

L'ORÉAL

D.G.A.F.

DIRECTION
DE L'ORGANISATION
ET DES METHODES

DEO-FAST

V 2.5

Troubleshooting DEO-FAST

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I) List of error codes

This is the list of the error codes returned by the APIs (return status) or by the programs (exit code).

These codes are common to all DEO-FAST versions (Server versions on Unix and Windows, PC version, OS/400 version).

1 - 1 Generic errors

0 OK

Transmission or operation completed successfully.

1 Unable to connect to the remote Deofast Server

Possible causes include the following :

- Problem on the network,
- Incorrect destination IP address,
- The remote machine is not available,
- The Deofast Server is not running on the remote machine,
- Unknown host name (could not get IP address),
- The Deofast Server is listening on a different TCP/IP port number on the remote machine,
- The TCP/IP port number of Deofast (by default 31768) is not allowed.

Check your connection to the network.

Try executing "ping" and "fstping" for the remote machine.

2 The server could not access its dictionary on the remote machine

Contact the administrator of the remote site.

(to be checked : the trace file "fstserv.log" of the remote server).

3 Your site is unknown in the remote dictionary

Contact the administrator of the remote site to check if the name of your site is correct in its dictionary (the comparison is case sensitive).

4 The file name is unknown in the remote dictionary

Contact the administrator of the remote site :

- If declared mode is used on the remote machine, check the name of the file (the comparison is case sensitive).
- If the remote system has planed to work with undeclared mode, the remote administrator must enable the option "Accept undeclared files ".

5 The file has a wrong status in the remote dictionary

The file to be sent has not been processed on the remote server (its status is still RECEIVED) or the file to be received is not ready on the remote server (status not READY-TO-SEND).

Contact the administrator of the remote site.

6 Cannot access the local file

The file to be sent or received does not exist or is not accessible on the local machine. Check if the file exists and has correct access rights.

7 Cannot access the remote file

The file to be sent or received does not exist or is not accessible on the remote machine. Contact the administrator of the remote site.

8 Error returned by the TCP/IP interface

Transfer aborted due to a network problem (network connection broken, timeout error sending or receiving data...).

9 Cannot execute associate remote batch

The associated batch could not be executed on the receiving machine.

Contact the administrator of the remote site (to be checked : the trace file "fstserv.log" of the remote server).

10 Cannot copy Fxxxx to Sxxxx

The transfer has completed successfully but the file sent (Fxxxx) could not be backed up to the file Sxxxx

11 There was an error resetting the file Fxxxx

The transfer has completed successfully but the file sent (Fxxxx) could not be reset to zero after the backup to Sxxxx

12 User interrupt

Transmission or operation aborted by user.

13 User interrupt before starting transfer

Transmission aborted by user before starting the transfer.

14 A communication error occurred on the remote server

Transfer aborted due to a network problem (network connection broken, timeout error sending or receiving data ...).

Contact the administrator of the remote site (to be checked : the trace file "fstserv.log" of the remote server).

15 Cannot access reception file

The server has encountered an error while writing or reading the file on the remote machine. Contact the administrator of the remote site.

16 Remote server was unable to export file

This error concerns a transmission to DEO-FILE on a HP3000/MPE system.
The transfer has completed successfully but the remote Deofile Server could not copy the file to the output directory.
Contact the administrator of the remote site.

17 Error initializing the connection

Possible causes :

- Unknown host name (could not get IP address)
- Other error : see detailed message in the trace "fstmon.log"

18 A transfer is in progress, retry later

This error concerns the PC version.

19 Remote server was unable to update the transmission log

The transfer has completed successfully but no entry has been made in the transmission log on the remote server.

Contact the administrator of the remote site.

20 Error accessing the dictionary on the remote machine

Contact the administrator of the remote site

(to be checked : the trace file "fstserv.log" of the remote server)

21 The rotation of the remote files has failed

The transfer has completed successfully but the transmitted file (Fxxxx) could not be backed up to the file Sxxxx on the remote server.

Contact the administrator of the remote site.

22 File picking is not allowed by the remote site

The remote site does not authorize your site to pick up files (concerns the mode RECEIVE of the PC version).

23 Cannot connect to the database

See error message returned by Ingres, SQLServer, or Oracle.

24 Wrong password

Enter the valid password.

25 Invalid transmission name or transmission is empty

Check the name or the contents of the transmission in the dictionary.

26 A corrupted record has been found in the local dictionary

Restore a backup of the dictionary or contact the support team.

27 The site, file or transmission name already exists

You attempted to rename or copy an item of the dictionary to an already existing name.

28 Cannot create directory

- 29 Cannot delete directory**
- 30 Cannot rename directory**
- 31 Cannot create file**
- 32 Cannot delete file**
The transfer has completed successfully but the transmitted file could not be deleted after the transmission.
- 33 Cannot rename file**
- 34 The local dictionary has not been initialized**
Initialize the dictionary with DEO-FAST Manager or reload the dictionary.
- 35 The family specified is invalid or contains no file**
Check the name or the contents of the family in the dictionary.
- 36 Remote server was unable to insert element in the receiving queue**
The transfer has completed successfully but the remote server could not insert the received file in the receiving queue.
Contact the administrator of the remote site (to be checked : the trace file "fstserv.log" of the remote server).
- 37 Record not found in the queue**
The file you attempted to remove or update does not exist in the queue.
- 38 Error accessing local dictionary**
See error message returned by Ingres, SQLServer, or Oracle.
- 39 The site name is invalid in the local dictionary**
The site name you entered is invalid or is not declared in your dictionary.
- 40 Invalid file name**
The file name you entered is invalid (for example it contains more than 16 characters) or is not declared in your dictionary.
- 41 The local file has not the right status**
The file is not READY FOR TRANSMISSION.
Execute the program "synchro" to set the status.
- 42 Error during the transfer of the file**
See the message displayed by the monitor, or the trace "fstmon.log" for the PC version.
- 43 The name of the remote site in the remote dictionary is not recognized**

Contact the administrator of the remote site to check if the name of its site exactly corresponds to the name that you have declared in your dictionary (the comparison is case sensitive).

44 Remote dictionary has not been initialized

The administrator of the remote site must initialize its dictionary with DEO-FAST Manager or reload its dictionary.

45 Remote server cannot connect to remote DEO-FAST database

Contact the administrator of the remote site (to be checked : the trace file "fstserv.log" of the remote server).

46 Attached file name is declared in the remote dictionary

A declared file must not be attached to another file.
Contact the administrator of the remote site.

47 Cannot execute the local batch associated to the transmission

See the message displayed by the monitor, or the trace "fstmon.log" for the PC version.

48 The local dictionary is not at the right version

The version of the dictionary is different from the version of Deofast :

- If the version of the dictionary is older, you must convert the dictionary (see the installation manual).
- If the version of the dictionary is newer, you must upgrade Deofast to this version.

49 The remote dictionary is not at the right version

Contact the administrator of the remote site (see above).

50 A corrupted record has been found in the remote dictionary

The administrator of the remote site must restore a backup of its dictionary or contact the support team.

51 Attached file name is declared in the local dictionary

A declared file must not be attached to another file.

52 The dictionary must be password-protected to execute a command

Specify a password on your dictionary (General parameters / maintenance word).

53 Command not available from executive

You attempted to execute a command that is not supported by DEO-FAST Executive.
The list of authorized commands is available in the online help.

54 The file to insert is already in the sending queue

The previous file with the same name has not been sent yet or an error occurred in the queue. See [section 4-2](#) to send or remove the previous file.

55 The physical file does not exist

Warning : the file you attempted to delete does not exist in the directory.

56 The remote site does not recognize your IP address

Checking of IP address is activated on the remote site and the declared IP address does not match your IP address.

Contact the administrator of the remote site.

57 No file matches the specified pattern

There is no more file to be transmitted available in the sending directory of the remote server.

58 Remote directory scanning is not allowed by the remote site

The remote site does not authorize you to scan the sending directory to pick up the files (concerns the mode RECEIVE of the PC version).

1 - 2 Syntax, configuration and system errors

100 Cannot get FSTDIR variable

The variable must point to the transmission structure (which contains the directories EMISS and RECEP).

101 Cannot get FSTPATH variable

The variable must point to the directory containing the DEO-FAST programs.

102 Cannot access the dictionary FSTDICT

Unable to open or read the dictionary
or general parameters are missing or invalid in the dictionary.
The dictionary is the following file :

- "%FSTDIR%\fstdict" (version PC)
- "deofast/fstdict" (version OS/400)

103 Error accessing message file

Cannot open message file ("fstcatfr" or "fstcatgb")
or invalid language code (valid codes : "FR" or "GB")

104 Error opening the log file FSTHIST

Check to make sure that the file exists in the directory pointed by the variable FSTDIR

105 Incorrect command syntax

Enter the command with the parameter "-?" in order to check the syntax.

106 Invalid timeout value or waiting time value

The value must be different from zero.

107 Invalid number of retries

The value must be different from zero.

108 Invalid transmission mode

The value must be "s" or "r".

109 The name of the file and/or the name of the site has not been specified

110 Invalid buffer size

Buffer size must be within 128 to 4096.

111 Cannot allocate memory

112 Invalid file type

The value must be "a" or "b".

- 113 Invalid starting time**
- 114 Invalid acknowledgment frequency**
The acknowledgment frequency must be within 0 to 99.
- 115 Cannot open "fstmon.log" trace file**
The file is located in the directory pointed by the variable TEMP.
- 116 License is invalid or does not exist**
See the error message displayed.
Note : if this error code is returned by a service, launch one of the Deofast programs (for example "monitor") under the command prompt in order to display the error message.
The different messages are described [section 2-2 General licence errors](#).
- 117 Fatal system error**
See detailed message.
- 118 Invalid transmission type**
Parameter must be "receive" or "send".
- 119 Database name is missing**
- 120 Ingres or Oracle environment not set**
- Ingres : variable "II_SYSTEM" not set
- Oracle : variable "ORACLE_HOME" not set
- 121 System error creating process**
See detailed message.
- 122 Environment variable not set**
- 123 Syntax error in FSTDICT file on PC**
- 124 No record found in log for the specified conditions**
- 125 System error encountered by the remote server**
Contact the administrator of the remote site (to be checked : the trace file "fstserv.log" of the remote server).
- 150 Error reading or writing file FSTHIST**
- 151 Error reading or writing file FSTDICT**
- 152 Error reading message file FSTCAT??**

1 - 3 Network communication errors (TCPIP/Winsock)

- 200** Error gethostbyname.
- 201** Error on "socket" function.
- 202** Error on "ioctl" function.
- 203** Error read (select).
- 204** Error read (recv).
- 205** Error write (select).
- 206** Error write (send).
- 207** Error connect (select).
- 208** Error connect.
- 209** Corrupted message received (no banner).
- 210** Error getpeername.
- 211** Error on Winsock WSASStartup function.
- 212** Error on "bind" function.

1 - 4 Encryption interface errors (PGP)

- 220** Could not encrypt file (invalid Key ID).
- 221** Could not encrypt file (other errors).
- 222** Could not decrypt file (invalid passphrase).
- 223** Could not decrypt file (key not available in keyring).
- 224** Could not decrypt file (cancelled by user).
- 225** Could not decrypt file (other errors).
- 226** Warning: received file is not encrypted or has been corrupted.
- 227** Could not initialize PGP.
- 228** Could not load the specified PGP configuration file.
- 229** Error opening the keyring.
- 230** Key not available in keyring.
- 231** Passphrase input error or invalid length (must be within 1 to 80 characters).
- 232** Could not generate key (passphrase too short).
- 233** Could not generate key (inadequate passphrase quality).
- 234** Could not generate key (other errors).
- 235** Could not export key.
- 236** Could not import key into keyring.
- 237** Could not delete key from keyring.

II) Licence errors

The "**licence**" file is located in the directory "deo".

2 - 1 Errors of the validation program

The licence validation program "**validate**" (see User Manual) is called by the installation procedure and may also be called manually.

The program "**validate**" may return the following error codes :
(INSTALLATION ERROR NUMBER)

- 1** Error opening the licence file or environment variable FSTPATH is missing.
- 2** Error reading the licence file.
- 3** Invalid product name.
- 5** The code you entered is invalid. Run the program again and enter a new code.
- 6** Error writing the licence file.
- 7** The CPU identification of the licence does not correspond to the machine.

2 - 2 General licence errors

The DEO-FAST programs return error code 116 in case of licence error.
Possible messages may be the following :

- **Variable FSTPATH is missing**
- **The licence has expired**
You must revalidate the licence.
- **The CPU identification of the licence does not correspond to the machine**
You must revalidate the licence.
- **The licence is not valid**
You must validate the licence.
- **Licence file is corrupt**
You must revalidate the licence from the empty licence (file "liclor" to be copied to the "licence" file).
- **Error opening or reading the licence file**
Check if the file exists and has correct access rights.

The different validation modes are described in the Installation Manual.

III) Errors returned by SQL Server

The most common SQL Server errors that may occur in the context of DEO-FAST are listed below :

RDBS Error	Message	Description
19703	Unable to connect: SQL Server is unavailable or does not exist.	SQL Server is not running
19703	Could not locate entry in sysdatabases for database ' fstdict '	The database ' fstdict ' does not exist
19703	Login failed for user ' deo '	- Login ' deo ' does not exist in SQL Server - The password of ' deo ' (defined in the field "Database password" in "DEO-FAST Configuration Utility") is invalid
19703	Server user ' deo ' is not a valid user in database ' fstdict '	Login ' deo ' is not a user declared for the database ' fstdict '
19703	Login failed for user ' deo '. Reason: Not associated with a trusted SQL Server connection	The authentication mode of SQL Server must be mixed (SQL Server and Windows) See Installation Manual
229	SELECT permission denied on object 'fst_dt_general', database ' fstdict '	Login ' deo ' is a user defined for ' fstdict ', but it has not the right permissions to access the objects of the database
	User ' deo ' is not a valid user for SQL Server for ' SAP ' database	The SAP database has been restored from another machine. Execute the following SQL statements on 'SAP' database with SQL Query Analyser (connected 'sa') : <pre> sp_revokedbaccess 'deo' sp_grantdbaccess 'deo' grant insert on YDOFT to deo grant select on YDOFT to deo grant update on YDOFT to deo </pre>

IV) Solutions to common problems

This section provides information allowing to solve some usual errors you may encounter while using DEO-FAST.

4 - 1 Instructions in the associated batch are not executed

1) Check if the associated batch has been launched by the DEO-FAST Server

Read the trace file **fstserv.log** on the receiving machine :

Note : if the trace is not enabled for the server, set the trace to level 1, restart the service DEO-FAST Server, then execute again the transmission.

If the batch has been launched successfully, the message looks like :

Unix :

[nohup /var/deotrans/RECEP/batchname > /var/deotrans/RECEP/batchname.LOG &]

Windows :

[C:\Deo\Local_files\RECEP\batchname.bat param1 param2 param3]

If the batch has not been executed, the error message looks like :

Unix :

Can't execute [nohup /var/deotrans/RECEP/batchname]

Windows :

[C:\Deo\Local_files\RECEP\batchname.bat param1 param2 param3]

Can't CreateProcess (error=2).

In case of error, check that the file exists, that the access rights are sufficient and that the file is not locked by another process.

The most common errors on Windows are the following :

error=2	File not found
error=3	Path not found
error=5	Access is denied
error=32	The file is being used by another process

2) If the batch is launched successfully by the DEO-FAST Server

Check the log of the batch execution.

The name of this file is the name of the batch with the extension .LOG and it is located in the same directory.

3) If a problem about access rights has occurred

For example if the batch copies the received file to a remote resource.

- Under Unix, the batch is executed under the user account of the DEO-FAST Server (fstserv program).
- Under Windows, the batch is executed under the account of the service "DEO-FAST Server". By default, this service is executed with the system account, which generally has not sufficient rights to do operations such as connecting to remote resources. In that case, you must change the account of the service.

4) Launching the batch in interactive mode under Windows

- If the log of the batch does not allow to identify the cause of the problem, you may test the batch in interactive mode and/or redirect output messages to the screen.
- Interactive mode may also be used when a batch waits indefinitely in background, which probably means that it is waiting for a user response.

Changing the mode is made by setting the environment variable **FILLOG** (see the section "Batch launching modes" in the User Manual).

In interactive mode, you may for example insert some "PAUSE" instructions into the batch in order to trace the execution step-by-step.

Note : don't forget to remove these "PAUSE" instructions before returning to normal mode, otherwise your batch will be locked in background.

Interactive mode must not be activated constantly. It must be used only for tests or in case of problems.

4 - 2 A file in the queue cannot be sent

Check the following points :

- the status of the file in the queue (DEO-FAST Manager / **Queue management**),
 - the **status of the file** in the dictionary if it is declared,
 - the trace "**fstwatchq.log**".
- If the file is waiting for transmission in the queue (status 🚦), and if it is declared, its status in the dictionary should be "**SENT**". Otherwise it will never be taken into account by fstwatchq.
 - If a transmission error occurred for this file in **fstwatchq.log**, fix the problem in order to activate the transmission.
 - If the file is never sent and stays in the queue with the status : 😊 ("Being transmitted or trying to transmit") :
 - delete the file from the queue and from the directory,
 - or delete the file then reinsert it into the queue.
 And if it is declared, check that its status is "**SENT**".

4 - 3 Error "Ordinal Not Found" from DEO-FAST Manager

The program DEO-FAST Manager fails with the following system error :

The ordinal 6907 could not be located in the dynamic link library MFC42.DLL

This error may occur on a Windows NT system with an old version of MFC42.DLL

Copy a recent version of MFC42.DLL in the directory %FSTPATH%

V) Getting program exit codes

The program exit codes are available through the variables **\$?** (Unix) and **%errorlevel%** (Windows).

Example under Unix :

```
$FSTPATH/monitor -s site -f file
DEORET=$?
if [ $DEORET -eq 0 ]
then echo "transmission successful"
else echo "transmission error $DEORET"
fi
```

Example under Windows :

```
%FSTPATH%\monitor -s site -f file
if %errorlevel%==0 goto ok
echo "transmission error %errorlevel%"
goto end
:ok
echo "transmission successful"
:end
```