NetIQ® Error Messages
Definition Guide

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About this Book and the Library

The NetIQ AppManager product (AppManager) is a comprehensive solution for managing, diagnosing, and analyzing performance, availability, and health for a broad spectrum of operating environments, applications, services, and server hardware.

AppManager provides system administrators with a central, easy-to-use console to view critical server and application resources across the enterprise. With AppManager, administrative staff can monitor computer and application resources, check for potential problems, initiate responsive actions, automate routine tasks, and gather performance data for real-time and historical reporting and analysis.

Intended Audience

This guide provides information for individuals responsible for installing an AppManager module and monitoring specific applications with AppManager.

Other Information in the Library

The library provides the following information resources:

Installation Guide for AppManager

Provides complete information about AppManager pre-installation requirements and step-by-step installation procedures for all AppManager components.

User Guide for AppManager Control Center

Provides complete information about managing groups of computers, including running jobs, responding to events, creating reports, and working with Control Center. A separate guide is available for the AppManager Operator Console.

Administrator Guide for AppManager

Provides information about maintaining an AppManager management site, managing security, using scripts to handle AppManager tasks, and leveraging advanced configuration options.

Upgrade and Migration Guide for AppManager

Provides complete information about how to upgrade from a previous version of AppManager.

Management guides

Provide information about installing and monitoring specific applications with AppManager.

Help

Provides context-sensitive information and step-by-step guidance for common tasks, as well as definitions for each field on each window.

The AppManager library is available in Adobe Acrobat (PDF) format from the AppManager Documentation page of the NetIQ Web site.

About NetIQ Corporation

NetIQ, an Attachmate business, is a global leader in systems and security management. With more than 12,000 customers in over 60 countries, NetIQ solutions maximize technology investments and enable IT process improvements to achieve measurable cost savings. The company's portfolio includes award-winning management products for IT Process Automation, Systems Management, Security Management, Configuration Audit and Control, Enterprise Administration, and Unified Communications Management. For more information, please visit www.netiq.com.

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Contacting the Online User Community

Qmunity, the NetIQ online community, is a collaborative network connecting you to your peers and NetIQ experts. By providing more immediate information, useful links to helpful resources, and access to NetIQ experts, Qmunity helps ensure you are mastering the knowledge you need to realize the full potential of IT investments upon which you rely. For more information, please visit http://community.netiq.com.

1 Messages CHR0000 - CHR0009

In the following message descriptions, %*N* (where *N* indicates a number such as 1 or 2) in the message text indicates a replacement variable. When a NetIQ program shows the message, data pertaining to the error is shown in its place.

1.1 CHR0000

CHR0000: Internal error: invalid message number.

Explanation A NetIQ program issued a request to load a message using an invalid message number. This is a program defect.

Operator Action Please contact NetIQ Technical Support.

1.2 CHR0005

CHR0005: The build level of the message file (%1) is incompatible with the program build level (%2).

Explanation The message file that was loaded is for the product build level specified in the %1 variable. The program you are running is for the product build level specified in the %2 environment variable. The message file build level must match the program build level.

Endpoint installation adds its directory to the `DPATH` in your `CONFIG.SYS` file. If you installed a different version of the endpoint in a different directory, the current endpoint may be attempting to load the wrong message file. In addition, the endpoint program or one of the console programs may be running already; it may have loaded the wrong version of the required DLLs.

Operator Action Ensure that there is only one copy of the message file (`ECHR.MSHG`) on your computer's `DPATH`. Ensure that other NETIQ programs are not running.

2 Messages CHR0101 - CHR0199

In the following message descriptions, %*N* (where *N* indicates a number such as 1 or 2) in the message text indicates a replacement variable. When a NetIQ program shows the message, data pertaining to the error is shown in its place.

2.1 CHR0101

CHR0101: Out of memory.

Explanation A NetIQ program issued a call requesting memory and no memory was available.

Likely Causes This program and/or other programs on the computer are using all available memory. On an operating system that swaps memory to disk, the disk containing the swap file may be full.

Operator Action First check which computer detected the error. If the error was detected by the Console, you can:

- Free up space on the swapper disk. For help determining the location of your swap disk on your computer, find the System dialog box in the Control Panel, and examine the Virtual Memory settings.
- Close other running programs to free up memory.
- Reduce Console memory requirements by closing application windows you are not using or by reducing the number of endpoint pairs.
- Add more memory to your computer.

If the error was detected by the End2End server, you can:

- Free up space on the swap disk. For help determining the location of your swap disk on your computer, find the System dialog box in the Control Panel, and examine the Virtual Memory settings.
- Close other running programs to free up memory for End2End to use.
- Add more memory to your computer.

If the error was detected by an endpoint, you can:

- Free up space on the swapper disk. Refer to the operating system documentation to find which drive is your swapper disk.
- Close other running programs to free up memory for the endpoint to use.
- Reduce the endpoint's memory requirements by changing the test to run fewer connections on that particular endpoint.
- Add more memory to your computer.

2.2 CHR0102

CHR0102: Out of disk space.

Explanation While writing a file, an error was encountered indicating the disk is full.

Operator Action To avoid this error, you can:

- Make space on the target disk by erasing or compressing other files on that drive. You can use operating system commands or utilities to do this.
- Save the file to another disk that has more space available.

2.3 CHR0103

CHR0103: Out of threads.

Explanation A NetIQ program attempted to start a thread to fulfill a request, but the operating system could not start a new thread.

Likely Causes The operating system already has its maximum number of threads running.

Operator Action When this condition occurs, communications calls can hang, which in turn causes application programs making those calls to appear to hang. Depending upon where the out-of-threads condition occurred, you may need to exit your program and/or manually restart endpoints, in addition to performing the actions outlined below.

First check which computer detected the error.

If the computer is running Windows, you can:

- Increase your computer's virtual memory.
- Close other running programs, to free up threads.

If the endpoint computer is running AIX, HP-UX, or Sun Solaris, the error says the endpoint has encountered the following condition: "`error forking child: Not enough space.`" For more information, see the *Performance Endpoints User Guide.*

If the error occurred on the Console, you may need to exit the program to free up threads that were started before the error occurred.

2.4 CHR0104

CHR0104: Unexpected C runtime error. Errno is %1. Runtime message is: "%2"

Explanation A NetIQ program issued a C runtime call that failed with an unexpected error.

This is the information returned by the C runtime routine. The %1 variable above is filled in with C's `errno` value for the failure. The C runtime message associated with that `errno` is provided in the %2 variable.

When the `errno` is 60 and the %2 variable is blank, the operating system is probably out of memory.

Operator Action Try to interpret the runtime message in the %2 variable and use it to fix the problem. In addition, contact NetIQ Technical Support to report the problem.

2.5 CHR0108

CHR0108: The registration number does not allow you to use this product.

Explanation The registration number you entered is not valid.

Operator Action Ensure the registration number you entered matches the registration number provided with the program materials. If it does match and this problem persists, contact NetIQ Technical Support.

2.6 CHR0109

CHR0109: Attempted to exceed the maximum number of pairs allowed by your license, which is %1.

Explanation Your product license limits the number of endpoint pairs you can configure or use in a single test file. The number of allowable pairs is shown in the message; it can also be found in the About box or in the first few lines of output of the command-line programs.

Operator Action Use tests that do not contain more pairs than your license permits.

2.7 CHR0110

CHR0110: The file did not contain the correct file type identifier.

Explanation Files have a type and version identifier built into them to prevent loading the wrong type of file. For example, this prevents you from opening a Chariot script file as a Chariot test file.

This message also occurs in some cases when trying to open a file from a more recent software version. For example, an older Chariot console at version 1.1 cannot open a newer test file created at version 2.x.

Operator Action Ensure you are opening the right type of file for what you are trying to do. In other words, select a file that is of the correct type and version expected by the program you are using.

2.8 CHR0111

CHR0111: The file did not contain the necessary copyright string.

Explanation Stored within each NetIQ input file is a NetIQ copyright string. Although the file you were loading appeared to be a valid file, it did not have the required copyright string.

Operator Action Select a file supplied by NetIQ or created by NetIQ software.

2.9 CHR0112

CHR0112: The file did not contain the expected verification identifier.

Explanation Some NetIQ input files have a verification identifier built into them to prevent you from accidentally loading the wrong type of file. For example, this prevents you from loading a word processing file as a script to use within a test.

Operator Action Select a file supplied by NetIQ or created by NetIQ software.

2.10 CHR0113

CHR0113: The cyclical redundancy check (CRC) for the file did not match the expected value. Check message help for causes of this error.

Explanation Some NetIQ input files have a CRC built into them to prevent you from loading the wrong type of file into a program, or from loading a corrupted file.

Likely Causes

- The file does not contain what you expect. For example, you cannot open a spreadsheet file as a Chariot test file, or run `FMTTST` against a log file.
- The file contents have been modified using an editor.
- You requested validation of received data, and the `.CMP` file at the receiving endpoint has been corrupted or edited.
- A disk error has corrupted all or part of the file.
- The file was not completely saved by Application Scanner.

Operator Action Verify the name and directory of the file. Use a backup copy of the file. There is no way to recover a file that has been corrupted or edited. You can restore a corrupted `.CMP` file by reinstalling the endpoint.

2.11 CHR0114

CHR0114: An unexpected EOF occurred during a file read.

Explanation While reading a file, the program encountered an end-of-file indicator when more data was expected.

Likely Causes The file was corrupted or edited by a program other than the one you are using. Or, the file was changed (written to) by another program while this program was reading it.

Operator Action Use a backup copy of the file. There is no way to recover a file that has been corrupted or edited.

2.12 CHR0115

CHR0115: An attempt was made to open a file that is already open.

Explanation Another program has already opened this file; other programs cannot open it.

Likely Causes The file is being used by the Chariot console, Qcheck, or one of the command-line programs (such as `RUNTST`, `FMTTST`, `CLONETST`, or `FMTLOG`). Another user may have the file open, if this file is on a shared drive such as a LAN file server.

This message can also indicate the drive is full, and a previous write to this file failed. This may mean the file could not be closed. You cannot erase this file (or open it again) until the Chariot program ends.

Operator Action Consider one of these actions:

- See if the file is in use by another user.
- Close the file in the other program.

* Wait until the other program has finished using the file.
* Use a different filename.

2.13 CHR0116

CHR0116: An attempt was made to create a file that already exists.

Explanation This error should not occur in this version of the NetIQ software.

Operator Action Contact NetIQ Technical Support.

2.14 CHR0117

CHR0117: An attempt was made to read or write a file that could not be found.

Operator Action

Specify the name of a file in a directory that exists on an accessed drive. Ensure the drive is ready (for example, a CD is in the CD drive, or the network drive is accessible). Also, ensure the `filespec` is valid for the drive you are using.

If you are using Chariot, open the **Change User Settings** notebook, under the Options menu in the Main Window. On the Directories tab, ensure the drives and paths are valid and they are what you intend.

If the file specified is a compression (`.CMP`) file, the file is probably not installed on the endpoint computer. You can download the latest set of compression files from the NetIQ Web site. User compression files (`USERxx.CMP`) are not provided by NetIQ.

2.15 CHR0118

CHR0118: An attempt was made to open a file for writing, where the file or drive is "read-only."

Operator Action First check which computer detected the error.

* The file may be marked as read-only. On the Windows family you can change this by using the `ATTRIB` command. For example: `attrib -r FILENAME.TST`
* The file may be on a read-only drive, such as a CD drive. Change the filename to specify a read/write drive.
* The file may be on a LAN network drive to which you do not have write permission. Have your LAN administrator give you write permission, or change the filename to specify another location.
* The drive is full, and a previous write to this file failed. This may mean the file could not be closed. You cannot erase this file or write to it again until the program ends.

2.16 CHR0119

CHR0119: An attempt was made to open a file whose filespec (drive, path, filename, and extension) is too long.

Operator Action Specify a shorter filename, or one that meets the naming conventions of the operating system or file system in use.

2.17 CHR0120

CHR0120: An attempt was made to write a file to a network drive to which access is denied.

Explanation You do not have write permission on the network drive.

Operator Action Specify a drive/directory to which you have write access or change the access permission of the network drive.

2.18 CHR0121

CHR0121: An OS/2 write fault error occurred while attempting to write a file to disk. The file could not be closed.

Explanation Unable to write to this disk. The disk may be full. It is likely the target disk is a `VDISK`. In addition, the file could not be closed. This means you cannot erase the file until the program ends.

Operator Action Specify a different drive, clear some files from the existing disk, or get a larger disk.

  * Make space on the disk in use by erasing or compressing other files on that drive. You can use operating system commands or utilities to do this.
  * Save the file to another disk that has more space available.

2.19 CHR0122

CHR0122: The received data did not contain the necessary identifier.

Explanation When the endpoints are contacted, or connect to each other, they exchange a special ID. This ID is used to verify they are connected correctly. One of the participants in this initialization exchange did not specify the correct verification ID.

Likely Causes

  * The Console is not connecting to a valid endpoint.
  * The Console is connecting to a defective endpoint.

Operator Action Ensure the NetIQ program is connected to a valid endpoint. If you can verify this is the case, contact NetIQ Technical Support.

2.20 CHR0123

CHR0123: The received data did not contain the necessary copyright string.

Explanation The partner program did not include the required copyright string in the message exchange.

Likely Causes

  * The Console is not connecting to a valid endpoint.
  * The Console is connecting to a defective endpoint.

Operator Action Ensure the Console program is connected to another NetIQ program. If you can verify this is the case, contact NetIQ Technical Support.

2.21   CHR0124

CHR0124: Partner program sent data that could not be successfully parsed.

Explanation An unrecognized data flow was received.

Likely Causes

- ◆ Your endpoint software does not support the current traceroute function.
- ◆ The Console is not connecting to a valid program.
- ◆ The Console is connecting to a defective program.
- ◆ Your endpoint software does not support the auto update function.

Operator Action To update your endpoint software, see the NetIQ Web site for the latest version. Ensure the NetIQ program is connected to another supported NetIQ program. If you can verify this is the case, contact NetIQ Technical Support.

2.22   CHR0125

CHR0125: %1 does not support the following functions required to run this test: %2

Explanation In preparation for running test traffic, the Console contacts each of the endpoints to ensure they are capable of running the test. The endpoint (%1) does not support the feature (%2) required to run this test.

The Console was able to connect successfully to the endpoint program in question. That endpoint program, however, stopped the run because it did not have the level of function needed.

Likely Causes This error may be returned when you are connected to endpoints that do not support the endpoint functions needed for the test. If the endpoint is an older version, this problem may be corrected by upgrading to the latest endpoint version. Try installing the endpoints provided on the product CD.

A common cause of this error is trying to use a streaming script or specifying a `send_data_rate` with an earlier version of an endpoint that does not support streaming.

Another cause for this error is that the endpoint supports the functionality in the test, but the operating system does not support the functionality. For example, if you have the correct endpoint level, but you are trying to run QoS on any system other than Windows 2000, you receive this message.

Finally, you may receive this message if your endpoint setup does not meet the following prerequisites:

- ◆ Windows 7 or later client operating systems, or Windows Server 2008 R2 server operating or later systems require that the Quality Windows Audio Video Experience (qWAVE) feature is installed, and the associated service must be running. For more information, see "Installing qWAVE to Monitor QoS Settings" in the *Performance Endpoints User Guide.*
- ◆ Windows Vista and Windows Server 2008 (non-R2) do not support setting DSCP bits.
- ◆ Windows XP and Windows Server 2003 require that the DisableUserTOSSetting `DWORD` registry value is present and set to zero. For more information, see "Enabling QoS for a Windows Server 2003 or Windows XP Computer" in the Performance Endpoints User Guide.

Operator Action Consult the endpoint documentation for information about the specific operating system on which the endpoint in question is running.

2.23   CHR0126

CHR0126: A report was received that was not intended for this program or is for an old run.

Explanation An endpoint that was started during a previous run is still active and returned a report. This does not affect the run currently in progress.

Operator Action None necessary.

2.24   CHR0127

CHR0127: The APPC connection could not be established.

Explanation An APPC session could not be obtained for a conversation; the problem may be temporary, but human intervention will probably be needed to correct the problem.

The underlying failure code could have indicated either RETRY or NO_RETRY. If the failure code indicated RETRY, the connection attempt has already been retried every 200 milliseconds for at least ten seconds before giving up and generating this error message.

Likely Causes There are thousands of reasons for this return code. A specific reason for the failure can be found in the SNA sense data associated with this return code. This sense code can be found in the CHR0129 message.

Operator Action The documentation for the associated sense code should provide information about how to fix the problem.

You can also examine any platform-related message logs and error logs at both locations to find more information about this problem. Look for equipment failures or setup problems related to the network components and the computers using them.

2.25   CHR0128

CHR0128: Sense data is %1

Explanation This message provides additional information about a connection establishment error. For more information, see message CHR0127.

Microsoft SNA Server for Windows NT often returns sense data that is nonsensical. IBM Communications Server for Windows NT/2000 and IBM Personal Communications will both return 00000000 sense data on many occasions where better sense data could have been given.

Operator Action Look up this sense code in the Chariot online help. If the sense code does not appear in the help and you are using SNA Server for Windows NT, it is possible the sense code is meaningless. Unfortunately there is no known way of obtaining a valid sense code to further clarify the problem. If the sense data is 00000000 and you are using either IBM Communications Server for Windows NT/2000 or IBM Personal Communications, it may be because all the available sessions are being used. Look at the sense data information for FFFE0016 or 08050000 to see whether either of these applies. If neither of these applies, there is unfortunately no further information given to help isolate the cause of the problem.

2.26   CHR0129

CHR0129: An established APPC connection failed during processing.

Explanation The active conversation has been unexpectedly ended. Although it is possible that restarting the connection could be successful, this failure disrupts the validity of test results, and thus is always flagged as an error.

Likely Causes Some aspect of the partner computer, needed for APPC communication, has been deactivated. Here are some examples of how this return code is caused.

* The partner computer was powered off or rebooted during the conversation.
* The partner computer stopped or unloaded its APPC software during the conversation.
* The partner computer deactivated its data link control (DLC) during the conversation.
* The local or partner LU deactivated the session in the middle of a conversation. This may have been done using the protocol stack's management or administration program.
* The local LU was notified of a session outage occurring in the network.
* The local and partner LUs have been disconnected from each other. The link or session has been abruptly terminated.
* The partner program was deactivated while it was running.
* The partner computer may have violated internal SNA protocols.

Operator Action Examine any platform-related message logs and error logs at both locations to find more information about this problem. Look for equipment failures or setup problems related to the network components and the computers using them. Fix the problem, as indicated by any SNA sense data associated with this call. Unfortunately, SNA sense data is not available when the failure occurs after the conversation has been successfully established. You may need to run the applications again with SNA tracing activated to get the sense data.

After correcting the problem, try running the test again.

2.27   CHR0130

CHR0130: The partner program issued an unexpected APPC call.

Explanation The partner program issued a call or sequence of calls that violated the internal rules for using APPC conversations.

Likely Causes

* Chariot or End2End is not connecting to a valid program.
* Chariot or End2End is connecting to a defective program.

Operator Action Ensure the Chariot or End2End program is connected to another Chariot or End2End program. If you can verify this is the case, contact NetIQ Technical Support.

2.28   CHR0131

CHR0131: The APPC communications subsystem is not loaded.

Operator Action First check which computer detected the error.

If the Chariot Console, End2End server, or Qcheck is the computer detecting this error, it may be due to the use of LU aliases instead of fully qualified LU names in the test. If an APPC stack is installed on that computer, the software attempts to resolve all LU aliases to fully qualified names.

If the computer is running Windows NT or 2000, you can do the following to start

- Microsoft SNA Server (Windows NT):
  - From the Control Panel, select **Services**. From Services, select the **SnaBase** service and choose **Start**.
  - From the SNA Server Manager, ensure the SNA Server for Windows NT "Server" component is active.
- IBM Communications Server or IBM Personal Communications: From the SNA Node Operations window, choose **Operations...Start Node**, select the appropriate configuration, and click **OK** to start.

2.29 CHR0132

CHR0132: An unexpected APPC communications return code received.

Explanation An unrecognized APPC return code was returned on an APPC call.

Operator Action To solve the underlying problem, you must first find the APPC return code, which should be in a second message returned along with this message. You need to look for this APPC return code in the appropriate platform documentation.

In addition, contact NetIQ Technical Support to report the problem.

2.30 CHR0133

CHR0133: The name specified is not recognized as a valid partner LU alias or mode name.

Explanation This error can be caused by either of two conditions:

- You specified a network address that was interpreted as an OS/2 APPC partner LU alias. This partner LU alias was not configured on the computer that detected the error.
- You specified an invalid mode name. The mode name this endpoint pair attempted to use is either not configured or is not valid for the partner LU specified.

Likely Causes

- You specified a non-fully qualified network address that was not known at the Chariot console or Qcheck, and which was also not known on the computer that detected the error. LU aliases are case-sensitive. You may have entered the wrong combination of uppercase and lowercase letters.
- You specified an incorrect mode name in the **Service Quality** field of the endpoint pair in error.

Operator Action To see the partner LU aliases on the computer that detected the error (and where CM/2 is running), enter DISPLAY -PL at an OS/2 prompt.

Correct the network address by doing one of the following:

- Specify the partner LU alias with the correct combination of uppercase and lowercase letters
- Specify a fully qualified APPC network name

- Specify a partner LU alias that is defined on the Chariot console or Qcheck computer
- Specify a partner LU alias that is defined on the computer that detected an error

Or, select a mode name from those currently configured at both LUs in the test.

2.31 CHR0134

CHR0134: An internal coding bug has been detected.

Operator Action Contact NetIQ Technical Support.

2.32 CHR0135

CHR0135: There is no remote program waiting to accept our APPC connection.

Explanation The partner computer rejected the incoming APPC Attach because the endpoint program was not running on that computer, or the endpoint program has encountered an error.

Likely Causes

- The endpoint program is not running.
- The endpoint may have been restricted from using APPC in the `ENDPOINT.INI` file.

Operator Action On the partner computer, ensure the endpoint is still running. If it is, check to see whether there are any error log entries in the `ENDPOINT.LOG` file.

2.33 CHR0136

CHR0136: The buffer size specified (%1) is larger than the APPC maximum buffer size (%2).

Explanation The script that was run specified a buffer size for `SEND` or `RECEIVE` that was larger than that allowed for APPC.

Operator Action Edit the endpoint pair on which this error occurred and modify any buffer sizes that exceed the protocol maximum.

2.34 CHR0137

CHR0137: An APPC conversation security failure occurred.

Explanation The partner computer rejected the security information received on an incoming Attach. You may see this return code associated with SNA sense data 080F6051.

Likely Causes NetIQ programs always use `SECURITY=NONE`, so this is likely a configuration problem on the partner computer.

Operator Action Ensure the partner computer is configured not to require conversation security for the `ENDPOINT TP` definition.

2.35 CHR0138

CHR0138: A disconnect issued when the APPC conversation is not in the correct state.

This is a secondary message providing more information about why a CHR0130 message occurred.

2.36 CHR0139

CHR0139: The name of the partner APPC program is not recognized at the partner computer.

This is a secondary message providing more information about why a CHR0135 message occurred.

2.37 CHR0140

CHR0140: The partner APPC program could not be started.

This is a secondary message providing more information about why a CHR0135 message occurred.

2.38 CHR0141

CHR0141: An unexpected data received value encountered on an APPC `Receive()` call.

Explanation The partner program issued a call or sequence of calls that violated the internal rules for using APPC conversations.

Likely Causes

- ◆ Chariot or End2End is not connecting to a valid program.
- ◆ Chariot or End2End is connecting to a defective program.

Operator Action Ensure the Chariot or End2End program is connected to another Chariot or End2End program. If you can verify this is the case, contact NetIQ Technical Support.

2.39 CHR0142

CHR0142: The specified hostname could not be found by the name server.

Explanation You specified a fully qualified hostname containing a domain name. Although the name server owning the domain was located, it did not have the address of the hostname you specified.

Likely Causes The hostname does not exist in the domain or the name server in that domain is misconfigured. Alternatively, you may have entered IPX or SNA addresses for the endpoint addresses.

A firewall is active between the console and Endpoint 1, or between the endpoints you selected for your test.

Operator Action Try one or more of the following:

- ◆ Change the hostname to one that is known to exist in the name server.
- ◆ If the host specified actually does exist, change the name server configuration to include the searched for host.

- Use the IP address (dotted notation) instead of the hostname.
- Ensure you selected the network protocol you want. You may have entered IPX or SNA addresses for Endpoints 1 and 2, but forgot to change the network protocol from RTP, TCP, or UDP.
- Try to ping both endpoints. Even if you can ping both endpoints, a firewall may be preventing data from passing from the console to the endpoints. You need to configure your firewall to allow test data to pass.
- Ensure the appropriate ports are open for the protocol you are using to run the test.

2.40   CHR0144

CHR0144: The hostname specified is unknown.

Explanation An attempt was made to resolve the hostname you provided, but the name server indicated it could not be found. This can also occur if you specified a hostname without a domain name.

Operator Action If the hostname specified contains a fully qualified domain name, ensure the domain name is correct and there is a name server running in that domain.

If only a hostname was specified, ensure it is configured in the name server or in the local HOSTS file.

2.41   CHR0145

CHR0145: The connection attempt timed out.

Explanation An attempt was made to connect to an IP address. The TCP sockets library did not receive a response within a preset timeout period.

Likely Causes The partner is not active or there is no active route.

Operator Action Use the TRACERT command on Windows to determine if there is a break in the expected route to the partner. If TRACERT or TRACERTE shows the route extends all the way to the IP network of the partner, it is likely the partner is not active.

2.42   CHR0146

CHR0146: The address is in a TCP/IP network that is unreachable.

Explanation There is no route defined with which to reach the partner IP address.

Operator Action Either define an explicit route to the partner's IP network, or define a default link to your own network's gateway or router.

2.43   CHR0147

CHR0147: An established TCP socket connection failed during processing.

Explanation The active connection has been unexpectedly ended. Although it is possible that restarting the connection could be successful, this failure disrupts the validity of test results, and thus is always flagged as an error.

Likely Causes

 ◆ The partner is no longer active or there is no active route.

 ◆ The endpoint program may have been stopped while it was running a test.

 ◆ The network protocol stack aborted the connection, possibly because of data transmission timeout or protocol error.

Operator Action Retry the operation. If the failure persists, use the `TRACERT` command on Windows to determine if there is a break in the expected route to the partner. If `TRACERT` or `TRACERTE` shows the route extends all the way to the IP network of the partner, it is likely the partner is not active.

2.44   CHR0148

CHR0148: The TCP/IP communications subsystem is not loaded.

Explanation Either TCP/IP has not been installed, or it has not been configured properly.

Operator Action Consult your TCP/IP documentation for further assistance.

2.45   CHR0149

CHR0149: There is no remote program waiting to accept our TCP sockets connection.

Explanation The partner computer rejected the sockets connection because the endpoint program was not running on that computer, or the endpoint program has encountered an error.

This may also occur if too many connection requests are sent to an endpoint at the same time. In this instance, the connection requests actually time out at the target endpoint and are rejected with the same return value as if there was no program waiting.

Operator Action On the partner computer, ensure the endpoint program is still running. If it is, verify whether there are any error log entries in the `ENDPOINT.LOG` file.

If the endpoint program is running and you get this error, consider attempting fewer connections to this endpoint.

2.46   CHR0150

CHR0150: The buffer size specified (%1) is larger than the TCP sockets maximum buffer size (%2).

Explanation The script that was run specified a buffer size for `SEND` or `RECEIVE` that was larger than that allowed for TCP sockets.

Operator Action Edit the endpoint pair on which this error occurred and modify any buffer sizes that exceed the protocol maximum.

2.47   CHR0151

CHR0151: The TCP port number is already in use.

Explanation An attempt was made to accept a connection on a TCP port that the TCP sockets library believes is already in use.

Likely Causes This most often occurs when an endpoint program is stopped and then quickly restarted. The endpoint is not always able to clear the socket it uses. The TCP/IP library waits for 45-60 seconds after the endpoint exits before it frees the port.

Operator Action If the problem occurs on an endpoint program during its startup processing, simply wait for TCP/IP to free the socket; the endpoint automatically retries the use of the socket.

If this problem occurs during a run, contact NetIQ Technical Support.

2.48 CHR0152

CHR0152: OS/2 sockets library is not loaded. Ensure INET.SYS is set up correctly in CONFIG.SYS.

Explanation The sock_init() call failed. This usually indicates the OS/2 INET.SYS device driver was not installed correctly.

Operator Action Check your CONFIG.SYS file and ensure there is a DEVICE= line that references a file named INET.SYS.

2.49 CHR0153

CHR0153: Unknown TCP sockets failure.

Explanation An unrecognized sockets failure has occurred.

Likely Causes Unknown, as the failure was not recognized.

Operator Action To solve the underlying problem, you must first find the TCP/IP errno value, which should be in a second message returned along with this message. You need to look for this errno value in the appropriate platform documentation.

In addition, contact NetIQ Technical Support to report the problem.

2.50 CHR0154

CHR0154: Sockets failure. errno is %1 on call %2.

This error message provides additional information about an unknown sockets failure.

2.51 CHR0155

CHR0155: The supplied local address (%1) does not exist.

Explanation The APPC address specified for this computer does not exist. This can only occur if the "Console to Endpoint 1" connection for this endpoint pair did not specify Use Endpoint 1 values from pair.

Operator Action Correct the Endpoint 1 network address field of the Endpoint 1 to Endpoint 2 connection to specify an APPC LU that exists on this computer.

2.52 CHR0156

CHR0156: The supplied local address does not exist. The network name in %1 did not match the local network name (%2).

Explanation The APPC address specified for this computer does not exist; it specifies an incorrect network name.

For Chariot, this can occur if the **Console to Endpoint 1** connection for this endpoint pair did not specify **Use Endpoint 1** values from pair.

For End2End, this can happen if an APPC address has been added to an endpoint, but the schedule is delivered with another address (such as TCP/IP). If the APPC address does not actually exist on the computer running the test, you see this message.

Operator Action Correct the network name portion of the **Endpoint 1 network address** field to specify the correct network name that is used by this computer.

2.53 CHR0157

CHR0157:

```
Opcode: %1
APPC primary return code: %2
APPC secondary return code: %3
Partner LU name: %4
Service Quality: %5
Partner TP name: %6
```

This error message provides detailed information about an APPC error.

2.54 CHR0158

CHR0158:

```
Opcode: %1
APPC primary return code: %2
APPC secondary return code: %3
```

This error message provides detailed information about an APPC error.

2.55 CHR0159

CHR0159:

```
Opcode: %1
APPC primary return code: %2
APPC secondary return code: %3
          Local LU name: %4
          Partner LU name: %5
          Service Quality: %6
          Partner TP name: %7
```

This error message provides detailed information about an APPC error.

2.56 CHR0160

CHR0160:

```
Partner address: %1
Service Quality: %2
Partner port number: %3
Sockets errno: %4
Call number: %5
```

This error message provides detailed information about a TCP sockets error.

2.57 CHR0161

CHR0161:

```
Local address: %1
Partner address: %2
Service Quality: %3
Partner port number: %4
```

This error message provides detailed information about a TCP sockets error.

2.58 CHR0162

CHR0162: Could not load a required DLL (%1).

Explanation An attempt to dynamically load a DLL failed. The name of the DLL is shown in the %1 variable.

Operator Action If the operating system is Windows, the named DLL must be in one of these locations:

- ◆ in one of the directories listed in the `PATH` environment variable.
- ◆ in the same directory as the Console or endpoint program encountering the error.
- ◆ in the `SYSTEM32` subdirectory of the directory where Windows is installed (usually either `\WINNT35\SYSTEM32` or `\WINNT\SYSTEM32`).

2.59 CHR0163

CHR0163: Only one copy of the Console can be active at a time.

Explanation Chariot does not allow you to load two copies of the Console program on one computer.

Operator Action Using the Task Manager (`Ctrl+Alt+Delete`), find the NetIQ program that is already running and either switch to it, or end the program.

2.60 CHR0164

CHR0164: Cannot run a test without any endpoint pairs.

Explanation You tried to run a test that does not have any endpoint pairs configured.

Operator Action From the Test Setup window for this test file, select **Add an endpoint pair**

2.61   CHR0165

CHR0165: Only one test can be running at a time.

Explanation A test is already running on this computer. Tests can be run using either the Chariot Console or RUNTST programs.

Operator Action Find the copy of Chariot or RUNTST that is currently running a test and either stop the running test, or wait for the test to complete.

2.62   CHR0168

CHR0168: The APPC communications subsystem is not installed. No attempts to retry will occur. Ignore this message if you are not using APPC.

Explanation One of the DLLs that ship with APPC was not detected.

Operator Action First check which computer detected the error. If the computer is running:

- Windows 2000: install IBM Communications Server for Windows NT/2000 or IBM Personal Communications.
- Windows NT: install IBM Communications Server for Windows NT/2000, IBM Personal Communications, or Microsoft SNA Server.

2.63   CHR0169

CHR0169: The TCP/IP communications subsystem is not installed. No attempts to retry will occur. Ignore this message if you are not using TCP/IP.

Explanation One of the DLLs or NLMs that ship with TCP/IP was not detected.

Operator Action First check which computer detected the error. If the computer is running NetWare, ensure TCPIP.NLM is loaded.

2.64   CHR0170

CHR0170: The APPC communications subsystem is not installed.

Explanation One of the DLLs shipped with APPC is not found, when attempting to use APPC on the computer that detected this problem. If the computer that detected the problem is:

- a Chariot Console, End2End server, or Qcheck: The current test attempted to use APPC for the connection to Endpoint 1, even though APPC support is not installed.
- an endpoint: The endpoint is configured to accept APPC connections, even though APPC support is not installed.

Operator Action First check which computer detected the error. Either APPC needs to be installed on the computer reporting the error, or the reason APPC use was attempted needs to be eliminated. Do one of the following depending on your situation.

- ◆ Install APPC. If the computer is running:
  - ◆ Windows 2000: install IBM Communications Server for Windows NT/2000 or IBM Personal Communications
  - ◆ Windows NT: install IBM Communications Server for Windows NT/2000, IBM Personal Communications, or Microsoft SNA Server.
- ◆ Edit the `ENDPOINT.INI` file so it does not include the line `ENABLE_PROTOCOL APPC` or `ENABLE_PROTOCOL ALL`
- ◆ For Chariot, specify a supported protocol for the **Console to Endpoint 1** connection if the Chariot Console does not support APPC.

2.65   CHR0171

CHR0171: The TCP/IP communications subsystem is not installed.

Explanation One of the DLLs that ship with TCP/IP is not found, when attempting to use RTP, TCP, or UDP on the computer that detected this problem. If the computer that detected the problem is:

- ◆ a Console program: The current test attempted to use TCP for the connection to Endpoint 1, even though TCP/IP support is not installed.
- ◆ an endpoint: The endpoint is configured to accept RTP, TCP, or UDP connections, even though TCP/IP support is not installed.

Operator Action First check which computer detected the error.

2.66   CHR0172

CHR0172: An OS/2 write fault error occurred while attempting to write a file to disk in a temp directory. The file could not be closed.

Explanation Unable to write to this disk. The disk may be full. (It is likely the target disk is a `VDISK`.) The disk was selected for use in creating Chariot temporary files. To decide which directory to use for temporary files, Chariot looks at:

- ◆ The `TMP environment variable`
- ◆ `The TEMP` environment variable
- ◆ The directory in which the running program resides.

In addition, the file could not be closed. This means you cannot erase the file until the Chariot program ends.

Operator Action Either clear some files from the existing disk or get a larger disk.

2.67 CHR0173

CHR0173: Out of disk space in a temp directory.

Explanation While writing a file, an error was encountered indicating the disk is full. The disk was selected for use in creating Chariot temporary files. To decide which directory to use for temporary files, Chariot looks at:

- The `TMP` environment variable
- The `TEMP` environment variable
- The directory in which the running program resides.

Operator Action Either clear some files from the existing disk or get a larger disk.

2.68 CHR0174

CHR0174: The TCP/IP network protocol stack ran out of a resource.

Explanation While processing a TCP/IP sockets call, the TCP/IP stack ran out of a resource necessary to process the call. The resource most likely to be exhausted is TCP/IP's internal buffers. It occurs more frequently in tests where lots of short connections are started and stopped.

Operator Action First check which computer detected the error.

If the computer detecting the error was the Chariot Console, modify the test to use fewer endpoint pairs.

If the computer detecting the error was an endpoint, modify the test to use this computer fewer times.

If the endpoint computer is running UNIX, see the endpoint documentation for details on correcting this condition.

2.69 CHR0175

CHR0175: The APPC network protocol stack is not supported.

Explanation In this test, APPC was selected as the network protocol to be used either between a pair of endpoints or for the connection to Endpoint 1. However, the APPC protocol is not supported by this version of the software.

Operator Action Contact NetIQ Technical Support to ensure you have the latest version of the Chariot Console, End2End server, or endpoint program for the indicated operating system. Check to see whether the current software supports APPC.

2.70 CHR0176

CHR0176: The TCP network protocol stack is not supported.

Explanation In this test, TCP was selected as the network protocol to be used between a pair of endpoints. However, the TCP protocol is not supported by this version of the indicated endpoint program.

Operator Action Contact NetIQ Technical Support to ensure you have the latest version of the endpoint program for the indicated operating system. Check to see whether the current endpoint software supports TCP.

2.71 CHR0177

CHR0177: The IPX network protocol stack is not supported.

Explanation In this test, IPX was selected as the network protocol to be used between a pair of endpoints. However, the IPX protocol is not supported by this version of the indicated endpoint program.

Operator Action Contact NetIQ to ensure you have the latest version of the endpoint program for the indicated operating system. Check to see whether the current software supports IPX.

2.72 CHR0178

CHR0178: The SPX network protocol stack is not supported.

Explanation In this test, SPX was selected as the network protocol to be used between a pair of endpoints. However, the SPX protocol is not supported by this version of the indicated endpoint program.

Operator Action Contact NetIQ to ensure you have the latest version of the endpoint program for the indicated operating system. Check to see whether the current software supports SPX.

2.73 CHR0179

CHR0179: The UDP network protocol stack is not supported.

Explanation In this test, UDP was selected as the network protocol to be used between a pair of endpoints. However, the UDP protocol is not supported by this version of the indicated endpoint program.

Operator Action Ensure you have the latest version of the endpoint program for the operating system you are running. The latest version is included on the product CD. Then check to see whether the endpoint computer supports `UDPr`.

2.74 CHR0180

CHR0180: Only one pair can be running at a time to this endpoint.

Explanation This endpoint only supports one pair per test.

Operator Action Change the test so the indicated endpoint appears in only one endpoint pair.

2.75 CHR0181

CHR0181: Error creating a semaphore.

Explanation An error occurred while attempting to create a semaphore.

Operator Action Increase the number of semaphores available.

If the error was detected at a UNIX endpoint, the endpoint program has run out of system semaphores. Each instance of Endpoint 1 requires a system semaphore.

For AIX, Digital UNIX, and Sun Solaris, the maximum number of semaphores is not configurable; it is hard-coded to a large value (4096). To avoid this problem, stop other programs that use semaphores or decrease the number of tests that use the computer as Endpoint 1.

For HP-UX, use the SAM facility to increase the number of available system semaphores. Use the procedure described above to change the following kernel configurable parameters: semmap, semmni, semmns, and semmnu. After changing the kernel parameters, you must reboot HP-UX to have the changes take effect. See the HP-UX System Administration Tasks manual for the definitions of these parameters.

For Linux, each instance of Endpoint 1 requires a system semaphore. The maximum number of semaphores is not configurable on Linux; it is hard-coded to a large value (128). To avoid this problem, stop other programs that use semaphores or decrease the number of tests that use the computer as Endpoint 1.

2.76   CHR0182

CHR0182: The partner and local addresses are the same. Loopback is not allowed.

Explanation This endpoint cannot be both Endpoint 1 and Endpoint 2 in an endpoint pair because of one of the following:

- ◆ This endpoint does not support multiple threads or processes.
- ◆ The communications software for the protocol chosen does not support loopback. This is the case for APPC with SNA Server for Windows NT and for MVS.

Operator Action Change one of the addresses to an address found on another computer, or, if applicable, use a different protocol.

2.77   CHR0183

CHR0183: The program is already running. Only one copy is allowed at a time.

Explanation Only one copy of the endpoint program or Scheduler service can be run on a computer at a time. Although the current program stopped running, the previously running program continues unaffected.

Operator Action Presumably you were trying to start an endpoint program or restart the Scheduler service. If so, there is nothing else you need to do—it is already running.

For information on stopping a running endpoint, see the chapter for the corresponding operating system in the *Performance Endpoint User Guide*.

2.78   CHR0184

CHR0184: `WSAStartup()` could not be initialized properly. The error code is %1.

Explanation The WinSock call named `WSAStartup()` failed. This usually indicates there was a problem loading the `WINSOCK.DLL`.

Operator Action Use the error code returned with this message to learn more about the problem. These error codes are documented in the Microsoft Windows Software Development Kit (SDK), as well as later in this message.

In addition, contact NetIQ Technical Support to report the problem.

If you are running the endpoint, stop the endpoint program after correcting the problem and then restart it. For more information, see the chapter for the corresponding operating system in the *Performance Endpoints User Guide*.

Here is some further assistance on 10091 error code: 10091: The WinSock implementation cannot function at this time because the underlying system it uses to provide network services is currently unavailable.

 * Ensure the `WINSOCK.DLL` file is in the current path.
 * Ensure the `WINSOCK.DLL` file is from the same vendor as your underlying protocol stack. You cannot mix and match (`WINSOCK.DLL`s must be supplied by the same vendor that provided your underlying protocol stack).
 * You cannot use more than one WinSock implementation simultaneously. If you have more than one `WINSOCK.DLL` on your system, ensure the first one in the path is appropriate for the network subsystem currently loaded.
 * Check your WinSock implementation documentation to ensure all necessary components are currently installed and configured correctly.

2.79 CHR0185

CHR0185: This endpoint can only accept one test at a time.

Explanation Several combinations of NetIQ products may be causing this condition:

 * Multiple consoles are attempting to run tests or assessments at the same time.
 * Multiple End2End servers are attempting to distribute schedules and tests to the endpoint at the same time.
 * An End2End server is attempting to distribute schedules and tests to the endpoint while it is already running a Chariot test.

Operator Action Wait until the other Console has finished using this endpoint to start the assessment, or use another endpoint.

2.80 CHR0186

CHR0186: The endpoint's queue is being purged of all unusable timing records.

Explanation Timing records cannot be returned to the Console, so the endpoint's queue is being purged of all timing records for that console.

Operator Action Restore communication to the Console and start the assessment again.

2.81   CHR0187

CHR0187: The partner program closed an APPC connection unexpectedly.

Explanation After an APPC connection had been established, the partner program closed the connection. The program that detected the error expected the partner to continue exchanging data on that connection.

Likely Causes The partner program encountered an error while running a test, but could not report the error on the connection being used for the tests. The most common example is if "validate data upon receipt" was specified for the test, and data at Endpoint 2 did not validate correctly during the test.

Operator Action Check the error log on the partner computer. It should contain an error log entry indicating the cause of the problem. For example, if received data did not validate correctly, error CHR0242 messages will be present on the partner computer, indicating data validation failed.

Follow the recommended Operator Action for the error messages found on the partner.

2.82   CHR0188

CHR0188: A report received out of sequence.

Explanation The Console keeps track of the report records received from each pair of endpoints and verifies all reports are received in order and none are lost. In this case, the Console received a report record that was out of sequence. This usually indicates Endpoint 1 had previously been unable to send a report record, possibly because of an intermittent network failure.

Operator Action The test or assessment results are invalid and unrecoverable. Check the log files on the Endpoint 1 computer. Correct any problems indicated by the logs.

Rerun the test.

2.83   CHR0189

CHR0189: This spreadsheet file contains the maximum number of rows. Chariot wrote the file, but omitted rows after 8192.

Explanation Spreadsheet programs, such as 1-2-3 and Excel, cannot read `.WK3` files with more than 8192 rows. Your spreadsheet file has been written; it contains the maximum of 8192 rows. Additional rows were not written to the file. Some information from your test results has not been written to the spreadsheet file.

Operator Action Consider creating tests results with fewer timing records. For example, increase the `transactions_per_record` script variable while decreasing the `number_of_timing_records`. The test will run for the same length of time, but produce fewer timing records.

2.84   CHR0190

CHR0190: An invalid program library encountered.

Explanation NetIQ programs validate the shared libraries they require for their operation. One of these shared libraries was unable to pass the validation tests. The program cannot operate until this file is replaced with a valid one.

Operator Action Reinstall the product from the original media, and then reapply any service fixes you had previously applied.

2.85 CHR0191

CHR0191: Mismatch between function levels (Endpoint is %1, Console is %2).

Explanation The Console and endpoint programs are available in several functional levels. For example, there are Evaluation, Demo, and Beta levels for some of these programs. These levels generally have different capabilities, in some way, from the Retail version.

Your NetIQ product encountered a mismatch between the function level of the Console and that of the endpoint.

Operator Action Your product software needs to be replaced with a compatible version. Please contact NetIQ for sales assistance.

2.86 CHR0192

CHR0192: Return code: %1

This error message provides the operating system return code associated with the reported condition.

2.87 CHR0193

CHR0193: This is a demo version. It only supports tests that run in the same computer.

Explanation This demonstration version of the Chariot Console is limited to running tests where both endpoints have the same address.

Operator Action The Endpoint 1 address must be the same as the Endpoint 2 address for all pairs in the test.

2.88 CHR0194

CHR0194: No local LU name has been set for the Chariot console.

Explanation Chariot cannot determine the "Local LU Name" to use for APPC communications. It is either blank or an error occurred while attempting to query it. If message CHR0192 accompanies this error, an operating system return code will further diagnose the problem.

Operator Action The LU name for Chariot is configured through the Windows Registry, by default it is set to `CHARIOT`. Verify the Local LU Name is set correctly using the Registry Editor by running the program `REGEDT32.EXE` from a command prompt.

Find the Key: `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services \SnaBase\Parameters\TPs\GANYRPRT\Parameters` and ensure there is an entry as follows: `(Name=LocalLU Type=REG_SZ Data=CHARIOT.)` The String `CHARIOT` is the LU alias Chariot uses by default for the console program's local LU and should only be changed if absolutely necessary. This will need to be changed if two consoles are run at the same time, since each console needs its own unique LU alias rather than both using the default: `CHARIOT`.

2.89   CHR0195

CHR0195: The partner name specified is not recognized as a valid partner LU alias or fully qualified partner LU name.

Explanation You specified a network address that was not configured on the computer that detected the error.

Likely Causes For a network address, you specified either:

◆ A partner LU alias and this partner LU alias were not configured on the computer that detected the error. Note that LU aliases are case-sensitive. You may have entered the wrong combination of uppercase and lowercase letters.

◆ A fully qualified partner LU name and this LU name were not configured on the computer that detected the error. This often happens with pre-APPN versions of APPC (such as Windows NT SNA Server), which cannot search the network for fully qualified LUs. With these versions of APPC, all partner network addresses (LU names) must be pre-configured.

Operator Action Correct the network address by doing one of the following:

◆ Specify a fully qualified APPC network name that is defined on the computer that detected an error.

◆ Specify the partner LU alias with the correct combination of uppercase and lowercase letters.

◆ Specify a partner LU alias that is defined on the Console computer.

◆ Specify a partner LU alias that is defined on the computer that detected an error.

◆ If the partner LU is defined and you are using a pre-APPN versions of APPC (such as Windows NT SNA Server), ensure the defined partner LU is "partnered" with the local LU (that is, in the SNA Server Manager, the LU 6.2 Partners LUs panel for your local LU has a corresponding entry for the partner LU you are trying to contact.)

2.90   CHR0196

CHR0196: This is an evaluation version, which has expired. Contact us to obtain a new license: %1

Operator Action You must obtain a registered version of this product. Contact NetIQ Technical Support.

2.91   CHR0197

CHR0197: The address %1 is an invalid IPX/SPX address.

Explanation This endpoint pair contains a network address that is not a valid address for IPX/SPX. The network address can be one of the following:

◆ an IPX address in hex (eight hex digits, a colon, and 12 hex digits)

◆ an alias from the IPX/SPX Alias List in the Edit IPS/SPX Entries option under Tools at the Chariot Console.

Operator Action Specify either a valid IPX address or an alias from the Console's IPX/SPX directory. Valid IPX addresses contain a four-byte network ID followed by a six-byte node ID. A colon separates the network ID and node ID. An example of a valid IPX address is `03AF8934:0A024F345678`.

3 Messages CHR0200 - CHR0299

In the following message descriptions, %*N* (where *N* indicates a number such as 1 or 2) in the message text indicates a replacement variable. When a NetIQ program shows the message, data pertaining to the error is shown in its place.

3.1 CHR0200

CHR0200: The %1 connection attempt timed out.

Explanation An attempt was made to connect to a(n) %1 address. The sockets library did not receive a response within a preset timeout period.

One computer was unable to reach another using the sockets API. A TCP/IP Ping to the target computer will probably fail. Contrast this with message CHR0204, which is returned when the target computer can be reached, but the endpoint program is not available there.

Likely Causes

- The network address does not exist. You may have entered the wrong letters or digits in the network address.
- The target computer is not active.
- The protocol stack on the target computer is not active.
- There is no active route to or from the target computer.
- The network or partner computer is too busy to reply within the timeout period.
- No cable is attached to the network adapter or NIC.
- A firewall is active between the Console and the endpoints, or between the endpoints you selected.
- If you entered a separate address to use for pair setup, the problem may be with the network adapter for either endpoint address.

Operator Action Use the `TRACERT` command on Windows to determine if there is a break in the expected route to the partner. If `TRACERT` or `TRACERTE` shows the route extends all the way to the IP network of the partner, it is likely the partner is not active or you are using an invalid network address.

For example, while Endpoint 1 may have a route to the subnet with Endpoint 2, if Endpoint 2 does not have a route back to the subnet with Endpoint 1, this message will occur. Ensures routes exist from both ends for the connection to be successful. Try pinging from Endpoint 2 to Endpoint 1 to ensure a route exists.

If you are using Chariot and you feel you can skip this endpoint, clear the **Stop on initialization failure** checkbox, in the Run Options dialog box, to bypass this endpoint and continue running.

Even if you can ping both endpoints, a firewall may be preventing data from passing from the Console to the endpoints. You need to configure your firewall to allow test data to pass.

3.2 CHR0201

CHR0201: The address is in a %1 network that is unreachable.

Explanation There is no route defined with which to reach the partner %1 address. A firewall may be preventing test data from reaching the endpoints.

If the protocol is SPX, it is possible there was no remote program waiting to accept the SPX connection. The partner computer may have rejected the connection because an endpoint program was not running on that computer, or the endpoint program has encountered an error.

Operator Action Either define an explicit route to the partner's %1 network, or define a default link to your own network's gateway or router. You may want to configure your firewall so test data traffic is allowed to pass.

If the protocol is SPX, ensure the endpoint program on the partner computer is still running. If it is, look for related error log entries in the `ENDPOINT.LOG` file.

If you are using a separate address for pair setup, the two network cards in the endpoint computer may not be able to route traffic to each other.

3.3 CHR0202

CHR0202: An established %1 connection failed during processing.

Explanation The active connection has been unexpectedly ended. Although it is possible that restarting the connection could be successful, this failure disrupts the validity of test results, and thus is always flagged as an error.

Likely Causes

- The partner is no longer active or there is no active route.
- A firewall may be preventing test data from reaching the endpoints from the console.
- The endpoint program may have been stopped while it was running test traffic.
- The network protocol stack aborted the connection, possibly because of data transmission timeout or protocol error.

Operator Action Retry the operation. If the failure persists and RTP, TCP, or UDP is the protocol, use the `TRACERT` command on Windows to determine if there is a break in the expected route to the partner. If `TRACERT` or `TRACERTE` indicates the route extends all the way to the IP network of the partner, it is likely the partner is not active.

3.4 CHR0203

CHR0203: The %1 protocol stack is not loaded.

Explanation A test was initiated using %1, but the %1 protocol stack is either not installed or not configured properly.

Operator Action Determine which computer detected the error. On the computer that detected the error, ensure the %1 protocol stack is installed. If it is already installed, ensure the computer is properly configured. Consult your operating system documentation for further assistance.

3.5　CHR0204

CHR0204: No partner program is waiting to accept this %1 Sockets connection.

Explanation The most likely explanation is: the computer you attempted to test does not have Performance Endpoint software installed or running properly to enable testing and monitoring.

Another possible explanation is: the partner computer, which is running the Console program, is not running properly.

A final explanation is: you tried to run a large number of connections, all using the same port.

Likely Causes

The partner computer rejected the Sockets connection for one of the following reasons:

- ◆ the endpoint program was not installed on that computer
- ◆ the endpoint program was not running on that computer
- ◆ the endpoint program on that computer has encountered an error
- ◆ the endpoint program was unable to process all of the incoming connections within the timeout period.

Your computer may be able to reach its partner computer successfully; a TCP/IP Ping test will probably succeed. But the endpoint program on the partner is not available. Contrast this with message CHR0200, which is returned when the partner computer cannot be reached at all.

In general, you must install Performance Endpoint software on every computer you plan to include in assessments. Traceroute tests require an endpoint program on the Endpoint 1 computer only.

Endpoints for different operating systems may be downloaded free from **www.netiq.com/support/pe/pe.asp**.

Alternatively, a firewall between the Console and the endpoints, or between the endpoints, may be preventing test traffic flows. You may want to configure your firewall to allow traffic from the Console to the endpoints.

This error may also be returned if you are running tests with many endpoint pairs using the same port. The queue depth for incoming connections varies, depending on the operating system. If the queue overflows, this error is returned. This only happens in tests with more than 500 pairs.

Operator Action Install endpoints, as suggested above. Or ensure the previously installed endpoint programs are still running. If they are, check for relevant error log entries in the `ENDPOINT.LOG`. If an endpoint has stopped and there is an `ASSERT.ERR file`, contact NetIQ Technical Support.

If you are using Chariot and you feel you can skip this endpoint, clear the **Stop on initialization failure** checkbox in the Run Options dialog box to bypass this endpoint and continue running a test.

If you are running Chariot tests with more than 500 endpoints using the same port, try setting the **Connect timeout during test** to a value greater than 0. This will cause the endpoint to retry test connections if a failure is detected.

3.6　CHR0205

CHR0205: The buffer size specified (%1) is larger than the %2 Sockets maximum buffer size (%3).

Explanation The script that was run specified a buffer size for `SEND` or `RECEIVE` that was larger than the size allowed for %2 sockets.

Operator Action Edit the endpoint pair on which this error occurred and modify any buffer sizes that exceed the protocol maximum. See "DEFAULT Values for the Endpoints" in the *Application Scripts* guide for the values used on each endpoint operating system.

3.7 CHR0206

CHR0206: The %1 port number is already in use.

Explanation An attempt was made to accept a connection on a %1 port the %1 library believes is already in use.

Likely Causes This most often occurs when an endpoint program is stopped and then quickly restarted. The endpoint is not always able to clear the handle it uses. There may be a 45-60 second delay after the endpoint exits before it frees the port.

Here are some other possible causes:

 * Another running application, like FTP, has bound to this port.
 * The Console program itself has bound to this port for use in setting up tests or assessments.
 * A script being run contains a `CONNECT_INITIATE` and `DISCONNECT` command within a `LOOP` and a `source_port` variable is also specified. The endpoint has bound to the port specified and has not yet released it for the next `CONNECT_INITIATE` to complete successfully.
 * This pair is using a datagram protocol: IPX, RTP, or UDP. Only one pair at a time can use a port number for each datagram protocol. For example, only one pair at a time can use UDP with port number 1234 between endpoints; however, another pair can be using IPX with port number 1234.
 * Some endpoints only allow one pair at a time with the same port number. These endpoints are HP-UX (before version 3.0), Linux (before version 3.0), and MVS.
 * If you are using port number 10115 as a user-defined port in the script, you will receive this error. Port number 10115 is reserved for NetIQ endpoint use for TCP, UDP and RTP protocols.
 * Multiple pairs between the same endpoints are using identical source and destination ports. While the source and destination ports may be different, multiple pairs between the same endpoints cannot share the same port numbers.
 * The Multicast group contains multiple pairs that use more than one of the following three addresses as Endpoint 2:
   ```
   localhost
   127.0.0.1
   ```
   the IP address for the Endpoint 2 computer

Operator Action If the problem occurs on an endpoint program during its startup processing, simply wait for the communications handle to be freed; the endpoint automatically retries the `ACCEPT` attempt. Or change your test setup to use unique port numbers on different pairs.

Otherwise, stop the application that has bound the port, modify the script so `AUTO` port is set, or add a `SLEEP` command after the `DISCONNECT` command. If this problem still occurs during a test run, NetIQ Technical Support.

3.8 CHR0208

CHR0208: Unknown %1 communications failure.

Explanation An unrecognized communications failure has occurred.

Likely Causes Unknown, as the failure was not recognized.

Operator Action To solve the underlying problem, you must first find the communications errno value, which should be in a second message returned along with this message. You need to look for this error value in the appropriate platform documentation.

In addition, contact NetIQ Technical Support to report the problem.

3.9 CHR0209

CHR0209: The %1 address is not available.

Explanation The Endpoint 1 or Endpoint 2 network address is not available.

Likely Causes The address specified for Endpoint 1 does not exist on the computer specified by "How does the Console know Endpoint 1?"

The address specified for E1 or E2 is localhost or 127.0.0.1, and a Generic Quality of Service template name has been selected.

The address specified for Endpoint 2 does not exist on the computer specified in the Pair Setup dialog box under "How does Endpoint 1 know Endpoint 2?"

Operator Action Ensure the address specified for E1 exists on the computer specified in "How does the Console know Endpoint 1?"

Ensure the address specified for E1 and E2 is not localhost or 127.0.0.1, if you need to test with a Generic Quality of Service template.

If you are using a different address for pair setup, ensure the address specified for E2 exists on the computer referenced in the Pair Setup dialog box.

3.10 CHR0210

CHR0210: The %1 network protocol stack ran out of a resource.

Explanation While processing a %1 API call, the %1 stack ran out of a resource necessary to process the call. The resource most likely to be exhausted is %1's internal buffers. It occurs more frequently in tests where lots of short connections are started and stopped.

Operator Action First check which computer detected the error.

If the computer detecting the error was the Console, modify the test to use fewer endpoint pairs.

If the computer detecting the error was an endpoint, modify the test to use this computer fewer times.

If the endpoint computer is running UNIX, see the endpoint documentation for details on correcting this condition.

3.11 CHR0211

CHR0211:

```
Partner address: %1
Service Quality: %2
Partner port number: %3
Communications errno: %4
Call: %5
```

This error message provides detailed information about a communications error.

3.12 CHR0212

CHR0212: Sense data is 08050000. The requested session cannot be activated because the session limit has been reached.

Explanation This message provides additional information about a connection establishment error. For more information, see message CHR0127.

Operator Action See the sense code documentation for SNA sense data 08050000 for more information.

3.13 CHR0213

CHR0213: This is a beta version, which has expired. Contact NetIQ to order a registered version: %1

Operator Action You must obtain a registered version of this product. Contact NetIQ for sales assistance.

3.14 CHR0214

CHR0214: RC received while waiting to accept a connection; verify APPC Attach Manager is active.

Explanation While waiting to accept a connection, a return code was received indicating a problem with the state of the APPC stack. Either the APPC Attach Manager was not started or the APPC stack was not fully started.

Operator Action Verify APPC Attach Manager is started.

- For Windows NT using SNA Server, verify the server is active by using the SNA Server Manager.
- For Windows NT or Windows 2000 using IBM Communications Server, or for Windows using IBM Personal Communications, use the SNA Node Operations program to verify the Attach Manager is started. View the **Operations...Attach Manager Started** menu item.

3.15 CHR0215

CHR0215: Mismatch between datagram support levels (Console does not support datagrams)

Explanation The endpoint supports datagram protocols, but the Chariot Console does not.

Operator Action The Chariot Console needs to be replaced with a version that supports datagram protocols. Contact NetIQ Technical Support.

3.16   CHR0216

CHR0216: Data not received within the timeout period (%1 milliseconds)

Explanation A datagram connection failed because data sent by the partner was not received within the timeout period.

When using reliable datagram delivery, the timeout period is the Retransmission Timeout value multiplied by the Number of Retransmits before Aborting. For streaming scripts, the timeout period is the Receive Timeout value.

Likely Causes The configured timeout period is too short or the network is too congested. Possible reasons include the following:

- The configured timeout period is too short, or the network is too congested. If you are running a streaming script, data could also have been lost.
- If you are running a streaming script, the Receive Timeout period may be too short. If no data is received, the initial timeout period is two minutes.
- If you are running a test with a multicast group, the Time To Live (TTL) value may be too low. The TTL must be more than one for the packet to leave the subnetwork. The TTL defines the number of hops the packet can travel before being discarded. This is to keep packets from taking up bandwidth in the network as they are continually forwarded. Each subnet network has at least one router hop.
- If you edited the script to include an `initial_delay`, the upper limit you set for the distribution may have been higher than the datagram timeout period.

Operator Action For Chariot, from the Main Window, go to **Options** and select **Change User Settings**. On the **Datagram** tab, increase the *Retransmission Timeout* and *Number of Retransmits* parameters. If you are running a streaming script, increase the *Receive Timeout* parameter.

If you are running a test with a multicast group and the TTL value is 1, from the Main Window, go to **Options** and select **Change User Settings**. On the Datagram tab, increase the Time To Live (TTL) value to a number greater than 1.

For End2End, the correct operator action is to configure a new Datagram Protocol Parameter, and then apply it to the Network connection in question.

If you hit the bug in the Chameleon stack, the workaround is to either modify the script to send less than 1490 bytes at a time or to use a different TCP/IP stack.

3.17   CHR0217

CHR0217: An acknowledgment not received within the timeout period (%1 milliseconds)

Explanation A datagram connection failed because the partner did not send an acknowledgment within the timeout period. The timeout period is the Retransmission Timeout multiplied by the Number of Retransmits before Aborting.

Likely Causes The configured timeout period is too short, or the network is too congested.

Operator Action In Chariot, increase the *Retransmission Timeout* and *Number of Retransmits* parameters on the **Datagram** tab in the **Run Options** menu. You may not be able to use Qcheck to test this network segment. Try the test again when the network is less congested.

3.18   CHR0218

CHR0218: The local LU name your software attempted to use is not defined.

Explanation The local LU used is not an LU the APPC subsystem has defined. The local LU to be used is determined differently, depending on where the error was reported. If the error was reported by

- Chariot console or End2End server: the local LU for Windows NT SNA Server is defined in the Windows Registry when the Console is installed, and unless changed by the user, it is set to be `CHARIOT`.
- An Endpoint: the local LU is defined during installation or at a later time using the `SETALIAS.EXE` program.

Operator Action Verify the Local LU Name shown in the accompanying log matches a local LU name or alias defined for the system reporting the error. For example: on Windows NT or 2000 using SNA Server, use the SNA Server Manager to verify a local LU exists with the name reported in the log message.

3.19   CHR0219

CHR0219: The %1 address (%2) is not available.

Explanation The IP address supplied as a Setup Address for one of the endpoints does not exist on the specified computer. This could also occur because the fully qualified address could not be obtained by the endpoint when attempting to connect to another endpoint.

Likely Causes The address given as a Setup Address for one of the endpoints does not exist on the specified computer. It may have been entered incorrectly.

Also, we have seen cases where the stack rejects an attempt to use the address due to severe stress conditions. In particular, we have seen this occur when running a large number of short connection tests in loopback.

Operator Action Ensure the address given as a Setup Address in the Create/Edit an Endpoint dialog box exists on the specified computer. If this address exists, decrease the amount of stress by reducing the number of pairs or calls running on this endpoint.

3.20   CHR0220

CHR0220: The datagram size specified (%1) is larger than the %2 maximum buffer size.

Explanation The script that was run specified a buffer size for SEND that was larger than allowed for %2.

Some of the application scripts cannot be run using IPX without changes to their buffer sizes. With some scripts (such as `FTPGET`, `FTPPUT`, and `POP3`), IPX on a particular medium (such as Ethernet) has a maximum buffer size that is less than their default `send_buffer_size`. IPX is unable by its design to break up the buffer so it will run on the medium.

Operator Action Edit the endpoint pair on which this error occurred and decrease the buffer size to the amount allowed by the network protocol stack. For example, to run one of the scripts discussed above on Ethernet with IPX, edit the script to reduce the `send_buffer_size` to 1458 or less.

3.21 CHR0221

CHR0221: A newer version of the product created the file.

Explanation You are trying to load a file created by a newer version of the product than the one you are using. The version you are using does not know how to load the newer file format.

Operator Action Use the newer version of the product to use this file.

3.22 CHR0222

CHR0222: A newer version of Chariot created the script.

Explanation You are trying to load a script file shipped with a newer version of Chariot than the one you are using. The version you are using does not know how to load the newer file format.

Operator Action Use the newer version of Chariot to use this script file.

3.23 CHR0223

CHR0223: `WinAPPCStartup()` failed with error code %1. Your APPC stack is not active.

Explanation The `WinAPPCStartup()` call failed. This usually indicates the underlying APPC network subsystem is not ready for network communications.

Likely Causes On Windows NT or Windows 2000 with Microsoft SNA Server, this is usually caused when the SnaBase service cannot be started, such as when it is set to Disabled using the Control Panel Services program. On other platforms, this means there is no active configuration.

Operator Action For SNA Server, use the Control Panel Services program to verify the SNA Server service SnaBase is not set to Disabled. For IBM Communications Server or IBM Personal Communications products, run the SNA Node Operations program and start the node.

3.24 CHR0224

CHR0224: Unsupported Windows APPC stack %1. This software only supports Microsoft SNA Server for NT, IBM Communications Server for NT/2000, and IBM Personal Communications for NT and 95.

Explanation Your product software attempted to load the APPC protocol stack but found an unsupported APPC stack with a description as noted in the error message.

Operator Action The supported Windows APPC stacks are currently:

- Microsoft SNA Server for Windows NT
- Microsoft SNA Server for Windows NT Client
- IBM Communications Server for Windows NT/2000 (Server computer only)
- IBM Personal Communications for Windows

If multiple SNA stacks are present on the computer, the PATH environment variable may need to be modified to ensure the directory containing the correct `WAPPC32.DLL` file is listed before directories containing any other versions of `WAPPC32.DLL`.

3.25   CHR0225

CHR0225: The %1 address is unreachable, the endpoint or phone is unavailable, or the endpoint does not support the requested function.

Explanation The connection request cannot be completed to the partner. This can occur for the following reasons:

   ◆ the endpoint is not running

   ◆ the phone is down

   ◆ the endpoint cannot be reached through the network at this time

   ◆ the endpoint does not support the protocol being used

   ◆ the endpoint contacted does not support the base functionality needed. This program will not be able to run tests to this endpoint until it is upgraded.

   ◆ the `ENDPOINT.INI` file doesn't have the appropriate protocol enabled via the `ENABLE_PROTOCOL` keyword. For more information, see "Endpoint Initialization File" in the *Performance Endpoints User Guide*.

Operator Action Ensure the host is accessible, and the endpoint program has been started and supports the network protocol used in the test.

If these conditions have all been met, you may need to upgrade the identified endpoint to the latest level of endpoint software.

If you specified a separate setup address for this endpoint, ensure both network adapters (the one being tested and the one used for pair setup) are functioning properly.

3.26   CHR0226

CHR0226: Interrupted %1 function call.

Explanation A communications function call was interrupted and the active connection has been ended. Although it is possible that restarting the connection could be successful, this failure disrupts the validity of test results, and thus is always flagged as an error.

Likely Causes There are too many applications running concurrently on the system, or there are not enough network communication stack resources to satisfy applications' requests. On some platforms, notably UnixWare, this usually indicates the endpoint is being stopped/killed.

Operator Action Reduce the number of pairs using that endpoint. On UnixWare, if this message occurred during shutdown, it may safely be ignored.

3.27   CHR0227

CHR0227: No LU name is configured for the endpoint.

Explanation Chariot cannot determine the "LU Name" to use for receiving APPC communications from SNA Server. Either it is blank, or an error occurred while attempting to query it. If message CHR0192 accompanies this error, an operating system return code provides further diagnostic information.

Operator Action The LU name for Windows endpoints is configured through the use of the SETALIAS program. Running SETALIAS with no parameters shows the current local LU alias the endpoint uses, as well as any errors encountered accessing this information. Running SETALIAS with an LU alias as the only parameter instructs the endpoint to use that specified LU alias.

3.28   CHR0228

CHR0228: Conflicting LU aliases defined. TP %1 uses %2 but TP %3 uses %4.

Explanation While determining the local LU name for Chariot's use, conflicting information was found in the system configuration.

Operator Action Set up the LU information again. The LU name for Windows endpoints is configured through the use of the SETALIAS program. Running SETALIAS with no parameters shows the current local LU alias the endpoint uses, as well as any errors encountered accessing this information. Running SETALIAS with an LU alias as the only parameter instructs the endpoint to use that specified LU alias.

3.29   CHR0229

CHR0229: Exhausted pool of defined APPC TPs. Only %1 concurrent APPC tests may be run to this endpoint as Endpoint 2.

Explanation More APPC test pairs were attempted to concurrently run on this endpoint as Endpoint 2 than this endpoint can handle.

Operator Action Run fewer APPC tests concurrently with this endpoint as Endpoint 2. This may require lowering the number of tests run, or as an alternative, changing some of the pairs in the test to use this computer as Endpoint 1.

3.30   CHR0230

CHR0230: %3 is not a valid keyword (in %1 at line %2).

Explanation The text string indicated in %3 was found in a file where a keyword is expected.

If the error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint. If the error was encountered in an Endpoint Description file, the automatic software update will not continue.

Likely Causes The file was incorrectly modified or is corrupt.

Operator Action Check the endpoint documentation for the proper syntax of the specified file and correct the errors.

If the error was encountered in the ENDPOINT.INI file, stop the endpoint and then restart it, using the updated ENDPOINT.INI file. If the error was encountered in an Endpoint Description file, reschedule the endpoint software update from the End2End Server.

3.31 CHR0231

CHR0231: %3 appears more than once (in %1 at line %2).

Explanation The keyword indicated in %3 appears more than once in the ENDPOINT.INI file. It may only be used once. Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint.

Operator Action Edit the ENDPOINT.INI file and remove one of the instances of this keyword.

Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.32 CHR0232

CHR0232: Parameters missing on %3 keyword (in %1 at line %2).

Explanation The keyword indicated in %3 requires a parameter, but none was supplied.

Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint.

Operator Action Check the documentation for the proper syntax for this keyword and edit the ENDPOINT.INI file appropriately.

Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.33 CHR0233

CHR0233: Line too long (in %1 at line %2).

Explanation The ENDPOINT.INI file contains a line that is too long (more than 255 characters). This may be due to a corrupt or overwritten ENDPOINT.INI file.

Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint.

Operator Action Correct the indicated line in the ENDPOINT.INI file, or start from scratch with a new ENDPOINT.INI file.

Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.34 CHR0234

CHR0234: Too many parameters for %3 keyword (found "%4" in %1 at line %2).

Explanation The keyword indicated in %3 requires fewer parameters than were supplied. Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint.

Operator Action Check the documentation for the proper syntax for this keyword and edit the ENDPOINT.INI file appropriately. Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.35 CHR0235

CHR0235: %3 is not a valid parameter for the %4 keyword (in %1 at line %2).

Explanation The parameter indicated in %3 is not valid for the keyword indicated in %4. If the error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint. If the error was encountered in an Endpoint Description file, the automatic software update will not continue.

Likely Causes The file was incorrectly modified or is corrupt.

Operator Action Check the endpoint documentation for the proper syntax of the specified file and correct the errors. If the error was encountered in the ENDPOINT.INI file, stop the endpoint and then restart it, using the updated ENDPOINT.INI file. If the error was encountered in an Endpoint Description file, reschedule the endpoint software update from the End2End Server.

3.36 CHR0236

CHR0236: %3 is not a valid parameter for the %4 keyword (in %1 at line %2).

Explanation The parameter indicated in %3 is not valid for the keyword indicated in %4.

Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End servers are allowed to run tests with this endpoint.

Operator Action Check the documentation for the proper syntax for this keyword and edit the ENDPOINT.INI file appropriately. Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.37 CHR0237

CHR0237: %3 found after %4 %5 keyword (in %1 at line %2).

Explanation The command indicated in %3 is not valid after the keyword indicated in %4 and %5.

Because an error was encountered in the ENDPOINT.INI file, no Console programs, End2End servers, or Qcheck programs are allowed to run tests with this endpoint.

Operator Action Check the documentation for the proper syntax for this keyword and edit the ENDPOINT.INI file appropriately. Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.38 CHR0238

CHR0238: Missing address parameter for the %3 keyword (in %1 at line %2).

Explanation The keyword indicated in %3 requires an address parameter that was not supplied. Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint.

Operator Action Check the documentation for the proper syntax for this keyword and edit the ENDPOINT.INI file appropriately. Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.39 CHR0239

CHR0239: %4 %5 found after %3 keyword (in %1 at line %2).

Explanation The command is not valid after the keyword indicated in %3. Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint.

Operator Action Check the documentation for the proper syntax for this keyword and edit the ENDPOINT.INI file appropriately. Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.40 CHR0240

CHR0240: The address (%4) on the %3 keyword is too long (in %1 at line %2).

Explanation The address indicated in %4 is too long. Addresses must be less than or equal to 64 bytes long. Because an error was encountered in the ENDPOINT.INI file, no Console programs or End2End Servers are allowed to run tests with this endpoint.

Operator Action Edit the ENDPOINT.INI file, using a network address that is the proper length. Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.41 CHR0241

CHR0241: The endpoint does not allow tests from this Console program or End2End Server with an address of %2, and using the %1 protocol.

Explanation The endpoint is not configured to allow tests from this console program or End2End server.

Operator Action Edit the ENDPOINT.INI file on the computer that detected this error. If you are not using ALLOW ALL, ensure the ALLOW protocol keyword specifies the correct address for this Console or server. The address is indicated in the audit log (you may need to turn on SECURITY_AUDITING to turn on auditing).

Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

If you specified a separate Setup Address for this endpoint, be sure to specify the Setup Address for the ALLOW keyword in the Endpoint computer's ENDPOINT.INI file.

3.42 CHR0242

CHR0242: Data received does not validate correctly.

Explanation A running test that had the *validate data upon receipt* run option specified received data from the partner endpoint that failed validation. Either the data was corrupted by the network, or the data files used to send and receive data (that is, those files in the endpoint's cmpfiles\ subdirectory) are not the same on both endpoints in the failed test.

Operator Action Ensure the files in the `cmpfiles\` subdirectory are identical on both endpoints in the failed test. A mismatch can most likely occur when `USERxx.CMP` files were created and used for the test, but were not identical on both endpoints.

If the files are identical, an error occurred in the network that corrupted the data that was sent. This will require further diagnosis — most likely with a protocol analyzer.

3.43   CHR0243

CHR0243: Endpoint %1 is not running or is incorrectly configured. Another endpoint (%2) received this session.

Explanation The computer rejected the incoming `APPC Attach` because the endpoint program was not running on that computer, or the endpoint program has encountered an error.

Likely Causes

- ◆ The endpoint program is not running.
- ◆ If your Console to Endpoint 1 protocol is not APPC and your Endpoint 1 to Endpoint 2 protocol is APPC, you may need to fully qualify your E1 and E2 addresses so the console does not attempt to resolve the APPC address. For example: `LU1` would become `NETA.LU1`.

Operator Action On the computer returning this error, ensure the endpoint is running. If it is, verify whether there are any error log entries in the `ENDPOINT.LOG` file.

3.44   CHR0244

CHR0244: The %3 protocol is not supported by this endpoint (in %1 at line %2).

Explanation The protocol indicated in %3 is not available on this platform or is not supported by this endpoint.

Operator Action Check the documentation for the list of protocols supported by this endpoint.

3.45   CHR0245

CHR0245: The partner program closed the %1 socket connection unexpectedly.

Explanation After a connection had been established, the partner program closed the connection. The program that detected the error expected the partner to continue exchanging data on that connection.

Likely Causes The partner program encountered an error while running a test, but could not report the error on the connection being used for the tests. Most commonly, this error occurs when using TCP, SPX, IPX, RTP, or UDP in a very busy network. If there is a lot of traffic on the network, data is lost. The endpoints will retransmit, but if the congestion is such that all the retransmissions are lost, the endpoints eventually time out. Similarly, if you are running a very large test with just a few computers serving as endpoints, you might get this error. In such cases, TCP may abort connections if data is retransmitted for a given period without an ACK.

Another possible reason for this error is that *validate data upon receipt* was specified as a run option, and data at Endpoint 2 did not validate correctly during the test.

This error also occurs when the send_buffer_size is greater than the endpoint's internal buffer size. For example, in the `FTPGet` and `FTPPut` scripts, the `send_buffer_size` and `receive_buffer_size` are set to 4,096, rather than `DEFAULT`, to emulate the real FTP application. With IPX, the `DEFAULT` value on all endpoints is either 537 or 1,391. Therefore, `FTPGet` and `FTPPut` cannot run using IPX without changing the `send_buffer_size`.

If you are using MVS, Linux, or Sun Solaris as one of the endpoints in a pair and are testing through a proxy firewall, you might get this error. These operating systems do not support using port correlation for scripts with more than one connection because they do not support abortive closes.

Operator Action

Check the error log on the partner computer. It should contain an error log entry indicating the cause of the problem. For example, if data did not validate correctly, CHR0242 messages will be present on the partner computer—indicating data validation failed.

If you suspect data is being lost, do one of the following:

- ◆ Chariot users: Increase the **Retransmission Timeout** or the **Number of Retransmits before Aborting** (both of these are Run Options).
- ◆ End2End users: Edit the datagram parameters of the network connection to increase the Retransmission Timeout. In the Add Network Connection dialog, select **New/List Protocol Parameters** to view the list of defined protocol parameters. Highlight any item on the list and click **Add** or **Edit** to change the values of the **Retransmission Timeout** variable.
- ◆ Use batch reporting instead of real-time. This can substantially reduce the amount of network traffic.

For any protocol, be sure the `send_buffer_size` is less than or equal to the endpoint's actual buffer size.

Follow the recommended Operator Action for the error messages found on the partner endpoint.

3.46 CHR0246

CHR0246: File does not exist or is zero length.

Explanation A data file Chariot attempted to use has a file length of zero or does not exist.

Likely Causes

- ◆ The file was corrupted or truncated by a program other than Chariot.
- ◆ The file was changed (written to) by another program while this program was reading it.

Operator Action Use a backup copy of the file. There is no way to recover a file that has been corrupted or truncated to zero length.

3.47 CHR0247

CHR0247: The APPC Mode Name specified is either invalid or not a configured mode name.

Explanation The mode name is either not configured or is not valid for the partner LU specified.

Likely Causes You specified an incorrect mode name in the **Service Quality** field of the test pair in error.

Operator Action Select a mode name from those currently configured at both LUs in the test.

3.48   CHR0249

CHR0249: A broken pipe encountered while redirecting output.

Explanation This command was run with its output piped to another process. That process ended before this command did.

Operator Action Usually this is caused by pressing `Ctrl+C` or `Ctrl+Break`, which ends the piped process. No intervention is required.

3.49   CHR0250

CHR0250: The LU alias is invalid. An LU alias must be 1 to 8 characters long.

Explanation The LU alias specified must be from 1 to 8 characters long.

Operator Action Specify a valid LU alias. Try configuring all the LU aliases on SNA Server first before defining them here. This helps ensure all the aliases are valid.

3.50   CHR0251

CHR0251: Could not load a required file (%1).

Explanation An attempt to load a required file failed. The name of the file is shown in the %1 variable.

Likely Causes

- Software installation did not successfully complete (file was not found).
- The file is corrupt.
- The file is not located on a local drive.
- The file is not available until after a reboot.

Operator Action Depending on the file type, there are several different potential actions. Identify the file type, and then consult the following list.

- DLL — If the operating system is Windows, the file must be in one of these locations:
- in one of the directories listed in the `PATH` environment variable.
- in the same directory as the Console, End2End server, Qcheck, or endpoint program encountering the error.
- in the `SYSTEM32` subdirectory of the directory where Windows is installed (usually either `WINDOWS\System32` or `WINNT\System32`).
- `.NLM` — Ensure the named NetWare Loadable Module (NLM) is installed in the location specified in this error message.
- `.SYS` or `.VXD` — Ensure the file is in the same directory as the Console, End2End server, Qcheck, or endpoint program encountering the error. For Windows NT and later, also ensure the drive from which the program is being run is not a LAN drive, and if it is, reinstall the software on a local drive. If the software is being installed for the first time, or being reinstalled to a different directory, rebooting the system may solve the problem.
- `.so` — Ensure the file is in the same directory as the endpoint program or the system library directories. If the file is `libpthread.so`, run the following commands as root:
  `cd /usr/lib`

```
ln -s ../../libpthread.so.0 libpthread.so
```

The `libpthread.so` link is needed by the endpoint to set the thread stack size to a value smaller than the system default. If you want to run tests with a large number of pairs, you must create the link.

3.51 CHR0252

CHR0252: Could not load required function (%1).

Explanation An attempt to dynamically access a function failed. The name of the function is shown in the %1 variable.

Likely Causes

- The required NLMs or DLLs are from different levels.
- The function exists only in recent versions of the library.

Operator Action Ensure all endpoint NLMs or DLLs are from the same build level. Issuing the `MODULES` commands at the NetWare console shows the version of all loaded NLMs. Either rebooting or reinstalling and rebooting should restore NLMs or DLLs to the same level.

For Linux, if the function is `pthread_attr_setstacksize`, ensure you have a recent version of `libpthread`. This function is needed by the endpoint to set the thread stack size to a value smaller than the system default. If you want to run tests with a large number of pairs, you must install a recent version of `libpthread`.

3.52 CHR0253

CHR0253: Errors occurred trying to process the timing records received from Endpoint 1.

Explanation A timing record sent by Endpoint 1 was rejected by the Console or by Qcheck. This is usually due to a severe error that causes the software to be out of sync.

Operator Action Rerun the test or assessment.

3.53 CHR0254

CHR0254: The IPX/SPX communications subsystem is not installed. No attempts to retry will occur. Ignore this message if you are not using IPX/SPX.

Explanation An NLM needed for IPX/SPX to run was not loaded. This can occur when IPX/SPX support is not installed on the computer.

Operator Action First check which computer detected the error. Ensure TLI.NLM and SPXS.NLM are loaded on the NetWare Server.

To avoid seeing this message at endpoints where IPX/SPX is not installed, change the following line in the `ENDPOINT.INI` file:

```
ENABLE_PROTOCOL ALL
```

to enable only the protocols actually installed on that computer. The `ENDPOINT.INI` file is described in the *Performance Endpoints User Guide*.

3.54   CHR0255

CHR0255: The endpoint does not allow tests from any Console, End2End Server, or Qcheck.

Explanation The endpoint is not configured to allow test flows from any Console program or End2End Server. The most likely cause is an error in the ENDPOINT.INI file at the endpoint, or else the ENDPOINT.INI file has been deleted.

Operator Action Find the ENDPOINT.INI on the computer that detected this error. If it is not on the endpoint computer, replace it from another endpoint that is the same version and operating system.

Check the ENDPOINT.LOG file for errors in processing ENDPOINT.INI, which may have caused the endpoint to reject all requests.

Stop the endpoint and restart it, using the updated ENDPOINT.INI file. The ENDPOINT.INI file is described in the *Performance Endpoints User Guide*.

3.55   CHR0256

CHR0256: An endpoint LU alias name (%1) is not known by the Chariot Console, End2End Server, or Qcheck. **Explanation**

An APPC LU alias was used for an endpoint network address. Either APPC is not installed on the Chariot Console, End2End Server, or Qcheck computer, or no APPC alias with the name given is in the APPC configuration.

Another possible cause: the endpoint may have been restricted from using APPC in the ENDPOINT.INI file.

Operator Action Do one of the following:

- ◆ Change the endpoints alias name to match a configured APPC alias.
- ◆ Use fully qualified LU names for Endpoint 1 and Endpoint 2 to remove the need for the Chariot Console, End2End server, or Qcheck to convert LU aliases to fully qualified LU names. Do not specify APPC as the protocol used to connect to Endpoint 1 if APPC is not installed on the console or server computer.

See your APPC documentation for information about defining LU aliases.

3.56   CHR0257

CHR0257: The APPC Subsystem abended. User intervention may be required to restart.

Explanation The Chariot console, End2End server, or Qcheck received notification that its local APPC subsystem encountered an internal error and has abended. The console or server may be stuck forever waiting for the APPC subsystem to respond. Follow the operator actions below to ensure the APPC subsystem is returned to normal processing.

Likely Causes If detected on a Windows NT or Windows 2000 computer using SNA Server, the SNA Server became overloaded and failed, often with event 706 logged on the SNA Server computer. This indicates SNA Server cannot keep up with the traffic load and has aborted the connection to the client. This condition is most prevalent in connections between two SNA Server Client computers.

Operator Action Examine the error log to determine the reason for the abend. First check which computer detected the error.

If the computer is running Windows, check the Windows Event Log on the computer detecting the error, or if using SNA Server, on the computer where SNA Server is installed. There should be events logging the failure that occurred.

Occasionally, SNA Server does not correctly notify both sides of the conversation and will leave one side active and the other side inactive. In this case, the Console does not return to a normal stopped state (that is, the status line does not report `Stopped`). In this case, manually deactivate the conversation using the SNA Server Manager. Using this program, select the console's LU from the list by double-clicking on it, (the Chariot Console uses an LU named `CHARIOT` by default), click the **Status...** button, locate the partner LU and mode used for the **Console to Endpoint 1** connection, and click **Zoom** to display all conversations that are still active. If any are listed, select them one at a time and click **Deactivate**. When you have finished, the Chariot Console should return to a normally stopped state.

3.57   CHR0258

CHR0258: Unable to write %1.

Explanation An attempt to write a GIF associated with an HTML file failed.

Likely Causes

- ◆ The monitor is set to display more than 256 colors.
- ◆ The target drive is out of disk space.

Operator Action Do one of the following:

- ◆ Set the color palette to 256 colors or fewer.
- ◆ Make space on the target drive or save to another disk.

3.58   CHR0259

CHR0259: Unexpected printer error.

Explanation The operating system returned an error while attempting to print.

Likely Causes This error is generally caused by an incorrectly installed printer driver.

Operator Action Consider one of these actions:

- ◆ Consider selecting another printer from the list of available printers.
- ◆ Check the viability of the current printer driver or reinstall the printer driver.

3.59   CHR0260

CHR0260: Sense data is 08400007. An APPN directory request cannot locate the partner computer.

Explanation This message provides additional information about a connection establishment error. For more information, see CHR0127.

Operator Action See the sense code documentation for SNA sense data 08400007 for more information.

3.60 CHR0261

CHR0261:

```
Opcode: %1
VTAM RTNCD and FDB2: %2
APPC primary return code: %3
APPC secondary return code: %4
APPC sense data: %5
Partner LU name: %6
Service Quality: %7
Partner TP name: %8
```

This error message provides detailed information about an APPC error.

3.61 CHR0262

CHR0262:

```
Opcode: %1
VTAM RTNCD and FDB2: %2
APPC primary return code: %3
APPC secondary return code: %4
APPC sense data: %5
```

This error message provides detailed information about an APPC error.

3.62 CHR0263

CHR0263:

```
Opcode: %1
VTAM RTNCD and FDB2: %2
APPC primary return code: %3
APPC secondary return code: %4
APPC sense data: %5
Local LU name: %6
Partner LU name: %7
Service Quality: %8
Partner TP name: %9
```

This error message provides detailed information about an APPC error.

3.63 CHR0264

CHR0264: Port number %1 is already in use or access denied.

Explanation The specified port number has already been bound by another application or is not allowed to be used by the operating system.

Likely Causes

- Another running application, such as FTP, has bound to this port.
- The Console program itself has bound to this port, for use in setting up tests.

- This pair is using a datagram protocol: IPX, RTP, or UDP. Only one pair at a time can use a port number for each datagram protocol. For example, only one pair at a time can use UDP with port number 1234; however, another pair can be using IPX with port number 1234.

- Multiple pairs between the same endpoints are using identical source and destination ports. Although the source and destination ports may be different, multiple pairs between the same endpoints cannot share the same port numbers.

- Some endpoints only allow one pair at a time with the same port number. These endpoints are HP-UX (before version 3.0), Linux (before version 3.0), and MVS.

- Some operating systems deny the use of low-numbered ports. Sun Solaris is an example.

Operator Action Some possible ways to avoid the problem are:

- Stop the application that has bound the port.

- Change the test or assessment setup to use unique port numbers on different endpoint pairs.

- Change the test or assessment setup to use different higher-numbered ports.

3.64 CHR0265

CHR0265: Sense data is 08570003. A VTAM LU is not active or the endpoint on MVS is not running.

Explanation This message provides additional information about a connection establishment error. For more information, see CHR0127. Most likely you are attempting to use a mainframe-based endpoint that is not active.

Operator Action See the sense code documentation for SNA sense data 08570003 for more information.

3.65 CHR0266

CHR0266: An attempt to start an APPC session for a mode that is past the session limit.

Explanation A new APPC session was being activated when this error occurred. Activating this session would exceed the negotiated session limit for the mode being used.

Likely Causes This error is because more pairs were attempted than could be handled by the current APPC configuration.

Operator Action View the mode limit configuration on the computers at both sides of the attempted session. Because the mode limits are negotiated down to the lowest value of either side, either one side or both need to be adjusted.

For more information, see "Defining Modes for Large APPC Tests" in the *User Guide for Chariot*.

3.66 CHR0267

CHR0267: The MVS VTAM interface for APPC did not initialize correctly. Reason = %1.

Explanation The open VTAM ACB request did not complete successfully.

Likely Causes This can occur because the VTAM APPLIDs specified in the JCL EXEC parameters are not defined or active to VTAM.

The probable reasons for failure are the following:

- Invalid name for `APPLID`
- Getmain for ACB storage failed
- `GENCB` for ACB failed
- Open failed for ACB
- `SETLOGON` failed for ACB
- `INTERNAL`: ACB name not found
- `INTERNAL`: Status = `TPEND`

Operator Action Ensure the ACB names are defined in `SYS1.VTAMLST` and varied active. Some useful information may be provided on the MVS operator console.

3.67   CHR0268

CHR0268: You must be the root user to run this command.

Explanation Only the root user can run the endpoint command.

Likely Causes You are not logged into the UNIX system as the root user.

Operator Action Log in or "su" to the root user and retry the command.

3.68   CHR0269

CHR0269: The %1 receive request timed out.

Explanation An endpoint was contacted to begin a test but did not receive all the necessary information to begin the test within a 15-minute period.

Likely Causes

- The test was abandoned during initialization.
- Endpoint 1 was unable to contact the Endpoint 2 during test setup.

3.69   CHR0270

CHR0270: Error creating a shared memory identifier.

Explanation An error occurred while attempting to get a shared memory identifier.

Likely Causes This error probably occurred because a file was too large to be loaded into shared memory. The file is specified by the `send_datatype` variable in the script for this test pair.

Operator Action Increase the maximum shared memory segment size or use a different `send_datatype`.

3.70   CHR0271

CHR0271: Performance problem. Scheduled test skipped because previous test still running.

Explanation An endpoint has skipped a scheduled End2End test because the test was still running from a previous time period.

Likely Causes

- The test script associated with the test has been modified to send so much data or run so many timing records that it now takes longer to run than the configured testing interval.
- A major change in network or service performance is now causing a previously valid test to run longer than the configured testing interval. For example, a test that is scheduled to run every minute on a T1 link might normally take two seconds to execute, but if the T1 link fails and a 33.6K modem line takes over, the test will now take over 60 seconds to run and will interfere with the next scheduled test time.
- A protocol stack is excessively slow to determine a failure.
- The endpoint or a network connection it is using is overcommitted to the point where multiple tests for the same connection are overlapping.
- The clock time on Endpoint 1 or the engine has been changed drastically, causing tests that were scheduled to run during the time delta to be skipped.

Operator Action Examine the script, normal execution time, and configured test interval values for the connection in question. Either shorten the amount of data or number of timing records in the script, or lengthen the interval between tests. Also, examine the number of tests being run on the endpoint in question and remove some if excessive.

3.71   CHR0272

CHR0272: The remote endpoint contacted does not support End2End functions.

Explanation The endpoint that was contacted does not support the base functionality needed to operate with End2End. This program will not be able to run tests to this endpoint until it is upgraded.

Likely Causes: The endpoint has not been upgraded from a Chariot-only endpoint to the level required to support End2End.

Operator Action Upgrade the identified endpoint to the latest level of endpoint software. If the endpoint is confirmed to be at the latest level, see message CHR0122 for further diagnostic information.

3.72   CHR0274

CHR0274: The End2End database is not responding.

Explanation End2End Configuration is unable to communicate with the End2End Database Server.

Likely Causes The End2End Database Server has not completed initialization. There is one likely cause and one less likely cause:

- The End2End Server starts four Windows Services when you restart Windows. These may take up to two minutes to load fully. If you try to use the End2End Configuration immediately after rebooting, you may get this message, which says the database has not been started.

- There is an internal error in End2End, which is causing the database to fail.

Operator Action Exit End2End Configuration, wait a minute or so, then try again. If this does not work, there may be an internal failure. Contact NetIQ Technical Support.

3.73 CHR0275

CHR0275: An End2End component is exceeding its retry count and cannot be restarted. The component is %1.

Explanation The End2End Server service restarts its subcomponents and required services if they should fail. If they fail too often in too short a time, they are not restarted, and this error is generated.

Likely Causes The subcomponent has encountered system errors or has program bugs.

Operator Action Check the error logs for the underlying causes.

3.74 CHR0276

CHR0276: The End2End server is running low on disk space. Space available is %1 percent.

Explanation The drive on which the End2End server is installed is running low on disk space. This message is first displayed when available disk space is reduced to 10%, and is repeated at 5%, 4%, 3%, 2%, and 1% remaining available disk space.

Likely Causes The End2End database, where results and reports are stored, has used up almost all the available disk space on the End2End server's drive.

Operator Action Free up disk space by removing non-End2End data from the partition that contains the End2End database. Delete disabled connections (or enabled connections no longer in use). Deleting connections causes their performance results to be discarded, which will free up disk space.

3.75 CHR0277

CHR0277: Performance problem. Scheduled test skipped because it is past time to run next test.

Explanation An endpoint has skipped a scheduled End2End test because it is already past time to run the next test for the same connection.

Likely Causes

- The test script associated with the test has been modified to send more data or run more timing records than before. The current test configuration now takes longer to run than the test interval (the number of minutes between test runs).

- A major change in network performance is now causing a previously valid test to run longer than the configured testing interval. For example, a test that is scheduled to run every minute on a T1 link might normally takes twp seconds to execute, but if the T1 link fails and a 33.6K modem line takes over, the test will now take more than 60 seconds to run and will interfere with the next scheduled test time.
- A protocol stack is excessively slow to determine a failure.
- The endpoint or a network connection it is using is overcommitted to the point where multiple tests would overlap.
- The clock time on Endpoint 1 or the engine has been changed drastically, causing tests that were scheduled to run during the time delta to be skipped.

Operator Action Examine the script, normal execution time, and configured test interval values for the connection in question. Either decrease the amount of data or number of timing records in the script, or lengthen the interval between tests. Also examine the number of tests being run on the endpoint in question and remove some if excessive.

3.76   CHR0278

CHR0278: The End2End database is not responding.

Explanation The End2End database server is not responding to requests.

Likely Causes There are three possible causes:

- The most likely cause is the End2End database server is not running.
- A second potential cause is there is no valid network path to the End2End database server, or the user has specified an incorrect network path.
- You were disconnected by another user.

Operator Action Restart the End2End database server using the Services Control Panel. Restore a valid network path to the End2End database server. Exit the End2End Configuration and sign on again.

3.77   CHR0279

CHR0279: One or more End2End services are not available.

Explanation The Windows service for the End2End Server, End2End Database Server, and/or the Web server used by End2End is not active.

Likely Causes One or more of three Windows services (End2End Server, End2End Database Server, or the Web server used by End2End) is not running.

Operator Action At the End2End server, open the Windows Services control panel and restart the End2End Server, End2End Database Server, and World Wide Web Publishing Service. You can also restart the Web server using the Microsoft Internet Service Manager (restart the WWW service).

3.78   CHR0280

CHR0280: Unable to start End2End Configuration; access denied or host is unknown.

Explanation End2End Configuration contacted the Web server used by End2End to authenticate your username and password. The authentication process failed or the Web server could not be reached.

Likely Causes

- Incorrect password.
- Your username was not defined in the End2End Administrators group.
- Windows has locked your user account out.
- The IP address for the End2End Web server is not valid.
- The port number for the End2End Web server is not valid.
- There is no valid network path to the End2End Web server.
- The Web server used by End2End is not running.
- The Web server used by End2End is too busy to respond.
- The Web server needed by End2End does not exist (has not been installed).
- The Web server is installed, but the End2End server is not installed on the same computer.
- The Web server is not set up properly.

Operator Action Ensure the Windows username and password you are using are valid for the domain (if specified). Ensure the username has been added to the End2End Administrators group at the End2End server computer. If necessary, reset the user account. Ensure you have a valid address and port number for the End2End server (the usual port number for Web servers is 80). Restore a valid network path to the End2End server.

Check the configuration (directory settings) of the Web server used by End2End. A section in the "Installing End2End" chapter of the *End2End User Guide* should be helpful in setting up the proper Web server configuration. IIS 4.0 and PWS 4.0 require Basic Authentication and the correct End2End home directory.

At the End2End server computer, open the Services program in the Windows Control Panel, and restart the End2End Server, End2End Database Server, and World Wide Web Publishing service. You can also restart the Web server using the Microsoft Internet Service Manager (restart the WWW service).

3.79   CHR0281

CHR0281: The MVS VTAM interface encountered an internal error. Reason = %1.

Explanation The endpoint has encountered an internal error while working with VTAM.

Likely Causes

- 21: Queue processing error while deleting TP
- 31: 0-length TP name during Define TP
- 32: TP name length error during Define TP

Operator Action Most of these errors indicate "should not occur" conditions that cannot be affected by operator action. Some useful information may be provided on the MVS operator console. For more information, contact NetIQ Technical Support.

3.80 CHR0282

CHR0282: Due to previous errors on the Security Audit file, the audit function is now disabled.

Explanation The endpoint has encountered an unrecoverable file system error while writing security audit data.

Likely Causes

- Disk full
- User file limit exceeded
- File allocation limit exceeded
- Permanent I/O error on disk

Operator Action Additional information may be available from operating system logs. Check to see if hardware problems are indicated.

Otherwise, make space available for the audit file by moving it to a different device or partition, by deleting other files, or by increasing allocation limits.

3.81 CHR0283

CHR0283: The specified Quality of Service setting cannot be satisfied for the connection.

Explanation The service provider could not satisfy the Quality of Service (QoS) specified for the test.

Likely Causes The values specified in the QoS template cannot be satisfied under current network conditions. Or, the QoS template name does not exist on the endpoint.

Operator Action Modify the values configured for the QoS template or the template name. Otherwise, run the test or assessment again to see if the network can now satisfy the specified quality of service setting.

3.82 CHR0284

CHR0284: An error occurred while running a quality of service test.

Explanation The Quality of Service (QoS) provider reported an error. The error number can be found in the detailed error message information.

Likely Causes

- An error occurred due to lack of network resources.
- There was a problem with some of the values in the QoS template.

Operator Action To solve the underlying problem, you must first find the communications error value, which should be in a second message returned along with this message. You need to look for this `errno` value in the appropriate platform documentation.

3.83 CHR0285

CHR0285: The endpoint could not join the multicast group with multicast address %1 and network address %2.

Explanation An error was reported by the TCP/IP stack when the endpoint tried to join the IP Multicast group.

Likely Causes The endpoint was using `localhost` or `127.0.0.1` for the endpoint network address. Using `localhost` also causes the TCP/IP stack to return errno 10055.

Operator Action Ensure the Endpoint 1 or Endpoint 2 address is not `localhost` or `127.0.0.1`. Windows and Linux do not allow these addresses to be used when joining an IP Multicast group.

3.84 CHR0286

CHR0286: This program requires Microsoft WinSock 2 support.

Explanation The Chariot Console or Qcheck on Windows 95 requires WinSock 2 installed for TCP or SPX support.

Operator Action The WinSock 2 stack may be downloaded from the Microsoft Web site.

3.85 CHR0287

CHR0287: The authorization key entered does not match the registration number and license code.

Explanation The authorization key you entered is not valid.

Operator Action Ensure the authorization key you entered is the same as the authorization key you received from the NetIQ Registration Center.

For retail versions, you must register the product with the NetIQ Registration Center to receive an authorization key. Contact information for the Registration Center can be found on the inside of your product's CD case. You may use this software as a time-limited evaluation while you are requesting your authorization key. The evaluation period is 15 days.

Upon contacting the NetIQ Registration Center, you will be asked for a registration number and a license code. The registration number can be found on the Registration Card you received upon purchase. For existing customers, the license code is provided on the initial screen displayed when starting the product. After providing this information to the Registration Center, you will receive an authorization key that will activate the retail version of the product.

For evaluation versions, leave the registration number field empty. Each time you start the product, the dialog box displays the number of days remaining in the evaluation period. After the evaluation period is over, you will not be able to start the product without entering a registration number and authorization key. If you later purchase the product, obtain an authorization key, as described above, and use the registration number provided by your sales representative. You do not have to reinstall the software after you purchase the product.

If the authorization key does match and this problem persists, contact NetIQ Technical Support.

3.86 CHR0288

CHR0288: Invalid Application Scanner Trace file

Explanation The selected file cannot be opened or read by Application Scanner.

Likely Causes The Application Scanner Trace file may be corrupted. The Application Scanner Trace file stores all WinSock API calls made during the trace. Application Scanner uses the API calls stored in this file to create a script and generate the Application Modeling statistics.

The line trace file may be corrupted or not be from a support analyzer. Only line traces from Ethernet or Token-Ring networks, in specific formats, using the TCP or UDP protocols can be read by Application Scanner.

Operator Action Choose a valid Application Scanner Trace file or line trace file. Try the trace again. If the problem persists, contact NetIQ Technical Support and provide the Application Scanner trace file or line trace in question.

3.87 CHR0289

CHR0289: The application being traced has multiple simultaneous socket connections.

Explanation The application had more than one connection active simultaneously.

Operator Action Either limit the application transaction to one active connection when the trace is performed, or specify a destination port if the transaction can be limited to a specific port.

3.88 CHR0290

CHR0290: This transaction has both TCP and UDP connections.

Explanation Datagram traffic and connection-oriented traffic are both present in this transaction.

Operator Action Use the destination port to limit the script to either the UDP (datagram) traffic or the TCP (connection-oriented) traffic.

3.89 CHR0291

CHR0291: Sends or receives found outside of an existing connection.

Explanation Send or receive commands were in this transaction from a previously established connection.

Likely Causes The application established a connection before the transaction being traced, and is sending data over the connection. The trace may have been started too early, or else it traced too many calls.

Operator Action Either trace a shorter application transaction or trace a longer application transaction based on the SENDS and RECEIVEs in the application transaction.

3.90   CHR0292

CHR0292: The traced application set up UDP connections with multiple destinations.

Explanation The application transaction being traced is communicating with multiple destinations. Datagrams are being sent to or received from multiple destinations.

Operator Action Limit the application transaction to one destination.

3.91   CHR0293

CHR0293: The captured trace has too many commands to create a script.

Explanation The captured trace resulted in more than 1300 commands. Application Scanner cannot create a script. Chariot and End2End cannot load scripts with more than 1300 commands.

Operator Action Evaluate the application transaction traced and try to break the transaction into multiple application transactions. Go back to the Application Scanner Select Application dialog box and create a trace for each application transaction. If one of the scripts generated is still too long, try to break the transactions down even further. You can then use the multiple scripts to test the application tasks.

3.92   CHR0294

CHR0294: A script cannot be generated from the WinSock API calls recorded in the Application Scanner trace file.

Explanation The trace did not contain WinSock API calls that would generate a script. A connection must be established, or data must be sent and received to create a script.

Likely Causes There are two possible causes:

- ◆ A CONNECT WinSock call was not issued on the port specified on the Change User Settings dialog box.
- ◆ The application you were tracing did not make any CONNECT, SEND, or RECEIVE WinSock calls in the trace.

Operator Action

If you are using port filtering, either deselect the **Select a Port to Trace** option on the Change User Settings dialog box, or change the port you are tracing.

If you are not using port filtering, or if making these changes does not produce a script, restart the trace and perform a transaction that includes one of these WinSock calls. You may also need to increase the length of the trace.

3.93   CHR0295

CHR0295: The application being traced made an ACCEPT API call.

Explanation The application is receiving incoming connections. Scripts can only be created for programs that initiate connections.

Operator Action If possible, limit the application transaction so the commands are not present. Trace the application on the initiating side instead of the receiving side.

3.94 CHR0296

CHR0296: An unexpected error occurred.

Explanation A system error occurred.

Likely Causes An internal error.

Operator Action Refer to the `TRACE.LOG` error file for information on the error. Send the error file to the NetIQ Technical Support.

3.95 CHR0297

CHR0297: The file or path name being used by the Application Scanner is too long.

Explanation The file or path name being used by Application Scanner is too long.

Likely Causes A directory or filename of `*.AST` was too long.

Operator Action Contact NetIQ Technical Support to report the problem.

4 Messages CHR0300 - CHR0399

In the following message descriptions, %*N* (where *N* indicates a number like 1 or 2) in the message text indicates a replacement variable. When a NetIQ program shows the message, data pertaining to the error is shown in its place.

4.1 CHR0301

CHR0301: A "process not found" error occurred.

Explanation A process ID could not be found. The selected process did not make any WinSock calls.

Likely Causes A process ID search failed.

Operator Action An internal error occurred; contact NetIQ Technical Support.

4.2 CHR0302

CHR0302: The process, %1, no longer exists or could not be opened.

Explanation An `OpenProcess` call was made on a process ID that did not exist or could not be opened.

Likely Causes A process or application you selected to trace was terminated.

Operator Action Because Application Scanner can only trace a specific instance of a program,

restart the program and then set up another trace. Select another process to trace.

4.3 CHR0303

CHR0303: The Application Scanner Trace file %1 could not be deleted.

Explanation The default Application Scanner Trace file could not be deleted. The Layered Service Provider (LSP) records all WinSock API calls made during a specific trace in the default trace file. Before a file can be created for a trace, the Application Trace file for the previous trace must be deleted.

Likely Causes

- The Layered Service Provider has not closed the Application Scanner Trace file from a previous trace. The file cannot be deleted if the file is in use.
- Another application is using the trace file. The file cannot be deleted if the file is in use.

Operator Action Close all applications you were previously tracing and all applications that could be

using the Application Scanner Trace file. Restart the trace.

4.4 CHR0304

CHR0304: An error occurred using WinSock 2.

Explanation The software that provides the WinSock 2 API is not installed or operating properly on the computer.

Operator Action There is an internal error. Contact NetIQ Technical Support to report the problem.

4.5 CHR0305

CHR0305: The Layered Service Provider software is not installed properly.

Explanation Application Scanner could not detect its Layered Service Provider (LSP) software. In Windows, LSP software consists of one or more DLLs installed between the protocol stack software and the WinSock API. Application Scanner cannot create scripts unless its LSP software is installed properly.

Likely Causes

- The Layered Service Provider was manually uninstalled from the computer.
- The installation was not successful, and the LSP software was not installed.
- The Application Scanner executable program is being run on a computer where it was not properly installed.
- A required DLL file in the Windows system directory has been deleted (file `GCAPOUT.DLL` or `GCAPTURE.DLL`).

Operator Action Reinstall Application Scanner.

4.6 CHR0307

CHR0307: Problem encountered with Application Scanner trace file (%1).

Explanation There is a problem with the Application Scanner trace file. If message CHR0192 accompanies this error, an operating system return code provides further diagnostic information.

Likely Causes The disk is full or the Application Scanner trace file cannot be accessed. For example, the file is write-protected.

Error Code 112 indicates the file is being written to a disk that is full. Error Code 1450 indicates insufficient system resources. Try closing some applications.

Operator Action Ensure the disk contains enough space to create the trace file. If necessary, free

some space. If the disk contains enough space, send the `TRACE.LOG` file to NetIQ Technical Support.

4.7 CHR0308

CHR0308: LSP source file is %1 and the line number is %2.

Explanation An internal error occurred in the Layered Service Provider for the application you are tracing.

Operator Action

- Contact NetIQ Technical Support to report the problem.
- Exit Application Scanner and the application you are tracing. Use the Select Application dialog box to set up a new trace and trace the transaction again. If this does not work, reinstall Application Scanner. This will reinstall the Layered Service Provider and may fix the error.

4.8 CHR0309

CHR0309: The combination of Application Script or Service Script and schedule on connection %1 is too large to send to the endpoint.

Explanation The size of the Application Script or Service Script plus schedule information has exceeded the size that can be sent to the endpoint.

Likely Causes

- Your schedule looks too much like a checkerboard; it has a large number of noncontiguous timing squares selected.
- The Service Script has too many transactions, or too much post data.

Operator Action Perform one or more of the following:

- Modify the schedule to have longer blocks of time and increase the test interval accordingly.
- Alternatively, select one of the End2End preset schedules.
- Reduce the number of transactions in the Service Script, or reduce the amount of post data specified.

4.9 CHR0310

CHR0310:

```
Partner address: %1
Service Quality: %2
Partner port number: %3
Communications errno: %4
Call: %5
%6
```

This error message provides call stack information about an unexpected communications error.

4.10 CHR0311

CHR0311: %3 is not a valid parameter for the %4 keyword (in %1 at line %2).

Explanation %3 is not a valid number of milliseconds for the %4 keyword. Because an error was encountered in the `ENDPOINT.INI` file, no Console programs are allowed to run tests or assessments with this endpoint.

Operator Action Edit the `ENDPOINT.INI` file at the endpoint to supply a number of milliseconds

between 0 and 2,147,483,647. Stop the endpoint and restart it, using the updated `ENDPOINT.INI` file.

4.11 CHR0312

CHR0312: The application monitoring functionality is not fully activated.

Explanation An endpoint was unable to fully activate the system components needed to provide full application monitoring support, or a temporary condition has occurred that will cause loss of data sampling.

Likely Causes There are many possible causes. One likely cause is that the endpoint has been installed without the optional application monitoring support, or the endpoint has not been restarted after installation. The `endpoint.log` file, which resides on the endpoint computer, contains more detailed information.

Operator Action Reinstall the endpoint and install application-monitoring support. Then restart the endpoint computer.

4.12 CHR0313

CHR0313: The Application Scanner trace file version (%1.%2) is not supported by version %3.%4.

Explanation The Application Scanner trace file is not recognized by this version of Application Scanner.

Likely Causes The Application Scanner trace file was created by a different version of Application Scanner.

Operator Action Create the trace with this version of Application Scanner.

4.13 CHR0314

CHR0314: The Application Scanner trace file reached the file limit of %1 MB.

Explanation The Application Scanner trace file reached the file limit.

Likely Causes The trace was allowed to run longer than intended.

Operator Action Select a shorter transaction to trace or increase the file size limit. Increase the file size limit by accessing the Change User Settings dialog box from the **Options** menu. The default file size limit for trace files is 1 MB, which should be large enough for almost all traces of single transactions. The upper limit is 32 MB.

4.14 CHR0315

CHR0315: A %1 license could not be obtained because %2. The reason code is %3.

Explanation A product license could not be obtained. A valid license is required to run NetIQ products.

Likely Causes The reason codes are defined in the following table. If the reason code is not in the table, contact NetIQ Technical Support.

Reason Code	Meaning
0	The Primary Error Message gives the reason. If this is not adequate, contact NetIQ Technical Support.
2	The license file is corrupt.
5	No such feature exists.
8	The license file contains an invalid authentication key.
9	This computer is not authorized to use the license.
10	The license has expired.
11	The license file contains an invalid activation/expiration date.
21	The license is for an earlier version of this product.
31	The activation date for the license has not been reached.
73	The license was previously deregistered.
90	Future license file format or misspelling in license file
99	The license file contains an invalid decimal license.
500	The authorization key is invalid. It may have been made incorrectly.
501, 502	The authorization key is invalid. It may have been entered or transcribed incorrectly.

Operator Action

- Reason codes 2, 5, 8, 11, 90, and 99 indicate the product license file may have been damaged or constructed improperly. You may need to obtain a new authorization key from the NetIQ Registration Center.

- Reason code 9 indicates the authorization key is for a different computer. Deregister the software on the computer where it was first registered and then register on this computer. Or else a RAID disk array is enabled on the computer where you installed the software. For more information, access the NetIQ Knowledge Base article **NETIQKB124** at **www.netiq.com/ support**.

- Reason code 10 indicates the authorization key has expired. Contact NetIQ Technical Support to obtain a new authorization key.

- Reason code 21 indicates the license is for an earlier version of the software. The registration number or authorization key you entered may have been for a previous version. They are no longer valid.

- Reason code 31 may indicate the date on your computer has changed so that your product license appears to be invalid. Try changing the date on the computer to accurately reflect the current date.

- Reason code 73 indicates the license was previously deregistered and voided on this computer. Follow the instructions to reregister and enter the license information. If you are still unable to register, the license may be in use by another computer or may no longer be usable. Contact NetIQ Technical Support to obtain a new license.

- Reason code 500 indicates there was a problem making the authorization key. Report this problem to the NetIQ Registration Center and obtain a valid authorization key.

- Reason codes 501 and 502 may indicate the authorization key was entered or transcribed incorrectly. Verify the key is correct and try re-entering it.
- If you cannot resolve the problem, please note the entire error message and reason code, save the license file, and contact NetIQ Technical Support.

4.15 CHR0316

CHR0316: Error working with the test file %1. Pair %2, %3 to %4

This is an advanced message providing more information about a pair failure.

4.16 CHR0317

CHR0317: Mismatch between file versions (%1:%2, %3:%4).

Explanation The listed files are incompatible with each other due to their different versions.

Likely Causes

- Application monitoring files (`ENDPOINT.VXD`, `ENDPOINT.SYS`, `ENDPTND3.SYS`, `ENDPTND5.SYS`) were still active when they were updated to a new version.
- Application monitoring files and the endpoint were not installed from the same release of the endpoint software.

Operator Action If you have not rebooted since installing updated endpoint software, doing so may solve the problem by allowing the latest code to be loaded from the hard drive. If this does not solve the problem, your product software needs to be replaced with compatible versions. Contact NetIQ Technical Support.

4.17 CHR0318

CHR0318: The monitored application profile conflicts with an application already being monitored by the endpoint.

```
Requested port range: %1 - %2
Requested transaction model: %3
Requested delay value: %4
Existing port range: %5 - %6
Existing transaction model: %7
Existing delay value: %8
Conflicting server: %9
```

Explanation A port can only be associated with one application profile. The endpoint has detected that an application profile already exists for one or more ports in the requested ranges and the parameters of the existing profile do not match the requested application's profile exactly.

Likely Causes Multiple End2End servers may be monitoring applications, but the user-defined applications are not consistent.

Operator Action Change the application's profile to match the one already being monitored exactly, or disable the application already being monitored, and then enable the new application.

4.18   CHR0319

CHR0319: An invalid %1 message was received from server %2.

Explanation The endpoint received a message that was not valid for the specified protocol.

Likely Causes The server software is not installed properly or is not at the latest software level recommended by the manufacturer.

Operator Action Ensure the server software is at the latest level recommended by the manufacturer. For HTTP protocol problems, ensure Web pages on the server can be displayed correctly using a Web browser. If the problem persists, contact NetIQ Technical Support.

4.19   CHR0320

CHR0320: An unsupported request was received at the endpoint.

Explanation The endpoint was asked to execute a command it does not support or does not recognize.

The Console program or End2End server was able to connect successfully to the endpoint program in question. However, the endpoint program did not have the level of function needed to satisfy the request.

Likely Causes This error may be returned when the Console or the End2End Server is connected to older versions of endpoints or endpoints that do not support the function required for the test. If the endpoint is not at the latest version, this problem might be corrected by upgrading to the latest version. However, due to differences in operating systems, even the latest versions of the endpoint might not support the requested function.

Operator Action Consult the endpoint documentation for specific information about which functions are supported for each operating system. If the endpoint in question is not at the latest level, updating to the newest version might provide the required support.

4.20   CHR0322

CHR0322: The endpoint issued a %1 command to server %2 for the file %3, but the command was rejected with error code %4.

Explanation The endpoint issued a request for a file, but the server rejected the request.

Likely Causes The file specified does not exist on the server or is corrupt. Or, this endpoint does not have the proper permissions to access the file.

Operator Action Ensure the server is configured properly and the file exists on the server. For HTTP GET commands, the endpoint computer must be allowed access to the directory where the file exists. The directory should not be password-protected. Ensure the file can be displayed correctly using a Web browser. Check the accompanying messages to view the server error message. If the problem persists, contact NetIQ Technical Support.

4.21 CHR0323

CHR0323: The transaction model for a monitored application is unrecognized or is not supported by the endpoint.

```
Requested port range: %1 - %2
Requested transaction model: %3
Requesting server: %4
```

Explanation The endpoint has been asked to perform application monitoring using a transaction model that the endpoint does not recognize or does not support.

Likely Causes The endpoint software is not the latest level.

Operator Action Upgrade the identified endpoint to the latest level of endpoint software. If the endpoint version is correct, there may be an internal problem. Contact NetIQ Technical Support.

4.22 CHR0324

CHR0324: A requested function is not available in this version of the operating system.

Explanation This message provides additional information about an error. The function referred to in the primary message is not available on this specific version of the operating system.

Operator Action See your product documentation, or contact NetIQ Technical Support for information about which versions of the operating system are supported for the function in question.

4.23 CHR0325

CHR0325: The End2End Configuration application encountered an error during initialization.

Explanation An unexpected error occurred during program initialization.

Likely Causes Out of memory, disk space, or other resources.

Operator Action Contact NetIQ Technical Support.

4.24 CHR0326

CHR0326: No supported network adapters are available.

Explanation No supported network adapters using TCP/IP were found.

- No network adapters are installed in the computer.
- The adapters are not configured for TCP/IP.
- The adapters are unsupported. Currently, only Ethernet and promiscuous Token-Ring adapters are supported.

Operator Action Install one or more supported adapters, configure them for TCP/IP use, and then restart the endpoint.

Some Token Ring adapters may need to have their installation default settings altered to allow promiscuous-mode operation, for example some Madge adapters must set "Traffic Statistics Gathering" to "Enabled."

4.25 CHR0327

CHR0327: Resource constraints have caused less than 100% application data sampling.

Explanation Due to resource constraints on the endpoint, some application data was not monitored. This is most likely a temporary condition.

Likely Causes

- An incorrect transaction model was selected for an application, coupled with a heavy amount of client traffic, causing sporadic buffer shortages. For example, a Send/Receive model was selected when one transaction actually generates hundreds of send/receive pairs.
- An incorrect transaction model was selected for an application, coupled with a heavy amount of client traffic, causing sporadic buffer shortages. For example, a Send/Receive model was selected when one transaction actually generates hundreds of send/receive pairs.
- Too many concurrent TCP/IP connections (hundreds) between the client and servers have temporarily exhausted the ability to track them all.
- The NetIQ Chariot product or other network-loading tools were used to generate unrealistic numbers of transactions from the client.
- Another program on the computer consumed a large amount of CPU time, affecting the endpoint's ability to monitor all the transactions.

Operator Action No operator action is absolutely necessary; just note that the data reported is based on a sampling of all the transactions that occurred, not a 100% accounting of them.

This error should generally not occur with normal use. If an incorrect transaction model is being used, a review of the transaction information generated should point out where the excessively heavy usage is occurring. To determine if a large CPU load is the cause, activate system monitoring and review the system information for this endpoint.

4.26 CHR0328

CHR0328: Resource constraints or a temporary error condition has caused application monitoring to stop.

Explanation Application monitoring can no longer take place due to a memory shortage or an error at the endpoint.

Likely Causes Other error messages logged at the time the error occurred will identify the cause. The most likely cause is that the endpoint requested system memory, but no memory was available.

Operator Action First, take care of the condition that caused application monitoring to stop. Perform the operator actions indicated by the accompanying error messages that are logged.

Restart application monitoring by disabling application monitoring on the endpoint and then re-enabling, from the End2End Configuration.

4.27 CHR0329

CHR0329: The %1 call failed, returning %2.

Explanation The specified function call, probably unique to the operating system, failed with the reported condition. This indicates an operating system resource or function is unavailable. Normally this message is accompanied by other error messages indicating which functions are affected.

Likely Causes This is typically a temporary condition based on system resources. You may see this error message if you are running an End2End service monitor test on an endpoint computer that is not logged in.

Operator Action This temporary condition may be corrected by restarting the computer.

If this failure was reported by a Linux endpoint, and the call is `pthread_attr_setstacksize`, be aware that you may not be able to run as many pairs or call groups on the Linux computer. The endpoint uses the call to set the thread stack size to a value smaller than the system default.

If this condition persists, it may require a software update from NetIQ. Contact NetIQ Technical Support.

4.28 CHR0330

CHR0330: The information for %1 could not be found in the Windows Registry.

Explanation The endpoint attempted to access the Windows Registry for the specified system counter but was unsuccessful. The system statistics associated with this information will not be available.

Likely Causes The operating system does not support this function, or there is a problem accessing the registry.

Operator Action If you are using Windows, you can use the Performance Monitor to show which counters are available. If the Performance Monitor indicates the counter is available, contact NetIQ Technical Support.

4.29 CHR0332

CHR0332: An internal error has been detected. (%1, %2, %3, %4, %5, %6, %7, %8, %9)

Explanation An unexpected internal error has occurred. Some functionality may no longer be operational. If this is part of another message, check the overall error description to identify what functionality is affected.

Likely Causes

◆ The operating system has returned an undefined or unexpected value.

◆ An internal problem has been detected.

Operator Action Depending on the exact error, this may be a temporary condition that needs no operator action. Rebooting the computer, updating the operating system, or installing software with newer versions may solve this problem. If this condition persists, it may require a software update from NetIQ. Contact NetIQ Technical Support.

4.30 CHR0333

CHR0333: Unable to start system monitoring.

Explanation An endpoint was unable to start monitoring the requested system statistics.

Likely Causes

- The endpoint could not initialize the operating system components needed to collect the system statistics.
- The endpoint computer is missing the `perfc009.dat` file. This can happen if the file is deleted or corrupted by another application.

Operator Action Check the error log on the endpoint computer. It may contain an error log entry indicating the cause of the problem. Or restore the `perfc009.dat` file from the Windows installation package.

4.31 CHR0334

CHR0334: The Application Scanner trace file contains no valid data.

Explanation The trace file opened in Application Scanner does not contain valid data for script generation or application modeling.

Likely Causes The trace must contain at least one stream with Send and Receive calls to be usable by Application Scanner.

Operator Action Choose a valid Application Scanner Trace file or line trace file. Try the trace again. If the problem persists, contact NETIQ Technical Support and submit th Application Scanner trace file or line trace in question.

4.32 CHR0335

CHR0335: A timing record was received with a measured time of 0 milliseconds.

Explanation The clock timers used for timing scripts are generally accurate to 1 millisecond (ms), although this accuracy depends on the endpoint operating system. If the measured time for a script action is less than 1 ms, the endpoint returns 0 ms. The Console or Server has not invalidated values that were calculated from the measured time value, but instead uses a value of 1 for its calculations. Therefore, the accuracy of these results may be compromised. To get completely accurate results, set up your test or assessment so that timing records are greater than 20 ms in length.

Likely Causes The timing record defined by the script is too short for the speed of the network. This can happen when using unmodified scripts on a high-speed medium, such as 100 megabit Ethernet.

Operator Action For a non-streaming script: Edit the script and modify the `transactions_per_record` variable. Increasing the value of this variable will cause more transactions to be performed during a timing record measurement and should increase the measured time.

For a streaming script: Edit the script and modify the `file_size` variable. Increasing the value for `file_size` will cause more data to be sent for each timing record and should increase the measured time.

Determining the correct value for these variables will take some experimenting because the value you use should be different when you are testing 56k modems than when you are testing Gigabit Ethernet.

4.33   CHR0336

CHR0336: A timing record was received with a measured time between 1 and 20 milliseconds.

Explanation The clock timers used when timing scripts are generally accurate to 1 millisecond, although this accuracy depends on the endpoint operating system. If the measured time for a script action is between 1 and 20 milliseconds, rounding errors in the calculations become significant. The Console or Server has not invalidated values that were calculated from the measured time value, but the accuracy of these results may be compromised. To get completely accurate results, set up your test so that timing records are greater than 20 ms in length.

Likely Causes The timing record defined by the script is too short for the speed of the network. This can happen when using unmodified scripts on a high-speed medium, such as 100 megabit Ethernet.

Operator Action For a non-streaming script: Edit the script and modify the `transactions_per_record` variable. Increasing the value of this variable will cause more transactions to be performed during a timing record measurement and should increase the measured time.

For a streaming script: Edit the script and modify the `file_size` variable. Increasing the value for `file_size` will cause more data to be sent for each timing record and should increase the measured time.

Determining the correct value for these variables will take some experimenting, since the value you use should be different when you are testing 56k modems than when you are testing Gigabit Ethernet.

4.34   CHR0337

CHR0337: More than 500 timing records per pair were generated via batch reporting.

Explanation The test was configured to return timing records via batch reporting. The endpoints collect timing records in batches of 500 before returning them to the Console. If more than 500 timing records per pair are collected, the endpoint will be sending reports back while the test is running. This can affect the performance results of the test.

Likely Causes

  ◆ The duration of the test was set to a value that allowed the endpoints to generate more than 500 timing records.
  ◆ The measured time of the timing records defined by the script is too low.

Operator Action To avoid this situation, construct the test so that no more than 500 timing records per pair are measured during the test run.

  ◆ To decrease the test duration: Edit the Run Options for the test and decrease the value of "Run for a fixed duration."
  ◆ To increase the length of the timing record: Edit the script and either modify the size of the data being sent or increase the `transactions_per_record` variable. Increasing either value will cause more data to be transferred during a timing record measurement and should increase the measured time.

4.35   CHR0338

CHR0338: The test has run for less than one second while collecting endpoint CPU utilization.

Explanation Tests that collect endpoint CPU utilization should run for longer than 1 second in order to collect meaningful CPU utilization numbers. The endpoint samples the CPU utilization every 500 milliseconds and requires at least two valid samples in order to calculate the percentage of utilization.

Likely Causes The timing records defined by the script completed in less than one second. This may happen when:

- The amount of data being sent is too small.
- The `transactions_per_record` variable is too small.
- The `number_of_timing_records` variable is too small.

Operator Action To avoid this situation, increase the amount of time the test runs.

To increase the test duration: Edit the Run Options for the test and increase the value of "Run for a fixed duration."

To increase the time a script runs: Edit the script and either modify the size of the data being sent, increase the `transactions_per_record` variable, or increase the `number_of_timing_records` variable. Increasing either value will cause more data to be transferred during the script and should increase the test time.

4.36   CHR0340

CHR0340: You are running %1, which does not support %2. Contact NetIQ to order a fully functional version: %3

Explanation This version of the product does not support the requested function.

Operator Action You must obtain a version of this product that supports the function. Contact NetIQ Technical Support.

4.37   CHR0341

CHR0341: The license has expired. Contact NetIQ to obtain a new license: %1

Operator Action You must obtain a new authorization key for this product. Contact NetIQ Technical Support.

4.38   CHR0342

CHR0342: The test failed to complete within two minutes and has been stopped.

Explanation Chariot or Qcheck was unable to complete the test. Tests usually fail to complete when they run through a firewall that is not configured to accept communications from the Console program.

Likely Causes When Qcheck or Chariot starts a test, a connection is established from the Console to Endpoint 1 to transmit initialization instructions. Another connection is established from E1 to Endpoint 2. When initialization is complete, an "OK" message is sent from E2 to E1 to the Console.

The connection from the Console to E1 is taken down, and the test runs between E1 and E2. When E1 needs to return timing records or errors to the Console, it sets up a new connection. This is the first time a connection is set up from E1 to the Console.

There is often a firewall between the Console and E1. Although it may allow outgoing connections from the Console to E1, the firewall may be configured to block incoming connections from E1 back to the Console. Even if the performance test has been initialized correctly and runs to completion, E1 is unable to return its results to the Console, and the test appears to hang. The Console does not know how long tests should run or how fast network connections are, so it does not know anything is wrong—E1 has just never "called back" with results. In Qcheck, the test times out after two minutes, and message CHR0342 is displayed. In Chariot, there is no timeout, and the test hangs.

Operator Action Ensure the appropriate ports are open for the protocol you are using to run the test.

To allow Qcheck tests to complete, open port 10114 for TCP connections from E1 to the Console.

For Chariot, E1 by default dynamically decides which port number to use for reporting. However, you can instead specify a port. On the Firewall Options tab of the Change User Settings notebook, look for the field labeled **Console through Firewall to Endpoint 1**. Clear the **AUTO** box, and enter a port number of your choice in the field. This is the port number to open through the firewall. You may want to use a port number that is already open through the firewall.

A traceroute between the same two endpoints may succeed because traceroute does not depend on a connection between E1 and the Console to return its results. See the "Qcheck and Firewalls" chapter of the *Qcheck User Guide* for more information about configuring firewalls to allow Qcheck tests. See the "Firewall Testing" section of the *Chariot User Guide* for more information about configuring firewalls to allow Chariot tests.

4.39   CHR0343

CHR0343: The local routing table was updated while the traceroute test was running.

Explanation When a router issues a redirect instruction while a traceroute is running, you may see differences in the results between successive traceroute requests. The difference in results occurs because the redirect instruction has caused changes to the local routing table.

Likely Causes Routes can be changed for various reasons: for example, sometimes better routes through the network are found. If the local routing table changed during the traceroute, it is a good idea to run the traceroute again to get the most accurate results.

Operator Action Run the traceroute again.

4.40   CHR0344

CHR0344: Operating system limitations may cause suspect or incomplete data gathering.

Explanation Invalid data was seen during application monitoring at this computer. Results may be missing, or statistically inaccurate.

Likely Causes Windows computers with relatively bursty or high network traffic loads and slow processors and/or inefficient network adapters or drivers.

Operator Action Unfortunately, the best action is to remove the computer in question from application monitoring because the data received may be questionable.

4.41 CHR0345

CHR0345: There are too many open files or connections.

Explanation A NetIQ program attempted to open a file or start a TCP/IP connection, but the operating system could not process the request.

Likely Causes The operating system already has reached its maximum number of open files.

Operator Action When there are too many open files or connections, the operating system may unexpectedly end the program. You may need to exit your program and/or manually restart the endpoints, in addition to performing the actions outlined below.

Determine which computer detected the error. Then, do the following:

- Close other running programs, to free up files.
- Run fewer concurrent pairs with this endpoint.

If the computer that detected the error is running Linux, you can increase the maximum number of open files allowed for each process. You can use the `ulimit` command with the `-n` parameter to increase the maximum number of open files allowed per process. This command must be run in the same shell as the endpoint before the endpoint is started.

4.42 CHR0346

CHR0346: The following error occurred while processing XML data: %1

Explanation A NetIQ program attempted to process information represented in XML, but the XML data did not match the format defined by the XML schema.

Likely Causes The XML data is corrupt or has been modified by something other than a NetIQ product.

Operator Action Use an XML file created by a NetIQ product.

4.43 CHR0347

CHR0347: The "Increment by" value is beyond the range of the "From" and "To" addresses.

Explanation The value you entered for "Increment by" is greater than the difference between the "From" and "To" addresses.

Operator Action Either increase the address range or decrease the "Increment by" value.

4.44 CHR0348

CHR0348: An error occurred creating the Chariot test. The error returned by the Chariot API is: %1

Explanation The Chariot API is used to convert the test or assessment design into a Chariot test. An error occurred during the conversion process.

Likely Causes

- The test design is corrupt or inconsistent.
- The license limit for pairs or calls has been exceeded.

Operator Action Examine the given API error to determine the problem with the test or assessment design. Then use the Test Designer or Assess VoIP Quality Design View to correct the problem.

If a license limit has been exceeded, you may need to reduce the number of connectors or endpoint addresses that have been created in the Design view.

If the source of the problem is a Test Designer XML file that was imported, remember to replace the erroneous XML file by exporting the corrected test design.

4.45   CHR0349

CHR0349: The Address Range defined would cause more than %1 addresses to be generated.

Explanation The address range defined would produce more addresses than the Test Designer allows.

Operator Action Reduce the address range or increase the size of the "Increment by" value so fewer addresses are created. For example, if the range is From 10.10.10.1 To 10.10.10.10 and the Increment By value is 0.0.0.1, only ten addresses are created.

4.46   CHR0350

CHR0350: The "From" address is greater than the "To" address.

Explanation The "From" address in the specified range must be less than the "To" address.

Operator Action Make the "From" address in the range of endpoint IP addresses less than the "To" address. For example, 121.10.10.1 is less than 121.10.10.12.

4.47   CHR0351

CHR0351: The address %1 is not a valid IP address.

Explanation The address must be in dotted decimal format: x.x.x.x, where x is between 1 and 255, inclusive. For example, 125.25.25.25 is a valid IP address.

Operator Action Change the address so that it is between 1 and 255, inclusive.

4.48   CHR0352

CHR0352: The requested service is not available.

Explanation The endpoint attempted a service-monitoring request, but the required files are not registered on the endpoint computer.

Likely Causes The operating system does not have the level of support required for service monitoring.

Operator Action If you believe the computer is configured properly, re-install the endpoint.

4.49   CHR0353

CHR0353: Real-time scheduling could not be established.

Explanation The endpoint requires real-time scheduling for some tasks, but the endpoint's attempt to establish real-time scheduling failed.

Likely Causes The operating system does not support real-time scheduling or did not honor the endpoint's request for real-time scheduling.

Operator Action Ensure the operating system supports real-time scheduling and the endpoint has the necessary permissions to obtain real-time scheduling.

4.50   CHR0354

CHR0354: Thread affinity could not be established.

Explanation The endpoint requires certain tasks to run on the same processor in a multiprocessor computer, but it is unable to assign these tasks to the same processor.

Likely Causes The operating system does not support the assignment of tasks to a processor or did not honor the endpoint's request to assign tasks to a processor.

Operator Action If the endpoint computer has a single processor, you can ignore this message.

If the endpoint computer has multiple processors, ensure the operating system supports the assignment of tasks to processors (technically speaking, it needs to support setting a thread's affinity) and the endpoint has the necessary permissions to assign tasks to processors.

4.51   CHR0355

CHR0355: This file contains features not supported by the current Chariot license.

Explanation You are trying to load a test file created by a Chariot Console that supports separately licensed features. The test file uses some of these features; however, the Chariot Console being used to load the file does not support these additional features.

Operator Action This test file cannot be loaded with the existing Chariot Console. You must purchase a license that supports these additional Chariot features to load and run this test.

4.52   CHR0356

CHR0356: The network protocol stack does not support raw sockets.

Explanation The endpoint's traceroute function requires the ability to create a socket of type `SOCK_RAW` and to set the socket's option to either `IP_TTL` or `IP_HDRINCL`. Not all operating systems provide this ability. For example, SCO UnixWare 2.1 does not support either socket option. On UNIX implementations other than Solaris, "root" access is required to create a raw socket. Some Win32 implementations do not allow creation of raw sockets.

Operator Action Do not attempt to run a traceroute on an endpoint whose network protocol stack does not permit it.

4.53 CHR0357

CHR0357: IP addresses cannot contain a zero value in the first octet.

Explanation Addresses cannot contain a zero value in the first octet (bits).

Operator Action You entered a value of 0 for a bit in an IP address. A value of 0 in this position is not valid for an IP address. For example, if the From address is 0.10.10.1, change it to 10.10.10.1.

4.54 CHR0358

CHR0358: A substantial inactive time value was received for a timing record.

Explanation The inactive time between timing records was measured at greater than 25 ms. When this occurs, the line graph of results drops to 0, which may appear to be an unrealistic value. The graph shows 0 to indicate the inactive time, but such 0 values are not included in the result calculations.

Likely Causes Running a large number of pairs on a single endpoint can cause thread-scheduling delays, which can mean substantial inactive time.

Operator Action Reduce the number of pairs running on a single endpoint computer.

4.55 CHR0359

CHR0359: An error was detected in the high-precision timer.

Explanation The endpoint detected an error in the computer's high-precision timer.

Likely Causes Some computers have a hardware problem that occasionally prevents access to the high precision timer when there is heavy bus traffic, causing incorrect timer results. For endpoints running on Windows, see http://support.microsoft.com/support/kb/articles/Q274/3/23.asp, article Q274323, for more information about the problem and the affected PCs.

Operator Action Rerun the test. Because the endpoint resets the timer when the error is detected, the timer should work correctly the next time the test is run.

4.56 CHR0360

CHR0360: Endpoint %1 is older than version 4.1 and must be upgraded to run End2End application scripts using a destination port of AUTO.

Explanation End2End application scripts using an AUTO destination port do not work reliably between an endpoint at version 4.1 or later and older endpoints (before version 4.1). The scripts work correctly between endpoints at 4.1 or later.

Operator Action Upgrade endpoint %1 to version 4.1 (or later).

4.57 CHR0361

CHR0361: A minor modification made between the Beta and Release versions of this product invalidates this test file.

Explanation You are trying to load a test file created by a Beta version of the Chariot Console. A feature supported by the Beta version and stored in the test file has changed and is not supported by this version of the Chariot Console.

Operator Action This test file cannot be loaded with the existing Chariot Console. Create a new test file with the new Console.

4.58 CHR0362

CHR0362: Endpoint has exceeded its configured limit of tests (%1). Try again later.

4.59 CHR0363

CHR0363: Endpoint has exceeded its configured limit of tests for this Console or End2End server (%1). Reduce the number of tests and try again.

4.60 CHR0364

CHR0364: Endpoint has been configured not to allow End2End Network Monitor tests.

4.61 CHR0365

CHR0365: An error was detected by OLE DB while accessing the SQL database %1 for a Vivinet product.

Explanation An unexpected error was detected by the OLE DB driver while trying to access the database.

- ◆ **Likely Causes**
- ◆ You recently uninstalled and then reinstalled Vivinet Assessor. You now must import previously saved assessments before you can open them.
- ◆ A database access error occurred.
- ◆ You entered an invalid user ID and/or password for a Cisco CallManager in Vivinet Diagnostics.

Operator Action

- ◆ Read the Error Details for more information about the error.
- ◆ If you recently reinstalled Vivinet Assessor, import previously saved assessments before you try to open them.
- ◆ If you entered an invalid user ID and/or password in Vivinet Diagnostics, look up the correct combination for that CallManager and try entering them again.
- ◆ Contact NetIQ Technical Support.

4.62   CHR0366

CHR0366: An error was detected by the database provider while accessing the Assessor database.

Explanation An unexpected error was detected by the database provider while trying to access the database.

Operator Action Contact NetIQ Technical Support.

4.63   CHR0367

CHR0367: An error was detected while connecting to the database.

Explanation An unexpected error was detected while trying to establish a connection to the database.

Operator Action If you are using Vivinet Diagnostics, you need to enter user ID and password security information for a Cisco CallManager. This information is needed for the Diagnosis. Click **Options > CallManager** to enter this information.

If you are not using Vivinet Diagnostics, contact NetIQ Technical Support.

4.64   CHR0368

CHR0368:

```
Error Number: %1
Message: %2
Source: %3
Description: %4
```

This error message provides advanced information on OLE DB errors.

4.65   CHR0369

CHR0369: An error was detected accessing Microsoft %1.

Explanation An unexpected error was detected while trying to access Microsoft %1.

Operator Action Contact NetIQ Technical Support.

4.66   CHR0370

CHR0370: An error was detected by the Vivinet Assessor Scheduler. The current assessment activity has stopped.

Explanation An unexpected error was detected by the Vivinet Assessor Scheduler service.

Operator Action Information about the error was written to the `Assessor.log` file in the Vivinet Assessor installation directory. This file can be viewed with the `FMTLOG.EXE` program. For more information, see the *User Guide for Vivinet Assessor*.

The Scheduler also writes information about the error to the Application Log of the System Event Viewer. Click the **View Event Logs** button and switch to the Application Log to view the error information there.

4.67 CHR0371

CHR0371: The endpoint clocks could not be synchronized.

Explanation The endpoint clocks could not be synchronized to measure network delay. Because the amount of delay could not be measured, a call quality score could not be calculated.

Likely Causes A firewall or some other device between the endpoints is blocking UDP data traffic on port 10115.

The endpoint operating system does not support the clock synchronization necessary for calculating one-way delay. Currently, this feature is only available on Windows, Linux, and Solaris operating systems.

Operator Action Ensure any firewalls between the endpoints allow UDP traffic to pass in both directions on port 10115. For more information, see the *User Guide for Vivinet Assessor*.

Change the assessment configuration to include only endpoints running on the Windows, Linux, and Solaris operating systems.

4.68 CHR0372

CHR0372: The Scheduler process was unavailable during an active assessment.

Explanation The Vivinet Assessor Scheduler service was not able to run some call simulations during a scheduled VoIP Quality assessment.

Likely Causes

 - The computer running the Vivinet Assessor Scheduler service was shut down, stopped, or restarted.
 - The Vivinet Assessor Scheduler service was stopped or terminated.
 - The Scheduler may have gone down during the assessment, but it has since been restarted.

Operator Action Ensure the Vivinet Assessor Scheduler service (`varun.exe`) stays active throughout the running of an assessment. For more information, see the *User Guide for Vivinet Assessor*.

4.69 CHR0373

CHR0373: The results for a call simulation were not received.

Explanation

The Vivinet Assessor Scheduler did not receive results for a call simulation.

Likely Causes

 - The Console managed to reach the endpoints, but no reply was received.

- A connectivity failure between the endpoints, or between the Vivinet Assessor Console and endpoints, prevented results from being received.
- A firewall or other network device between the endpoints, or between the Vivinet Assessor Console and the endpoints, is blocking the results.

Operator Action Check the connectivity between the endpoints and between the Vivinet Assessor Console and the endpoints. Ensure the endpoints are running, and restart them if necessary.

If a firewall is present, ensure the proper ports are open to allow results to be received. For more information, see the *User Guide for Vivinet Assessor*.

4.70   CHR0374

CHR0374: Error working with Endpoint 1 address: %1, Endpoint 2 address: %2.

This error message provides more information about a call failure.

4.71   CHR0375

CHR0375: Error ID %1, %2

This error message provides the error ID and associated text for an exception thrown during a `.GIF` file export.

4.72   CHR0376

CHR0376: Vivinet Assessor has detected that the Scheduler service is not currently running.

Explanation The Vivinet Assessor Scheduler service must be running for an assessment activity to complete. If a Network Inventory or VoIP Quality verification is in progress, it will complete when the Scheduler service is restarted. If a VoIP Quality assessment run is in progress, some call simulations may be missed. The Scheduler service must be started before any more call simulations can be run.

Likely Causes

- The computer running the Vivinet Assessor Scheduler service was shut down, stopped, or restarted.
- The Scheduler service was stopped or terminated.
- The Scheduler may have gone down during the assessment. It may or may not automatically restart.

Operator Action Ensure the Vivinet Assessor Scheduler service (`varun.exe`) stays active throughout the running of an assessment. For more information, see the *User Guide for Vivinet Assessor*.

The Scheduler may have written information about why it is not running to the Application Log of the System Event Viewer. Click **View Event Logs** and switch to the Application Log to view the error information there.

4.73 CHR0377

CHR0377: An unexpected %1 return code was received. The return code is %2.

Explanation An unexpected return code was received during a call.

Likely Causes This is typically a temporary condition based on system resources.

Operator Action This temporary condition may be corrected by restarting the computer. If the problem persists, contact NetIQ Technical Support.

4.74 CHR0378

CHR0378: The %1 reference clock encountered an error.

Explanation The %1 reference clock reported a problem that might prevent clock synchronization.

Operator Action Check the installation, configuration, and status of the reference clock according to the manufacturer's instructions. If it appears the reference clock is operating correctly, restart the endpoint. If the problem persists, contact NetIQ Technical Support.

4.75 CHR0379

CHR0379: %1 diagnostic: %2

Explanation The %1 reference clock provided diagnostic information.

Operator Action Check the installation, configuration, and status of the reference clock according to the manufacturer's instructions. If it appears the reference clock is operating correctly, restart the endpoint. If the problem persists, contact NetIQ Technical Support.

4.76 CHR0380

CHR0380: %1 failed due to the following problem: %2. The reason code is %3.

Explanation An error occurred while performing the call setup test.

Likely Causes The reason codes are defined in the following table. If the reason code is not in the table, contact NetIQ Technical Support.

Reason Code	Meaning
GatekeeperMismatch	The gatekeeper specified in the call setup test conflicts with a gatekeeper specified in an earlier test. A listen job may have been running on the endpoint, and the gatekeeper specified in the listen job did not match the gatekeeper used in this test.
GatekeeperPasswordMismatch	The gatekeeper password specified in the call setup test conflicts with a previously specified password. A listen job may have been running on the endpoint, and the password specified in the listen job did not match the password used in this test.
NoResponseFromGatekeeper	The gatekeeper did not respond to the request.
NoResponseFromGatekeeper	The gateway did not respond to the call setup request.

Reason Code	Meaning
ListenerMismatch	The endpoint is already listening using the given alias name on a different port.
EndedByRefusal	The call was not accepted by the gatekeeper or gateway. This may occur if the gatekeeper or gateway believes either the talker or listener is involved in too many calls at one time.
EndedByTransportFail	A network problem occurred while setting up the call. A connection was made to the remote party, but the call setup procedure could not complete due to a network problem.
EndedByGatekeeper	The gatekeeper would not allow the call to proceed for an unspecified reason.
EndedByNoUser	The listener is not registered with the gatekeeper.
EndedByNoBandwidth	The gatekeeper could not allocate enough bandwidth for the call to proceed.
EndedBySecurityDenial	A security check failed, and the call could not proceed.
EndedByRemoteBusy	The gateway or the gatekeeper thought there were too many calls proceeding on the listening endpoint for the call to continue.
EndedByTimeout	The call timed out waiting for a remote party to respond. A connection was established; however, the connection timed out.
discoveryRequired	The endpoint must discover the gatekeeper before registering. The gatekeeper service may have been restarted.
duplicateAlias	The endpoint attempted to register an alias that was a duplicate.
invalidAlias	The endpoint attempted to register an alias that violated the rules on the gatekeeper.
securityDenial	A security check failed, and the endpoint could not register with the gatekeeper.

Operator Action

◆ Reason codes **GatekeeperMismatch** and **GatekeeperPasswordMismatch** indicate a configuration error. Check the gatekeeper and gatekeeper password parameters in all jobs running to this endpoint. To change the gatekeeper or password, you must first stop the listen job, if one is running.

◆ Reason code **NoResponseFromGatekeeper** indicates the gatekeeper is not responding to requests. Ensure the gatekeeper service is running and the gatekeeper listening port specified in any jobs is correct.

◆ Reason code **NoResponseFromGateway** indicates the gateway is not responding to requests. Verify that the gateway service is running and the gateway listening port specified in any jobs is correct.

◆ Reason code **ListenerMismatch** indicates the endpoint is already listening using the given alias on a different port than the one specified in the test. Ensure no other listening jobs are running on the endpoint.

◆ Reason code **EndedByRefusal** and **EndedByRemoteBusy** may indicate a problem with the gatekeeper or gateway. There may be a short delay after the end of a call before the gatekeeper or gateway completely terminates the call setup procedure. Try running the call-setup test again. If the problem persists, contact NetIQ Technical Support.

- Reason code **EndedByTransportFail** and **EndedByTimeout** may indicate a network problem. Ensure the listener and gatekeeper or gateway, if specified, are running and are responding to network requests. The gatekeeper, gateway, or listener may not be responding properly.

- Reason code **EndedByGatekeeper** indicates the gatekeeper ended the call for an unspecified reason. Ensure the gatekeeper is configured correctly.

- Reason code **EndedByNoUser** indicates the listener is not registered with the gatekeeper. The gatekeeper requires all parties to be registered for a call to proceed. Ensure the listen jobs on the listener and the gatekeeper are running properly.

- Reason code **EndedByNoBandwidth** indicates the gatekeeper could not allocate as much bandwidth as the call required for it to continue.

- Reason code **EndedBySecurityDenial** indicates a security denial. Ensure the specified gatekeeper password, if needed, is correct. Ensure the security rules in the gatekeeper or gateway are configured properly.

- Reason code **discoveryRequired** is a temporary condition indicating the gatekeeper service was stopped and restarted. If this condition persists, contact NetIQ Technical Support.

- Reason code **duplicateAlias** indicates the alias specified for the endpoint is a duplicate of another entity on the VoIP network. Specify another alias and restart all jobs involving the endpoint before continuing.

- Reason code **invalidAlias** indicates the gatekeeper is configured not to allow the alias given for the endpoint. Specify another alias and restart all jobs involving the endpoint before continuing.

- Reason code **securityDenial** indicates the gatekeeper password is invalid. Ensure the password specified is correct, and restart the job. Also verify the security configuration on the gatekeeper.

4.77   CHR0381

CHR0381: The assessment was stopped prematurely by the stop-assessment threshold.

Explanation The stop-assessment threshold stops an assessment prematurely if certain conditions are met. When test results are consistently poor, this option stops the assessment automatically so that it does not continue to consume system or network resources. When a stop-assessment threshold is enabled, the assessment is stopped if the number of calls in the Poor and Unavailable categories exceeds a percentage of the total number of calls made, for a specified number of consecutive sets of calls.

Likely Causes If the assessment was stopped because a large number of simulated calls were in the Unavailable category, a network connectivity problem may be the cause, or else network capacity may have been exceeded.

Operator Action Check for problems with the network, or with computers on which Performance Endpoints are installed. You can also adjust the stop-assessment threshold parameters or disable the stop-assessment threshold option in the Assessment Options dialog box. You cannot make these changes while an assessment is running.

4.78   CHR0382

CHR0382: %1

Explanation This is a general-purpose error message. The text supplied in the context of the error should be self-explanatory.

4.79 CHR0383

CHR0383: An access violation has been detected. Code:0x%1, Address:0x%2, Attempt to %3 data at address 0x%4.

Operator Action Restarting the application may solve the problem. However, you should contact the NetIQ Technical Support to report the error information.

4.80 CHR0384

CHR0384: The precision of timing results from the Performance Endpoint on computer %1 may be low.

Explanation Operating systems vary in the precision of timing measurements they support.

Likely Causes The Performance Endpoint is installed on a computer whose operating system does not support high-precision timing measurements.

Operator Action For the most precise results, install Performance Endpoints on computers with more recent operating systems, such as Windows 7, Windows Server 2008 R2 or later.

4.81 CHR0385

CHR0385: You have attempted to open or import an assessment created in a later release of the product. The operation was not successful.

Explanation Earlier versions of Vivinet Assessor cannot open or read assessments created in later versions.

Operator Action Use the assessment in the version of the product in which it was created.

4.82 CHR0386

CHR0386: An SNMP request to %2 failed, returning %3

Explanation A failed attempt was made to contact an SNMP agent (SNMP server). The SNMP library reported the failure.

Likely Causes

- The network address does not exist. You may have entered the network address incorrectly.
- The SNMP server is not active.
- The protocol stack on the SNMP server is not active.
- There is no active route to or from the SNMP server.
- The network or the network manager (SNMP client) computer was too busy to reply within the timeout period.
- No cable is attached to the network adapter or NIC.
- A firewall intercepted packets destined for the SNMP server.
- The device may have access list controls that prevent SNMP from responding to the request from Vivinet Diagnostics.

Operator Action Use the `TRACERT` command on Windows to determine whether there is a break in the expected route to the SNMP server. If `TRACERT` indicates the route extends all the way to the IP network of the SNMP server, it is likely the SNMP server is not active or you are using an invalid network address.

For example, although the SNMP client may have a route to the subnet of the SNMP server, if the SNMP server does not have a route back to the subnet with the SNMP client, you will see this message. Ensure routes exist from both ends for the SNMP request to be successful. To ensure a route exists, try running a ping test from the SNMP server to the SNMP client.

Even if you can ping both SNMP client and server, a firewall may be preventing data from passing from client to server. Configure your firewall to allow SNMP data to pass.

NOTE: An error message allows only a limited number of characters. If the list of devices in this error ends in an ellipsis (...), the list was truncated to conserve space. So in the case of many request failures, the list will not be comprehensive.

4.83 CHR0387

CHR0387: Cannot determine directory for assessment database files.

Explanation The software was unable to determine the correct directory for assessment database files. This is most likely due to a failed or corrupted installation of the product.

Operator Action Contact NetIQ Technical Support.

4.84 CHR0388

CHR0388: An invalid SIP message was received. The message is: %1.

Explanation The endpoint received a message that was not valid for the specified protocol.

Likely Causes The endpoint received a message from a device (such as a phone) other than another endpoint.

Operator Action Ensure the endpoint is configured to use another endpoint as the partner. If the problem persists, contact NetIQ Technical Support.

4.85 CHR0390

CHR0390: Discovery failed returning %1;

Explanation Discovery found an unrecoverable error and could not continue. If you attempt Discovery again and continue to receive this message, contact NetIQ Technical Support.

4.86   CHR0391

CHR0391: Vivinet Assessor has detected that the Scheduler service is no longer processing this assessment.

Explanation The Vivinet Assessor Scheduler service had an error and prematurely stopped processing the current assessment activity. If a Network Inventory was in progress, its status will be reset to "Ready to activate." If a VoIP Quality assessment verification or run was in progress, its status will be reset to "Assessment inactive."

Likely Causes

 - The Vivinet Assessor Scheduler service encountered an error when processing this assessment and it could not continue.

 - The Vivinet Assessor Scheduler service encountered an error when processing this assessment and it could not continue. The Local System account (`NT Authority\System`) may not have permission to access the assessment database in the `VASSESSOR` instance of Microsoft SQL Server.

Operator Action

 - The Scheduler may have written information about why it stopped processing the assessment to the Application Log of the System Event Viewer. Click **View Event Logs** and switch to the Application Log to view the error information there. You may be able to resolve the error by restarting the Scheduler service.

 - The Scheduler may have written information about why it stopped processing the assessment to the **Application Log** of the **System Event Viewer**. Click **View Event Logs** and switch to the **Application Log** to view the error information there. You may be able to resolve the error by restarting the `Scheduler` service. Also, ensure that `NT Authority\System` has the `sysadmin` role in the VASSESSOR instance of Microsoft SQL Server.

4.87   CHR0392

CHR0392: An SNMP request sent to %2 timed out.

Explanation An attempt to contact an SNMP agent (SNMP server) timed out. The SNMP library reported the failure.

Likely Causes

 - The SNMP community string supplied with the request is not valid.

 - The network address does not exist. You may have entered the network address incorrectly.

 - The SNMP server is not active.

 - The network or the network manager (SNMP client) computer was too busy to reply within the timeout period.

 - A firewall intercepted packets destined for the SNMP server.

 - The device may have access list controls that prevent SNMP from responding to the request from Vivinet Diagnostics.

Operator Action Review the SNMP community string being used for validity. Click **Options > SNMP** to see the strings currently in use. To ensure a route exists, run a ping test from the SNMP client to the SNMP server.

Even if you can ping both SNMP client and server, a firewall may be preventing data from passing from client to server. Configure your firewall to allow SNMP data to pass.

4.88 CHR0393

CHR0393: A diagnostic action named %1 was canceled or timed out.

Explanation An attempt to perform a diagnostic action was canceled or timed out.

Likely Causes

- ◆ You requested that diagnostic actions be canceled prematurely.
- ◆ The timeout period for this action expired.

Operator Action If you did not cancel the diagnostic run, check to see whether your network is experiencing extremely slow response times or service outages that are preventing actions from completing in a timely manner.

4.89 CHR0394

CHR0394: A TFTP Request for %1 to %2 failed: Code = %3: Msg = %4

Explanation An attempt to perform a TFTP file retrieval failed.

Likely Causes

- ◆ The requested file may not exist on the TFTP Server.
- ◆ There is no TFTP Server running on the specified host.

Operator Action Ensure the correct host is being contacted. If so, ensure a TFTP Server is running on the host and the requested file exists.

4.90 CHR0395

CHR0395: An error has occurred retrieving DHCP parameters: Code = %1

Explanation An operating system error has occurred on a DHCP Request. The specific error code is documented in the Microsoft Platform SDK in the `WinError.h` file.

- ◆ **Likely Causes**
- ◆ Your system may not be configured to use DHCP for address resolution.
- ◆ Your network may not use DHCP, or the DHCP Server may be down.

Operator Action Ensure your system is configured properly as a DHCP client and the network's DHCP Server is operational.

4.91 CHR0396

CHR0396: Discovery was attempted on a broadcast or network address, %1.

Explanation Discovery attempted to contact a device on the given address; however, the address was determined to be a network or broadcast address.

Operator Action Ensure the address supplied is not a network or broadcast address and try discovery again.

4.92 CHR0397

CHR0397: Auto Discovery was attempted on a device (%1) that is not a router.

Explanation Discovery contacted the device and determined the device is not a router.

Operator Action Ensure the address supplied corresponds to a router and try to run discovery again.

4.93 CHR0398

CHR0398: A query of the Cisco CallManager for calls between %1 and %2 returned no records.

Explanation Query of Cisco CallManager database returned no records.

Likely Causes

- No calls were placed during the specified time range.
- You entered the wrong phone extensions.
- You selected the wrong time range.
- The CallManager database has been purged of call records.

Operator Action Ensure the telephone extensions and time range selected are correct. Then run the Diagnosis again.

4.94 CHR0399

CHR0399: The assessment %1 could not be found.

Explanation Vivinet Assessor attempted to open an assessment that could not be found.

Likely Causes

- The assessment name was specified incorrectly.
- The assessment has been deleted.

Operator Actions Ensure the assessment name specified is the correct name for this assessment and the assessment has not been deleted. If you are trying to open the Sample assessment, run a repair installation to restore the Sample database.

5 Messages CHR0400 - CHR0499

In the following message descriptions, %*N* (where *N* indicates a number such as 1 or 2) in the message text indicates a replacement variable. When a NetIQ program shows the message, data pertaining to the error is shown in its place.

5.1 CHR0400

CHR0400: Vivinet Diagnostics could not find a Cisco CallManager using DHCP.

Explanation Vivinet Diagnostics could not discover a Cisco CallManager by using DHCP and TFTP. Without a CallManager, Vivinet Diagnostics will not be able to diagnose call quality problems for the selected Target Devices.

Likely Causes

- The Console is not on the same subnet as either of the target phones.
- The Console's DHCP server does not have the TFTP server information.
- The Console is not connected to a network that is using DHCP.

Operator Action

- Configure the CallManager hostname at the Vivinet Diagnostics Console.
- Update your DHCP server with information about the TFTP server.
- When entering the phones in the Define view, use hostnames or IP addresses instead of telephone extensions.

5.2 CHR0401

CHR0401: Vivinet Diagnostics could not discover a Performance Endpoint near phone or voice gateway %1 with subnet mask %2.

Explanation Vivinet Diagnostics could not find an endpoint in the phone or voice gateway's subnet. Endpoints are used to run tests that help diagnose VoIP call quality problems. Vivinet Diagnostics will try to diagnose call quality problems using other methods.

Likely Causes

- No endpoints are installed and running in the phone's subnet or in the subnet of the phone's voice gateway.
- A firewall between the Vivinet Diagnostics Console and the subnet is blocking port 10115.

Operator Action

- Install an endpoint in the phone's subnet or in the subnet of a POTS phone's voice gateway and run the Diagnosis again to receive better diagnostic information.
- Ensure port 10115, used for endpoint communications, is allowed through the firewall.

5.3 CHR0402

CHR0402: The SAA %1 test from %2 to %3 failed.

Explanation An attempt to use Cisco SAA to measure VoIP and network performance failed. Therefore, certain measurements needed for Diagnoses cannot be taken.

Likely Causes

- The router %2 or %3 does not support SAA
- Results from SAA indicate SAA could not run the test.

Operator Action Enable SAA on the router. For more information, see the SNMP-related messages CHR0386 and CHR0392.

5.4 CHR0403

CHR0403: The request for %1 from device %2 failed.

Explanation Vivinet Diagnostics failed to retrieve information about the device; without the information, various actions needed to diagnose the problem cannot be attempted. For more information, see the SNMP-related messages CHR0386 and CHR0392.

NOTE: An error message allows only a limited number of characters. If the list of devices in this error ends in an ellipsis (...), the list was truncated to conserve space. So in the case of many request failures, the list will not be comprehensive.

5.5 CHR0404

CHR0404: A TFTP server waiting to receive a file timed out after %1 seconds.

Explanation Vivinet Diagnostics started a TFTP server to receive a device configuration file. This action timed out before the file was received.

Likely Causes The SNMP request asking the device to send the configuration file probably failed.

Operator Action Examine the Vivinet Diagnostics log. Check for an SNMP failure on an "Ask for Configuration" action.

5.6 CHR0405

CHR0405: A router interface has become inactive during monitoring.

Explanation The operational status of the router interface changed during monitoring. Interface statistics for this device could no longer be collected from this interface.

Likely Causes

- The router interface has become inactive.
- A router failure has caused the interface to change its operational status.

Operator Action Check the router. The router interface may require user intervention to become active again.

5.7 CHR0406

CHR0406: A TFTP Request of %1 using host %2 failed: Code = %3: Msg = %4

Explanation An attempt to perform a TFTP file retrieval failed.

Likely Causes

- ◆ Another TFTP Server is running on the Vivinet Diagnostics Console computer.
- ◆ The file is too large to retrieve.

Operator Action If using Vivinet Diagnostics, wait for other Diagnoses to finish, and then run this Diagnosis again. If the file is too large to retrieve, contact NetIQ Technical Support.

5.8 CHR0407

CHR0407: A query of the Cisco CallManager for %1 returned no records.

Explanation A query of CallManager returned no records.

Likely Causes The CallManager database table appears to be empty or corrupt.

Operator Action Verify the database integrity of the specified CallManager.

5.9 CHR0408

CHR0408: An SNMP query for phone %1 on CallManager %2 failed.

Explanation Vivinet Diagnostics searched Cisco CallManager %2 for information about phone %1 but could not find a match.

Likely Causes The phone is not configured on the CallManager.

Operator Action

- ◆ If the phone is not configured on the specified CallManager, Vivinet Diagnostics will search other CallManagers for a match.
- ◆ If the phone is configured on the specified CallManager, see the SNMP-related messages CHR0386 and CHR0392.

5.10 CHR0409

CHR0409: Vivinet Diagnostics could not retrieve details of the Performance Endpoint at addresses %1.

Explanation Vivinet Diagnostics could not retrieve details of the endpoint. The details include the operating system and endpoint version.

Likely Causes

- ◆ No endpoint is installed and running.

* The endpoint is an older version.
* A firewall between the Vivinet Diagnostics Console and the endpoint is blocking port 10115.

Operator Action

* Install the latest endpoint version and run the Diagnosis again to receive details of the endpoint.
* Ensure port 10115, used for endpoint communications, is allowed through the firewall.

5.11   CHR0410

CHR0410: Based on the timing record duration and the number of calls, this assessment will generate too much data.

Explanation Based on the timing record duration and the number of calls to be simulated, this VoIP Quality assessment will generate more data than can be stored in the database for the assessment. The timing record duration parameter determines the number of data records generated

Likely Causes

* The timing record duration you set was too small.
* You enabled the collection of timing records for a large assessment.
* The assessment is scheduled to run for a substantial time period while timing records are collected, or while many calls are running.
* The connectors you created in the Design view are generating too many calls.

Operator Action

* Change the timing record duration on the **Run Options** tab. Select a longer duration for this parameter. Fewer records will then be collected.
* Clear the box labeled **Collect call details (timing records)** when running a series of calls on the Run Options tab. This disables the collection of timing records. Aggregates from timing record data will be saved instead, generating a lot fewer records in the database.
* In the Schedule view, change the duration of the assessment so it runs for a shorter time period.
* Change the Connector multiplier for some of your connectors so fewer calls are simulated.

5.12   CHR0411

CHR0411: An SNMP request to %2 failed, returning %3 %4

Explanation A failed attempt was made to contact an SNMP agent (SNMP server). The SNMP library reported the failure.

Likely Causes

* The network address does not exist. You may have entered the network address incorrectly.
* The SNMP server is not active.
* The protocol stack on the SNMP server is not active.
* There is no active route to or from the SNMP server.
* The network or the network manager (SNMP client) computer was too busy to reply within the timeout period.
* No cable is attached to the network adapter or NIC.

- A firewall intercepted packets destined for the SNMP server.
- The device may have access list controls that prevent SNMP from responding to the request from Vivinet Diagnostics.

Operator Action

- Use the `TRACERT` command on Windows to determine whether there is a break in the expected route to the SNMP server. If `TRACERT` indicates the route extends all the way to the IP network of the SNMP server, it is likely the SNMP server is not active or you are using an invalid network address.
- For example, although the SNMP client may have a route to the subnet of the SNMP server, if the SNMP server does not have a route back to the subnet with the SNMP client, you will see this message. Ensure routes exist: run a ping test from the SNMP server to the SNMP client.
- Even if you can ping both SNMP client and server, a firewall may be preventing data from passing from client to server. Configure your firewall to allow SNMP data to pass.

5.13   CHR0412

CHR0412: FTP from Nortel CS server %1 to AM proxy agent %2 failed with return code %3 (%4).

Explanation The AppManager proxy agent attempted to use SNMP to initiate an FTP file transfer on a Nortel CS1000 server. Either the SNMP handshake required to start the file transfer failed, or the FTP file transfer itself failed.

Likely Causes

- The FTP login user name and/or password were not correctly configured using AppManager Security Manager.
- The SNMP community string for the Signaling Server was not correctly configured using AppManager Security Manager.
- The host name or IP address of the AppManager proxy agent's FTP server was configured using AppManager Security Manager, but it is incorrect.
- A firewall or a network problem is preventing FTP (port 21) from working between the AppManager proxy agent and the Nortel CS1000 server.
- There is no active route to or from the Nortel CS1000 server.
- The network or the Nortel CS1000 server was too busy to reply within the timeout period.
- No cable is attached to the network adapter or NIC.

Operator Action Use the `TRACERT` command on Windows to determine whether there is a break in the expected route to the Nortel CS server. If `TRACERT` indicates the route extends all the way to the IP network of the Nortel CS1000 server, it is likely the server is not active or is too busy, or you are using an invalid network address.

For example, although the SNMP client may have a route to the subnet of the SNMP server, if the SNMP server does not have a route back to the subnet with the SNMP client, you will see this message. Ensure routes exist: run a ping test from the SNMP server to the SNMP client.

Even if you can ping both SNMP client and server, a firewall may be preventing data from passing from client to server. Configure your firewall to allow SNMP data to pass.

5.14 CHR0413

CHR0413: Session establishment with Nortel CS1000 server %1 from AppManager proxy agent %2 failed: %3

Explanation The AppManager proxy agent attempted to establish a session with the Nortel CS1000 server. The session ID returned by the Call Server was invalid.

Likely Causes

- The correct user ID and password were not configured using AppManager Security Manager.
- There were no sessions available on the Nortel CS1000 server.

Operator Action Ensure the correct user ID and password are specified, and try again. For more information, see the *AppManager for Nortel CS1000* management guide.

5.15 CHR0414

CHR0414: The request for bandwidth management zone information from device %1 failed. This error can be ignored if no bandwidth management zones are configured.

Explanation The SNMP request to retrieve information about the device's bandwidth management zones failed or timed-out while waiting for a response.

Likely Causes

- There are no bandwidth management zones configured on the Nortel CS1000 system, in which case this error can be ignored.
- The SNMP community string for the Signaling Server was not correctly configured using AppManager Security Manager.
- There is no active route to or from the Nortel CS1000 server.
- The network or the Nortel CS1000 server was too busy to reply within the timeout period.
- No cable is attached to the network adapter or NIC.

Operator Action Use the `TRACERT` command on Windows to determine whether there is a break in the expected route to the Nortel CS1000 server. If `TRACERT` indicates the route extends all the way to the IP network of the Nortel CS1000 server, it is likely the server is not active or is too busy, or you are using an invalid network address.

For example, although the SNMP client may have a route to the subnet of the SNMP server, if the SNMP server does not have a route back to the subnet with the SNMP client, you will see this message. Ensure routes exist: run a ping test from the SNMP server to the SNMP client.

Even if you can ping both SNMP client and server, a firewall may be preventing data from passing from client to server. Configure your firewall to allow SNMP data to pass.

5.16 CHR0415

CHR0415: %1 over %2 to server %3 failed: %4

This message provides details of an error that occurred during contact with a Telnet or Rlogin server.

5.17 CHR0416

CHR0416:

```
IP Phone address: %1
Call or Signaling Server: %2
Action: %3
```

This message provides details about an error with communication to a Nortel CS1000 server.

5.18 CHR0417

CHR0417: Phone %1 is not registered on %2 Server %3 or is offline.

Explanation A search for the phone failed because either it is not registered on the server or it is offline.

Operator Action

- If the phone is not registered on the specified server, Vivinet Diagnostics will search other servers for a match.
- If the phone is registered on the specified server, ensure the phone is powered on and has network connectivity to its server.

5.19 CHR0418

CHR0418: Phone %1 is backlevel and its firmware does not support %2.

Explanation Information about a phone is not available because the phone is backlevel and its firmware does not support useful diagnostic requests.

Operator Action If the diagnostic information is needed, upgrade the phone's firmware.

5.20 CHR0419

CHR0419: Phone %1 does not have any data ready for %2.

Explanation Information about a phone's recent call activity is not available.

Likely Causes

- No phone calls have been made to or from the phone.
- The Signaling Server could not retrieve call statistics from the phone.

Operator Action

- Make a phone call to the phone.
- Ensure network connectivity between the Signaling Server and the phone so call statistics can be retrieved.

5.21 CHR0420

CHR0420: Could not run %2 because phone %1 is already running it.

Explanation The phone supports running only one %2 at a time.

Operator Action Wait until other users are done running %2, and then rerun the request.

5.22 CHR0421

CHR0421: Could not retrieve details for phone %1 from %2 Server %3.

Explanation Vivinet Diagnostics searched Nortel %2 Server %3 for information about phone %1, but could not find a match. With a Call Server, the `stip termip`, `stip tn`, `p ipdn`, and/or `p dnip` commands are used. With a Signaling Server, the `isetGet`, `isetInfoShow`, and `estatShow` commands are used.

Likely Causes

- ◆ The phone is not configured on the server.
- ◆ The phone is currently offline.

Operator Action

- ◆ If the phone is not configured on the specified server, Vivinet Diagnostics will search other servers for a match.
- ◆ If the phone is configured on the specified server, see messages CHR0415 and CHR0417 for more details.

5.23 CHR0422

CHR0422: Could not retrieve `RTPStatShow` results for phone %1 from Signaling Server %2.

Explanation An attempt to retrieve the most recent RTCP statistics for phone %1 from server %2 failed.

Likely Causes

- ◆ The Signaling Server has not retrieved RTCP statistics from the phone.
- ◆ The most recent call did not last long enough to provide useful statistics.

Operator Action For more information, see messages CHR0418 and CHR0419.

5.24 CHR0423

CHR0423: Could not run traceroute for phone %1 from Signaling Server %2.

Explanation An attempt to run `rTraceRoute` from a phone to a target failed.

Likely Causes

- ◆ The phone does not support `rTraceRoute`.
- ◆ The phone is busy running another `rTraceRoute` command.

Operator Action For more information, see messages CHR0418 and CHR0419.

5.25 CHR0424

CHR0424: The user ID, %1, is not authorized to perform the requested operation on server %2.

Explanation This message indicates the user ID\password combination being used by Vivinet Diagnostics does not have the proper authority to perform the requested operation.

Likely Causes In most cases, this message is generated when an HTTP request returns with a status of 401. Because Vivinet Diagnostics tries each of the user ID\password combinations until it finds one that works, this failure may be part of the attempt to find the correct combination.

Operator Action If the Diagnosis eventually runs, no action is required. If this message appears for all user ID\password combinations, a correct user ID\password combination will need to be added in **Options > CallManager**.

5.26 CHR0425

CHR0425: A SOAP request to %1 failed, returning %2 %3.

Explanation When requesting information from Cisco CallManager 4.0 or later, a new interface is used to request the data. The request is sent to the CallManager in a SOAP (Simple Object Access Protocol) message. An error was encountered either sending or processing this message.

Likely Causes The most likely cause for this error is the CallManager server was too busy to process the request. CallManager throttles the number of requests it will process so they will not affect call processing. Examine the fault code in %2 and the fault string in %3 for more information about the failure.

Operator Action If the failure occurred because the CallManager was too busy, try the request again.

5.27 CHR0426

CHR0426: An HTTP request to %1 failed, returning a status of %2.

Explanation A failure was encountered sending an HTTP request to server %1.

Likely Causes In most cases, this failure indicates the server did not respond in time, or the server terminated the HTTP request before all information could be retrieved. Examine the status code in %2 for more information about the failure.

Operator Action Run the Diagnosis again to see whether the server can respond in a more timely fashion.

5.28 CHR0427

CHR0427: A connection to %1 could not be established.

Explanation A request to open a connection to the specified host failed.

Likely Causes In most cases, this message is generated because of an authorization failure. Because Vivinet Diagnostics tries each of the user ID\password combinations until it finds one that works, this failure may just be part of the attempt to find the correct combination.

Operator Action If the Diagnosis eventually runs, no action is required. If this message appears for all user ID\password combinations, a correct user ID\password combination will need to be added in **Options > CallManager**.

5.29   CHR0428

CHR0428: The call duration for phone %1 was too short to generate `RTPStatShow` results.

Explanation The most recent call did not last long enough to provide useful statistics.

Operator Action Make a phone call that lasts at least 15 seconds.

5.30   CHR0429

CHR0429: The request for entity information from device %1 failed.

Explanation The SNMP request to retrieve entity information from the device failed or timed-out waiting for a response.

Likely Causes

- ◆ The SNMP community string for the Call Server was not correctly configured using AppManager Security Manager.
- ◆ There is no active route to or from the Nortel CS1000 server.
- ◆ The network or the Nortel CS1000 server was too busy to reply within the timeout period.
- ◆ No cable is attached to the network adapter or NIC.

Operator Action Use the `TRACERT` command on Windows to determine whether there is a break in the expected route to the Nortel CS1000 server. If `TRACERT` indicates the route extends all the way to the IP network of the Nortel CS1000 server, it is likely the server is not active or is too busy, or you are using an invalid network address.

For example, although the SNMP client may have a route to the subnet of the SNMP server, if the SNMP server does not have a route back to the subnet with the SNMP client, you will see this message. Ensure routes exist: run a Ping test from the SNMP server to the SNMP client.

Even if you can Ping both SNMP client and server, a firewall may be preventing data from passing from client to server. Configure your firewall to allow SNMP data to pass.

5.31   CHR0430

CHR0430: A query of the Cisco CallManager %1 for %2 returned no records.

Explanation A query of CallManager returned no records.

Likely Causes The CallManager database table appears to be empty or corrupt.

Operator Action Verify the integrity of the database of the specified CallManager.

5.32 CHR0431

CHR0431: A query of the Cisco CallManager %1 for calls between %2 and %3 returned no records.

Explanation A query of the CallManager database returned no records.

Likely Causes

- No calls were placed during the specified time range.
- You entered the wrong phone extensions.
- You selected the wrong time range.
- The CallManager database has been purged of call records.

Operator Action Ensure the selected telephone extensions and time range are correct. Then run the Diagnosis again.

5.33 CHR0432

CHR0432: Vivinet Diagnostics could not find an entry for the VRRP with `vrid=%1` on the device %2.

Explanation Vivinet Diagnostics could not find an entry in the `vrrpOperTable` of the specified device, even though the device was configured as supporting VRRP for that `vrid`.

Likely Causes

- No endpoints are installed and running in the phones subnet, or no endpoints are installed in the subnet of the phone's voice gateway.
- A firewall between the Vivinet Diagnostics Console and the subnet is blocking port 10115.

Operator Action

- Install an endpoint in the phone's subnet or in the subnet of a POTS phone's voice gateway and run the Diagnosis again to receive better diagnostic information.
- Ensure port 10115, used for endpoint communications, is allowed through the firewall.

5.34 CHR0433

CHR0433: The following errors were encountered reading SNMP v3 values configured in AppManager Security Manager. Each error represents a different Security Manager SNMP v3 entry. %1.

Explanation Vivinet Diagnostics found missing or erroneous data in the AppManager Security Manager SNMP v3 configuration values.

Likely Causes SNMP v3 security information was entered incorrectly in AppManager Security Manager. For more information, see the *User Guide for Vivinet Diagnostics*.

Operator Action Review the errors listed above and correct the problems using AppManager Security Manager. You may need to delete the existing SNMP v3 entries and then re-enter them to ensure their validity.