic workflow you can specify guide names from workflow instead of in BMC Remedy Developer Studio. The definition for the guide specified cannot be found and might be missing from the BMC Remedy AR System server.</p>
9372 Error	<p>The specified menu is invalid.</p> <p>The specified menu is invalid. This error occurs if the browser client requests a nonexistent menu. This could be due to an active link change fields action that changed the menu for a character field.</p>
9373 Error	<p>You have entered an improperly formatted value for a real field.</p> <p>The indicated value was entered as a value for a field with a data type of real. The value is not a legal real value. Change the value to a legal real value, and retry the operation.</p>
9374 Error	<p>You have entered an improperly formatted value for a decimal field.</p> <p>The value was entered in a field with a data type of decimal. The value is not a legal decimal value. Change the value to a legal decimal value, and retry the operation.</p>
9375 Error	<p>You entered a nondigit character for a numeric field.</p>

	A numeric field contains a nondigit value. You can specify digits only for integer (numeric) fields. Change the value to a legal integer value, and retry the operation.
9376 Error	<p>Format of date or time value is not recognized.</p> <p>The format of a time value is not recognized. You can omit the time portion of a time stamp and include only the date, or you can omit the date and include only the time. The portion omitted defaults to an appropriate value. However, the format of the specified portion of time must match the rules for time stamps. Fix the format of the line, and perform the search again.</p>
9377 Error	<p>Time is out of allowed range of <number> and <number>.</p> <p>BMC Remedy AR System cannot process a time that is out of range. Try again, using a time within the allowed range.</p>
9378 Warning	<p>The query matched more than the maximum number of entries specified for retrieval.</p> <p>The retrieval included a search that selected more than the maximum number of items allowed by the client or server. The call returned the number of entries specified as the maximum. Narrow your search criteria or change the limit in user preferences. Use the local setting using the BMC Remedy AR System User Preference form and modify the settings for Limit Number of Items Returned. Only an administrator can change the server settings.</p>
9379 Warning	<p>The time entered is invalid. Therefore, the popup will be initialized to the current time.</p> <p>Click the icon to the right of the field to select the desired time.</p>
9380 Warning	<p>The date entered is invalid. Therefore, the popup will be initialized to the current date.</p> <p>Click the icon to the right of the field to select the desired date.</p>
9381 Error	<p>No such user exists.</p> <p>A user with the supplied login ID cannot be found on any AR System server.</p>
9382 Error	<p>Authentication failed.</p> <p>The supplied password is invalid.</p>
9383 Error	No forms found containing field ID: <IDNumber>.
9384 Error	Multiple forms contain field ID: IDNumber.
9385 Error	Unable to contact the web server to the complete action.
9386 Error	<p>Security Exception!! Possible insecure call issued. Please try opening the report again.</p> <p>A request was sent to open an unencrypted Crystal report.</p>
9387 Error	<p>Request timeout. Please try opening the report again.</p> <p>A request to open a Crystal report through the web timed out.</p>
9388 Error	<p>Authentication failed.</p> <p>An authentication failure occurred, such as supplying the wrong administrator password on the configuration page for the AR System server.</p>
9389 Error	<p>The length of server name or form name exceeds the allowed length.</p> <p>The length of server name or form name passed to the viewformservlet is longer than the allowed length. The maximum server name length is 64 characters and maximum form name length is 254 characters.</p>

9390 Error	<p>There is either no definition or the user user does not have permission for keys keys for the module module in the server <serverName>.</p> <p>The requested plug-in definition does not exist in the Data Visualization Definition form, or the user does not have correct permissions to access that data.</p>
9391 Error	<p>The requested plug-in <moduleName> does not exist in the list of Data Visualization Module Server(s) in the BMC Remedy Mid Tier Configuration Tool.</p> <p>The requested plug-in does not exist in the list of plug-in servers in the BMC Remedy Mid Tier Configuration Tool.</p>
9392 Error	<p>Could not create the required directory <directoryName> to download module module from server <serverName>.</p> <p>The mid tier should be able to create a directory so that it can download the plug-in information. If it cannot create a directory, this error occurs.</p>
9393 Error	<p>There is no jar file for the module module in the server <serverName>.</p> <p>The plug-in JAR file is missing for a given data visualization module in the Data Visualization Module form.</p>
9394 Error	<p>Could not download the module jar file for module module from the server <serverName>. Please see the log file for further details.</p> <p>The mid tier cannot download a JAR file for a particular data visualization plug-in in a server.</p>
9395 Error	<p>Unable to find the module module in the mid-tier plug-ins directory.</p> <p>Dashboards and reports are built on mid-tier local data visualization modules. This error occurs if a request is made for these modules and they are unavailable in the local plug-ins directory.</p>
9396 Error	<p>Unable to find the properties file fileName in the mid-tier plug-ins directory.</p> <p>The available local plug-ins directory should have a details.txt file that contains the information of these modules. If the file is missing, this error occurs.</p>
9397 Error	<p>Unable to find the JAR file fileName in the mid-tier plug-ins directory.</p> <p>A JAR file is missing in the local plug-ins directory.</p>
9398 Error	<p>The module class class does not match the module module from server <serverName>.</p> <p>The entry class specified for the module does not implement the plug-in interface provided in the GraphPlugin.jar file.</p>
9399 Error	<p>The module class class for the module module from server <serverName> is not found in the jar file.</p> <p>The entry class specified for a module was not implemented.</p>
9400 Error	<p>The module class class for the module module from server <serverName> does not have the required no arg constructor.</p> <p>The plug-in container in the mid tier cannot instantiate the specified entry class for a module.</p>

3.14.2 Error messages 9401 to 9699

Number	Description
9401 Error	The module class <class> for the module <module> from server <serverName> made an illegal access and cannot be instantiated. The entry class was accessed incorrectly.
9402 Error	The server <serverName> is not localized or not contactable. The localized version of a given string is unavailable, or the string is not localized.
9403 Error	The module <module> from the server <serverName> does not have the privileges to perform the call. The administrator login option was not selected when module information was created in the Data Visualization Module form, but the module requested the administrator anyway.
9421 Error	Unable to reach Mid-Tier. If you are on SSO, please re-login to SSO service.
9422 Error	You have exceeded the maximum allowable number of saved searches for this form. You need to delete number searches using Manage My Searches dialog before you can save new search.
9423 Error	Cross Site Scripting not allowed.
9424 Error	Required field (without a default) not specified.
9425 Error	The administrator has set access for administrator users only. Please retry your operation later.
9426 Error	BIRT report plug-in generated an internal error. Please contact your administrator.
9500 Warning	Nothing got deployed since the deployed Application is up-to-date. Nothing is updated. Nothing was changed, so nothing was deployed.
9501 Warning	The starting active link <activeLinkName> is missing from the Entry Point Guide on server <serverName>. The Entry Point Guide has no starting active link. Contact your BMC Remedy AR System administrator.
9502 Warning	The form contains no fields: <formName>. The form contains no fields.
9503 Warning	Every view that needs to be deployed should have an alias. All forms and views must have an alias name specified to be deployed on the Web.
9504 Note	Request <requestID> was successfully created.
9505 Warning	AR Server is Not Reachable.
9508 Warning	Central Mid-Tier Server is not using https protocol.

	Use HTTPS protocol to connect to the current mid tier server and Web Path of the remote server
9509 Warning	Remote Mid-Tier Server is not using https protocol. Use HTTPS protocol to connect the current mid tier server.
9510 Warning	Central Mid-Tier Server and Remote Mid-Tier Server is not using https protocol. Use HTTPS protocol for the Web Path of the remote server.

3.15 11000 to 11099 - BMC Remedy Email Engine workflow messages

The following table describes BMC Remedy Email Engine workflow messages and notifications:

Number	Description
11001 Error	The 'Force For Mailbox' has been enabled but no Mailbox has been supplied. If you select Yes in the Force For Mailbox field, specify or select a valid mailbox in the Mailbox Name field.
11002 Error	The 'Expires' has been enabled but no Expiration Date has been supplied. If you select Yes in the Expires field, select a date and time in the Expiration Date field.
11003 Error	The 'Force From Email Addresses' has been enabled but no Email Addresses have been supplied. If you select Yes in the Force From Email Addresses field, specify an email address in the Email Addresses field.
11004 Error	Mailbox Name is missing and no default Mailbox has been configured. A mailbox name is required. Specify a mailbox name or request your BMC Remedy AR System administrator to set up a default mailbox in the BMC Remedy AR System Email Mailbox Configuration form.
11005 Error	You are removing the default mailbox. Please specify a new default mailbox. If you delete the default outgoing mailbox and do not specify a new default, the mailbox name must be entered when sending an outgoing email or replying to an incoming email message.
11006 Error	You are deleting a record that has an associated mailbox. This means that you will no longer be able to send email notifications and/or reply to emails. If you delete an associated incoming or outgoing mailbox, you cannot send email notifications or reply to email using this mailbox.
11007 Error	You must specify an Outgoing Mailbox for this mailbox if you set Email Action to Parse. If you select Parse in the Email Action field on the Advanced Configuration tab, select a mailbox in the Associated Mailbox Name field.
11010 Error	Outgoing Mailbox configuration does not contain a Server Name. If you select outgoing for the Mailbox Function, specify a server in the Email Server Name/IP field.
11011 Error	Incoming Mailbox configuration does not contain a User Name or Server Name. If you select incoming for the Mailbox Function, specify a server in the Email Server Name/IP field and a user in the Email Server User field.

3.16 20000 to 20999 - Externally written plug-in messages

The messages between 20000 to 20999 are reserved for use by externally written plug-in messages.

To avoid confusion if multiple plug-ins choose the same error code, include some identification in the associated text loaded into the status array of the externally written plug-in. For example, prefix the error message with "Employee Plug-in:" or "My Plug-in:."

3.17 140001 to 140010 - BMC Remedy AR System server Report Console messages

The following table describes BMC Remedy AR System server Report Console messages and notifications:

Number	Description
140001 Error	<p>A report already exists with this name. Specify a different name in the Name field.</p> <p>When creating a report in the Report Console, or when saving a report by using Save As in the report designer, you entered the name of a report that already exists. Click OK to close the error message, and then modify the name and click OK.</p>
140002 Error	<p>Specify a new report name.</p> <p>When saving a report by using Save As in the report designer, you did not enter a name for the new copy of the report, or you entered the same name as the original report. Click OK to close the error message, and then enter a new name for the report and click OK.</p>
140003 Error	<p>If you close the report designer now, your changes will not be saved. Do you wish to continue?</p> <p>You created or modified a report definition and then clicked Back in the report designer without saving the report definition. To abandon the changes and return to the Report Console list of reports, click Yes. To remain in the Report Designer screen, click No. To save the report, click Save or Save As.</p>
140004 Error	<p>Select a report type.</p> <p>When creating a report in the Report Console, you cleared the Report Type field and then clicked OK without selecting a report type. Click OK to close the error message, and then select either AR System or Web in the Report Type field. For information about report types, see the Report Console Help or the BMC Remedy Mid Tier section.</p>
140005 Error	<p>You did not specify a form. In the Form field, select the form to use for the report.</p> <p>When creating a report in the Report Console, you did not specify a form to associate with the report. Click OK to close the error message, and then enter the name of the form to use for the report in the Form field. You can type the form name or select it from the Form drop-down list. To show all forms on the server in the drop-down list, clear Forms Used in Existing Reports.</p>
140006 Error	<p>You did not specify a report name. In the Name field, specify a report name.</p> <p>When creating a report in the Report Console, you did not specify a report name. Click OK to close the error message, and then enter a name in the Name field and click OK.</p>
140007 Error	<p>Form does not exist.</p> <p>When creating a report in the Report Console, you entered the name of a nonexistent form in the Form field. Click OK to close the error message, and then select or type the name of an existing form in the Form field.</p>
140008 Error	<p>To access the AR System Report Console, you must use a browser. For browser login information, contact your administrator.</p>

	You must open the console in a browser that uses BMC Remedy Mid Tier 7.6.04 or later.
140009 Error	<p>To access the AR System Report Console, you must use BMC Remedy Mid Tier 7.6.00 or later. The current mid tier version is <midTierVersion>.</p> <p>Your version of the mid tier is earlier than 7.6.00. To open the Report Console in a browser, you must use BMC Remedy Mid Tier 7.6.x or later.</p>
140010 Error	<p>The report name is too long. Enter a report name of 128 characters or fewer.</p> <p>When creating a report in the Report Console, you entered a report name that is more than 128 characters. Click OK to close the error message, and then modify the report name in the Name field so that it contains 128 or fewer characters.</p>

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BMC Software Inc.

2101 CityWest Blvd, Houston TX 77042-2827, USA

713 918 8800

Customer Support: 800 537 1813 or contact your local support center