Contacting BMC Software

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All machines upon which any Control-M component is installed or upon which Control-M managed workload runs must be licensed. This includes Control-M Agent/Agentless platforms onto which one or more application plug-ins are installed but also includes Control-M Agent/Agentless platforms where no application plug-ins are installed. Control-M Agent/Agentless platforms on which jobs are ordered are counted regardless of whether those jobs execute or not. All Server Endpoints are counted, including development, staging, QA, pre-production, test, and production environments.
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- **Databases:** Each database server upon which Control-M managed database related processes are being executed should be counted in addition to the Control-M Agent machine(s).
- **AFT and MFT:** Only the machine(s) upon which the AFT or MFT plug-in is installed should be licensed.
- **Web Services, Java & Messaging:** only the Control-M Agent machine(s) upon which the plug-in is installed should be licensed.
- **Backup:** The Control-M Agent machine(s) where the Backup plug-in is installed and also the hosts which are running the backup server software should be licensed (note that this excludes the client machines for which the Backup Server software is managing actual backup processes except where a backup takes place of the backup server machine itself).
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You can obtain technical support by using the BMC Software Customer Support website or by contacting Customer Support by telephone or e-mail. To expedite your inquiry, see “Before contacting BMC.”

**Support website**

You can obtain technical support from BMC 24 hours a day, 7 days a week at [http://www.bmc.com/support](http://www.bmc.com/support). From this website, you can:
Read overviews about support services and programs that BMC offers

Find the most current information about BMC products

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Find worldwide BMC support center locations and contact information, including e-mail addresses, fax numbers, and telephone numbers

Support by telephone or e-mail

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

Before contacting BMC

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

- Product information
  - Product name
  - Product version (release number)
  - License number and password (trial or permanent)

- Operating system and environment information
  - Machine type
  - Operating system type, version, and service pack or other maintenance level such as PUT or PTF
  - System hardware configuration
  - Serial numbers
  - Related software (database, application, and communication) including type, version, and service pack or maintenance level

- Sequence of events leading to the issue

- Commands and options that you used

- Messages received (and the time and date that you received them)
  - Product error messages
  - Messages from the operating system, such as file system full
  - Messages from related software
License key and password information

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

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

Third party Software

For the provisions described in the BMC License Agreement and Order related to third party products or technologies included in the BMC Product, see https://docs.bmc.com/docs/display/workloadautomation/Control-M+Workload+Automation+Documentation and click Third-party software (TPS).
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Control-M/EM Messages

The following Control-M/EM messages are listed according to their ID number. The messages range from warning messages to error messages and contain an explanation and corrective action (where possible).

20002 Relate fields warning

Explanation: Invalid system parameters. $\{\%s\}$

Corrective action: The EM system parameter, \texttt{VMVersionsNumberToKeep} is set to an invalid value. To fix the parameter, open the CCM-$\rightarrow$Control-M/EM system parameters and set the value of \texttt{VMVersionsNumberToKeep} to a value greater than zero.

20001 Number versions to keep warning

Explanation: Invalid system parameters. $\{\%s\}$. The EM system parameter \texttt{VMAdditionalJ obsRelateFields} keeps additional fields, which are used by the Version machines. The system parameter is set with invalid field name.

Corrective Action: To fix the field name, open the CCM-$\rightarrow$Control-M/EM system parameters and remove the value that appears in the alert message.

20003 Mail Server didn't respond

Explanation: GUI Server. The Mail server did not respond.

Corrective action: Check the 'EmailServer' system parameter.

20004 Failed to send email

Explanation: GUI Server. Failed to send $\{\%s\}$ e-mail notification to $\{\%s\}$ from sender $\{\%s\}$ via e-mail server $\{\%s\}$.
24001 Failed to refresh alert list in memory. Alert list will be refreshed in the next refresh cycle. (WARNING).

**Explanation:** X-Alert message. Your database might be experiencing problems, or the ALARM table might not exist. During each specified period of time, the GUI Server refreshes the list of the alerts saved in its memory and deletes from its memory the alerts that were deleted by the Gateway from the database, thereby synchronizing the list of alerts saved in the memory and in the database.

When the problem is corrected, the GUI Server refreshes deleted alerts in the next refresh period.

**Corrective Action:** It is likely that this is a database or database connectivity issue. If the problem still exists, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see Health Check.

24002 Failed to load new alert (alert number = alertNumber, data center = dataCenter, severity = severity, order id = orderID). (ERROR)

**Explanation:** X-Alert message. A new alert might contain invalid data. The GUI Server receives an indication from the Gateway that a new alert was inserted into the database. Due to invalid data in the alert or a lack of important information, the GUI Server fails to create a new alert in memory according to the data received from the database.

The variables in this message are:
- alertNumber - the alert number
- dataCenter - the data center that issued the alert
- severity - the severity of the alert
- orderID - the order ID of the specified alert

The new alert is not displayed by the Global Alerts Client.

**Corrective Action:** Run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see Health Check.
24003 Failed to update alert (alert number = alertNumber, data center = dataCenter, severity = severity, order id = orderID). (ERROR)

**Explaination:** X-Alert message. An alert in the database might contain invalid data.

The GUI Server receives the indication from Gateway that the specified alert is updated in the database. Due to lack of data or invalid data in the alert, the GUI Server fails to create a new alert in memory according to the data received from the database.

The variables in this message are:

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

No update for this alert is displayed by the Global Alerts Client.

**Corrective Action:** Run the Control-M/EM Health Check utility by typing, `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

24004 Failed to read alert from database (alert number = alertNumber) because of database problems. (ERROR)

**Explanation:** X-Alert message. The GUI Server fails to read the new or updated alert from the database. New alerts or alert updates are not displayed by the Global Alerts Client.

**Corrective Action:** Run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

24005 Failed to load alerts for data center dataCenter because of database problems. (ERROR)

**Explanation:** X-Alert message. Problems with the database cause the GUI Server to fail in reading the alerts related to the specified Control-M/Server after establishing the connection with it.

Alerts that are relevant for the specified Control-M/Server are not displayed by the Global Alerts Client.

**Corrective Action:** Run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

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24006 GUI Server failed to load alerts from the database when starting. Exiting... (SEVERE)

**Explanation:** X-Alert message. Your database might be experiencing problems. The GUI Server fails to load alerts from the database when starting.

The GUI Server shuts down.

**Corrective Action:** Check the ALARM database table availability by performing a select query on it.

Executing SQL statements in the database may impact database integrity. If you are not comfortable executing these statements, contact your DBA or BMC Software.

If you cannot fix the problems, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

25001 Condition could not be sent to data center dataCenter (reason = reason, odate = date, condition = condition). (WARNING).

**Explanation:** X-Alert message. The specified condition cannot be distributed to the requested data center.

The variables in this message are:

- `dataCenter` - the data center name
- `reason` - an explanation of the failure:
  - Fails to connect to the target data center
  - Stops trying to send because the maximum number of retries was reached
  - Stops trying to send because the condition was older than the value specified by the `gc_unsent_wait` parameter in the Global Conditions Server
- `odate` - the order date

The global condition is not distributed to the specified data center and production flow may be negatively affected.

**Corrective Action:** Check the communication between this data center and the Gateway to correct any problems. If the production flow was affected, consider adding this condition manually on the target data center to restore desired flow. If problems persist, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.
26001 DO Remedy is not Supported on platformName for service serviceName (ERROR)

**Explanation:** X-Alert message. The *serviceName* service has requested a DO Remedy action, but DO Remedy actions are not supported on the *platformName* platform.

A Remedy ticket is not opened.

**Corrective Action:** Remove the DO Remedy definition from the BIM service action list.

26002 DO SIM is not Supported on platformName for service serviceName (ERROR)

**Explanation:** X-Alert message. The *serviceName* service has requested a DO SIM action, but DO SIM actions are not supported on the *platformName* platform.

No SIM message is sent (describing the service problem).

**Corrective Action:** Remove the DO SIM definition from the BIM service action list.

26003 BIM Server is not installed (SEVERE)

**Explanation:** X-Alert message. The BIM Server is not installed.

**Corrective Action:** Install the BIM Server or remove the BIM job from the schedule.

26004 Mail Server didn't respond (SEVERE)

**Explanation:** X-Alert message. The Mail Server does not respond.

**Corrective Action:** Verify the EmailServer system parameter or the availability of the mail server itself.

26005 Failed to create ticket in Remedy

**Explanation:** BIM. Failed to create a ticket in Remedy.

**User response:** Check Remedy server configuration parameters using the remedy_configure utility.

26006 Service missing or invalid due time, check properties of service ${%s}

**Explanation:** BIM. Service missing due time

**Corrective action:** Check service properties.
27001 Forecast Server is not installed (SEVERE)

**Explanation:** X-Alert message. The Forecast Server is not installed.

**Corrective Action:** Install the Forecast Server.

27002 SLS Server Disconnection

**Explanation:** Connection to Self Service server is lost.

**Corrective action:** Do the following:
- Open the CCM, verify that the Self Service server is up and running, and check the message field.
- Try to recycle the SLS server.

28001 Bad or Unknown Auth Category: category, for Destination: destination, request: request

**Explanation:** The category value in the ACTIONS_AUTH database table is invalid.

The variables in this message are:
- **category** - the category where the authorized actions belong. Valid values are: OPER, CTMSEC, CONFIG, DATABASE
- **destination** - the component that handles the request
- **request** - the name of the request

The Configuration Management Server rejects the request.

**Corrective Action:** Contact BMC Software Customer Support.
28002 Bad or Unknown Auth Level: level, for Destination: destination, request: request

Explanation: The authorization level value in the ACTIONS_AUTH database table is invalid.
The variables in this message are:
- level - the authorization level value. Valid values are:
  - BROWSE
  - UPDATE
  - FULL
- destination - the component that handles the request
- request - the name of the request
The Configuration Management Server rejects the request.
Corrective Action: Contact BMC Software Customer Support.

28003 Bad or Unknown Request. Destination: destination, request: request

Explanation: The destination and request name pair are not found in the ACTIONS_AUTH database table.
The variables in this message are:
- destination - the component that handles the request
- request - the name of the request
The Configuration Management Server rejects the request.
Corrective Action: Contact BMC Customer Support.

28004 Request Permission Denied. Destination: destination, request: request

Explanation: The user does not have permission to perform the request.
The variables in this message are:
- destination - the component that handles the request
- request - the name of the request
The Configuration Management Server rejects the request.
Corrective Action: Assign permission to the user to perform the specified request.
28005 Fail To Get Component Details. Machine: host, Type: type, Name: component; Code: error

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

The variables in this message are:
- host - the component host
- type - the type of the component
- component - the name of the component
- error - the internal error code

The Configuration Management Server rejects the request.

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

28006 CTL Request Failed. Machine: host, Type: type, Name: component; Code: error

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

The variables in this message are:
- host - the component host
- type - the type of the component
- component - the name of the component
- error - the internal error code

The Configuration Management Server rejects the request.

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

28007 XML Parse Error.

Explanation: An attempt to parse an XML input document fails.

The Configuration Management Server rejects the request.

Corrective Action: Repeat the last action. If the request still fails, contact BMC Software Customer Support.
28008 Handler Not Found For Request: name.

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

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

The Configuration Management Server rejects the request.

**Corrective Action:** Contact BMC Software Customer Support.

28009 XML Distributor Internal Error: message

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

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

**Corrective Action:** Contact BMC Software Customer Support.

28010 XML Distributor Internal Error: ID does not exist

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

The polling request is denied.

**Corrective Action:** Contact BMC Software Customer Support.

28011 Gate Error Received: error.

**Explanation:** The Configuration Management Server receives an error from Control-M.

In this message, *error* is the error received from Control-M.

**Corrective Action:** Check Control-M messages for more information.

28012 Gate Protocol Error: error.

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

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

**Corrective Action:** Contact BMC Software Customer Support.
28013 CMS Gate Request Timeout, Control-M: name Request: request.

**Explanation:** A request sent by the Configuration Management Server to the Control-M Configuration Agent does not reply within the time specified by the `AdminRequestTimeout` parameter.

The variables in this message are:
- `name` - the Control-M name
- `request` - the internal request sent by the Configuration Management Server to the CMS Gate

The request times out.

**Corrective Action:** Increase the value of the `AdminRequestTimeout` parameter and submit the request again.

28014 CMS Gate Request Aborted, Control-M: name Request: request.

**Explanation:** A request sent by the Configuration Management Server and the Control-M Configuration Agent is lost. The requested completion status is unknown.

The variables in this message are:
- `name` - the Control-M name
- `request` - the internal request sent by the Configuration Management Server to the CMS Gate

A communications error occurred.

**Corrective Action:** Do the following:
- Check that communications are operating properly, and then perform the request again.
- Check that the requested component is up and running, and perform the request again.

28015 CMS Gate Discover Failed, Reason: reason; Host: host, Port: port.

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

The variables in this message are:
- `reason` - the reason for the failure, if available
- `host` - the Control-M host name
- `port` - the Control-M port

The reason for the failure is explained in this message. No information is received from the Configuration Management Server.
Corrective Action: Do the following:

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

28016 CMS Failed Sending Command To Control-M: name; RC: rc.

Explanation: The Configuration Management Server fails to send the request to Control-M Communication and the Control-M Configuration Manager cannot be established.

The variables in this message are:

- name - the Control-M name
- rc - the internal error code

The Configuration Management Server rejects the request.

Corrective Action: Check that the Control-M is connected, and then perform the request again.

28017 Component Info Parsing Error. Request: request

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

In this message, request is the request name.

The Configuration Management Server rejects the request.

Corrective Action: Repeat the last action. If the problem still occurs, contact BMC Software Customer Support.

28018 Component With The Same Key Already exists. Key: key

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

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

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

The Configuration Management Server rejects the request.

Corrective Action: Change the component key, and attempt to create the component again.
28019 Unable to perform the operation. Reason: Component not found (It was probably deleted by another console). Component details: type= type host= host name= name

**Explanation:** The requested component is not found in the Configuration Management Server repository. The variables in this message are:
- **type** - the component type
- **host** - the name of the host on which the component is installed
- **name** - the logical name of the component

The Configuration Management Server rejects the request.

**Corrective Action:** Refresh the Configuration Management Server view, and perform the request again.

28020 SQL Operation Failed, RC: rc, Message: text

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

The variables in this message are:
- **rc** - the internal error code
- **text** - the SQL error message, if available

The Configuration Management Server rejects the request.

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

28021 Set Desired State Failed, RC: rc

**Explanation:** An attempt to change the desired state fails. In this message, rc is the internal error code.

The Configuration Management Server rejects the request.

**Corrective Action:** Try to change the state again. If the problem continues, contact BMC Software Customer Support.
28022 Unable to perform the operation. Reason: Control-M name not found (It was probably deleted by another console)

Explanation: The Control-M (the destination of the request) is not defined in the Configuration Management Server repository.
In this message, name is the name of the requested Control-M.
The Configuration Management Server rejects the request.
Corrective Action: Refresh the Configuration Management Server view and perform the request again.

28023 Control-M With The Same Name Or Code Already exists. Name: name, Code: code

Explanation: An attempt to define a new Control-M fails, since a Control-M with the same name or code already exists.
The variables in this message are:
- name - the new Control-M name
- code - the Control-M short name
The Configuration Management Server rejects the request.
Corrective Action: Change the Control-M name or code, and retry.

28024 Invalid Or Unknown Operation On Control-M; Operation: action

Explanation: An internal Configuration Management Server error occurs.
In this message, action is the operation name.
Corrective Action: Contact BMC Software Customer Support.

28025 Value cannot be empty for field: fieldName

Explanation: The required fieldName field in a request is left empty.
The Control-M Configuration Manager displays this message.
Corrective Action: Make sure you fill in all required fields in the request.
28026 Bad value for field: fieldName, bad value is: value

Explanation: The fieldName field in a request contains an invalid value. The Control-M Configuration Manager displays this message.
Corrective Action: Enter a valid value in the fieldName field.

28027 Failed to login as user: userName, rc: rc, message: text

Explanation: You cannot log in to the database as the userName user (usually the administrator). This may be due to an incorrect user name or password.
The variables in this message are:
- userName - the name of the user for whom the log in fails
- rc - the issued return code
- text - the displayed message text explaining why the log in failed, generated by the database vendor
The Control-M Configuration Manager displays this message.
Corrective Action: Follow the instructions in the message.

28028 The following request failed: requestName, rc: rc, Message: text

Explanation: The requestName user request fails.
The Control-M Configuration Manager displays this message.
Corrective Action: Check the displayed message for the next action to perform.

28029 Invalid number for deleted old alerts. rc: rc, Message: text, Deleted: deletedNum

Explanation: Old alerts delete from the ALARM table on specified dates. If the delete action fails for any reason, the number of deleted alerts returned from the query may be invalid (such as a negative number).
The variables in this message are:
- rc - the return code that is issued
- text - the displayed message text
- deletedNum - the returned number of deleted alerts
The Control-M Configuration Manager displays this message.
Corrective Action: Check the displayed message for the next action.

28030 A parameter with the same key already exists for paramName

Explanation: The user tries to add a system parameter that already exists in the PARAMS table. The parameter is not added to the PARAMS table.
Corrective Action: Check the details of the parameter and correct them. Repeat the attempt to add the parameter.

28031 Can't update, parameter's details do not exist: paramName

Explanation: The user tries to update the paramName system parameter, which does not exist in the database. The parameter does not update in the PARAMS table.
Corrective Action: Check the details of the parameter and correct them. Repeat the attempt to add the parameter.

28032 Fail To Save Desired State In Database.

Explanation: The Configuration Management Server fails to update the state of Control-M in the EM database. The Configuration Management Server rejects the request.
Corrective Action: Check the Configuration Management Server log file.

28033 Invalid State Code.

Explanation: An internal XML document receives an invalid state code. The Configuration Management Server rejects the request.
Corrective Action: Contact BMC Software Customer Support.

28034 Invalid Or Unknown Process Type.

Explanation: An internal XML document receives an invalid or unknown process type. The Configuration Management Server rejects the request.
Corrective Action: Contact BMC Software Customer Support.
28035 Missing Mandatory Value tag.

**Explanation:** A mandatory tag or value is missing. In this message, *tag* is the missing tag name.
The Configuration Management Server rejects the request.

**Corrective Action:** Contact BMC Software Customer Support.

28036 Invalid Or Unknown OS Type.

**Explanation:** An internal XML document receives an invalid or unknown operating system type. The Configuration Management Server rejects the request.

**Corrective Action:** Contact BMC Software Customer Support.

28037 User Not Registered

**Explanation:** The user token is not valid.
The Configuration Management Server rejects the request.

**Corrective Action:** Reconnect to the Configuration Management Server to receive a valid token.

28038 CMS Gate is not connected to Control-M name. Verify that Control-M host *hostName* and Admin Port are correct, and Control-M Configuration Agent is up and running

**Explanation:** The Control-M Configuration Agent is not connected to the Configuration Manager. The variables in this message are:
- *name* - the Control-M name
- *hostName* - the Control-M host name
- *port* - the port on which the Control-M Configuration Manager listens, as defined by Control-M/EM

The request cannot be completed.

**Corrective Action:** Verify that Control-M host and port are correct, and that the Control-M Configuration Manager is up and running.
28039 Failed to connect to Control-M/Enterprise Manager Configuration Agent

**Explanation:** A connection cannot be established with the Control-M/EM Configuration Agent.

**Corrective Action:** Verify that the Control-M/EM Configuration Agent on $(%s) is running.

28041 Database device deviceName is percentage percent full, lack of database space may risk EM functionality. (WARNING)

**Explanation:** X-Alert message. The database space (data or log segments) has already reached the capacity of 90% (default value).

A warning is issued.

**Corrective Action:** Extend the database size. Contact your DBA for assistance in performing this action if you are not comfortable performing it yourself. For Dedicated databases, this can be done through the Control-M Configuration Manager GUI by selecting the Extend Database option from the Database menu item.

It is possible to change the default threshold value by updating the DBCheckSpaceWarningPct system parameter in the Control-M Configuration Manager by selecting Tools:System Parameters.

28042 Request for Machine Specification failed

**Explanation:** A machine specification request has exceeded the maximum amount of <${%s} attempts and cannot be obtained. This does not affect the system, although there may be a lack of data when generating the Managed Servers report via Control-M Reports.

**Corrective Action:** Ensure the following:

- All processes of the reported component in are up and running.
- All components of Control-M are connected and communicating by observing the Configuration Manager window and the error messages.
- Other x-alerts are received in a similar time frame about the component failure/down-time/malfunction.
- Check component diagnostic tools. Start the Configuration Server diagnostic tool if the failure originates from an internal communication issue.

28043 ManageSSL Request Invocation Failure

**Explanation:** When trying to configure Control-M/EM to work in SSL and configuration fails.

**Corrective action:** The SSL Configuration is incorrect and needs to be fixed.
28054 DB is unavailable

**Explanation:** The database is currently unavailable.

29001 EM - Control-M name Communication Service Timed Out. timeout= time, type= type, instance= ID (ERROR)

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

The variables in this message are:
- **name** - the Control-M name
- **time** - the length of the timeout, in seconds
- **type** - the type of requested service
- **ID** - the internal service ID

The service is canceled by the Gateway.

**Corrective Action:** Generally, a service timeout is an indication of a performance problem. If the problem occurs again:
- Enable the relevant trace on the specified Gateway by performing the following steps:
  - Right-click the specified Gateway component using the Control-M Configuration Manager GUI and choose Control shell.
  - Specify the TRACE_CLIENT control shell command and click **Apply**.
  - Specify the TRACE_CTM control shell command and click **Apply**.
  - Wait for the next occurrence of the same X-Alert to arrive (meaning that the problem has been recreated).
  - Disable the traces on the Gateway by performing the following steps:
    - Right-click the specified Gateway component using the Control-M Configuration Manager GUI and choose Control shell.
    - Specify the TRACE_DISABLE_ALL control shell command and click **Apply**.
  - Run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line.

Contact BMC Customer Support and supply the logs from the Control-M/EM Server as well as the CO and CS logs from Control-M/Server. For more information about using the Health Check utility, see: Health Check.
29002 Upload of folderName Aborted (time-out), no answer from Control-M name. timeout= time, instance= ID

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

The variables in this message are:

- folderName - the definition folder name.
- name - the Control-M name.
- time - the length of the timeout, in seconds.
- ID - the internal service ID.

The service is cancelled by the Gateway.

Corrective Action: Retry the operation. If the problem occurs again, contact BMC Software Customer Support.

29003 Download of folderName Aborted (time-out), no answer from Control-M name.

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

The variables in this message are:

- folderName - the definition folder name
- name - the Control-M name

The service is cancelled by the Gateway.

Corrective Action: Retry the operation. If the problem occurs again, contact BMC Software Customer Support.

29004 Download of folderName Aborted in Gateway, Control-M name.

Explanation: A service that was downloading a definition folder aborts. The status of the folder in Control-M/EM is unknown.

The variables in this message are:

- folderName - the definition folder name
- name - the Control-M name.

The service is cancelled by the Gateway.
Corrective Action: Retry the operation and check the Gateway log for additional messages. If the problem occurs again, contact BMC Software Customer Support.

29005 Gateway Client (name) CommEMBufferSize = maxSize Actual = actualSize. (WARNING)

Explanation: X-Alert message. A message that cannot be sent over the communication channel, because the TCP buffer is full, is temporarily written into an internal buffer. This message indicates that the buffer for communication with one of the Gateway clients (GUI Server or Global Conditions Server) is full. The buffer size is determined by the value of the CommEMBufferSize system parameter.

The variables in this message are:
- **name** - the Gateway client name
- **maxSize** - the maximum number of characters specified for the buffer
- **actualSize** - the actual size of the queue

The problematic communication channel is closed and reopened.

Corrective Action: If necessary, increase the value of the CommEMBufferSize system parameter in the Control-M Configuration Manager by selecting Tools:System Parameters to a value 10% greater than actualSize.

29006 Gateway Control-M name CommCTMBufferSize = maxSize Actual = actualSize. (WARNING)

Explanation: X-Alert message. A message that cannot be sent over the communication channel, because the TCP buffer is full, is temporarily written into an internal buffer. This message indicates that the buffer for communication with the Control-M Server is full. The buffer size is determined by the value of the max_mf_queue_size parameter in the Defaults.rsc file.

The variables in this message are:
- **name** - the Control-M name
- **maxSize** - the maximum number of characters specified for the buffer
- **actualSize** - the actual size of the queue

The problematic communication channel is closed and reopened.

Corrective Action: If necessary, increase the value of the CommEMBufferSize system parameter in the Control-M Configuration Manager by selecting Tools:System Parameters to a value 10% greater than actualSize.
29007 Gateway Control-M name, Received Update, but job not found in EM database, For Order_ID orderID (decimalOrderID) Update Sequence Number, Event Time (ERROR)

**Explanation:** X-Alert message. The Gateway receives a request from the Control-M/Server to update an active job, but the job is not found in the Control-M/EM database. This message indicates that the Control-M/EM database is not completely synchronized with the Active Jobs on the Control-M/Server.

The variables in this message are:
- **name** - the Control-M name
- **orderID** - the unique job order ID
- **decimalOrderID** - the job order ID in decimal format
- **number** - the sequence number of the update request
- **time** - the update time

The Gateway rejects the update request.

**Corrective Action:** Force the Gateway to download the Active Jobs database by performing the following steps:
- Right-click the specified Gateway component using the Control-M Configuration Manager GUI and choose Control shell.
- Specify the DO_DOWNLOAD control shell command and click **Apply**.
- Wait until the status of the gateway is switched back to Connected after completing the Downloading phase.

If the problem persists, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utilities, see: Health Check.

29008 Active Download Failure. Control-M name, Odate date, Net Name (netName), Sequence Number (ERROR)

**Explanation:** X-Alert message. A request to download Active Jobs from Control-M fails. For additional details, check the Gateway log file.

The variables in this message are:
- **name** - the Control-M name
- **date** - the order date
- **netName** - the internal name of the net
- **number** - the sequence number of the update request

The Gateway closes the communication channel with Control-M, reopens it and tries to download the Active Jobs again.

**Explanation:** If the problem is not resolved by itself after several retries, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

### 29009 Create Alert Failure. (ERROR)

**Explanation:** X-Alert message. The Gateway fails to insert an alert into the database. The following alert parameters are displayed:

- Control-M
- Memname
- Jobname
- OID
- Msg
- Sev
- Run As
- Time
- Appl
- Sub Application
- HostId
- Type
- Closed_from_EM
- Ticket
- Run

For descriptions of these parameters, see *Control-M Parameters*.

The alert discards.

**Corrective Action:** Perform the required actions in order to handle this alert according to the alert message displayed on the X-Alert window. If the problem persists, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.
29010 Update Alert Failure. (ERROR)

**Explanation:** X-Alert message. The Gateway fails to update an alert in the database. The following alert parameters are displayed:

- Control-M
- Memname
- Jobname
- OID
- Msg
- Sev
- Run As
- Time
- Appl
- Sub Application
- HostId
- Type
- Closed_from_EM
- Ticket
- Run
- Handled
- ChangedBy
- UpdTime
- Notes

For descriptions of these parameters, see *Control-M Parameters.*

The update is rejected.

**Corrective Action:** For additional details, check the Gateway log file. If the problem persists, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see Health Check.

29011 Gateway - GCS Communication Service Timed Out.
Control-M name timeout= time, instance= ID, Condition= condition (ERROR)

**Explanation:** X-Alert message. A service for distributing global conditions timed out.

The variables in this message are:
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- **name** - the Control-M name
- **time** - the length of the timeout, in seconds
- **ID** - the internal service ID
- **condition** - the condition name

The service is canceled by the Gateway. Its status in the Global Conditions Server (GCS) is unknown.

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

### 29012 Gateway - GCS Communication Service Aborted In Gateway. Control-M name, instance= ID, Condition= condition (ERROR)

**Explanation:** X-Alert message. A service for distributing global conditions aborted, because communications with the Global Conditions Server (GCS) closed.

The variables in this message are:

- **name** - the Control-M name
- **ID** - the internal service ID
- **condition** - the condition name

The service is canceled by the Gateway. Its status in the Global Conditions Server is unknown. The Gateway recovery mechanism will redistribute the condition when connection with the Global Conditions Server resumes.

**Corrective Action:** Verify that the specific condition is distributed as expected.

### 29013 Processing Of Updates Timed Out, Probably Database Slow Response Time. Control-M name, Timeout=time. (WARNING)

**Explanation:** X-Alert message. An update arriving from Control-M/Server is not processed for a considerable period of time.

The actual job status in Control-M/EM might be delayed.

**Corrective Action:** If the message repeats itself, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.
29014 Processing Of Updates Timed Out, Probably Database Slow Response Time Or Internal Error. Control-M name, Timeout=time. (ERROR)

**Explanation:** X-Alert message. An update arriving from Control-M/Server is not processed for a considerable period of time.

Gateway will restart itself in order to try and recover from this situation.

**Corrective Action:** If the message repeats itself, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

29015 Processing Of All, Already Received Updates, Before Download Timed Out, Probably Database Not Responding or Internal Error. Control-M name, Timeout time. (ERROR)

**Explanation:** X-Alert message. An update arriving from Control-M/Server is not processed for a considerable period of time.

Gateway will restart itself in order to try and recover from this situation.

**Corrective Action:** If the message repeats itself, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

29016 Unexpected Fatal Error During Update Processing. Control-M name. (ERROR)

**Explanation:** X-Alert message. Internal error in Gateway during data processing.

Gateway will restart itself in order to try and recover from this situation.

**Corrective Action:** If the message repeats itself, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

29017 DO_MAIL message too long, message truncated. Folder Id: folderID. (WARNING)

**Explanation:** X-Alert message. A specific job data includes the DO_MAIL option and the message length exceeds the maximum length allowed. When this job's data arrives from Control-M/Server to Control-M/EM the gateway truncates the message in order to fit into the relevant database field. The data arrives as part of an Active Job file job update.
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The job data arriving from Control-M/Server will be processed in Control-M/EM. However, the message will be truncated once inserted into the Control-M/EM database. In addition, the following message would be issued on the relevant Gateway log:

```plaintext
===> WARNING: do_mail_special : active DO_MAIL MESSAGE truncated.
===> WARNING: validate_message_length: DO_MAIL msg truncated at location, orig length: length.
```

The relevant Gateway log is located under the Control-M/EM home directory under the log folder. The name of the Gateway log has the following naming convention:

`gtw_log. DATA_CENTER_NAME. DATE. INSTANCE`

**Corrective Action:** Fix the message length on the job definition by performing the following steps:

- Locate the relevant job according to the `orderID` specified in the X-Alert message and track down the relevant job definition.
- Using Control-M, fix the length of the DO_MAIL message to fit the maximal length. (In case the length has exceeded the limit, saving the job definition will cause a validity error through a popup window).

29018 DO_MAIL message too long, message truncated.
Folder Id: folderId DOrder Id: folderId. (WARNING)

**Explanation:** X-Alert message. A specific job data includes the DO_MAIL option and the message length exceeds the maximum length allowed. When this job's data arrives from Control-M/Server to Control-M/EM the gateway truncates the message in order to fit into the relevant database field. The data arrives as part of an Active Job file job update.

The job data which arrives from Control-M/Server is processed in Control-M/EM. However, the message is truncated once inserted into the Control-M/EM database. In addition, the following message appears in the relevant Gateway log:

```plaintext
===> WARNING: do_mail_special : definition DO_MAIL MESSAGE truncated.
===> WARNING: validate_message_length: DO_MAIL msg truncated at location, orig length: length.
```

The relevant Gateway log is located under the Control-M/EM home directory under the log folder. The name of the Gateway log has the following naming convention:

`gtw_log. DATA_CENTER_NAME. DATE. INSTANCE`

**Corrective Action:** Fix the message length on the job definition by performing the following steps:

- Locate the relevant job according to the `table ID` and `orderID` specified in the X-Alert message and track down the relevant job definition.
- Using Control-M, fix the length of the DO_MAIL message to fit the maximum length (in case the length has exceeded the limit, saving the job definition will cause a validity error through a popup window).
- Perform a definition upload of this specific folder onto Control-M/Server for the change to take effect once the job is submitted.
29019 Workload Sync Error

**Explanation:** Workload Sync Service error. There was a failure to check-in a workspace. Control-M Workload data may not be up to date.

**Corrective action:** Check-in the workspace again, as the problem may be temporary. If the problem continues to occur or occurs often, collect Control-M/EM and Control-M/Server logs and contact BMC support.

29020 Workload Update Error

**Description:** Workload Update Service error. There was a failure to check-in a workspace. Control-M workload data may not be up to date. Received message: ${%s}

**Corrective action:** Check-in the workspace again, as the problem may be temporary. If the problem continues to occur or occurs often, collect Control-M/EM and Control-M/Server logs and contact BMC support.

29021 Workload Update Canceled

**Explanation:** Workload Update Service canceled. There was a failure to check-in a workspace. Control-M workload data may not be up to date.

**Corrective action:** Check-in the workspace again, as the problem may be temporary. If the problem continues to occur or occurs often, collect Control-M/EM and Control-M/Server logs and contact BMC support.

35003 Automatic Failover completed

**Explanation:** High availability. Control-M/EM Auto-Failover completed, now running on ${%s}

35005 Failover failed

**Explanation:** Control-M/EM manual failover has failed.

**Corrective Action:** Do the following:

- Observe the Progress Dialog window of the failover procedure for the failing step and error messages.
- In the CCM, check the right pane for component status and error messages.
- In the CCCM, check the Agents Log for Configuration Agent activity messages.
- Take any corrective action from the information seen in the above interfaces.
35006 Fallback failed

**Explanation:** High availability. Control-M/EM fallback has failed.

**Corrective Action:** Do the following:

- Observe the Progress Dialog window of the failover procedure for the failing step and error messages.
- In the CCM, check the right pane for component status and error messages.
- In the CCCM, check the Agents Log for Configuration Agent activity messages.
- Take any corrective action from the information seen in the above interfaces.

35011 Set secondary as primary has failed

**Explanation:** High availability. Control-M/EM active host switch has failed.

**Corrective Action:** Verify that the database is up and accepts connections.

35023 Failed to sync to configuration file

**Explanation:** High Availability. The following files could not be synced:

```
${%s}.${%s}
```

**Corrective Action:** Do the following:

- Verify that the database is up and accepts connections.
- Check that the configuration files listed in the X-Alert exist in all distributed and high-availability environments.
- Check that the configuration files listed in the X-Alert for correct content in all distributed and high-availability environments.
- In case a file is missing or incorrect, make sure you copy the correct version to all environments in the correct location.
- Recycle the Configuration Agent on the following:
  - The active environment
  - Other environments

**NOTE:** You should recycle the Configuration Agent even if it was not necessary to check the configuration files listed in the X-Alert for correct content in all distributed and high-availability environments.

35024 Moving to stand-by host

**Explanation:** High Availability. Control-M/EM auto-failover is starting now.
35028 Distributed EM Configuration Agent is unavailable

**Explanation:** High Availability. Distributed Control-M/EM Configuration Agent on ${%s} is not responding.

35029 Active EM Configuration Agent is unavailable

**Explanation:** High Availability. Active Control-M/EM Configuration Agent on ${%s} is not responding.

35030 Stand-by EM Configuration Agent is unavailable

**Explanation:** Non-active Control-M/EM Configuration Agent on ${%s} is not responding. No High-Availability.

35032 Installed Fix-Pack levels don't match

**Explanation:** No high availability. Fix-Pack level ${%s} on primary does not match fix-pack level ${%s} on secondary.

**Corrective Action:** Do the following:
- Check the file `<HOME>/installed_versions.txt` in both environments (active and non-active).
- Make sure both environments are aligned with the latest fix-pack seen in the above files by installing the correct fix-pack.

40001 EM Server failed to write audit action to the EM database (action = action, user = userName, return_code = rc, db error = error (ERROR))

**Explanation:** X-Alert message. The Control-M/EM Server fails to write an audit action to the Control-M/EM database.

The variables in this message are:
- **action** - the audit action that was not written to the database
- **userName** - the name of the user who requested the action
- **rc** - the return code that is issued
- **error** - the error returned from the database explaining why the write action failed

The Control-M Configuration Manager displays an explanation of the write failure.

**Corrective Action:** Your database may be experiencing customer problems. If you cannot fix the problems, contact BMC Software Customer Support.
40100 LDAP authentication cannot be configured

**Explanation:** Directory service authentication is not set. EM internal authentication is active.

40101 User cannot be authenticated in LDAP

**Explanation:** User's directory access name is not well defined.

40201 Database server is unavailable for more than number minutes. (WARNING)

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

The Central Management Server stays on even when the database is not available. This message appears after the database has been down for one hour.

**Corrective Action:** Check the database server.

40202 Communication with the database server was lost and cannot be recovered. Server is shutting down in number minutes. (ERROR)

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

The Central Management Server remains active for number minutes. The default is 2 minutes.

**Corrective Action:** Recycle the Central Management Server to reestablish the connection. If the problem persists, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

40203 Database server is unavailable for more than number seconds. Server is shutting down (WARNING) for CMS (SEVERE) for all other components

**Explanation:** X-Alert message. The Control-M/EM server component issues this message when it does not have communication with the database for more than number seconds.

The server component shuts down.
**Corrective Action:** Check the database server. After it is available, verify that the Control-M/EM server component has restarted. If the problem persists, do the following:

- Stop and restart the Control-M/EM Configuration Agent:

- **On UNIX platforms** - log onto the Control-M/EM account and run the following scripts:
  - `stop_config_agent`
  - `start_config_agent`

- **On Windows platforms** - restart the Control-M/EM Configuration Agent service.

  Wait and see if the relevant server component has succeeded to start.

If the problem persists, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

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**40204 Communication with the database server was lost and cannot be recovered. Server is shutting down. (ERROR) for CMS (SEVERE) for all other components**

**Explanation:** X-Alert message. The Control-M/EM server component issues this message when it detects that it loses communication with the database server and this connection cannot be recovered. The server component shuts down. If the server component is managed by the Control-M Configuration Manager and its desired state is **Up**, it will reconnect to the database when it restarts.

**Corrective Action:** Verify that the server component has restarted. If the problem persists, do the following:

- Stop and restart the Control-M/EM Configuration Agent:

- **On UNIX platforms** - login to the Control-M/EM account and run the following scripts:
  - `stop_config_agent`
  - `start_config_agent`

- **On Windows platforms** - restart the Control-M/EM Configuration Agent service.

  Wait to see if the relevant server component starts

If the problem persists, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

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**40206 LDAP Directory Server is unavailable**

**Explanation:** LDAP Directory Server is unavailable. Returned message: `%(s)`. 
40002 Control-M Configuration Manager failed to erase old audit records from the EM database. Please, delete them manually via erase_audt_data script. (return_code = rc, error = text (ERROR))

**Explanation:** X-Alert message. The Control-M Configuration Manager fails to erase old audit records from the Control-M/EM database within the default deletion period of 360 minutes. Check the explanation displayed at the error variable in the X-Alert message.

**Corrective Action:** Use the erase_audt_data script to manually delete old records.

40205 Server failed to read system parameter type: paramType, name: paramName. (ERROR).

**Explanation:** X-Alert message. The Control-M/EM server component fails to read a system parameter from the PARAMS table, which might be due to a problem with the database. This message does not display when the system parameter is missing from the PARAMS table, which is a normal and valid scenario.

The variables in this message are:

- **paramType** - the context of the system parameter. This can be a component type, task specific or a general parameter.
- **paramName** - the name of the requested system parameter.

Either a default hard-coded value of the parameter is used, or the last value of the parameter that was previously successfully read. Therefore, the system behavior might be different from the behavior specified in the system parameter.

**Corrective Action:** Check that the database is available. If it is, check the log file of the Control-M/EM server component that issued this message to see why it has failed to read the parameter. If you cannot fix the problems, run the Control-M/EM Health Check utility by typing em_data_collector from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

40401 Scheduling group with this scheduling folder name already exists. Change the scheduling folder name or the scheduling folder library.

**Explanation:** The folder name specified for the new sub application is already being used. Relevant when working with MVS.

The system is unable to create a new folder.

**Corrective Action:** Specify a different folder name or library for the new folder.
40402 Scheduling group with this scheduling folder name already exists. Change the scheduling folder name.

**Explanation:** The folder name specified for the new sub application is already being used. Relevant when working with MPM.

The system is unable to create a new folder.

**Corrective Action:** Specify a different scheduling folder name for the new folder.

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

**Explanation:** The folder name specified for the new sub application is already being used for a regular folder. Relevant when working with MVS.

The system is unable to create a new folder.

**Corrective Action:** Specify a different folder name or folder library for the new sub application.

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

**Explanation:** The folder name specified for the new sub application is already being used for a regular folder. Relevant when working with MPM.

The system is unable to create a new folder.

**Corrective Action:** Specify a different folder name for the new sub application.

40405 Lock Folder Failed

**Explanation:** The folder containing this job is locked.

This operation cannot be completed.

40406 Unauthorized user

**Explanation:** You are not authorized to perform this operation.
40407 Create scheduling group failed.

**Explanation:** The group name specified does not match the group name of the sub application as follows: $\{\%s\}$$\{\%e\}$.

**Corrective Action:** Change the group name or the sub application name so that they are identical as follows: $\{\%s\}$$\{\%e\}$.

40801 GUI Server failed to load active net. (server, collection). (ERROR)

**Explanation:** X-Alert message. The GUI Server fails to load an active net for a specific Control-M Server when opening a ViewPoint.

No jobs for the specified Control-M Server are displayed. If the problem is due to an unavailable database, the GUI Server stops responding.

**Corrective Action:** Your database might be experiencing problems. If you cannot fix the problems, run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.

40802 GUI Server failed to load archived net. (server, collection, net). (ERROR)

**Explanation:** X-Alert message. The GUI Server fails to load an archived net for a specific Control-M Server when opening a ViewPoint.

No jobs for the specified Control-M Server are displayed. If the problem is due to an unavailable database, the GUI Server stops responding.

**Corrective Action:** Your database may be experiencing Customer problems. If you cannot fix the problems, contact BMC Customer Support.

40803 GUI Server failed to load active net. Net table was not found in database. (server, collection). (WARNING)

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

No jobs for the specified Control-M Server are displayed in the ViewPoint.

**Corrective Action:** Run the Control-M/EM Health Check utility by typing `em_data_collector` from the command line and contact BMC Customer Support. For more information about using the Health Check utility, see: Health Check.
40804 GUI Server failed to load archived net. Net table was not found in database. (server, collection, net). (WARNING)

Explanation: X-Alert message. The GUI Server fails to load an archived net for a specific Control-M Server when opening a ViewPoint, because the table with the net data does not exist in the database. No jobs for the specified Control-M Server are displayed in the ViewPoint.

Corrective Action: No action is required.

40900 Periodic calendar (calendar_Control-M | calendar_name) used in periodic statistics definition 'periodic_stats_def_name' was not found. (ERROR)

Explanation: X-Alert message. This message relates to the Control-M/EM periodic statistics mechanism, which uses an undefined periodic calendar. The periodic calendar may have been deleted after the periodic statistics definition (which uses it) was created. The variables in this message are:

- `periodic_stats_def_name` - the name of the periodic statistics definition
- `calendar_Control-M` - the name of the Control-M where the periodic calendar is defined
- `calendar_name` - the name of the periodic calendar

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

Corrective Action:

- Locate the indicated periodic statistics definition.
- Determine which periodic calendar this periodic statistics definition needs to use. Relate this periodic statistics definition to a calendar which is defined in Control-M/EM. Periodic calendars can be viewed, created, uploaded and managed using the Calendar Manager (in Tools > Calendar Manager).

41001 The soft limit of resource parameter parameter is too low. Soft limit should be equal to or larger than requested value.

Explanation: X-Alert message. The current soft limit of `parameter` is lower than expected. The following OS resources are being checked: Number of file descriptors, Data segment size and memory size. Lack of computer resources might affect proper operation of Control-M/EM processes.
Update the relevant OS resource soft limit according to the value indicated in the X-Alert message.

After updating the OS resource soft limit:

**Corrective Action:** Do the following:
- Stop the configuration agent using root menu => stop config agent.
- Restart the configuration agent using root menu => start config agent.
- Rerun the Control-M/EM GUI server and the BMC Batch Impact Manager server.

41002 Both soft and hard limits of resource parameter parameter are too low. Limits values should be equal to or larger than requested value.

**Explanation:** X-Alert message. The current hard and soft limits of parameter are lower than required. The following OS resources are being checked: number of file descriptors, data segment size and memory size.

Lack of computer resources might affect proper operation of Control-M/EM processes.

**Corrective Action:** Update the relevant OS resource hard and soft limits according to the value indicated in the X-Alert message. Hard limit changes require reboot.

After making a hard limit change:
- Stop the configuration agent using root menu => stop config agent.
- Restart the configuration agent using root menu => start config agent.
- Rerun the Control-M/EM GUI server and the BMC Batch Impact Manager server.

50001 Invalid character at position position. Input: string.

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

The variables in this message are:
- *position*- the position of the character in the string
- *string*- the entire string

**Corrective Action:** Change the value of the field.

50002 Field contains invalid value string.

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

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

**Corrective Action:** Change the value of the field.
50003 Delimiter character expected at index position. Input: string.

Explanation: An invalid character uses a delimiter in one of the job fields. A valid delimiter character expects a certain position in the character string.

The variables in this message are:
- character - the expected delimiter character
- position - the position of the character in the string
- string - the entire string

Corrective Action: Change the value of the field.

50004 Maximum length for that value should be maxLength

Explanation: The value inserted into one of the job's fields exceeded the maximum length of that field.
In this message, maxLength is the maximum length of the value.

Corrective Action: Change the value of the field.

50005 Invalid value number - out of range.

Explanation: The numeric value inserted into one of the job's fields is out of range.
In this message, number is the numeric value that the user enters.

Corrective Action: Change the value of the field.

50006 Invalid character character at position position. Input: string

Explanation: Job validation encounters a value containing an invalid character in one of the job's fields.
The variables in this message are:
- character - the invalid character
- position - the position of the character in the string
- string - the entire string

Corrective Action: Change the value of the field.
50007 The value contains invalid characters. Input string.

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

**Corrective Action:** Change the value of the field.

50008 The value is too short. Input string.

**Explanation:** Job validation encounters a value that is too short in one of the job's fields. In this message, *string* is the entire string.

**Corrective Action:** Change the value of the field.

50009 Invalid value: string

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

**Corrective Action:** Change the value of the field.

50010 String should not contain lower-case characters. Input string

**Explanation:** Job validation encounters lower-case characters in one of the job's fields. In this message, *string* is the entire string.

**Corrective Action:** Change the value of the field.

50011 The field must have a value.

**Explanation:** Job validation discovers a mandatory field is missing from a job.

**Corrective Action:** Change the value of the field.

50012 Conflict: Job with value in field1 [and field2] field[s], cannot have value in the following fields: field3, field4 ... fieldn

**Explanation:** There are conflicts in the job definition. If a specific field has a certain value, then other fields must be left empty.
In this message, field is the name of each specific field.

**Corrective Action:** Change the value of the specified field.

### 50013 When the Tag Relationship is set to 'And', at least one scheduling tag must be selected.

**Explanation:** Job validation discovers that the Tag Relationship in a job is set to 'And', but no scheduling tag is selected.

**Corrective Action:** Specify at least one scheduling tag for the job, or change the tag relationship to 'OR'.

### 50014 Field fieldName - The specified value is too long. Specify a shorter value.

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

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

### 60001 Failed to establish connection with Server

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

- The Server Name is invalid
- CORBA is not configured properly
- The CORBA Naming Service is not running
- The Control-M/EM Server is not responding

**Explanation:** You attempt to log in to Control-M, but log in fails.

**Corrective Action:** Do the following:

- Ensure that Control-M/Server has a valid name. If the name selects from a combo box and does not enter manually, the name is valid.
- Ensure that CORBA is configured properly and the config.xml file in the installationDirectory//etc/domains directory is not corrupted.
- Ensure that the CORBA Naming Service runs. If the log in was done through the Log in dialog box and the server name was selected from a combo box, the CORBA Naming Service runs.
- Ensure that the Control-M/EM Server is running.
60002 Connection with the Server lost  This error may be caused in the following cases:- The Control-M/Enterprise Manager Server is not responding or stopped running- The CORBA Naming Service is not running

**Explanation:** The connection with Control-M/EM is lost.

**Corrective Action:** Do the following:
- Ensure that the Control-M/EM Server runs
- Ensure that the CORBA Naming Service runs

60003 Invalid username or password: Make sure: - The user is defined properly - The given password is correct

**Explanation:** You attempt to log in to Control-M/EM, but log in fails because the user name or password is incorrect.

**Corrective Action:** Enter the correct user name or password.

60004 User is not authorized for that action

**Explanation:** You attempt to perform an action for which you do not have authorization.

**Corrective Action:** Obtain the correct authorization from the Control-M/EM system administrator.

60005 Your password is about to expire

**Explanation:** Your password is about to expire.

**Corrective Action:** Change the password.

60006 User account is locked

**Explanation:** You attempt to log in to Control-M/EM, but the attempt fails because your account is locked.

This might occur because:
- The system administrator has manually locked your account.
- You try to log in to the system several times and failed, exceeding the maximum number of failed log in attempts.

**Corrective Action:** Ask the Control-M/EM system administrator to unlock the account.
60007 Login Failed: This error may be caused by any of the following: - Server is not running under context serverName- CORBA configuration file is not configured properly. (Edit and save the file. Restart the application to apply the new settings.)

**Explanation:** You attempt to log in to Control-M/EM, but login fails.

ServerName is the logical name of the server that was chosen during login. The default name is the name of the machine where Control-M/Server runs.

**Corrective Action:**

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

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

60009 Login Failed: Ensure Server under context serverName has the correct version.

**Explanation:** You attempt to log in to Control-M/EM, but the log in attempt fails because there was a version mismatch between the Control-M/EM Server and the application that you tried to run (for example, Control-M).

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

**Corrective Action:** Verify the correct version and ensure that this version has been installed.

60010 Login Failed: This error may be caused by any of the following: - User userName is not defined properly.- The specified password is incorrect.

**Explanation:** You attempt to log in to Control-M/EM, but log in fails. This might be due to one of the following reasons:

- The userName user name is not defined properly
- The specified password is incorrect
Corrective Action:
- Ensure that you have entered the correct user name and password
- Ensure that your account has not been locked by the Control-M/EM system administrator

60011 Login Failed: Password has expired

Explanation: You attempt to log in to Control-M/EM, but the log in fails because your password has expired.
Corrective Action: Obtain a new password.

70001 Large amount of resources

Explanation: The list loads with more than $\{n\}$ items.
Corrective Action: It is recommended to set a Refresh Filter.

70003 Form validation failed

Explanation: The form validation fails.
Corrective Action: Review and correct the errors.

70007 User not authorized

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

70008 Limit exceed

Explanation: The number of matches exceeds the current list limit.
Partial lists of results are displayed.
Corrective Action: Refine the filter criteria or increase the list limit by adjusting the DeletedJobsLoadLimit system parameter.

70009 Field length exceeds limit

Explanation: The field $\{n\}$ length exceeds the limit of $\{n\}$ characters.

70012 No jobs using control resource

Explanation: No jobs are currently using the control resource.
70013 View joblist not available

**Explanation:** Viewing a job list is supported only for jobs running on Control-M for O/S versuib 6.1.00 or later.

70014 Invalid character

**Explanation:** The field {$%s} contains an invalid character.

74001 Login failed: Failed to login to Control-M Configuration Server 'serverName' with user 'userName'

**Explanation:** An attempt to log in to the Control-M Configuration Manager failed. This is often due to an incorrect user name or password, or selecting the wrong server name from the list.

The variables in this message are:
- **serverName** - the name of the Control-M Configuration Manager to which you are trying to login.
- **userName** - the name of the user who requested the action.

The Configuration Management Server displays this message and allows another attempt to log in.

**Corrective Action:** Supply accurate log in details.

74002 Invalid database type: Actions on the database are not allowed since there was a problem in getting database details

**Explanation:** The Configuration Management Server sent an invalid database type to the client.

The Control-M Configuration Manager displays this message and does not allow actions that involve interaction with the database.

**Corrective Action:** Contact BMC Customer Support.

74003 System parameter not selected: Please select a system parameter for action

**Explanation:** A system parameter was not selected for an action, but requires one to be selected.

In this message, **action** is the action that is missing the parameter.

The Control-M Configuration Manager displays this message. Normal processing continues.
Corrective Action: Select a system parameter from the displayed list before applying an action.

74004 Missing parameter

Explanation: A value is missing for a parameter.
Corrective Action: Assign a value for $\{\%s\}$.

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

Explanation: The Control-M Configuration Manager raised an exception while attempting to perform an action.
The variables in this message are:
- action - the name of the action on which the exception was raised
- text - the text of the displayed message
The Control-M Configuration Manager displays this message, following some unexpected system behavior.
Corrective Action: If the problem occurs again, contact BMC Customer Support.

74006 Unknown Database type: type. Action will terminate.

Explanation: An attempt was made to perform an action on a database, but no valid database was defined (see message 74002).
In this message, type is the unknown database type.
The Control-M Configuration Manager displays this message, and does not allow actions that involve interaction with the database.
Corrective Action: Contact BMC Software Customer Support.

74007 Missing value

Explanation: A value is missing.
Corrective Action: Assign a value to $\{\%s\}$.

74008 Value out of range

Explanation: Value for $\{\%s\}$ is out of range.
Corrective Action: Enter a value within the $\{\%s\}$ and $\{\%s\}$. 
74009 Invalid file name

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

**Corrective Action:** Enter a valid file name.

74010 Action failed: Action action has failed for unknown reason. Please refer to the application logs for additional information

**Explanation:** An action fails, due to an unknown error.
In this message, *action* is the action that fails.
The Control-M Configuration Manager displays this message. Normal processing continues.

**Corrective Action:** Check the application logs for additional details about the failure.

74011 File already exists

**Explanation:** The file name specified already exists.

**Corrective Action:** Specify a different file name.

74013 Failed to send request to the Server: Failed action: action.

**Explanation:** The Control-M Configuration Manager client fails to send a request to the Configuration Management Server.
In this message, *action* is the request action that fails.
Processing continues without completing the request. The action that fails is displayed.

**Corrective Action:** Solve the problem according to the instructions displayed in the message.

74014 Dialog validation error

**Explanation:** You click OK to exit a dialog box, but there are errors in the dialog box. General errors in the dialog box are presented. Specific text fields errors are displayed separately for each field.
The dialog box does not close.

**Corrective Action:** Correct the errors and try again.
74015 The connection to the server is lost. The connection will be restored when available.

**Explanation:** The connection to the Configuration Management Server is lost.
**Corrective Action:** The information message will be displayed by the Control-M Configuration Manager.

74016 The connection to the server was restored.

**Explanation:** The connection to the Configuration Management Server restores after it was lost.
**Corrective Action:** The information message will be displayed by the Control-M Configuration Manager.

74017 Control-M Configuration Manager: Your password has expired. Please refer to the Control-M/EM documentation for further information.

**Explanation:** You try to log in to the Control-M Configuration Manager, but are unsuccessful because your password has expired.
You cannot log in.
**Corrective Action:** Refer to Control-M/EM documentation for instructions on how to obtain a new password.

74018 Control-M Configuration Manager: Your password will expire shortly. Please refer to the Control-M/EM documentation for further information.

**Explanation:** You log in to the Control-M Configuration Manager and receive a message that your password expires soon.
Normal processing continues.
**Corrective Action:** Replace your password as soon as possible.

74019 Control-M Configuration Manager: The account is locked.

**Explanation:** You try to log in to the Control-M Configuration Manager, but the user account is locked.
You cannot login.
**Corrective Action:** Contact your system administrator for assistance.
74020 Control-M Configuration Manager: Post login failed: reason

**Explanation:** Actions that are performed automatically after the log in to the Control-M Configuration Manager fails.

In this message, *reason* is the reason for the failure.

Some Control-M Configuration Manager actions may not function properly.

**Corrective Action:** Contact BMC Customer Support.


**Explanation:** A Control-M Configuration Manager action succeeds. The server returns a message, which is presented to the user.

The variables in this message are:
- *action* - the name of the action that succeeded
- *text* - the text of the displayed message

Normal processing continues.

**Corrective Action:** Click OK to confirm.

74022 Duplicate component was identified

**Explanation:** A duplicate component is identified by the system. The duplicate component does not display.

75002 Failed to retrieve database host and port.

**Explanation:** Control-M/EM fails to retrieve the database hostname and port.

Control-M Reports cannot open because it cannot connect to the Control-M/EM database.

**Corrective Action:** Manually reset the hostname and port using the Control-M Configuration Manager.

75003 The Reporting Facility is unable to connect to the database.

**Explanation:** Either the database is not running or the OLEDB driver is not installed or registered.

Check the log file for more information.
Control-M Reports failed to connect to the Control-M/EM database and cannot open because it cannot connect to the Control-M/EM database.

The possible causes are as follows:

- The database is not running on the host and port specified in "More Details"
- The OLEDB driver is not installed or configured correctly
- Incorrect hostname and port were used to connect to the database

**Corrective Action:** The following responses correspond to the above causes:

- Start the database on the specified host and port.
- Install the appropriate vendor OLEDB driver in the client computer.
- Manually reset the hostname and port using the Control-M Configuration Manager.

**Ended not ok**

**Explanation:** Job has ended not ok.

**Corrective Action:** Investigate why the job ended not ok.

**DATA CENTER %s WAS DISCONNECTED**

**Explanation:** Control-M/Server has disconnected from EM.

**User Response:** Verify that Control-M/Server and Gateway are up and verify that the ports are correct.
Control-M/Server Messages

The following Control-M/Server messages are listed according to their ID number. The messages range from warning messages to error messages and contain an explanation and corrective action (where possible).

4900 WORKLOAD workloadName UPLOADED FROM CTM\EM

Explanation: The workload (workloadName) has been uploaded from Control M\EM.
Corrective Action: No action is required.

4901 WORKLOAD workloadName DELETED FROM CTM\EM

Explanation: The workload (workloadName) has been deleted from Control M\EM.
Corrective Action: No action is required.

4902 SUCCESSFULLY SAVED WORKLOAD(S) WITH TYPE type

Explanation: There are two kinds of workload(s) updates requests from the Control-M\EM.
- FUL: All workloads are sent from Control M\EM and should be saved by the Control-M\Server.
- UPD: Certain workload is sent from Control-M\EM and should be saved by the Control-M\Server.
Corrective Action: No action is required.

4903 WORKLOAD workloadName HAS BECOME state

Explanation: The workload (workloadName) has changed its state to either Inactive, or Active.
Corrective Action: No action is required.

4904 WORKLOADS ORDER LIST WAS UPLOADED FROM THE CTM\EM

Explanation: A new order list of workloads is uploaded from Control-M\EM.
Corrective Action: No action is required.

4905 MAXIMUM JOBS LIMIT FOR WORKLOAD workloadName HAS BEEN CHANGED TO number

Explanation: The maximum jobs policy of workload (workloadName), which indicates how many jobs of that workload can be submitted concurrently, has been changed to (number).
Corrective Action: No action is required.

4906 MAXIMUM RESOURCE LIMIT FOR WORKLOAD workloadName HAS BEEN CHANGED TO number

Explanation: The maximum quantitative resource policy of workload (workloadName), which indicates how many quantitative resources can be used by jobs of that workload, has been changed to (number).
Corrective Action: No action is required.

4907 THE HOST GROUP HAS BEEN CHANGED TO hostGroup DUE TO MAPPING POLICY OF WORKLOAD workloadName

Explanation: A job's host group has been changed to new host group (hostGroup), because of a mapping policy of workload (workloadName), in which this job is a member.
Corrective Action: No action is required.

4908 THE HOST GROUP HAS BEEN RESTORED TO DEFINITION

Explanation: A job's host group has been changed back to its original definition. This happens probably when a job is no longer a member of a workload, or the workload(s) or is a member, but does not have mapping policy.
Corrective Action: No action is required.

4909 JOB IS NOW A MEMBER OF THE FOLLOWING WORKLOADS listOfWorkloadsNames

Explanation: Specifying a list of workload names, of which a job has become a member.
When a job is first entered or is already present in the active environment, and the list of workloads (which it is already a member) have been changed.

**Corrective Action:** No action is required

### 4913 JOB IS NOT ASSOCIATED WITH A WORKLOAD

**Explanation:** Usually printed, when a job enters the active environment either for the first time or is present, but is no longer associated with a workload(s) because of changes in workload filter definitions or job definitions.

**Corrective Action:** No action is required.

### 4914 ACCOUNT <Account_name>, APPLTYPE <Application_type>, AGENT <agent_name> is Disabled|Unavailable. [Message from Agent follows]

**Explanation:** This message appears in the output of WHY request to indicate that the Account where the job is submitted is disabled or is unavailable. If the account is unavailable, this message will be followed by message 5226.

**Corrective Action:**
- Verify that the status of the Account is not Disabled.
- If the Account is unavailable, determine the cause of the failed communication to the account, and correct it.

### 4920 MAXIMUM JOBS LIMIT FOR HOST hostname HAS BEEN CHANGED TO number

**Explanation:** The maximum jobs limitation of host (hostname), which indicates how many jobs can be submitted concurrently to that host, has been changed to (number).

**Corrective Action:** No action is required.

### 4921 MAXIMUM CPU LEVEL FOR HOST hostname HAS BEEN CHANGED TO number

**Explanation:** The CPU level limitation (in percentage) of host (hostname), which indicates not to submit any job to that host if its CPU usage is above the level specified, has been changed to (number).

**Corrective Action:** No action is required.
4922 DIFFERENT CPU USAGE HAS BEEN REPORTED FROM HOST hostname AS newCpuUsage

Explanation: When there is a CPU level limitation, (control the jobs' submission to a certain host), each time the CPU usage goes below or above the level specified, reported by the host of course, this message generates.

On a periodic basis, a message is received from the host specifying the current CPU usage.

Corrective Action: No action is required.

5003 MAXRETRY REACHED FOR processID. SUPERVISOR IS SHUTTING DOWN

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

Control-M is shutting down.

Corrective Action: Restart Control-M. If the problem persists, notify your BMC Software Customer Support representative.

5006 Control-M LOG CLEANUP ENDED. DAYS= days

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

New Day processing continues.

Corrective Action: No action is required.

5009 RESET CYCLIC FLAG TO NO

Explanation: A Cyclic job/Cyclic SMART Folder changes to a non-cyclic job/SMART Folder, which executes at the same time as the New Day procedure. This is because Control-M cannot determine the action to take regarding this job/SMART Folder while executing.

The Cyclic job/Cyclic SMART Folder completes its current cycle and changes to a non-cyclic job/SMART Folder.

Corrective Action: If the job/SMART Folder continues to execute as a Cyclic job/Cyclic SMART Folder, modify the Cyclic job/Cyclic SMART Folder processing parameter.
5010 MIRRORING HAS FAILED

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

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

5011 Control-M LOG CLEANUP STARTED

**Explanation:** The Control-M log cleanup process starts.

The New Day procedure begins the partial cleanup of the Control-M log.

**Corrective Action:** No action is required.

5014 Control-M AGENTS CLEANUP STARTED

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

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

Control-M/Agents are requested to clean the old output and status/backup files according to the Maximum Days to Retain Output Files parameter. Control-M/Server sends the cleanup requests to all Control-M/Agents.

**Corrective Action:** No action is required.

5015 Control-M AGENTS CLEANUP ENDED. DAYS= days

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

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

The specified number of days (days) sent to Control-M/Agents is determined by the value assigned to the Maximum Days to Retain Output Files parameter. The execution of the ctmagcln utility finished successfully.

**Corrective Action:** No action is required.
5016 Control-M AGENT agent WAS NOT CLEANED

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

Control-M/Server attempts to send the request to the rest of the available Control-M/Agents.

**Corrective Action:** Verify that the specified Host ID is valid and determine the cause of the failed communication to correct it. If the problem persists, contact BMC Customer Support.

5017 Control-M AGENT(S) CLEANUP FAILED

**Explanation:** Control-M/Server fails to send the New Day cleanup request to the requested Control-M/Agent or Agents. All Agents are not cleaned.

Execution of the ctmagcln utility fails.

**Corrective Action:** Check that AGSTAT directory is accessible on the file system.

5018 Control-M AGENT agent CLEANED SUCCESSFULLY. DAYS= days

**Explanation:** Control-M/Server successfully sent the New Day cleanup request to the specified Control-M/Agent (agent). This action occurs when invoking the CTMAGCLN utility to a specific Agent. The specified number of days (days) that is sent to this Agent is determined by the value assigned to Maximum Days to Retain Output Files parameter.

**Corrective Action:** No action is required.

5019 STATISTICS INFORMATION CLEANUP STARTED.

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

The statistics cleanup is performed.

**Corrective Action:** No action is required.

5030 ACTIVE JOBS FILE DOWNLOADED TO Control-M/EM {STARTED | ENDED}

**Explanation:** Active Jobs starts/ends downloading to Control-M. Control-M processes are suspended during Active Jobs download.

**Corrective Action:** No action is required.
5034 STATISTICS INFORMATION CLEANUP ENDED
MODE= purgeMode. LEAVE= purgeLimit

Explanation: The New Day procedure or the ctmruninf utility successfully performs a partial cleanup of Control-M job statistics. The specified MODE (purgeMode) and LEAVE (purgeLimit) parameters are determined by the values of RUNINF_PURGE_MODE and RUNINF_PURGE_LIMIT, respectively.

Execution of the ctmruninf utility finishes successfully.
Corrective Action: No action is required.

5035 STATISTICS INFORMATION CLEANUP FAILED

Explanation: Control-M/Server fails to perform a partial cleanup of Control-M job statistics.

Execution of the ctmruninf utility stops.
Corrective Action: Check for database errors. If the problem persists, contact BMC Software Customer Support.

5040 NEW DAY PROCEDURE STARTED

Explanation: The New Day procedure is submitted.

While this procedure executes all other Control-M processes are suspended.
Corrective Action: No action is required.

5041 ACTIVE JOBS FILE CLEANUP ENDED

Explanation: The New Day procedure finishes cleaning up Active Jobs. This message is sent at the end of the New Day procedure after Active Jobs cleans the old jobs and loads new job orders.

Control-M processing returns to Run status and inserts new jobs into the Active Jobs until the download to Control-M/EM starts.
Corrective Action: No action is required.

5043 QUANTITATIVE RESOURCE INTEGRITY ERROR.
resourceName n1 n2

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

Corrective Action: Contact BMC Software Customer Support.
5044 Control RESOURCE resourceName INTEGRITY ERROR. USED= n1, CTLTAB= n2

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

**Corrective Action:** Contact BMC Software Customer Support.

5045 Control RESOURCE resourceName INTEGRITY ERROR. MODE EXCLUSIVE, USED n

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

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

5047 ALLOW SUBMISSION FOR PARAMETER EXCEEDED

**Explanation:** During the New Day procedure, this job deletes from Active Jobs because it exceeds the amount of days allowed in Active Jobs, according to the Allow submission for \((MAXWAIT)\) job definition value. Details about the Allow Submission for parameter can be found in Allow submission for

**Corrective Action:** No action is required.

5048 NEW DAY PROCEDURE TIME HAS ARRIVED

**Explanation:** The New Day procedure should run at this time.
Active Jobs download stops, so that the New Day procedure can begin.

**Corrective Action:** No action is required.

5060 LAST RUN DATE OF USER userDaily NONEXISTENT. STATUS = status

**Explanation:** The last run date of the specified User Daily job \((userDaily)\) cannot be retrieved from the database. When a new User Daily job runs for the first time, the last run date is nonexistent and cannot be accessed. At the end each run, a new last run date is automatically generated.
Corrective Action:

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

5061 USER DAILY userDaily STARTED

Explanation: The specified User Daily job (userDaily) starts.
Corrective Action: No action is required.

5062 USER DAILY userDaily ENDED

Explanation: According to the scheduling criteria, the specified User Daily job (userDaily) finishes ordering the associated jobs.
Corrective Action: No action is required.

5063 CALENDAR calName, NOT FOUND OR NOT COMPLETE

Explanation: You attempt to download the calName calendar, but either the calendar is not found or it does not contain all the relevant years in the Control-M/Server database.

The calendar does not download.
Corrective Action: Use Control-M/EM to either create the calendar or to verify that all relevant years appear in the calendar.

5064 USER DAILY userDaily STOPPED - DATE PROBLEM. LAST lastDate, NEXT nextDate

Explanation: The specified User Daily job (userDaily) cannot run due to a date inconsistency.
The inconsistent date may be due to one of the following reasons:

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

The User Daily job stops executing.
Corrective Action:

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

5065 ORDERED %s: jobNumber; DAILY userDaily, ODATE odate

Explanation: Where %s is one of the following values:

- JOB
- Sub folder
- SMART folder

The specified job (jobNumber) with an order_date of order_date is entered into the Active Jobs by the specified User Daily job (userDaily).

Corrective Action: No action is required.

5066 DAILY userDaily FAILED TO ORDER JOBNAME jobName

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

The failure to order jobs may be due to the following:

- Database problem (such as a communication problem or space problem)
- Data inconsistency in the database
- Security violation
- Scheduling criteria of the job, which does not match the ordering date

The system action depends on the cause of the problem:

- If it is a security violation for a specific job, or a mismatch in scheduling criteria, Control-M continues to check/order the jobs that relate to this User Daily job.
- If it is a database problem or an internal problem, the User Daily job might stop ordering the rest of the jobs.
Corrective Action:

- Check the security definition for this folder.
- Check the alert definition for jobs that are not ordered due to their scheduling criteria. For more information, see the NOT_ORDERED_JOB_ALERT configuration parameter in Configuration parameters.
- Check the database error logs to search for any potential problem.

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

5067 ONE OR MORE JOBS IN DAILY userDaily WERE NOT ORDERED

Explanation: At least one or more jobs within the specified User Daily job (userDaily) are not ordered as the scheduling criteria does not match the specified ordering date. For more information, see the NOT_ORDERED_JOB_ALERT configuration parameter in Configuration parameters.

Corrective Action: If you suspect that a specific job should have been ordered that day, check its scheduling criteria.

If you wish to disable this message from appearing again, check the option in the NOT_ORDERED_JOB_ALERT. See: Configuration parameters.

5069 JOB %s WILL NOT BE ORDERED DURING UPCOMING SYSTEM DAILY - %s

Explanation: During the PRE ORDERING activity, the specified User Daily job (userDaily) failed to order the requested job (jobName).

- The failure to order jobs can be due to one of the following:
- Database problem (such as communication problem or space problem)
- Data inconsistency in the database
- Security violation
- Scheduling criteria of the job does not match its ordering date

The system action depends on the cause of the problem:

- If the problem is a security violation for a specific job, or mismatched scheduling criteria, CONTROL-M continues to check/order the jobs that relate to this User Daily job.
- If it is a database problem or any kind of internal problem, the User Daily job might stop ordering the rest of the jobs.
Corrective response:

- Check the security definition for this folder.
- Check the alert definition for jobs that are not ordered due to their scheduling criteria. For more information, see the NOT_ORDERED_JOB_ALERT configuration parameter in Configuration parameters.
- Check the database error logs to search for any potential problem.

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

5070 ONE OR MORE JOBS WILL NOT BE ORDERED DURING UPCOMING SYSTEM DAILY

**Explanation:** During the PRE ORDERING activity, at least one or more jobs within the specified User Daily job (userDaily) were not ordered because its scheduling criteria does not match the specified ordering date. For more information, see the NOT_ORDERED_JOB_ALERT configuration parameter in Configuration parameters.

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

If you wish to disable this message from appearing again, check the option in the NOT_ORDERED_JOB_ALERT configuration parameter. See: Configuration parameters.

5080 FAILED TO SUBMIT JOB FileName. reason

**Explanation:** The requested job FileName cannot be submitted due to a specific reason (reason). The reasons include:

For UNIX platforms:

- File Path does not exist - the path/library is not found
- Mem Name memName does not exist - the script is not found
- User userName does not exist - there is a security violation
- Run_As User % does not exist - there is a security violation
- Run_As User % is not allowed to execute this script - there is a security violation
- The script scriptName does not have execute permissions - there is a security violation

For Windows platforms:

- There are currently no login servers available to service the login request
- Log in failure: unknown user name or bad password
- Log in failure: user account restriction
- Log in failure: account login time restriction violation
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- Log in failure: user not allowed to log on to this computer
- Log in failure: the specified account password has expired
- A specified privilege does not exist
- A required privilege is not held by the client
- The name provided is not a properly formed account name
- The specified user already exists
- The specified user does not exist
- Log in failure: the user has not been granted the requested login type at this computer
- A specified log in session does not exist. It may have been terminated

For all Platforms:
- Control-M/Server hostName is not authorized to run jobs on this Agent - the Control-M/Server specified is not listed in the Authorized Control-M Servers list for the Agent platform

The job is not submitted.

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

5100 ENDED AT time. OSCOMPSTAT rc. RUNCNT runCounter

**Explanation:** The job ends its execution at the specified time (time) with the given return code (rc) and the given run count of the job (runCounter).

**Corrective Action:** No action is required, unless the return code of the job is not expected. If so, check the job log to find the reason for the failure.

5101 STARTED AT startRun ON hostID

**Explanation:** The job begins executing at the specified time (startRun) on the specified Agent platform (HostID).

**Corrective Action:** No action is required.

5102 DISAPPEARED AT time. RUNCNT runCounter

**Explanation:** After the job is submitted, it cannot be located by the system and the job's status changes to Disappeared at the specified time (time). The job's status and the location of the log cannot be determined.

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

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

### 5105 SUBMITTED TO hostID

**Explanation:** The job submits for execution to the specified Agent platform (HostID).

**Corrective Action:** No action is required.

### 5106 DISAPPEARED AT dateTime. RUNCNT count. node name IS status

**Explanation:** The user changes the status of the host to Disabled or the job is in an unknown state for more than UNKNOWN_TIMEOUT seconds. The Control-M/Server changes the state of the job submitted for that host to Disappeared and the status to Ended NOTOK.

The variables in this message are:

- `dateTime` - the date and time that the job disappeared
- `count` - the job's run count
- `host` - one of the following:
  - AGENT
  - REMOTE HOST
  - Agent used by the remote host
  - ACCOUNT
- `name` - the name of the agent, remote host, agent used by the remote host, agent used by the remote host, or CM Account name
- `status` - one of the following:
  - DISABLED
  - UNAVAILABLE

**Corrective Action:** No action is required.

### 5110 LIBMEMSYM FILE pathName NOT FOUND

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

**Corrective Action:** Determine why the file was not found. Create the file or correct the pathname specified for the variable.
5120 %s STATE CHANGED TO %s

**Explanation:** Control-M changes the job's state to *jobState*. Control-M/Server continues to handle the job according to its new state. %s may have one of the following values:

- JOB
- Sub folder
- SMART folder

**Corrective Action:** No action is required.

5132 STATUS SET TO *jobStatus* AS A RESULT OF DO {OK | NOTOK | RERUN}

**Explanation:** The job completion status (*jobStatus*) changes as a result of End Job Ok, End Job Not Ok, or Rerun job post-processing actions.

**Corrective Action:** No action is required.

5133 ENDED OK

**Explanation:** The job completes with status OK. Following job execution and post-processing, Control-M analyzes the results and assigns the completion status OK to the job.

**Corrective Action:** No action is required.

5134 ENDED NOTOK

**Explanation:** The job terminates with a final status of NOTOK. Following job execution and post-processing, Control-M analyzes the results and assigns a final status of NOTOK to the job, indicating that a problem occurs during job processing.

**Corrective Action:** Examine the job log and output to determine why the job terminated with a status of NOTOK.

5136 JOB STATE CHANGED TO RETRY - SUBMIT

**Explanation:** Control-M attempts to submit the job to the Control-M/Agent platform, but the submission failed due to the Agent not responding. The job's state changes to Retry and the job is resubmitted. Control-M attempts to submit the job.

**Corrective Action:** Check the communication between the Control-M/Server and Agent. Check for error messages in the Control-M proclog directory.
5164 DUMMY. STATUS CHANGED TO OK

**Explanation:** The job assigns a status of Ended OK because it is a dummy job.

**Corrective Action:** No action is required.

5166 INVALID TIME ZONE timeZone. STATUS CHANGED TO FAILED TO SUBMIT

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

The job status changes to Failed to submit.

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

5169 Message from Agent: <message>

**Explanation:** Control-M/Server receives this message from the Control-M/Agent (version 7.0.00 or higher), when the job ends NOTOK or disappeared.

**Corrective Action:** Determine why the job has ended NOTOK or disappeared and correct it.

5199 CONDITION 'condName' 'condDate' ALREADY EXISTS

**Explanation:** The job tries to add a prerequisite condition (*condName*) with the indicated order date (*condDate*), but this condition already exists with the specified date in the database.

The condition is not added because it already exists.

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

5201 SHOUT TO destination PERFORMED

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

**Corrective Action:** No action is required.
5202 SHOUT TO destination FAILED

**Explanation:** An attempt to issue a Shout message to the specified destination (*destination*) is not successful because it is possible that either the terminal is not connected or an invalid destination is specified.

The Shout message is not issued.

**Corrective Action:** Check the validity of the destination.

5203 Control RESOURCE resourceName RESERVED

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

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

**Corrective Action:** No action is required.

5204 Control RESOURCE resourceName ALLOCATED. MODE: {S | E}

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

**Corrective Action:** No action is required.

5206 Control RESOURCES RELEASED

**Explanation:** All control resources allocated for the job order are released because the job terminates.

The control resource is now available for other jobs in the system.

**Corrective Action:** No action is required.

5207 QUANTITATIVE RESOURCE resourceName QUANTITY resourceQuantity RESERVED

**Explanation:** Quantitative resource *resourceName* reserves in quantity *resourceQuantity* for the specified critical job and is ready to be allocated. The job waits until all the resource quantities are available for its run and is executed.

**Corrective Action:** No action is required.
5208 QUANTITATIVE RESOURCE resourceName
QUANTITY resourceQuantity ALLOCATED

Explanation: Quantity resourceQuantity of quantity resource resourceName has been allocated for this job.
Corrective Action: No action is required.

5209 CONDITION condName condDate ADDED

Explanation: Following job termination, the specified prerequisite condition (condName), with the matching date reference (condDate) adds to the Control-M/Server database. This condition is now available for other jobs in the system.
Corrective Action: No action is required.

5210 CONDITION condName condDate DELETED

Explanation: Following job termination, the specified prerequisite condition (condName), with the matching date reference (condDate) deletes from the Control-M/Server database.
Corrective Action: No action is required.

5211 %s JOB FAILURE. JOB %s, FOLDER %s

Explanation: An operation to order or force the %s' job in the %s' folder fails.
The failure may be due to the following:
- Problems with the job processing definition (such as job not found)
- Security verification problems
- Scheduling criteria of the job not matching
The job is not ordered or forced.
Corrective Action: Check the job scheduling criteria, and operating system security restrictions of Control-M/Server and the security restrictions of the operating system.

5212 JOB %s, FOLDER %s %s

Explanation: The job %s in the folder %s is FORCED or ORDERED into Active Jobs.
The job is inserted into Active Jobs.
Corrective Action: No action is required.
5214 QUANTITATIVE RESOURCES RELEASED

**Explanation:** All allocated quantitative resources for the specified job are released. The control resource is now available for other jobs in the system.

**Corrective Action:** No action is required.

5215 ALL RERUNS HAVE BEEN PERFORMED. MAXRERUN = number

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

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

**Corrective Action:** No action is required.

5217 folder '%s', job name '%s' not found

**Explanation:** One of the following occurs:

- A Control-M/EM user attempts to force a job using the menu option in the Control-M/EM window
- A Control-M job attempts to execute an Order Job statement as part of its post-processing parameters.

The attempt to run job %s located in folder %s failed. Either the folder specified in folder %s does not exist in the Control-M/Server database, or the job specified in job %s does not exist in the specified folder %s.

%s can have one of the following values: Job, Sub folder or SMART folder

**Corrective Action:** Determine the source of the problem (such as missing job processing definition, missing folder, and incorrectly specified Order job statement). Correct the problem and try to force the job again.

5219 CYCLIC ATTRIBUTE REMOVED DUE TO DOSTOPCYCLIC

**Explanation:** Cyclic jobs usually run at regular intervals for as long as specified when the scheduling criteria is satisfied.

A cyclic job terminates due to a related On Statement/Code criteria that satisfies and performs a Do Stop Cyclic action, which prevents future operations of the current cyclic job.

**Corrective Action:** No action is required.
5220 STATUS OF AGENT PLATFORM HostID CHANGED TO AVAILABLE

**Explanation:** Control-M changes the communication status of the Agent platform identified by `hostID` from Unavailable to Available. The communication status of the Agent platform changes from Available to Unavailable due to failed communication. As a result of resumed communication, the status of the Agent platform returns to Available.

Control-M resumes sending job handling requests to the Agent platform.

**Corrective Action:** No action is required.

5222 STATUS OF AGENT PLATFORM nodeID CHANGED TO UNAVAILABLE

**Explanation:** One of the following occurs:

- Control-M changes the communication status of the Agent platform identified by `hostID` from Available to Unavailable due to many communication timeouts. A communication failure occurs between the Server platform and the specified Agent platform.
- `hostID` is not specified correctly in the job processing definition or in the host group.

Control-M tries to communicate with the Agent platform but does not send job handling requests to the platform. If Control-M succeeds in communicating with the Agent platform, the status of the platform returns to Available. Otherwise, the status of the platform changes to Disabled.

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

5223 STATUS OF AGENT PLATFORM hostID CHANGED TO DISABLED

**Explanation:** The communication status of the Agent platform identified by `hostID` changes to Disabled.

Control-M no longer attempts to communicate with the Agent platform and does not send job handling requests to the platform.

**Corrective Action:** To change the status of the Agent platform to Available, use the Agent Status menu (accessed through the `ctm_menu` utility).
5225 STATUS OF ACCOUNT <Account_name>, APPLTYPE <Application_type>, AGENT <agent_name> CHANGED TO [AVAILABLE|DISABLED|UNAVAILABLE. Message from Agent follows]

Explanation: The status of the account changes to Available, Disabled, or Unavailable. If the status changes to Unavailable, message 5226 follows this message.
Corrective Action: If the status changes to Unavailable, determine the cause of the failed communication and correct it. If the status changes to Available or Disabled, no action is required.

5226 <message_id>: <message>

Explanation: This message indicates why the status of an account is unavailable. This message follows message 5225 or 4914.
Corrective Action: Determine the cause of the failed communication to the account and correct it.

5228 SHOUT TO <shout to program logical name> STILL RUNNING. [JOB|SMART table|Sub table] PROCESSING CONTINUES.

Explanation: The <shout to program logical name> has being running for 20 seconds, and the Control-M/Server continues to process the JOB|SMART folder|Sub folder now without waiting for the shout to complete.
Corrective Action: Check why the shout's program is running for a long time and whether it can be modified to run for less You can modify SHOUT_TO_PROGRAM_TIMEOUT parameter (<Control-M Server home directory>/ctm_server/data/config.dat file or in Control-M Configuration Manager (Tools => System Configuration => Control-M/Server System Parameters) if you wish Control-M/Server to wait more than 20 seconds for the program to complete.

5231 CYCLIC ATTRIBUTE OF THIS JOB CHANGED DUE TO STATUS=NOTOK

Explanation: A run of the Cyclic job/SMART Folder ends NOTOK. As the CYCLIC_RERUN parameter is set to NOTOK, the job/Smart Folder cyclic attribute changes and the job/SMART Folder does not rerun. The Control-M/Server default behavior reruns a cyclic job/SMART Folder when the job run ends NOTOK. The CYCLIC_RERUN parameter in the Control-M/Server configuration determines whether a cyclic job/SMART Folder should rerun if that job/SMART Folder ends NOTOK. The job/SMART Folder state changes to post-processed and does not rerun.
Corrective Action: No action is required.
5232 Warning: Cyclic job getting close to maximum allowed runs.

**Explanation:** Control-M/Server verifies that the job/SMART Folder recount has not crossed the default hard limit, which is 99900. A warning issues when the hard limit reaches 90%.

**Corrective Action:** Increase the hard limit value by changing the parameter RERUN_HARD_LIMIT in config.dat with a higher value.

5233 Error: cyclic job run too many times and will not run any more

**Explanation:** When the job/SMART Folder rerun count reaches the hard limit, the job/SMART Folder stops. The default hard limit value is set at 99900.

**Corrective Action:** Increase the rerun hard limit by changing the parameter RERUN_HARD_LIMIT in config.dat with a higher value.

5250 ACCESS TO FOLDER %s IS NOT ALLOWED TO USER %s

**Explanation:** A User Daily job, using the ctmudly utility, attempts to order a job from a folder %s, which is unauthorized by the specified user %s. This is a security violation message. Accessing the folder is denied to the User Daily job.

**Corrective Action:** Verify or modify user authorizations in relation to the specific folder.

5251 THIS RUN_AS USER IS NOT AUTHORIZED TO EXECUTE THE JOB SCRIPT

**Explanation:** The Run As User job processing definition is not authorized to execute the script file specified by the job processing parameters. The job terminates with a NOTOK status.

**Corrective Action:** Modify the script file protection or grant the owner execution privileges.

5252 USER %s NOT AUTHORIZED FOR RUN_AS USER %s

**Explanation:** The user %s tries to perform an action on a job that is owned by the Run As User, but in the Control-M/Server security definition, this user is not authorized to perform this action for this user. The action fails.

**Corrective Action:** Check the Control-M/Server security definition.
5301 SERVER INTERNAL ERROR TYPE type

**Explanation:** An internal error occurs on the Control-M/Server during a request for the EM user to upload/delete a folder/calendar. The user request is rejected.

**Corrective Action:** Try to perform the request again. If this error persists, contact BMC Customer Support.

5302 INCOMPATIBLE GATEWAY VER. DATA CENTER VER. CTMServerVersion. W.S. VER. gatewayVersion

**Explanation:** There is incompatibility between the Control-M/Server version (CTMServerVersion) and the Control-M version (gatewayVersion), where the Gateway is defined.

During the SYNC operation between Control-M/EM Gateway and Control-M/Server, the Control-M/Server checks that the Gateway version is compatible. To communicate between Control-M/EM Gateway and Control-M/Server, the Control-M version, which is defined in Control-M/EM, should match the Control-M/Server version where the Gateway tries to connect.

The Control-M/EM Gateway shuts down and communication between Control-M/Server and Control-M/EM fails.

**Corrective Action:** Set the Control-M/EM Gateway version to match the Control-M/Server version. Select Tools > Communication > Administration > Control-M Definition > Version sequence in Control-M/EM.

5304 CANNOT {DELETE | FREE} <%s> orderNumber - <%s> NOT HELD

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

The request is rejected.

<%s> can have one of the following values: Job, Sub folder or SMART folder

**Corrective Action:** Hold the job. Wait until the Requested Held status changes to Held, and use the Free or Delete option.

5305 ACTIVE JOBS FILE IS LOCKED, TRY AGAIN LATER

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

The user request is rejected.
Corrective Action: Try again later to perform the desired action.

5306 CANNOT action JOB orderNumber - JOB DOES NOT EXIST

Description: The specified job (orderNumber) does not exist or could not be found in the Control-M/Server database and the requested action (action) cannot be performed.

The user request is rejected.

Corrective Action: Check that the specific job exists in the Control-M/Server. If the job does not exist in Control-M/Server but in Control-M/EM, check why the Control-M/EM data and Control-M/Server data are not synchronized by trying to perform a force download. If the job exists in the Control-M/Server database with the same status in Control-M/EM and this message persists, contact BMC Customer Support.

5309 CANNOT HOLD <%s> orderNumber - <%s> ALREADY HELD

Explanation: A Hold request performs this job (orderNumber), but the job is already in Held status.

The Hold request is rejected.

<s> can have one of the following values: Job, Sub folder or SMART folder

Corrective Action: Use the ctmpsm utility to check the status of the job in Control-M/Server. The Control-M/EM data and the Control-M/Server data may not be synchronized and you do not see updated status of jobs in Control-M/EM. Try to perform a force download to update and check the communication between the Control-M/Server and Control-M/EM

5310 JOB orderNumber IS NOT WAITING FOR CONFIRMATION

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

The confirmation request is rejected.

Corrective Action: Use the ctmpsm utility to check the status of the job in the Control-M/Server. The Control-M/EM data and the Control-M/Server data may not be synchronized, and you do not see updated status of jobs in Control-M/EM. Try to perform a force download in order to update and check the communication between Control-M/Server and Control-M/EM.

5311 ERROR PROCESSING XML REQUEST. xmlMessage

Explanation: The request cannot be processed due to xmlMessage.
The Control-M/Server encounters a problem while receiving or reading XML data from Control-M/EM to Control-M/Control Module.

The request is rejected.

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

### 5312 GATEWAY OLDER THAN 613 CANNOT CONNECT TO DATA CENTER 613 OR ABOVE

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

This Gateway version tries to connect to a Control-M/Server version 6.1.03, but this Gateway version is an earlier version and the connection fails. Control-M/Server version 6.1.03 can connect only to Control-M/EM version 6.1.03 or later.

Communication between Control-M/Server and Control-M/EM cannot be established.

**Corrective Action:**
- Check that the Control-M/EM version is 6.1.03 or later. If it is not, upgrade it.
- Select Tools => Communication => Administration => Control-M Definition => Version sequence in Control-M/EM to set the version to 6.1.03 or later.

### 5315 QUANTITATIVE RESOURCE resourceName IN USE - CANNOT DELETE

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

The Delete request is rejected.

**Corrective Action:** Wait until the job finishes executing and the quantitative resource is not in use by any other job. Try again to perform the Delete action.

### 5316 QUANTITATIVE RESOURCE resourceName ALREADY EXISTS

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

The Add request is rejected.

**Corrective Action:** No action is required.
5317 QUANTITATIVE RESOURCE resourceName DOES NOT EXIST

Explanation: A Control-M/EM user submits a request to delete, update, or allocate quantitative resource, but this quantitative resource does not exist in the Control-M/Server database.

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

The requested action is rejected.

Corrective Action: Verify that the Control-M/EM and Control-M/Server data are synchronized.

5318 VALUE OF CHANGE IS OUT OF RANGE

Explanation: A Control-M/EM user submits a request to update a quantitative resource quantity but the result of the update operation is either negative or more than the total value.

The update request is rejected.

Corrective Action: Check that the value inserted is valid and correct the input. If you verify that the input is valid but the problem persists, contact BMC Customer Support.

5319 OUTPUT DOES NOT EXIST FOR THIS JOB

Explanation: A Control-M/EM user submits a request to a view of a job's output, but the specific output does not exist and cannot be viewed.

The output has not been generated or the existing output has been deleted (manually or automatically) after exceeding the number of days specified in the Maximum Days to Retain Output Files Control-M/Server parameter.

The requested is rejected.

Corrective Action: No action is required.

5321 STATISTICS DO NOT EXIST FOR THIS FILE/MEMBER

Explanation: A Control-M/EM user submits a request to view a job's statistics, but Control-M/Server failed to retrieve the statistical data of the job from the database.

The requested is rejected.

Corrective Action: Search for more errors that may explain the core of the problem. Check the files in the Control-M/Server proclog directory and the database error log.
5323 SECURITY PROTECTION VIOLATION

**Explanation:** A Control-M/EM user performs an unauthorized request action. The Control-M/Server security mechanism issues this message. The request may be rejected for one or more of the following reasons:

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

For more information about the Control-M/Server security mechanism, see Control-M security. The user request is rejected.

**Corrective Action:** Check the Control-M/Server security definition.

5327 CANNOT POSTPROCESS JOB. JOB HELD BY SYSTEM

**Explanation:** The post-processing action of this job cannot be performed and Control-M/Server changes the status of the job to HOLD.

There can be several reasons for the failure to perform the post-processing action, such as lack of disk space, a database problem, or an internal Control-M problem, but check the Control-M logs in order to verify the cause of the problem. The job's post-processing is not performed and the job status changes to HOLD by the Control-M/Server.

A message that the job is HELD is send to the job log.

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

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

5328 JOB orderNumber IS NOT IN EXECUTION STATE

**Explanation:** Control-M/EM tries to perform a kill action on the `orderNumber` job, but the action fails because the job is not in executing mode. A kill action terminates a current run job together with its processes. This action terminates only jobs that are currently executing.

The user request is rejected.

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

Use the Control-M/Server ctmpsm utility to check the job's status.
5330 AGENT hostID/group IS UNAVAILABLE. REQUEST action FAILED

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

Explanation: The user attempts to use one of the following options for the job:
- View Output
- View Documentation
- View JCL/Script
- Edit JCL/Script

Control-M/Server is unable to pass the request to the Agent platform because of a failed communication or the status of the Agent platform is Unavailable or Disabled.

The user request is not executed.

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

5351 QUANTITATIVE RESOURCE resourceName QUANTITY resourceQuantity DEFINED

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

The quantitative resource is added to the Control-M/Server resources database.

Corrective Action: No action is required.

5352 QUANTITATIVE RESOURCE resourceName DELETED

Explanation: A Control-M/EM user deletes the resourceName quantitative resource.

This quantitative resource removes from the Control-M/Server resources database.

Corrective Action: No action is required.

5353 QUANTITATIVE RESOURCE resourceName QUANTITY INCREASED BY resourceQuantity

Explanation: The maximum quantity of the resourceName quantitative resource increases by quantity resourceQuantity due to a Control-M/EM user request.
The new quantity value of this resource updates in the Control-M/Server resources database.

**Corrective Action:** No action is required.

5354 QUANTITATIVE RESOURCE resourceName
QUANTITY DECREASED BY resourceQuantity

**Explanation:** The maximum quantity of the resourceName quantitative resource decreases by quantity resourceQuantity due to a Control-M/EM user request.

The new quantity value of this resource updates in the Control-M/Server resources database.

**Corrective Action:** No action is required.

5355 QUANTITATIVE RESOURCE resourceName
QUANTITY resourceQuantity RELEASED

**Explanation:** The number of units (resourceQuantity) of the resourceName quantitative resource that allocate to a job are released and available for other jobs that require this resource.

The new quantity value of this resource is updated in the Control-M/Server resources database.

**Corrective Action:** No action is required.

5358 FILE NOT FOUND

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

The request is rejected.

**Corrective Action:** Verify the following:
- The existence of the script file and script path that are defined in the job definition.
- The existence of the file and path on the Control-M/Agent platform to which the job was submitted.

5359 DIRECTORY NOT FOUND

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

The request is rejected.

**Corrective Action:** Verify the following:
- the existence of the directory and path (doclib or memlib) that is defined in the job definition.
- the existence of the directory and path on the Control-M/Agent platform to which the job was submitted.
5360 SECURITY VIOLATION

**Explanation:** The Control-M/Server security mechanism issues this message when a Control-M/EM user tries to submit an unauthorized request action.

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

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

For more information about the Control-M/Server security mechanism, see Control-M security.

The request is rejected.

**Corrective Action:** Check the Control-M/Server security definition.

5361 THE SELECTED JOB/SMART FOLDER CANNOT BE DELETED DUE TO ITS CURRENT STATE.

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

The request is rejected.

**Corrective Action:** No action is required.

5362 QR:'resourceName', QRTOTAL: maxQuantity {decreased | increased} (resourceQuantity)

**Explanation:** Due to a user request, the maximum quantity of the resourceName Quantitative resource decreases or increases by specified quantity (resourceQuantity).

The maximum number of units of resourceName Quantitative resource decreases or increases to maxQuantity.

**Corrective Action:** No action is required.

5363 QR:'resourceName', QRTOTAL: maxQuantity defined

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

The resource adds to the Control-M resources database.

**Corrective Action:** No Action is required.
5364 QR: 'resourceName' deleted

Explanation: Due to a user request, the resourceName Quantitative resource removes from the Control-M resources database.
The resource deletes from the Control-M resources database.
Corrective Action: No action is required.

5366 <bypass_option> is rejected. <reason>

Explanation: A Control-M/EM user tries to set/unset bypass <bypass_option> to a job.
Corrective Action: No action is required.

5367 ACCOUNT <Account_name>, APPLTYPE <Application_type>, AGENT <agent_name> IS UNAVAILABLE REQUEST <request_name> FAILED The user request is not executed.

Explanation: A user request to view/edit DOC/JCL is not executed because the status of the Account is Unavailable or Disabled.
Corrective Action:
- Verify that the status of the Account is not Disabled.
- If the Account is unavailable, determine the cause of the failed communication to the account and correct it.

5401 HELD BY USER userName

Explanation: A specified user (userName) submits a Hold request and the job is now in Hold state.
The system performs one of the following actions:
- If the job is not executing, it is prevented from doing so even after the submission criteria is satisfied. The job remains in this state until it is released using the Free option.
- Any job that executes when a hold request is performed, remains in Executing status until freed.
- Once the job finishes executing, it cannot manually rerun, until it is released by means of the Free option.
Corrective Action: No action is required.
5402 FREED BY USER userName

**Explanation:** The job associated with the message releases from its held state by a specified user (userName).

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

**Corrective Action:** No action is required.

5403 DELETED BY USER userName

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

The system performs one of the following actions:

- If the job is not executing, it is prevented from doing so even after the submission criteria is satisfied. The job remains visible until the cleanup of Active Jobs has completed either during the New Day procedure or when cleanup is manually requested.
- If the job finishes executing, it cannot manually rerun after it is deleted.

**Corrective Action:** No action is required.

5404 RERUN BY USER userName

**Explanation:** The job associated with the message is rerun by the specified user (userName).

The system reruns the job.

**Corrective Action:** No action is required.

5405 CONFIRMED BY USER userName

**Explanation:** The job associated with the message, which waits for confirmation prior to submission, is confirmed by the specified user (userName).

The system checks the job submission criteria and handles the job.

**Corrective Action:** No action is required.

5407 CREATED BY USER userName

**Explanation:** The job associated with the message is placed in Active Jobs by the ctmcreate utility. The job adds to the Active Jobs and is handled according to its submission criteria.

**Corrective Action:** No action is required.
5408 UNDELETED BY USER userName

Explanation: The job associated with the message is undeleted from its Delete state by the userName user.
The Undelete option causes the job to revert to its original state before the job was deleted.
Corrective Action: No action is required.

5409 JOB KILLED BY USER userName

Explanation: The userName user submits the Kill option on the job that is associated with this message.
The Kill option terminates a current running job (and its processes).
The job and its process are terminated, and the job's status changes to NOTOK.
Corrective Action: No action is required.

5410 JOB SET TO OK

Explanation: The status of the job that is associated with this message is set to OK.
The job status was changed to OK.
Corrective Action: No action is required.

5411 SET TO OK REQUEST SUBMITTED BY USER userName

Explanation: The status of the job that is associated with this message is set to OK by the specified user (userName).
The job status was changed to OK.
Corrective Action: No action is required.

5412 Bypass <bypass_option> set ON|OFF by user <Control-M/EM user name>

Explanation: User <Control-M/EM user name> successfully set bypass <bypass_option> of a job to [ON|OFF].
Corrective Action: No action is required.
5413 ALL BYPASS OPTIONS ARE RESET TO OFF

**Explanation:** All bypass options are automatically set by Control-M/Server to OFF.

**Corrective Action:** No action is required.

5500 SERVICE NOT ALLOWED NOW - reason

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

The user request is rejected.

**Corrective Action:** Wait for the condition described in *reason* to pass and reissue the request.

5506 OPERATION NOT SUPPORTED BY AGENT orderNumber

**Explanation:** A Control-M/EM user performs a Kill request, but the request is rejected because the Control-M/Agent version (where the job is submitted) does not Support the Kill option. For example, Control-M/Agent version 2.2.4 does not Support the Kill option.

The user request is rejected.

**Corrective Action:** No action is required.

5507 AGENT ENCOUNTERED ERROR { orderNumber} Write to File Failed }

**Explanation:** A Control-M/EM user submits a Kill, View J CL/Script, or Edit J CL/script request for a job, but the request is rejected because there is a problem with the Control-M/Agent where the job is submitted.

The problem can be an internal problem (while trying to transfer the request) or the Control-M/Agent is unavailable.

The user request is rejected.

**Corrective Action:**

- Check that the Control-M/Agent where this job runs in is in Available status
- Try to resubmit the request. If it fails again, check for any relevant error message in the proclog directory of the Control-M/Server and the Control-M/Agent
- In case the problem persists, contact BMC Software Customer Support.
5508 MAXIMUM CONCURRENT SESSIONS LIMITATION REACHED

**Explanation:** Control-M/Server reaches the maximum concurrent persistent sessions limitation with Control-M/Agents.

There is either a new request from Control-M/Server to Control-M/Agent or a new request from Control-M/Agent to Control-M/Server that generated a new persistent connection session.

**Corrective Action:**
- Increase the value of the Maximum Concurrent Sessions parameter by selecting Parameter Customization => Default Parameters for Communicating with Agent Platforms sequence in the ctm_menu utility.

A persistent session uses an extra file descriptor. When you increase this parameter, you need to make sure you have enough file descriptors per process defined in your system. Please consult your system administrator.
- Decrease the amount of persistent connection session Control-M/Agents that are defined in this Control-M/Server.

5520 Perform rollback in function: functionName

**Explanation:** The Control-M/Server database fails to perform a request within the database and rollback occurs.

Rollback rolls back the current transaction and removes the updates made by the discarded transaction.

Rollback cancels the proposed changes in a pending database transaction.

**Corrective Action:** Check for error messages in the proclg directory and in the database error logs in order to determine the cause for the database rollback.

5522 ERROR: RESOLVED VALUE FOR paramName IS LONGER THAN number CHARACTERS

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

The request fails.

**Corrective Action:** Modify the request so that the resolved variable that appears in this message fits the permitted number of characters.
5524 START OF TRACKING ALL ACTIVE JOBS

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

Track All timing is determined by the number of seconds specified in the Polling Interval parameter in the `ctm_menu` utility.

The TR process performs the Track All action.

**Corrective Action:** No action is required.

5525 CTMJSA STARTED. MODE={MEMNAME | JOBNAME}

**Explanation:** The `ctmjsa` utility starts using the Statistics Mode = `<MEMNAME or JOBNAME>`

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

The run time data is recorded in the database.

**Corrective Action:** No action is required.

5700 Folder folderName, Jobname jobName

**Explanation:** The `jobName` job was ordered and inserted into the Active Jobs file from `folderName` Folder.

The job has been inserted into Active Jobs.

**Corrective Action:** No action is required.

5701 %s %s' ordered, file_name = %s', orderno= %s

**Explanation:** The job %s and file_name %s are ordered and inserted into Active Jobs with % order number. This message is generated when Control-M successfully orders a job.

The job is inserted into Active Jobs.

**Corrective Action:** No action is required.

5702 FileName not ordered

**Explanation:** An order request is submitted for the file_name job, but Control-M/Server does not order the job (for example, due to scheduling criteria).

**Corrective Action:** Check previous messages or logs in the proclog directory in order to see why the job is not ordered.
5703 FOLDER %s DOES NOT EXIST

Explanation: An attempt is made to order or force a folder, but the folder %s is not defined in the Control-M/Server database. A possible cause is that the folder was created in Control-EM, but not uploaded to the Control-M/Server database.

The request is not performed.

Corrective Action: Determine why the folder does not exist and correct the problem.

If you verify that the folder exists in the Control-M/Server database, but this message appears when you try to order this folder, contact BMC customer Support.

5704 WARNING: CALENDAR or Rule-based calendar <CalendarName or Rule-based Calendar> UP TO DATE. REQUEST REJECTED

Explanation: A Control-M/EM user attempts to submit an upload to the calendar, but changes are not made in the calendar definition since the last time it was uploaded to the Control-M/Server. The calendar is already up to date and there is no need to upload it to the Control-M/Server.

The upload request is rejected.

Corrective Action: No action is required.

5705 [FOLDER|CALENDAR|Rule-Based Calendar] [folderName|CalendarName|RuleBasedCalendarName] PREVIOUSLY MODIFIED BY Control-M. REQUEST REJECTED

Explanation: An attempt is made to update a folder, Calendar or a Rule-Based Calendar, but the folderName, CalendarName, RuleBasedCalendarName has already changed in the Control-M/Server database. A possible cause is that the folder, Calendar or Rule-Based Calendar was created in Control-M/EM, but was later changed in Control-M/Server database.

The request is not performed.

Corrective Action: Determine the folder, Calendar or Rule-Based Calendar changes in the Control-M/Server database and correct the problem.

- If you verify that the correct folder, Calendar or Rule-Based Calendar exists in the Control-M/Server database, download the folderName, CalendarName, RuleBasedCalendarName from Control-M/Server database to the Control-M/EM database.
- If you verify that the correct folder, Calendar or Rule-Based Calendar exists in the Control-M/EM database, force upload the folderName, CalendarName, RuleBasedCalendarName from the Control-M/EM database to the Control-M/Server database.
5706 Sub folder SubFolderName not ordered (Reason)

Explanation: An operation to order or force the SubFolderName sub folder failed. The failure may be due to the following:

- Problems with the sub folder processing definition (such as sub folder not found, error in the sub folder's schedule parameters)
- Database problem (such as a communication problem or space problem)
- Scheduling criteria of the sub folder, which does not match the ordering date

The sub folder is not ordered or forced.

Corrective Action: Check the sub folder scheduling criteria. Check for error messages in the proclog directory and in the database error logs.

5707 DOVARIALE '%s'='%s' performed

Explanation: The DO variable action of the active job was performed. The name variable is assigned the value value.

Corrective Action: No action is required.

5708 order operation rolled back. Waiting for the end of New Day...

Explanation: The server is suspended due to the New Day procedure or Download, while a job, sub folder or folder is being ordered.

Corrective Action: None

5710 %s: No matching Sub Folder definitions found for folder path %s

Explanation: A request is made to order, force or view the scheduling plan of a job in sub folder %s, but the specified job or sub folder does not exist. The request was not performed.

Corrective Action: Determine the source of the problem (such as job name and sub folder name is misspelled, or a folder does not exist in the Control-M/Server database).
5711 SMART folder 'SmartFolderName' not ordered (Reason)

**Explanation:** An order request is submitted for the SmartFolderName SMART folder, but Control-M/Server does not order the SMART folder.

The failure may be due to the following:

- Problems with the SMART folder processing definition (such as SMART folder not found, error in the SMART folder's schedule parameters)
- Database problem (such as a communication problem or space problem)
- Scheduling criteria of the SMART folder, which does not match the ordering date

The SMART folder is not ordered or forced.

**Corrective Action:** Check the SMART folder scheduling criteria. Check for error messages in the proclog directory and in the database error logs.

5720 INTO-FOLDER-ORD request is ignored for the regular job %s

**Explanation:** You try to order or force a regular (defined within a regular folder) job into an existing SMART folder.

The job is not ordered.

**Corrective Action:** No action is required.

5722 WARNING: FOLDER %s IS LOCKED. REQUEST REJECTED

**Explanation:** Control-M/EM sends an Upload request after the folder %s was ordered by a User Daily job. This folder is locked and cannot be uploaded until the ctmuldy utility finishes ordering this folder.

The upload request is rejected.

**Corrective Action:** Try to upload the folder again after the User Daily job that is associated with this folder ends.

5723 WARNING: FOLDER %s UP TO DATE. REQUEST REJECTED

**Explanation:** A Control-M/EM user attempts to upload the folder %s, but changes have not been made in the folder definition since the last time it was uploaded to the Control-M/Server. The folder is up to date and there is no need to upload it to the Control-M/Server.
The upload request is rejected.

**Corrective Action:** No action is required.

5740 User '%s' not allowed to order from folder '%s'

**Explanation:** The user %s tries to order a job from the folder %s, but this user is not authorized to order this folder.

No jobs are ordered from the specified folder.

**Corrective Action:** Determine if this user is allowed to order the requested job. If so, grant the authorizations required to access this folder in the Control-M/Server security definition.

5741 User %s' not allowed to FORCE for Run_As user %s'

**Explanation:** The specified user %s tries to force a job whose owner is Run_As user %s, but is not authorized to do so.

The job is not forced.

**Corrective Action:** Determine if user %s is allowed to force jobs that are owned by Run_As user %s. If so, use the Control-M/Server security definition to grant the authorizations required to access this folder.

5742 User %s' not allowed to ORDER for Run_As user %s' 

**Explanation:** The specified user %s tries to order a job for Run_As user %s, but is not authorized to do so.

The job is not ordered.

**Corrective Action:** Determine if user %s is allowed to order jobs that are owned by Run_As user %s. If so, use the Control-M/Server security definition to grant the authorizations required to access this folder.

5743 Security check failed

**Explanation:** An unauthorized action is requested.

The requested action does not perform.

**Corrective Action:** Examine prior messages to determine what action is requested. If the user is allowed to perform the requested action, grant the necessary authorizations. Otherwise, take appropriate steps to enhance data center security.
5744 Row number rowNumber does not match the requested job jobName. Can't force into a new Group.

**Explanation:** A job sequence number (rowNumber) is specified when trying to force a job, but no job in the folder has this number.
The job is not forced.

**Corrective Action:** Determine the correct job sequence number and try to force the job again.

5745 Folder '%s' job name '%s' not found

**Explanation:** A request is made to order or force a job, but the specified job or folder does not exist.
The request does not perform.

**Corrective Action:** Determine that the job name and folder name are correctly spelled.
Reissue the command.

5746 The SMART Folder, Sub-folder, SMART Folder job, or Sub-folder job failed to be ordered

**Explanation:** Only jobs or Sub-folders in new SMART Folders are ordered without using the FORCE option. Jobs must be forced into existing SMART Folders or Sub-folders when using ALONE mode or LAST mode. Sub-folders must be forced into existing SMART Folders or Sub-folders using LAST mode.
The job in the SMART Folder/Sub-folder is not ordered.

**Corrective Action:** Correct the errors and reissue the command.

5747 The ordered SMART or Sub folder does not exist. %s

**Explanation:** The job does not belong to either the LAST or the specified order number % SMART Folder or Sub-folder.
Control-M/Server processing continues.

**Corrective Action:** Verify that the ordered job belongs to the specified order number of the SMART Folder or Sub-folder.

5748 Job No %d does not belong to the SMART folder with orderno %d

**Explanation:** The job %d does not belong to the SMART folder associated with the %d order ID.
The job is not ordered or forced.
Corrective Action: Correct the errors and reissue the command.

5749 The SMART Folder Sub folder already includes an instance of the job

Explanation: A job included in a SMART Folder/Sub-folder cannot be added to the SMART Folder/Sub-folder.
The job is not forced.
Corrective Action: Correct the errors and reissue the command.

5750 No RBC was found or all the SMART folder's RBC failed

Explanation: No schedule rule based calendar (RBC) is found in the SMART folder, or no RBC's satisfy the scheduling criteria. When ordering a SMART folder, at least one of its RBC must satisfy all scheduling criteria.
The SMART folder is not ordered.
Corrective Action: Define or modify one or more RBC for this SMART folder.

5751 Error in job's schedule parameters

Explanation: The Control-M/Server is unable to build an ordering plan for this job due to a job scheduling parameter that has an invalid value, or a mandatory parameter that has not been specified.
The job or sub application is not ordered.
Corrective Action: Check for messages in logs in the proclolg directory that may indicate the problem. Check the definition of the sub application and job, correct the error and reissue the command.

5753 Error copying jobdef to AJF

Explanation: An error occurs while trying to order a job and insert its definition into Active Jobs.
The job is not ordered.
Corrective Action: Check previous messages or logs in the proclolg directory in order to determine the cause of the problem.
5754 CONDITION condName WITH ORDER DATE condDate DOES NOT EXIST

Explanation: A Control-M/EM user tries to delete a prerequisite condition with the indicated order date, but this prerequisite condition could not be found in the Control-M/Server database.
The condition is not deleted.
Corrective Action: Use the ctmcontb utility to check if this condition name and date exists in the Control-M/Server database.

5755 CONDITION condName WITH ORDER DATE condDate ALREADY EXISTS

Explanation: A Control-M/EM user tries to add a prerequisite condition with the indicated order date, but this condition already exists with the specified date in the Control-M/Server database.
The condition is not added.
Corrective Action: Use the ctmcontb utility to check if this condition name and date exist in the Control-M/Server database.

5756 INVALID DATE FOR CONDITION condName condDate

Explanation: An invalid order date (condDate) is detected while trying to add, delete, or change prerequisite conditions from Control-M/EM.
The requested action does not perform.
Corrective Action: Specify the correct date and reissue the command.

5757 ORDER FORCE FAILED DATE= orderDate

Explanation: An invalid order date is detected when ordering or forcing a job from Control-M/EM.
The order or force request is rejected.
Corrective Action: Specify the correct date and reissue the command.

5758 FOLDER %s IS NOT UP TO DATE

Explanation: An attempt was made to order, force, or delete the folder %s. However, the content of the folder in Control-M/EM and the content of the folder with the same name in the Control-M/Server database are different.
The requested action is not performed.

**Corrective Action:** If the Control-M/EM folder is newer than the folder in Control-M/Server, upload the folder to the Control-M/Server. If the Control-M/Server folder is newer, download the folder to Control-M/EM.

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**5759** Jobname jobName not ordered. Invalid Time Zone.

**Explanation:** The jobName job ordering request cannot be fulfilled, due to an invalid value of the time zone definition of this job.

For more details about time zone values, see Time Zone and Job Ordering see: Job definition.

The order request does not perform.

**Corrective Action:** Check the time zone value in the job definition and correct it according to the valid values in the TimeZone.dat file in the Control-M_home/ctm/data directory.

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**5760** SYNC REQUEST TIMEDOUT

**Explanation:** Communication between Control-M/EM and Control-M/Server fails.

The first stage of communication between Control-M/EM and Control-M/Server is a SYNC request for both sides and this request timed out. This message indicates a communication problem between Control-M/Server and Control-M/EM.

Control-M/EM and Control-M/Server try to establish a connection.

**Corrective Action:**
- See if there is a communication problem between Control-M/EM and Control-M/Server.
- Check the Gateway log and the Control-M/Server CD, CO, and CS proclog files in order to search for more messages that may indicate why communication fails.
- See whether the EM port is in use by any other application.

In case the problem persists and communication is not established, contact BMC Software Customer Support.

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**5761** SESSION CLOSED BY CO

**Explanation:** The session between Control-M/EM and Control-M/Server closes due to the CO process.

The session between Control-M/EM and Control-M/Server may close due to a communication problem or a problem sending or receiving data between Control-M/EM and Control-M/Server. The connection between Control-M/EM and Control-M/Server closes.

**Corrective Action:** Check the Gateway log and the Control-M/Server CD, CO, and CS proclog files in order to search for more messages that may indicate why the session closed.

In case the problem persists and communication between Control-M/EM and Control-M/Server is not stable, contact BMC Software Customer Support.
5762 FAILED TO { ADD | DEL} COND: condName, ODAT: condDate

**Explanation:** An attempt to add or delete the specified prerequisite condition (`condName`) with the specified date reference (`condDate`) to or from the Control-M/Server database fails, which may be due to a database problem.

The `condName` prerequisite condition does not add to or delete from the Control-M/Server database.

**Corrective Action:** Check the Control-M logs and the Control-M/Server database error logs for any potential problem.

5763 FAILED TO DELETE CONDITION: condName DATEREF: condDate

**Explanation:** An attempt to delete the `condName` prerequisite condition with a `condDate` date reference from the Control-M/Server database fails. Possible reasons for this failure are:

- There is no prerequisite condition with the specified date reference in the Control-M/Server database to delete
- The specified prerequisite condition with the specified date reference exists in the Control-M/Server database to delete, but delete fails due to a database problem

The specified prerequisite condition with the specified date reference does not delete from the Control-M/Server database.

**Corrective Action:**

- Check if the `condName` prerequisite condition with `condDate` date reference exists in the Control-M/Server database to delete. If it does not, no action is required.
- If the specified condition to delete exists, check the Control-M logs and the Control-M/Server database error logs for any potential problem.

5764 Failed to perform DOFORCE. folder: %s, job: %s

**Explanation:** Control-M/Server sends this message to Control-M/EM when there are insufficient privileges to perform an ordered job.

**Corrective Action:** Check security definitions to see if this caused the failure of the ordered job and change the privileges.
5765 Sub folder %s job cannot be ordered

**Explanation:** The job in the Sub-folder fails to be ordered. Control-M/Server processing continues.

**Corrective Action:** Refer to Control-M/Server logs and contact BMC Support.

5766 Cannot order when wait for ODate is set

**Explanation:** Cannot order when wait for ODate is set, but ODate occurs in the past.

**Corrective Action:** Specify the correct date and reissue the command.

5775 Initialize Sub folder %s job numbers retrieval failed

**Explanation:** During handling of sub folder ordering, retrieval of sub-folder job numbers initialization fails. Control-M/Server processing continues.

**Corrective Action:** Refer to Control-M/Server logs and contact BMC Customer Support.

5776 Retrieve next job details of Sub folder %s failed

**Explanation:** The next job details of the Sub-folder cannot be retrieved. Control-M/Server processing continues.

**Corrective Action:** Refer to Control-M/Server logs and contact BMC Customer Support.

5777 `< functionName>`: Failed to retrieve definition of job number `< jobNumber>`

**Explanation:** Fails to retrieve job details of the given job number. Control-M/Server processing continues.

**Corrective Action:** Refer to Control-M/Server logs.

5778 Force Sub folder %s alone is not permitted

**Explanation:** Force Sub-folder alone is not permitted. Control-M/Server processing continues.

**Corrective Action:** For details about ordering Sub-folders, see Using *Control-M*. 
5801 Failed to delete records from folder FolderName with ORDERNO OrderNumber.

**Explanation:** A user request is sent from Control-M/EM to Control-M/Server to update this job's details (zoom and save actions), but this update action cannot be performed.

The user request is rejected.

**Corrective Action:** Check for error messages in the prolog directory and in the database error logs.

5803 Update folder FolderName FAILED.

**Explanation:** You attempt to create an active job or SMART folder using Control-M/EM API, but the Control-M/Server fails to update this job in the database. This is likely to be a database problem.

The job or SMART folder is not created.

**Corrective Action:** Check the Control-M logs and the Control-M/Server database error logs for any potential problem.

5807 SUBAPPLICATION and FOLDER should be the same for SMART folder entity.

**Explanation:** The user attempts to create an active SMART folder using Control-M/EM API. The user specifies a different name for the sub application and for the folder parameters of the SMART folder.

The SMART FOLDER is not created.

**Corrective Action:** Create an active SMART folder with the same name for the sub application and for the folder parameters.

5808 SUBAPPLICATION and FOLDER should be specified.

**Explanation:** You attempt to create an active job using Control-M/EM API. You did not specify a value for the folder parameter of the job.

The job is not created.

**Corrective Action:** Create an active job and specify a value folder parameter.
5809 SMART FOLDER %s does not exist in the database.

**Explanation:** Using Control-M/EM API, the user attempts to create an active job with the folder ID into an existing SMART Folder in Active Jobs. The folder ID was not found in Control-M/Server Active Jobs. The job is not created.

**Corrective Action:** Create an active job and specify the folder ID of an existing SMART folder in Active Jobs for the folder ID parameter. If the SMART folder does not exist in the Active Jobs, order the SMART folder or create it before creating the active job.

5810 FILE_PATH, CMDLINE, FILE_NAME and OVERRIDE PATH should not be specified.

**Explanation:** You attempt to create an active SMART folder using Control-M/EM API. You specify one or more of the following parameters for the job Sub Application: FILE_PATH, CMDLINE, FILE_NAME and OVERRIDE PATH.

The job Sub Application is not created.

**Corrective Action:** Create an active SMART folder without specifying the FILE_PATH, CMDLINE, FILE_NAME, and OVERRIDE PATH parameters.

5811 FAILED to allocate isn.

**Explanation:** You attempt to create an active job or job sub application using Control-M/EM API, but the Control-M/Server fails to allocate an order ID for this job. This is likely to be a database problem.

The job or job sub application does not create.

**Corrective Action:** Check the Control-M logs and the Control-M/Server database error logs for any potential problem.

5812 No hosts found in HOSTGRP %s

**Explanation:** Using the Control-M/EM API, you attempt to create an active job with the multiagent parameter set to Yes, but no Host ID was found in the job's HostGroupName HostGroup. Possible reasons for this are:

- The HostGroupName HostGroup is not defined in the Control-M/Server database, or no HostID is defined in this HostGroup
- There is a database problem

The job does not create.
Corrective Action: Verify that the HostGroup is defined in the Control-M/Server and that at least one HostID is defined in this HostGroup. If the problem persists even though the HostGroup and HostID are defined in the Control-M/Server, check the Control-M logs and the Control-M/Server database error logs for any potential database problem.

5814 FAILED to setup the application type for HOSTGRP %s.

Explanation: You attempt to create an active job using the Control-M/EM API, but the Control-M/Server fails to set the job's application type. Possible reasons for this are:

- The application type for the job's %s HostGroup in the Control-M/Server is different than the application type that the user has specified in the API
- There is a database problem.

The job does not create.

Corrective Action:

- Check the application type for the %s HostGroup in the Control-M/server and correct it if needed.
- Verify that the correct application type is specified in the Control-M/EM API.
- If the problem persists after verifying both issues, check the Control-M logs and the Control-M/Server database error logs for any potential database problem.

5815 Invalid ODATE date.

Explanation: You attempt to create an active job or a job sub application using the Control-M/EM API but you specify an invalid date for the ODATE job parameter.

The job or job sub application does not create.

Corrective Action: Specify a valid date for the ODATE parameter.

5816 OUTPUT FILE EXCEEDED LIMIT SIZE (CAN BE VIEWED FROM FILE SYSTEM)

Explanation: The size of the Output file exceeds the limit (in KB) as defined by the OUTPUT_LIMIT_SIZE parameter.

The View Output action is rejected.

Corrective Action: Set the OUTPUT_LIMIT_SIZE to a specific larger number of kilobytes, or return the value of the parameter to 0 (default), allowing an unlimited Output file size.
5817    Illegal specified folder path FolderName.

**Explanation:** You attempt to create an active job sub folder using the Control-M/EM API but you specified an invalid sub folder name. The sub folder is not created.

**Corrective Action:** Specify a valid sub folder name.

5821    SMART folder name FolderName contains illegal character /

**Explanation:** You attempt to create an active job SMART folder using the Control-M/EM API but you specified a FolderName that you specified contains the illegal character '/'. The SMART folder is not created.

**Corrective Action:** Specify a valid SMART folder name.

5830    Pre new day ordering for (SMART folder) entity (jobno)

**Explanation:** Indicates that SMART folder/Sub folder/JOB and its nested entities (if it exists) was prepared during the PRE ORDER activity, and the PRE ORDER management table in the database (CMR_PRE_ORDER) was updated. This message only indicates that the job was during PRE ORDER activity. It does not indicate that the job is ordered during the upcoming new day (whether the job is ordered or not).

5831    Pre new day ordered (SMART folder\Sub folder\JOB):jobno ; ODATE (odate)

**Explanation:** Indicates that SMART folder/Sub folder/JOB was prepared during the PRE ORDER activity and orders during the upcoming new day.

5832    Pre new day ordering reset due to %s

**Explanation:** Mark PRE ORDER as "RESET". It is Done as a result of an event that makes previous PRE ORDER obsolete. In this case PRE ORDER activity starts from the beginning, unless it is too close to new day (new day performs the ordering). Events that cause PRE ORDER "RESET" include the following:
Control-M Messages Guide

- Workload change
- Calendar change
- Global RBC change
- New day time change

5902 Job: jobNumber USER EXIT102 failed. task type=taskType

**Explanation:** The Job Submission Exit (CTMUE102) fails in relation to the jobNumber job with taskType tasktype. Possible reasons for this failure are:

- Control-M/Server fails to create, write to, read from, or delete the flat text file, which is passed to the user exit script.
- There is not enough available memory.

If the Control-M/Server fails to create or write to the flat text file or fails to allocate required memory, the user exit script does not execute. Otherwise, the user exit script is executed. In any case, the job record is not modified. The procedure of submitting the job for execution continues using the job record from Active Jobs.

**Corrective Action:**

- Verify the Control-M/Server account owner has read and write permissions to `<controlm_owner>/ctm/ue_exit` directory
- Verify there is enough free disk space
- Verify there is enough available memory
- [For Unix] Verify there is enough file descriptors available.

If this does not correct the problem and it persists, notify BMC Customer Support.

5903 User Daily SYSTEM USER EXIT103 failed. old_odat=date

**Explanation:** The Before New Day Procedure Exit (CTMUE103) fails in relation to the User Daily SYSTEM job because the Control-M/Server fails to create, write to, read from, or delete the flat text file, which passes to the user exit script (date is the Control-M/Server date before the New Day procedure).

If Control-M/Server fails to create or write to the flat text file, the user exit script does not execute. Otherwise, the user exit executes. In any event, the New Day procedure runs.
Corrective Action:

- Verify that the Control-M/Server account owner has read and write permissions to 
  `<controlm_owner>/ctm/ue_exit` directory
- Verify there is enough free disk space
- [For Unix] Verify there is enough file descriptors available.

If this does not solve the problem and it persists, notify BMC Software Customer Support.

5904 User Daily SYSTEM: USER EXIT CTMUE104 failed. 
old_odat= date

Explanation: The After New Day Procedure Exit (CTMUE104) fails in relation to the User Daily SYSTEM job because the Control-M/Server does not create, write to, read from, or delete the flat text file, which passes to the user exit script (`date` is the Control-M/Server date after the New Day procedure).

If the Control-M/Server fails to create or write to the flat text file, the user exit script does not execute. Otherwise, the user exit executes and in any event, the New Day procedure completes.

Corrective Action:

- Verify that the Control-M/Server account owner has read and write permissions to 
  `<controlm_owner>/ctm/ue_exit` directory
- Verify there is enough free disk space
- [For Unix] Verify that enough file descriptors are available.

If this does not solve the problem and it persists, notify BMC Software Customer Support.

5905 User Daily userDailyName: USER EXIT CTMUE105 failed. 
old_odat= date

Explanation: The Before User Daily Exit (CTMUE105) fails in relation to the `userDailyName` User Daily job because the Control-M/Server fails to create, write to, read from, or delete the flat text file, which passes to the user exit script (`date` is the current Control-M/Server date).

If the Control-M/Server fails to create or write to the flat text file, the user exit script does not execute. Otherwise, the user exit is executed and in any event, the procedure of ordering the User Daily job continues.

Corrective Action:

- Verify the Control-M/Server account owner has read and write permissions to 
  `<controlm_owner>/ctm/ue_exit` directory
- Verify there is enough free disk space
- [For Unix] Verify there is enough file descriptors available.

If this does not correct the problem and it persists, notify BMC Software Customer Support.
5906 User Daily userDailyName: USER EXIT CTMUE106 failed. old_odat= date

Explanation: The After User Daily Exit (CTMUE106) fails in relation to the userDailyName User Daily job because the Control-M/Server fails to create, write to, read from, or delete the flat text file, which is passed to the user exit script (date is the current Control-M/Server date).

If the Control-M/Server fails to create or write to the flat text file, the user exit script does not execute. Otherwise, the user exit is executed and in any event, the procedure of ordering the User Daily job completes.

Corrective Action:

- Verify the Control-M/Server account owner has read and write permissions to `<controlm_owner>/ctm/ue_exit` directory
- Verify there is enough free disk space
- [For Unix] Verify there is enough file descriptors available

If this does not solve the problem and the problem persists, notify BMC Software Customer Support.

5922 Illegal host type HostType encountered for host HostName

Explanation: The host HostName for a specific job, has an invalid HostType.

The specific job is not submitted.

Corrective Action: Delete the HostName by selecting `ctm_menu > 9-Agent Status > 4-Delete Agent Platform Entry`. The Control-M/server rediscovers the HostName.

5935 BMC recommends that you enable archiving on your database.

Explanation: Control-M/Server has detected that database archiving is not enabled, which is essential for restore from backup process (hot restore only).

Corrective Action: Enable archiving by selecting `ctm_menu => database menu => management sub menu`.

5936 BMC recommends that you periodically perform hot backup to your database.

Explanation: Control-M/Server has detected hot backup has not been done for its database. Hot backup does not require any down time and it ensures database recovery in case of system failure.
Corrective Action: Hot backup should be done every several days. It is activated by selecting ctm_menu => database menu => maintenance sub menu.

5937 Hot backup has not been done for over %d days.

Explanation: Control-M/Server has detected that hot backup has not been done for its database for several days. It is important to perform hot backup every week to ensure DB recovery in case of system failure.

Corrective Action: Hot backup should be done every several days. It is activated by selecting ctm_menu => database menu => maintenance sub menu.

5950 Forced from Control-M %s

Explanation: An informative message indicating an ordered job from a remote Control-M server.
Corrective Action: No action is required.

5951 Forced by ordereid %s run-no %s

Explanation: An informative message indicating an ordered job from a remote Control-M server.
Corrective Action: No action is required.

6000 functionName: Stored Procedure failed (procName)

Explanation: The executed stored procedure returns its error status.
One of the following occurs:
- For the newday_proc_partitions and newday_partition_proc stored procedures, handling the Control-M/Server log fails.
- For the purge_cmr_runinf_1 stored procedure, the statistic cleanup procedure fails.
Corrective Action: Contact BMC Software Customer Support.

6001 functionName: ERROR occurred. Marking mirror db as unused!!

Explanation: Mirror database update fails. Mirroring is marked as damaged. Mirroring no longer functions.
Corrective Action: Contact BMC Software Customer Support.
6002 User name does not have environment definition for varDescription (varName)

**Explanation:** The specified environment variable does not exist.

You cannot start Control-M/Server or activate the Control-M/Server utility.

**Corrective Action:** Try to log in again to the Control-M/Server account. If this does not help, contact BMC Software Customer Support.

6003 functionName: Failed to update database statistics. rc= rc

**Explanation:** Database statistics update fails.

Database statistics update fails and Control-M/Server processing continues. This may affect data fetch performance from the database.

**Corrective Action:** Contact the DB Administrator.

6004 functionName: Failed to create cache table for process parameters

**Explanation:** A cache table in relation to process parameters cannot create due to insufficient memory.

Control-M/Server fails to allocate memory for cache table parameters.

**Corrective Action:** Check available memory on the computer. If this does not correct the problem, contact BMC Software Customer Support.

6005 functionName: Failed to create cache table record for process parameters

**Explanation:** A cache table record in relation to process parameters cannot create due to insufficient memory.

Control-M/Server fails to allocate memory for cache table record parameters.

**Corrective Action:** Check available memory on the computer. If this does not solve the problem, contact BMC Customer Support.
6006 functionName: Failed to create a duplicate cache table record for process parameters

**Explanation:** A duplicate cache table record in relation to process parameters cannot be created due to insufficient memory. Control-M/Server fails to allocate memory for a copy of cache table record parameters.

**Corrective Action:** Check available memory on the computer. If this does not correct the problem, contact BMC Software Customer Support.

6007 functionName: Failed to create cache table for variable names

**Explanation:** A cache table in relation to variable names cannot create because of insufficient memory. Variables do not calculate correctly, which may occur in more than one flow. If this happens during job submission, the job does not submit. For more information, refer to Control-M/Server logs.

**Corrective Action:** Check available memory on the computer. If this does not correct the problem, contact BMC Customer Support.

6008 functionName: Failed to create cache table for variable values

**Explanation:** A cache table in relation to variable values cannot create because of insufficient memory. Variables do not calculate correctly, which may occur in more than one flow. If this happens during job submission, the job does not submit. For more information, refer to Control-M/Server logs.

**Corrective Action:** Check available memory on the computer. If this does not correct the problem, contact BMC Customer Support.

6009 functionName: Failed to expand cache table for variables for order number orderNumber. Variable Name varName, Variable Expression varExpression

**Explanation:** A cache table in relation to variables with a specified order number, variable name, and variable expression cannot expand due to insufficient memory. Variables do not calculate correctly, which may occur in more than one flow. If this happens during job submission, the job does not submit. For more information, refer to Control-M/Server logs.

**Corrective Action:** Check available memory on the computer. If this does not correct the problem, contact BMC Customer Support.
6010 functionName: Failed to expand cache table for group and local variables

Explanation: A cache folder in relation to sub application and local variables cannot expand due to insufficient memory.
Variables do not calculate correctly, which may occur in more than one flow. If this happens during job submission, the job does not submit. For more information, refer to Control-M/Server logs.
Corrective Action: Check available memory on the computer. If this does not correct the problem, contact BMC Customer Support.

6011 functionName: Failed to retrieve global variables from the database

Explanation: Global variables cannot be retrieved from the database.
Variables do not calculate correctly, which may occur in more than one flow. If this happens during job submission, the job does not submit. For more information, refer to Control-M/Server logs.
Corrective Action: Check available memory on the computer. If this does not correct the problem, contact BMC Customer Support.

6012 functionName: Failed to retrieve {Job | Group} variables from the database for {Job | Group} order number orderNum

Explanation: The specified variable with a specific order number cannot be retrieved from the database.
Variables do not calculate correctly, which may occur in more than one flow. If this happens during job submission, the job does not submit. For more information, refer to Control-M/Server logs.
Corrective Action: Check available memory on the computer. If this does not correct the problem, contact BMC Customer Support.

6013 functionName: Failed to determine variable name level (job, group or global)

Explanation: The variable %s level (job, sub application, or global) cannot be determined.
The specified variable does not calculate.
Corrective Action: Check the variable syntax.
6014 functionName: Failed to delete global variable name

**Explanation:** The specified global variable cannot delete.
The specified variable does not delete.
**Corrective Action:** Check the variable syntax. For more information, refer to Control-M/Server logs.

6015 functionName: Failed to delete global variable number

**Explanation:** The specified variable cannot delete.
The specified variable does not delete.
**Corrective Action:** Check the variable syntax. For more information, refer to Control-M/Server logs.

6016 functionName: Illegal scheduling plan found in job name name job number number odate date

**Explanation:** An illegal scheduling plan is found for the specified job.
The specified job is not ordered.
**Corrective Action:** Review the scheduling parameters of the specified job.

6017 functionName: Group order number number does not exist. Group name cannot be ordered into the specified order number

**Explanation:** The specified sub application order number does not exist. The attempt to order the specified sub application into this existing sub application fails.
The specified sub application is not ordered.
**Corrective Action:** Contact BMC Customer Support.
6018 functionName: Group entity name was not ordered successfully

**Explanation:** The specified group cannot be ordered.
The specified group is not ordered.
**Corrective Action:** Contact BMC Software Customer Support.

6019 functionName: Failed to delete in condition(s) of job(s) in group name

**Explanation:** When a sub application scope is defined and ordered, IN conditions for jobs within a sub application (which do not exist or are not added by other jobs) delete. Deletion of the IN conditions fail.
The sub application and its jobs order, but some or all of its jobs are in WAIT condition status.
**Corrective Action:** Contact BMC Software Customer Support.

6020 functionName: Attempt to order daily jobName while upload procedure is active

**Explanation:** An attempt is made to order the specified daily job while an upload procedure is active.
The daily job is ordered.
**Corrective Action:** Cancel the upload procedure.

6021 functionName: Failed to read group defName definition. Job jobName is not ordered

**Explanation:** An attempt to read the specified sub application definition fails. This occurs while attempting to order a job into existing sub application.
The specified job does not order.
**Corrective Action:** Contact BMC Customer Support.

6022 functionName: Message received from Control-M/EM is not first in sequence

**Explanation:** Control-M/Server receives a message from Control-M/EM which is not first in a sequence.
The message is handled.
**Corrective Action:** Contact BMC Software Customer Support.
6023 functionName: Illegal condition operation opName received from user userName. Condition name is condName

**Explanation:** An illegal operation on the specified condition is received from the specified user. The operation should be performed on the specified condition name. The specified request does not perform.

**Corrective Action:** Contact BMC Software Customer Support.

6024 functionName: Illegal response responseID received from Control-M/EM for scheduling folder folderName download operation

**Explanation:** An illegal response is received from Control-M/EM in relation to specified folder download operation. The specified folder does not download.

**Corrective Action:** Contact BMC Customer Support.

6025 functionName: Illegal response responseID received from Control-M/EM for host group groupName download operation

**Explanation:** An illegal response is received from Control-M/EM for the specified host group download operation. The specified host group does not download.

**Corrective Action:** Contact BMC Customer Support.

6026 functionName: Illegal response responseID received from Control-M/EM for calendar calName download operation

**Explanation:** An illegal response is received from Control-M/EM for the specified calendar download operation. The specified calendar does not download.

**Corrective Action:** Contact BMC Software Customer Support.
6027 functionName: Failed to handle partitioned folder folderName. Returned status is rc

**Explanation:** During Control-M/Server startup, partitioned folders prepare for further usage. Control-M/Server fails to start.

**Corrective Action:** Contact BMC Software Customer Support.

6028 functionName: Terminating process procName, process number procNumber

**Explanation:** The Control-M/Server supervisor process terminates the specified process with the specified process number. This occurs because the specified process did not respond to the supervisor process requests within a predefined time.

**Corrective Action:** Contact BMC Software Customer Support.

6029 functionName: Failed to update supervisor (SU) process state

**Explanation:** The process state of the Control-M/Server supervisor does not update. Possible states are:
- Running
- Suspended
- Terminated

**Corrective Action:** Contact BMC Software Customer Support.

6030 functionName: Failed to create alert file fileName during handling alert alertName

**Explanation:** The specified alert file does not create during handling of the specified alert. The specified alert is not handled.

**Corrective Action:** Contact BMC Software Customer Support.
6031 functionName: Failed to release lock lockID (semaphore id) on alert file fileName during handling alert alertName

**Explanation:** The lock acquired on the alert file while handling the specified alert does not release. The specified alert is not handled.

**Corrective Action:** Refer to the Control-M/Server logs and contact BMC Software Customer Support.

6032 functionName: Failed to copy alert file fileName1 to fileName2

**Explanation:** When the connection with Control-M/EM is down, alerts are saved in an alert file. When the connection with Control-M/EM returns, Control-M/Server reads this file and handles all the alerts contained therein. When the handling any of these alerts fails, the alert file copies to a backup file. The backup of this file fails.

**Corrective Action:** Refer to the Control-M/Server logs and contact BMC Software Customer Support.

6033 functionName: Failed to open alert file fileName, file name fileName return code rc

**Explanation:** When the connection with Control-M/EM is down, alerts are saved in an alert file. When the connection with Control-M/EM returns, Control-M/Server reads this file and handles all the alerts contained therein. Reading the specified alert file fails.

**Corrective Action:** Refer to the Control-M/Server logs and contact BMC Software Customer Support.

6034 functionName: Failed to release lock lockID after handling alerts file

**Explanation:** When the connection with Control-M/EM is down, alerts are saved in an alert file. When the connection with Control-M/EM returns, Control-M/Server reads this file and handles all the alerts contained therein. When writing to the alert file, the file is locked. When the alerts are handled, the lock releases. Releasing the lock fails.

Alerts are handled.

**Corrective Action:** Restart Control-M/Server and contact BMC Software Customer Support.
6035 functionName: Failed to release lock (semaphore) id lockID

Explanation: An OS object (a semaphore lock) does not release. This is a severe problem which may occur in more than one flow in Control_M/Server.
The system may become unstable.
Corrective Action: Search for errors related to releasing semaphores in Control-M/Server logs and contact BMC Software Customer Support.

6036 functionName: Failed to initialize process threads environment. Return status rc

Explanation: The process threads environment does not initialize.
The process or utility does not start.
Corrective Action: Search for errors related to initializing process threads in the process or utility log and contact BMC Software Customer Support.

6037 functionName: Failed to initialize thread environment. Return status rc

Explanation: The thread environment does not initialize.
The process or utility does not start.
Corrective Action: Search for errors in relation to initializing the threads environment in the process or utility log and contact BMC Customer Support.

6038 functionName: Failed to initialize thread database connection. Return status rc

Explanation: The thread database connection does not initialize.
The process or utility does not start.
Corrective Action: Search for errors relating to initializing the database thread connection in the process or utility log and contact BMC Software Customer Support.
6039 functionName: Error occurred while thread termination. Return status rc

**Explanation:** An error occurs when a thread terminates.
**Corrective Action:** Search for errors relating to thread termination in the process or utility log and contact BMC Software Customer Support.

6040 functionName: Failed to reset Remote Host agent list for Remote Host hostName

**Explanation:** Control-M/Server fails to reset the remote host agent list for the *hostName* remote host. The *hostName* remote host is not available. Normal Control-M/Server processing continues.
**Corrective Action:** Contact BMC Customer Support.

6041 functionName: Failed to extract Remote Host agent list for Remote Host hostName

**Explanation:** Control-M/Server fails to extract the remote host agent list in relation to the *hostName* Remote Host. The *hostName* remote host is not available.
**Corrective Action:** Contact BMC Customer Support.

6042 functionName: Failed to open file fileName for writing

**Explanation:** Control-M/Server is unable to open the *fileName* file for writing. The *fileName* file does not open.
**Corrective Action:**
- Check the Control-M/Server log files.
- Contact BMC Customer Support.
6043 functionName: Failed to append Remote host agent name to the remote host agent names list of remote host hostName

Explanation: Control-M/Server is unable to append a remote host agent name to the remote host agent names list of the hostName remote host. The hostName remote host will not be handled correctly.

Corrective Action:
- Check the amount of free memory on the computer.
- Contact BMC Customer Support.

6044 functionName: Failed to clear remote host agent names list of remote host hostName

Explanation: Control-M/Server cannot clear the remote host agent names list of the hostName remote host. The hostName remote host does not be handled correctly.

Corrective Action: Contact BMC Customer Support.

6045 functionName: Failed to retrieve data from folder folderName explanation

Explanation: Control-M/Server cannot retrieve data from the folderName folder.

Corrective Action:
- Check the database errors in Control-M/Server and database files.
- Contact BMC Customer Support.

6046 functionName: { SSH | WMI } details not found for remote host hostName

Explanation: Control-M/Server cannot find SSH or WMI remote host definition parameter details for the hostName remote host.

Corrective Action: Define SSH or WMI details for the hostName remote host.
6047 functionName: Failed to get host name of machine on which Control-M/Server is running.

**Explanation:** An attempt is made to get the host name of the machine (where Control-M/Server runs), but the attempt fails.

**Corrective Action:** Verify that the host name of the machine on which Control-M/Server is running is defined correctly.

6048 functionName: Failed to fetch next remote host agent name from remote host agent names list of remote host hostName

**Explanation:** An attempt is made to fetch the next remote host name from the remote host agent names list of the `hostName` host, but the attempt fails.

**Corrective Action:**
- Check the `hostName` remote host parameters.
- Contact BMC Software Customer Support.

6049 functionName: Failed to clear availability remote host agent names list of remote host hostName

**Explanation:** An attempt is made to clear the availability remote host agent names list of the `hostName` host, but the attempt fails.

The `hostName` remote host does not handle correctly.

**Corrective Action:** Contact BMC Customer Support.

6050 Failed to update remote host hostName status

**Explanation:** Control-M/Server fails to update the status of the `hostName` remote host.

The status of the `hostName` remote host does not handle correctly.

**Corrective Action:** Contact BMC Software Customer Support.
6051 Failed to update status details of remote host hostName

**Explanation:** Control-M/Server fails to update the status details of the *hostName* remote host. The status details of the *hostName* remote host are not handled correctly.

**Corrective Action:** Contact BMC Software Customer Support.

6052 Failed to read agent agentName status while handling remote host hostName

**Explanation:** Control-M/Server fails to read the status of the *agentName* agent, while handling the *hostName* remote host. The status of the *hostName* remote host does not handle correctly.

**Corrective Action:** Contact BMC Customer Support.

6053 functionName: Agent agentName status file not found while handling remote host hostName

**Explanation:** Control-M/Server cannot find the status file for the *agentName* agent while handling the *hostName* remote host. The remote host status does not handle correctly.

**Corrective Action:** Contact BMC Customer Support.

6057 functionName: Failed to delete agent name agentName from agent names list of remote host hostName

**Explanation:** Control-M/Server fails to delete the *agentName* agent from the agent names list of the *hostName* remote host. The *hostName* remote host status does not handle correctly.

**Corrective Action:** Contact BMC Customer Support.
6058 functionName: Host hostID status file not found.

**Explanation:** Control-M/Server fails to find the status file of the hostID host. The requested operation on the hostID host is not handled.

**Corrective Action:** Contact BMC Customer Support.

6059 functionName: Failed to read host hostID status file. Read status status.

**Explanation:** An error occurs while Control-M/Server attempts to read the status file of the hostID host. The requested operation on the hostID host cannot be handled.

**Corrective Action:** Contact BMC Customer Support.

6060 functionName: Failed to delete agent agentName from the database.

**Explanation:** An attempt to delete the agentName agent from the agent table in the database fails. The agentName agent does not delete.

**Corrective Action:**
- Check the Control-M/Server log files.
- Contact BMC Customer Support.

6061 functionName: Failed to initialize select on table CMS_RJ_X_NAMES while handling agent deletion agentName.

**Explanation:** An attempt to initialize selection of the CMS_RJ_X_NAMES table while handling the agentName agent fails. The agentName agent does not delete.

**Corrective Action:**
- Check the Control-M/Server log files.
- Contact BMC Customer Support.
6062 functionName: Failed to add a host with hostID to remote hosts list while handling agent agentName deletion.

**Explanation:** Control-M/Server fails to add a host to the remote hosts list while handling the *agentName* agent deletion.

The *agentName* agent does not delete.

**Corrective Action:**
- Check the Control-M/Server log files.
- Check available memory on the computer.
- Contact BMC Customer Support.

6063 functionName: Failed to update agent agentName details used by remote host hostName while handling agent agentName deletion.

**Explanation:** Errors occur while updating details of the *agentName* agent used by the *hostName* remote host, while handing deletion of the *agentName* agent.

The *agentName* agent does not delete.

**Corrective Action:**
- Check the Control-M/Server log files.
- Contact BMC Customer Support.

6064 functionName: Failed to extract remote host name from remote host names list while handling agent agentName deletion.

**Explanation:** Control-M/Server fails to extract the next remote host while handling the *agentName* agent deletion.

The *agentName* agent does not deleted.

**Corrective Action:**
- Check the Control-M/Server log files.
- Contact BMC Customer Support.
6065 functionName: Failed to extract parameters from trigger message messageText while handling agent deletion.

**Explanation:** Control-M/Server fails to extract parameters while handling deletion of an agent.

**Corrective Action:**
- Check the Control-M/Server log files.
- Contact BMC Customer Support.

6066 functionName: Illegal agent type received messageText while handling agent deletion.

**Explanation:** Control-M/Server receives an illegal agent type while handling deletion of an agent.

**Corrective Action:**
- Check the Control-M/Server log files.
- Contact BMC Customer Support.

6067 functionName: Failed to duplicate list listInfo listOrigin

**Explanation:** Control-M/Server fails to duplicate a list.

**Corrective Action:**
- Check the amount of free memory on the computer.
- Check the Control-M/Server log files.
- Contact BMC Customer Support.

6068 Delete local agent is prohibited.

**Explanation:** An attempt is made to delete a local agent from Control-M/Server.

**Corrective Action:** None. Do not attempt to delete a local agent.

6069 Update remote hosts using agent agentName failed.

**Explanation:** When normal agent status changes, all remote hosts using this agent are updated. An attempt to update remote hosts fails while handling the status of the agentName agent.
Corrective Action:
- Check computer available memory and Control-M/Server logs.
- Contact BMC Customer Support.

6070 Update remote hosts using agent agentName completed partially.

Explanation: When normal agent status changes, all remote hosts using this agent are updated. An attempt to update remote hosts does not succeed for the remote hosts while handling the status of the agentName agent.

Corrective Action:
- Check computer available memory and Control-M/Server logs.
- Contact BMC Customer Support.

6071 Add a new record to TR host list while handle host hostID failed.

Explanation: The tracker process attempts to add a new entry in its hosts list. The hostID host is used by the tracker process to track jobs that are submitted to the host. An attempt to add the hostID host fails.

Corrective Action:
- Check computer available memory and Control-M/Server logs.
- Contact BMC Customer Support.

6072 Add a new record to TR host-job list while handle host hostID and order number orderNumber failed.

Explanation: The tracker process attempts to add a new entry in its hosts list. The hostID host is used by the tracker process to track jobs that are submitted to the host. An attempt to add the hostID host orderNumber order number failed.

Corrective Action:
- Check computer available memory and Control-M/Server logs.
- Contact BMC Customer Support.
6073 Determine different memory remote host agent list and remote host status file agent list failed while handling remote host hostName.

**Explanation:** An attempt to determine the difference between the memory agent remote host list and remote host status file agents list fails.

**Corrective Action:**
- Check computer available memory and Control-M/Server logs.
- Contact BMC Customer Support.

6074 Remote host hostName agents list file contains illegal line.

**Explanation:** An illegal line is found in the `hostName` remote host agents list status file. The status of the remote host does not handle correctly.

**Corrective Action:**
- Check Control-M/Server logs.
- Contact BMC Customer Support.

6075 Add job with order number orderNumber details to host hostID order number list failed.

**Explanation:** An attempt is made to add the `orderNumber` order number job details to the `hostID` host order number list, which handles the tracking of these order numbers. The status of the `orderNumber` job may only be updated by using the track-all mechanism.

**Corrective Action:**
- Check Control-M/Server logs.
- Contact BMC Customer Support.

6076 Failed to clean host hostID order number list. rc= rc.

**Explanation:** An attempt is made to clean the `hostID` order number list, but the attempt fails.

**Corrective Action:** Contact BMC Customer Support.
6077 functionName: Remote host hostName map details not found

**Explanation:** The hostName remote host map is not found in the Control-M/Server database. This error may occur while handling job submissions, killing jobs, or viewing JCL.

The following occurs:
- If this error occurs during job submission, the job is not submitted.
- If this error occurs while killing a job, the job is not killed.
- If this error occurs while viewing JCL, the view JCL function fails.

**Corrective Action:** Define a map for the hostName remote host.

6078 functionName: Failed to get remote host hostName map details.

**Explanation:** The hostName remote host map cannot be obtained from the Control-M/Server database. This error may occur while handling job submissions, killing ordered jobs, or viewing JCL.

The following occurs:
- If this error occurs during job submission, the job is not submitted.
- If this error occurs while killing a job, the job is not killed.
- If this error occurs while viewing JCL, the view JCL function fails.

**Corrective Action:**
- Check Control-M/Server logs.
- Contact BMC Customer Support.

6079 functionName: Illegal node status received status with trigger triggerName.

**Explanation:** The status illegal node status occurs while handling data for the triggerName trigger. The action specified by the trigger is not handled.

**Corrective Action:**
- Check Control-M/Server logs.
- Contact BMC Customer Support.
6080 functionName: Illegal node type received type with trigger triggerName.

**Explanation:** The type illegal node type occurs while handling data for the triggerName trigger. The action specified by the trigger is not handled.

**Corrective Action:**
- Check Control-M/Server logs.
- Contact BMC Customer Support.

6081 Failed to load fileName file explanation.

**Explanation:** An attempt is made to load the fileName file, but the attempt fails. Default configuration parameters, as described in the Control-M/Server logs are used.

**Corrective Action:**
- Check Control-M/Server logs.
- Contact BMC Customer Support.

6082 functionName: Only Mail shouts are allowed for remote hosts. Shout type received shoutType while handling order number orderID.

**Explanation:** Control-M/Server requests a remote host to perform a shoutType shout, but only mail shouts are permitted.

**Corrective Action:** Verify that you request only mail shouts from remote hosts.

6083 functionName: Failed to get available agent for remote host hostName.

**Explanation:** An attempt is made to obtain an available agent for the hostName remote host, but the attempt fails.

**Corrective Action:**
- Check Control-M/Server logs.
- Contact BMC Customer Support.
6084 Illegal node type type received while handle job with order no order number and the count run count.

**Explanation:** An illegal node type (type) is received while handling a job with the *order number* order number and the count run count.
Job tracking fails.

**Corrective Action:** Contact BMC Customer Support.

6100 Utility aborted - Running the utility will damage the mirroring

**Explanation:** Running the utility may damage the mirroring, since the connection with the Mirror Server cannot be established. The utility aborts (since it is executed by a user other than the Control-M/Server Administrator), and mirroring is not damaged.
The utility aborts, and mirroring is not damaged.

**Corrective Action:** Determine the cause of the failed connection with the Mirroring Server and correct it. If the problem persists, contact BMC Customer Support.

6101 Utility aborted - User not authorized to execute the utility!

**Explanation:** The utility may not be executed by a user other than the Control-M/Server Administrator, and aborts.
The utility is aborts.

**Corrective Action:** No user other than the Control-M/Server Administrator is allowed to run this utility. Please refer to the Utility Reference Table in *Control-M Administration*.

6102 Timeout waiting for LG process to change state to Running

**Explanation:** This utility is suspended while the Control-M/Server state is Suspended and resumes running when it notices that the Control-M/Server state is Running. The utility waits for it to resume Running state, but the timeout limit is exceeded.
The utility aborts. If ordering performs, it continues with the ordering attempts of the rest of the jobs.

**Corrective Action:** Check the Control-M/Server processes state with the prf utility and try again when the processes return to Running state.
6103 Selector did not get out of suspension

Explanation: The ordering utility is executed. This utility is suspended while the Control-M/Server state is Suspended and resumes running when it notices that the Control-M/Server state is Running. The utility waits for it to resume Running state, but the timeout limit is exceeded.

The utility aborts.

Corrective Action: Check the Control-M/Server processes state with the prf utility and try again when the processes return to Running state.

6104 Update user information in security table userName description userGroup nodeID

Explanation: The ctmsec utility, which executes in a non-interactive mode, updates existing user information in the security definitions tables. The new information for this user is specified in the userName, description, userGroup, and HostID parameters.

The database table updates with the new information.

Corrective Action: No action is required.

6105 Insert user information into security table userName description userGroup nodeID

Explanation: The ctmsec utility, which executes in a non-interactive mode, tries to update user information in the security definitions tables. Since the user is not found, a new user is defined. The new user information is specified in the userName, description, userGroup, and HostID parameters.

The database table does not update with the new information.

Corrective Action: No action is required.

6106 Update group information in security table groupName description - group- nodeID

Explanation: The ctmsec utility, which executes in a non-interactive mode, updates existing group information in the security definitions tables. The new information of this group is specified in the groupName, description, group, and HostID parameters.

The database table updates with the new information.

Corrective Action: No action is required.
6107 Insert group information into security table
groupName description - group- nodeID

**Explanation:** The ctmsec utility, which executes in a non-interactive mode, tries to update group information in the security definitions tables. Since the group is not found, a new group is defined. The new group information is specified in the groupName, description, group, and HostID parameters. The database table updates with the new information.

**Corrective Action:** No action is required.

6108 Failed to receive confirmation of successful message receiving

**Explanation:** The utility performs an action, but the confirmation of a successful message reception fails. There is a possibility that the action performed by the utility may not complete. The utility ends. There is a chance that it did not complete all its actions successfully.

**Corrective Action:** Restart Control-M/Server. All information is refreshed from the database.

6109 Failed in database operation while trying to find dependent jobs. Return Code = rc

**Explanation:** You try to list job dependencies with the ctmpsm utility, but the utility fails in the database operation. The list is empty.

**Corrective Action:** Determine the cause of the database problem. Check the database error log. If the problem persists, contact BMC Customer Support.

6110 Start failover has failed

**Explanation:** The Start Failover procedure fails.

You try to copy the saved site-specific information about the backup Server platform to the Mirror database, but the attempt fails. This data needs to start Control-M on the backup Server using the Mirror database.

The Failover Server on the secondary platform is not ready to start.

**Corrective Action:** Check the connection to the Mirroring database. Do not start the secondary Control-M/Server on the Failover Server.
6111 Stop failover has failed

**Explanation:** The Stop Failover procedure fails.
You try to restore the site-specific information about the primary Server platform to the Mirror database, but the attempt fails. This data is used to restore the primary database. The Failover Server on the secondary platform does not stop.

**Corrective Action:** Check the connection to the Mirroring database. Do not continue restoring the primary database from the Mirror.

6112 Unable to initialize

**Explanation:** A process cannot initialize due to a system problem or lack of resources. The process aborts with a failure exit status.

**Corrective Action:** Check the system error log, disk space, or database connectivity.

6113 Failed to get ControlM_MIRROR_USER from the environment

**Explanation:** A utility fails to log on to the mirror database because it cannot obtain the ControlM_MIRROR_USER parameter from the environment.
A utility fails to log on to the mirror database. The utility aborts with an error.

**Corrective Action:** Check that the ControlM_MIRROR_USER parameter is set in the .cshrc file. Log in to the shell environment again. If this does not solve the problem, use the Database Mirroring => Initialize Mirroring option.

6114 Failed to get ControlM_USER from the environment

**Explanation:** A utility fails to log into the primary database because it cannot obtain the ControlM_USER parameter from the environment.
A utility fails to log in to the database. The utility aborts with an error.

**Corrective Action:** Check that the ControlM_USER parameter is set in the .cshrc file. Log into the shell environment again.
6116 Failed to get ControlM environment variable

Explanation: A utility fails to log into the database because it cannot obtain the ControlM parameter from the environment.

A utility fails to log into the database and it aborts with an error.

Check that the ControlM parameter is set in the .cshrc file. Log into the shell environment again.

6117 Failed to create temporary file fileName for writing. Error Number= errorNumber, Error Message= errorString

Explanation: A utility fails to log into the database because it cannot create a temporary file (fileName).

A utility fails to log into the database. The utility aborts with an error.

Corrective Action: Check the reason that the file cannot create and fix it according to the error number (errorNumber) and error string (errorString) returned.

6118 Failed to create temporary (fp) file fileName for writing

Explanation: A utility fails to log into the database because it cannot create a temporary file (fileName).

A utility fails to log into the database. The utility aborts with an error.

Corrective Action: Check the reason that the file could not create. If the problem persists, contact BMC Customer Support.

6119 Failed to open file filename for reading

Explanation: A utility fails to log into the database because it cannot not open a temporary file (fileName).

A utility fails to log into the database. The utility aborts with an error.

Corrective Action: Check the reason that file cannot open. If the problem persists, contact BMC Customer Support.

6120 Failed to get CTM_DATABASE_TYPE from the environment

Explanation: A utility fails to log into the database because it cannot obtain the CTM_DATABASE_TYPE parameter from the environment.

A utility fails to log into the database. The utility aborts with an error.
Corrective Action: Check that the CTM_DATABASE_TYPE parameter is set in the .cshrc file. Log into the shell environment again.

6121 Unsupported database DBType

Explanation: A utility fails to log into the database because the DBType value is incorrect.
A utility fails to login to the database. The utility aborts with an error.
Corrective Action: Correct the CTM_DATABASE_TYPE parameter in the .cshrc file. Valid values are ORACLE. Log into the shell environment again.

6122 Failed to get envirVariable from the environment

Explanation: A utility fails to log into the database because it cannot obtain the specified envirVariable from the environment.
A utility fails to log into the database. The utility aborts with an error.
Corrective Action: Check that the envirVariable is set in the .cshrc file. Log into the shell environment again.

6123 Cannot open directory directoryName

Explanation: A utility fails to open the specified directory (directoryName). The files under this directory cannot be accessed.
The ctmsuspend utility failed and did not change the processes state.
Corrective Action: Check the OS file system.

6124 Cannot shutdown Control-M/Server...

Explanation: The shut_ctm utility fails to shut down the Control-M/Server processes.
The ctmsuspend utility fails and cannot perform the required action.
Corrective Action: Check the shut_ctm process log in the procllog directory for messages at debug level 0.

6125 Restarting server...

Explanation: Control-M/Server processes are about to restart.
The ctmsuspend utility executes the start_ctm utility.
Corrective Action: No action is required.
6126 Cannot restart Control-M/Server...

**Explanation:** Control-M/Server processes cannot restart.
The start_ctm utility fails. The Control-M/Server does not restart because the ctmsuspend utility failed to perform the required action.

**Corrective Action:** Check the start_ctm process log in the proclog directory for messages at debug level 0.

6127 Failed to run ctmshout utility

**Explanation:** The ctmshout utility fails to execute.
The message that indicates whether the operation of the ctmsuspend utility is successful does not insert into the IOALOG table. The ctmsuspend utility may fail to perform the required action.

**Corrective Action:** Check the ctmshout process log in the proclog directory for messages at debug level 0.

6128 Failed to create database objects

**Explanation:** Database tables and other database objects, such as indices and stored procedures, are not created successfully.
The ctmcreateschema utility fails and the Control-M/Server database is not created.

**Corrective Action:** Check connectivity with the database. Check the create_db.mssql.out file in the Control-M temporary directory for error messages. If the problem persists, contact BMC Customer Support.

6129 Failed to insert initial values into database tables

**Explanation:** Database tables are not initialized with the correct initial values in order for Control-M/Server to function.
The ctmcreateschema utility fails and the Control-M/Server database is not created.

**Corrective Action:** Check connectivity with the database. Check the insert_NT.out file in the Control-M temporary directory for error messages. If the problem persists, contact BMC Customer Support.

6130 Failed to create database partitions tables

**Explanation:** The CMR_IOALOG and CMR_JOBINF database partition tables do not create successfully.
The ctmcreateschema utility fails, and the Control-M/Server database are not created.

**Corrective Action:** Check connectivity with the database. Check the create_parts.out file in the Control-M temporary directory for error messages. If the problem persists, contact BMC Customer Support.
6131 Failed to update system and communication parameters in database tables

**Explanation:** The Control-M/Server system and communication parameters do not store successfully in the database tables. Control-M/Server cannot start without those parameters. The ctmcreateschema utility fails and the Control-M/Server database is not created.

**Corrective Action:** Check connectivity with the database. Check the update_tb.out file in the Control-M temporary directory for error messages. If the problem persists, contact BMC Customer Support.

6131 Failed to update system and communication parameters in database tables

**Explanation:** The Control-M/Server system and communication parameters are not stored successfully in the database tables. Control-M/Server cannot start without those parameters. The ctmcreateschema utility fails, and the Control-M/Server database is not created.

**Corrective Action:** Check connectivity with the database. Check the update_tb.out file in the Control-M temporary directory for error messages. If the problem persists, contact BMC Customer Support.

6132 Failed to reset several Control-M/Server configuration parameters

**Explanation:** The reset_t1 utility fails.

The ctmcreateschema utility fails and the Control-M/Server database is not created.

**Corrective Action:** Check connectivity with the database. Check the reset_t1, init_prflag, and cleanlog utilities logs in the Control-M proclog directory for error messages. If the problem persists, contact BMC Customer Support.

6133 functionName: Failed to retrieve output from the agent for orderno runcount output size. rc = rc

**Explanation:** A utility fails to retrieve output from Control-M/Agent.

The utility aborts with a Failed exit status.

**Corrective Action:** Contact BMC Customer Support.
6134 functionName: Failed parsing fileName

Explanation: A utility fails during an XML parsing. The utility aborts with a Failed exit status.
Corrective Action: Contact BMC Software Customer Support.

6135 Invalid tagName request in xmlFile

Explanation: A utility fails during an XML parsing while dumping into invalid tagName. The utility aborts with a Failed exit status.
Corrective Action: Contact BMC Customer Support.

6136 functionName: Failed to retrieve element list for nodeName in the fileName

Explanation: A utility fails while reading an element list for the nodeName node from the fileName XML file. The utility aborts with a Failed exit status.
Corrective Action: Contact BMC Customer Support.

6137 Invalid calendarType

Explanation: A utility fails while reading an invalid calendar type from an XML file. The utility aborts with a Failed exit status.
Corrective Action: Contact BMC Customer Support.

6138 functionName: Invalid attributeName of attributeType.

Explanation: A utility fails while reading an invalid attributeType attribute from an XML file. The utility aborts with a Failed exit status.
Corrective Action: Contact BMC Customer Support.
6139 functionName: Failed to commit when inserting calendar: calendarName, calendarYear

**Explanation:** The ctmpsm utility fails to insert a new calendar into the database. The utility aborts with a Failed exit status.

**Corrective Action:** Contact BMC Customer Support.

6140 functionName: Failed to insert calendar calendarName, calendarYear into the database.

**Explanation:** A utility fails to insert a new calendar into the database. The utility aborts with a failed exit status.

**Corrective Action:** Contact BMC Customer Support.

6141 functionName: Failed to retrieve parent node of nodeName in the fileName

**Explanation:** A utility fails while reading the parent node of the nodeName node from the fileName XML file. The utility aborts with a failed exit status.

**Corrective Action:** Contact BMC Customer Support.

6142 functionName: CalendarName with year was imported successfully.

**Explanation:** The ctm_psm utility is invoked and successfully imports the calendarName calendar. The ctm_psm utility continues processing.

**Corrective Action:** No action is required

6143 functionName: Failed to convert arguments to UTF8.

**Explanation:** A utility fails to convert arguments to Unicode format. The utility aborts with a Failed exit status.

**Corrective Action:** Contact BMC Customer Support.
6153 functionName: A conflict has occurred between the imported information specified in nodeGroup and applType and the information currently existing in the database.

Explanation: The imported information specified in applType and hostGroup conflicts with the information that exists in the database.

The utility aborts with an error.

Corrective Action: Change the information specified in applType and hostGroup from the XML input file of the ctmimptb utility to match the information existing in the database using ctm_menu.

You can change the information in the database, but you need to delete the hostGroup with all its content and to redefine it with the new applType.

6154 functionName: Failed on input XML file initialization process. Message: messageDetails

Explanation: The input XML file initialization process fails.

The utility aborts with an error.

Corrective Action: Search for errors relating to the XML file initializing process in the utility log, and contact BMC Customer support.

6155 Error was found during XML file parsing. Error Type: errorType, File Name: fileName, Line: lineNum, Column: columnNum, Message: messageDetails

Explanation: An error is found during XML file parsing.

The utility aborts with an error.

Corrective Action: Search for the error relating to the XML file parsing process in the utility log and contact BMC Customer Support.

6157 Import tableName has successfully written to the database.

Explanation: The ctmimptb utility imported the specified job definition tables into the database successfully.

The ctmimptb utility continues processing the XML file and a message is sent to the next import stage.

Corrective Action: No action is required.
6158 function Name: Failed to insert scheduling folder folderName into the database

Explanation: The utility fails to insert the folderName folder into the database. The utility aborts with an error.
Corrective Action: Contact BMC Customer Support.

6159 function Name: Request permission denied.
Scheduling folder: folderName, Action: permissionType.
Skip importing this folder.

Explanation: The user does not have the specified permission type on the specified component to perform the request. The ctmimptb utility continues processing the XML file.
Corrective Action: Assign the specified permission type to the user who invokes the utility and rerun the ctmimptb utility.

6160 Scheduling folder folderName already exists in the database and overwrite was not specified. Skip importing this folder.

Explanation: The ctmimptb utility does not import the folderName folder because the folder currently exists in the database, and overwrite is not specified.
The ctmimptb utility continues processing the XML file to import the next folder.
Corrective Action: No action is required.

6161 function Name: Failed during XML file parsing.
Message: messageDetails

Explanation: The utility fails on XML file parsing.
The utility aborts with an error.
Corrective Action: Search for the error related to the XML file parsing in the utility log and contact BMC Customer Support.
6162 functionName: Failed to delete scheduling folder folderName from the database

Explanation: The utility fails to delete the folderName folder from the database. The utility aborts with an error.
Corrective Action: Contact BMC Customer Support.

6163 functionName: Failed to delete jobs related to scheduling folder folderName from the database

Explanation: The utility fails to delete jobs relating to the folderName folder from the database. The utility aborts with an error.
Corrective Action: Contact BMC Customer Support.

6164 functionName: Failed to delete checksum of scheduling folder folderName from the database

Explanation: The utility fails to delete the checksum of the folderName folder from the database. The utility aborts with an error.
Corrective Action: Contact BMC Customer Support.

6165 functionName: Failed to insert tag tagName of scheduling group groupName into the database

Explanation: The utility fails to insert the groupName sub application tag into the database. The utility aborts with an error.
Corrective Action: Contact BMC Customer Support.

6166 functionName: Failed to insert dates of scheduling group tag into the database. Tag: tagName, Scheduling group: folderName, Date: Date.

Explanation: The utility fails to insert date details of the tagName sub application into the database. The utility aborts with an error.
Corrective Action: Contact BMC Customer Support.
6167 functionName: Failed to insert Job jobName for scheduling folder tableName into the database.

**Explanation**: The utility fails to insert the *jobName* job into the database.
The utility aborts with an error.
**Corrective Action**: Contact BMC Customer Support.

6168 functionName: Failed to insert jobProcessingDefinitions for Job jobName for scheduling folder folderName into the database.

**Explanation**: The utility fails to insert job processing definitions of *jobName* job for *FolderName* into the database.
The utility aborts with an error.
**Corrective Action**: Contact BMC Customer Support.

6169 functionName: Failed on processing componentType componentName - JOB is not defined.

**Explanation**: The ctmimptb utility fails on processing the specified component due to undefined related job.
The ctmimptb utility aborts with an error.
**Corrective Action**: Activate the ctmimptb utility with debug level 3 and contact BMC Customer Support.

6170 functionName: Failed on processing jobName - Scheduling Folder is not defined.

**Explanation**: The ctmimptb utility fails processing the specified job that relates to the folder, which imports from a previous transaction.
The ctmimptb utility aborts with an error.
**Corrective Action**: Activate the ctmimptb utility with debug level 3 and contact BMC Customer Support.
6170 functionName: Failed on processing jobName - Scheduling Folder is not defined.

**Explanation:** The ctmimptb utility fails processing the specified job that relates to the folder, which imports from a previous transaction.
The ctmimptb utility aborts with an error.
**Corrective Action:** Activate the ctmimptb utility with debug level 3 and contact BMC Customer Support.

6171 functionName: scheduling folder folderName already exists in the database and overwrite was specified. Overwriting this folder.

**Explanation:** The specified folder currently exists in the database and the ctmimptb is about to overwrite it because overwrite mode was specified.
The ctmimptb utility imports the specified folder.
**Corrective Action:** No action is required.

6172 Import failed. Job definition folder folderName partially imported.

**Explanation:** The ctmimptb utility fails and the folderName folder is partially imported into the database.
The ctmimptb utility aborts with an error.
**Corrective Action:** Search for the error in the utility log, and contact BMC Customer Support.
After resolving the problem, perform one of the following steps in order to complete the import:
- If the ctmimptb utility is executed with specifying overwrite mode - rerun the utility.
- If the ctmimptb utility is not executed with specifying overwrite mode, extract the specified folder from the original XML file to a temporary file and rerun the ctmimptb utility in overwrite mode by using the input XML file as the temporary file. If you have one or more additional job definition folders to import in the original XML file, rerun the ctmimptb utility by using the original input XML file but without specifying overwrite mode. If there are one or more additional job definition folders to import in the original XML file - rerun the ctmimptb utility using the original input XML file, but without specifying overwrite mode.
6174 Import finished successfully.

Explanation: All the job definition tables from the XML file import into the database successfully. The ctmimptb utility finishes successfully.
Corrective Action: No action is required.

6176 Import failed. No table was imported into the database.

Explanation: The ctmimptb utility fails and a job definition table does not import into the database. The utility aborts with an error.
Corrective Action: Search for errors in the utility log, and contact BMC Customer Support.

6177 Import failed. Not all the job definition tables were imported.

Explanation: The ctmimptb utility performs a partial import. Those job definition tables that are imported, are fully imported into the database. The utility aborts with an error.
Corrective Action: Search for errors in the utility log, and contact BMC Customer Support.

6178 Starting import of job definition tables from file: fullPathFileName Overwrite mode: mode

Explanation: The ctmimptb utility starts to process the XML file to import the job definition tables. The ctmimptb utility starts parsing the XML file for the import process.
Corrective Action: No action is required.

6179 End of import of job definition tables.

Explanation: The ctmimptb utility finishes processing the XML file to import the job definition tables. The ctmimptb utility finishes parsing the XML file for the import process.
Corrective Action: No action is required.
6200 functionName fail to initialize a message list for messageType message to agent nodeID, request will be aborted

**Explanation:** The specified function is unable to generate a message list for the requested message type. The request aborts, which the message generation attempts for Agent hostID. Control-M/Server attempts to create a messageType message.

**Corrective Action:**
- Check available memory on the computer.
- Try to disable Agent hostID.

If messages continue to appear, contact BMC Customer Support.

6201 functionName fail to initialize messageType header message to agent nodeID, request will be aborted

**Explanation:** The specified function is unable to generate a header message from the messageType type. The request aborts for the attempted message generation of Agent hostID. Control-M/Server attempts to create a messageType message.

**Corrective Action:**
- Check available memory on the machine.
- Try to disable Agent hostID.

If messages continue to appear, contact BMC Customer Support.

6202 functionName fail to append messageType header message to agent nodeID, request will be aborted

**Explanation:** The specified function is unable to append a header message from the messageType type. The request for which the message generation is attempted for Agent hostID is aborted. Control-M/Server attempts to create a messageType message.

**Corrective Action:**
- Check available memory on the machine.
- Try to disable Agent hostID.

If messages continue to appear, contact BMC Customer Support.
6203 functionName fail to create messageType message to agent nodeId, request will be aborted

Explanation: The specified function is unable to generate a message from the messageType type. The request for which the message generation is attempted for Agent hostId is aborted.
Control-M/Server attempts to create a messageType message.
Corrective Action:
- Check available memory on the machine.
- Try to disable Agent hostId.
If messages continue to appear, contact BMC Customer Support.

6204 functionName received from agent a corrupt message <<<< message>>>>>

Explanation: The specified function attempts to handle a message from Control-M/Agent, but it is corrupted.
Control-M/Server attempts to handle a request from Control-M/Agent.
Corrective Action: Check previous messages, and contact BMC Customer Support.

6205 functionName fail to create temporary status file: fileName

Explanation: The specified function attempts to create temporary status file for a job.
Control-M/Server attempts to create a new status file.
Corrective Action:
- Check the disk and the disk space where Control-M/Server is installed.
- Check the file system where Control-M/Server is installed.

6206 functionName fail to write temporary status file: fileName

Explanation: The specified function attempts to write a temporary status file for a job.
Control-M/Server attempts to write data to a status file.
Corrective Action:
- Check the disk and the disk space where Control-M/Server is installed.
- Check the file system where Control-M/Server is installed.

6207 functionName fail to close temporary status file: fileName

Corrective Action:
- Check the disk and the disk space where Control-M/Server is installed.
- Check the file system where Control-M/Server is installed.

6208 functionName fail to rename temporary status file: fileName1 to status file: fileName2

Corrective Action:
- Check the disk and the disk space where Control-M/Server is installed.
- Check the file system where Control-M/Server is installed.

6209 functionName fail to make a message list from a message buffer, request will be aborted

Explanation: The specified function is unable to make a message list from message buffer. The request for which the message list generation is attempted is aborted.
Control-M/Server attempts to create a message list from a message buffer.
Corrective Action:
Check available memory on the computer. Should this message continue to appear, contact BMC Customer Support.
6210 functionName fail to get header message, request will be aborted

**Explanation:** The specified function is unable to locate a header message, and the request is aborted. Control-M/Server attempts to fetch a header message from a message list.

**Corrective Action:**
Check available memory on the computer. Should this message continue to appear, contact BMC Customer Support.

6211 functionName unsupported request code (requestCode) received from agent nodeID

**Explanation:** The specified function receives a request with an unsupported request code from Agent hostID.
Control-M/Server attempts to generate a request code sent by an Agent.

**Corrective Action:**
Try to disable Agent *hostID*. Should messages continue to appear, contact BMC Customer Support.

6212 functionName received termination request by user

**Explanation:** The specified function receives a request to terminate from the shut_ctm utility.
Control-M/Server attempts to handle a request.

**Corrective Action:** Start the Control-M/Server by executing the start_ctm utility.

6213 functionName unsupported request code (requestCode) received from one of the server processes

**Explanation:** The specified function receives a request with an unsupported request code from one of the server processes.
Control-M/Server attempts to generate a service from a request code sent by one of the Server processes.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.
6214 functionName null logical TCP session pointer, current service is aborted

**Explanation:** The specified function tries to send a message to an Agent using a corrupted TCP session with this Agent, but the service aborts.
Control-M/Server attempts to send a message to an Agent.
**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6215 functionName failed to create a new physical protocol communication channel

**Explanation:** The specified function fails to create a new communication channel of type protocol, and the request aborts.
Control-M/Server attempts to create a new communication channel.
**Corrective Action:**
Check available memory on the computer. If this message continues to appear, contact BMC Customer Support.

6216 functionName communication error INET protocol type (protocol) is not Supported

**Explanation:** The specified function fails to create a new communication channel of an unSupported protocol, and the request aborts.
Control-M/Server attempts to create a new communication channel.
**Corrective Action:**
Check available memory on the computer. If this message continues to appear, contact BMC Customer Support.

6217 functionName communication error protocol mode (protocol) is not Supported

**Explanation:** The specified function fails to create a new communication channel of an unSupported protocol, and the request aborts.
Control-M/Server attempts to create a new communication channel.
**Corrective Action:**
Check available memory on the computer. If this message continues to appear, contact BMC Customer Support.
6218 functionName failed to create a new logical protocol communication channel

**Explanation:** The specified function fails to create a new logical communication channel of type protocol, and the request aborts.

Control-M/Server attempts to create a new logical communication channel.

**Corrective Action:**
Check available memory on the computer. If this message continues to appear, contact BMC Customer Support.

6219 functionName failed to up-class a physical communication channel to a physical protocol communication channel

**Explanation:** The specified function has a corrupt physical communication channel, and the request is aborts.

Control-M/Server attempts to connect to a physical communication channel.

**Corrective Action:** Check previous messages and contact BMC Customer Support.

6220 functionName failed to connect to client (nodeID) at port (portNumber)

**Explanation:** The specified function fails to connect to Agent *hostID* at TCP/IP port *portNumber*, and therefore the request is aborts.

Control-M/Server attempts to connect to a communication channel.

**Corrective Action:**
- Check that Agent *hostID* is up and running.
- Check that TCP/IP port *portNumber* is correct.
- Check that Agent *hostID* exists. If Agent *hostID* does not exist, the next time you shut down Control-M/Server, delete CTM HOME/ctm/data/AGPRM/hostID and CTM HOME/ctm/data/AGSTAT/hostID.
6221 functionName failed to disconnect session of logical TCP communication channel (channel) of physical session id (sessionID)

Explanation: The specified function fails to disconnect a logical TCP communication channel (channel) with an Agent identified by sessionID. The operation attempts to continue.

Control-M/Server attempts to close a communication channel.

Corrective Action: If this message continues to appear, contact BMC Customer Support.

6222 functionName connected client name (nodeID) is already connected

Explanation: The specified function receives a request to choose a persistent connection for disconnection when the maximum number of concurrent sessions are reached, but finds that the requested Agent for connection has already connected.

Control-M/Server attempts to choose a persistent session for disconnection when maximum concurrent sessions are already reached.

Corrective Action: Check previous messages and contact BMC Customer Support.

6223 functionName fail to get parameter agent parameter value for client name (nodeID) using default

Explanation: The specified function fails to retrieve an Agent parameter value and tries to continue using the default value.

Control-M/Server attempts to check an Agent parameter value.

Corrective Action:

- Check that the Agent file exists, CTM HOME/ctm/data/AGDEFS/AGDEFS
- Check that the directories file exists, CTM HOME/ctm/data/AGPRM and CTM HOME/ctm/data/AGSTAT

If this message continues to appear, contact BMC Customer Support.

6224 Connected persistent sessions:

6224 Connected persistent sessions:

-----------------------------------------------------------------
Total concurrent sessions: sessions out of maxSessions
-----------------------------------------------------------------
Physical Session (pointer): nodeID.port
Client Name: nodeID
Total services: servicesNum
Duration: durationNum seconds
Last activity: activityNum seconds
Service Name: SRVC_TYPE_SUBMIT active: num total: num
Service Name: SRVC_TYPE_EXIT_STATUS active: num total: num
Service Name: SRVC_TYPE_TRACE_ALL active: num total: num
Service Name: SRVC_TYPE_DOWN_OUTPUT active: num total: num
Service Name: SRVC_TYPE_DOWN_JCL active: num total: num
Service Name: SRVC_TYPE_UP_JCL active: num total: num
Service Name: SRVC_TYPE_UTIL active: num total: num
Service Name: SRVC_TYPE_TUNNEL active: num total: num
Service Name: SRVC_TYPE_AGENT_AVAILABILITY active: num total: num
Service Name: SRVC_TYPE_PASS_REPLY active: num total: num
Service Name: SRVC_TYPE_PASS active: num total: num
Service Name: SRVC_TYPE_AG_PING active: num total: num
Service Name: SRVC_TYPE_VERSION active: num total: num

Explanation: Control-M/Server produces a printout of the status and statistics of the current connected persistent sessions.

Corrective Action: Issue the following command to produce the printout:
ctmipc -dest NS -msgid NSS [-data "PRT 0"]

6225 Disconnected persistent sessions:

--------Total concurrent sessions: sessions out of maxSsessions

Disconnected Agent: hostID
Duration: durationNum seconds

Explanation: Control-M/Server produces a printout of the current disconnected persistent sessions.

Corrective Action: Issue the following command to produce the printout:
ctmipc -dest NS -msgid NSS -data "PRT 9"
6226 functionName failed to create a new disconnected session for client name (nodeID)

**Explanation:** The specified function fails to create a new disconnected session when maximum concurrent sessions are reached.
Control-M/Server chooses a persistent session for disconnection when maximum concurrent sessions are reached.

**Corrective Action**
- Check available memory on the computer.
- If this message continues to appear, contact BMC Customer Support.

6227 functionName failed to send alerts on event

**Explanation:** The specified function fails to send alerts to Control-M/EM, the system console, and the IOALOG when the specified event occurs.
Control-M/Server attempts to send alerts to Control-M/EM, the system console, and the IOALOG.

**Corrective Action:** If this message continues to appear, contact BMC Customer Support.

6228 functionName operation (opCode) is not Supported

**Explanation:** The specified function fails to register an event associated with an unsupported opCode operation, and the request aborts.
Control-M/Server attempts to register a callback event.

**Corrective Action:** Check previous messages and contact BMC Customer Support.

6229 functionName failed on SSL client operation server operation with physical session id (sessionID) sid= code

**Explanation:** The specified function fails to complete an SSL operation with an Agent that is identified by sessionID and the request aborts.
Control-M/Server attempts to generate an SSL communication with an Agent.

**Corrective Action:**
- Check that your SSL keys (ctmkey.kdb and agkey.kdb) match.
- If this message continues to appear, contact BMC Customer Support.
6230 functionName failed to set SSL session option (option) with physical session id (sessionID)

**Explanation:** The specified function fails to complete an SSL connection with an Agent that is identified by sessionID and the request aborts.
Control-M/Server attempts to generate an SSL communication with an Agent.

**Corrective Action:**
- Check that your SSL keys (ctmkey.kdb and agkey.kdb) match.
- If this message continues to appear, contact BMC Customer Support.

6231 functionName failed on SSL server operation client operation with physical session id (sessionID) sid= code

**Explanation:** The specified function fails to complete an SSL operation with an Agent that is identified by sessionID and the request aborts.
Control-M/Server attempts to generate an SSL communication with an Agent.

**Corrective Action:**
- Check that your SSL keys (ctmkey.kdb and agkey.kdb) match.
- If this message continues to appear, contact BMC Customer Support.

6232 functionName process processName will terminate after receiving SIGTERM signal

**Explanation:** The specified function receives a kill request for process processName.
Control-M/Server issues a kill process shell command.

**Corrective Action:** No action is required.

6233 functionName got an invalid SSL profileType profile pointer while SSL protocol is enabled.

**Explanation:** The specified function obtains a corrupted SSL profile for profileType and the process aborts.
Control-M/Server attempts to initialize an SSL client or server profile.

**Corrective Action:** If this message continues to appear, contact BMC Customer Support.
6234 functionName got a negative value for PORTNUM entry in AGDEFS table

**Explanation:** The specified function obtains an invalid value for a TCP/IP port number and the process is aborted.
Control-M/Server attempts to initialize the default agent port number.

**Corrective Action:**
- Check the disk space and file system.
- Check that the Agent defaults file exists (CTM HOME/ctm/data/AGDEFS/AGDEFS) and use the ctm_menu utility to reset the default agent port number.
- If messages continue to appear, contact BMC Customer Support.

6235 NS initialization failed process will be aborted

**Explanation:** NS is unable to initialize due to various environmental issues and the process aborts.
Control-M/Server attempts to initialize the NS process.

**Corrective Action:** If this message continues to appear, contact BMC Customer Support.

6236 NS service manager failed to start default services, process will be aborted

**Explanation:** NS fails to create a listener for Agent's request or Server process requests, and the process aborts.
Control-M/Server attempts to initialize the NS process.

**Corrective Action:**
- Find a free port number and use the ctm_menu utility to assign that new port number to the Agent-to-Server Port Number parameter.
- If this message continues to appear, find a free port number and use the ctm_menu utility to assign that new port number to the Inter Process Communication Port Number parameter.

6237 NS agent availability failed to start, process will be aborted

**Explanation:** NS fails to start the Agent availability service and the process aborts.
Control-M/Server attempts to initialize the NS process.

**Corrective Action:** Check previous messages and contact BMC Customer Support.
6238 functionName failed to open INET listen channel for HOST: host on PORT: port

**Explanation:** The specified function fails to open a new TCP/IP listener for Agent requests for host on TCP/IP port and the process is aborts.

Control-M/Server attempts to initialize the NS process.

**Corrective Action:** Find a free port number and use the ctm_menu utility to assign that new port number to the Agent-to-Server Port Number parameter.

6239 functionName failed to open CTMS listen channel for NAME: IPCCode

**Explanation:** The specified function fails to open a new Inter Process Communication listener for the Server process requests and the process aborts.

Control-M/Server attempts to initialize the NS process.

**Corrective Action:** Find a free port number and use the ctm_menu utility to assign the new port number to the Inter Process Communication Port Number parameter.

6240 functionName failed to up-class an abstract channel to a communication channel (pointer)

**Explanation:** The specified function has a corrupt communication channel and the request is aborts.

Control-M/Server attempts to open a new communication listener.

**Corrective Action:** Check previous messages and contact BMC Customer Support.

6243 functionName failed to delete host group hostGroup information from table databaseTable, code= rc

**Explanation:** The deletion of the host group from the database fails.

The Control-M Configuration Manager displays an error message.

**Corrective Action:** Check other messages in the log file, database logs, and contact BMC Customer Support.
6244 functionName failed to insert host group hostGroup into table databaseTable, code= rc

**Explanation:** The insertion of the host group to the database fails. The Control-M Configuration Manager displays an error message.

**Corrective Action:** Check other messages in the log file, database logs, and contact BMC Customer Support.

6300 functionName : Inconsistent Control-M Server to Control-M Agent message list

**Explanation:** A message from Control-M/Server to Control-M/Agent includes invalid data. Control-M/Server frees the allocated memory for the message.

**Corrective Action:** Check previous messages and contact BMC Customer Support.

6301 functionName : Control-M Server to Control-M Agent message pointer is not initialized

**Explanation:** A message from Control-M/Server to Control-M/Agent includes invalid data. Control-M/Server frees the allocated memory for the message.

**Corrective Action:** Check previous messages and contact BMC Customer Support.

6302 functionName : Control-M Server to Control-M Agent Message buffer is not initialized

**Explanation:** A message from Control-M/Server to Control-M/Agent includes invalid data. Control-M/Server frees the allocated memory for the message.

**Corrective Action:** Check previous messages, and contact BMC Software Customer Support.

6303 functionName : Control-M Server to Control-M Agent Messages list is not initialized

**Explanation:** A message from Control-M/Server to Control-M/Agent includes invalid data. Control-M/Server frees the allocated memory for the message.

**Corrective Action:** Check previous messages and contact BMC Customer Support.
6304 functionName : The value of 'CPU used' sent by the Control-M Agent is negative : CPU_used

Explanation: The value of CPU_used sent by Control-M/Agent to Control-M/Server is negative. Control-M/Server sets the value for CPU usage to 0.

Corrective Action: Check previous messages and contact BMC Customer Support.

6305 functionName : The value of 'elapse time' sent by the Control-M Agent is negative: time

Explanation: The value of time sent by Control-M/Agent to Control-M/Server is negative. Control-M/Server sets the value for elapsed time to 0.

Corrective Action: Check previous messages, and contact BMC Customer Support.

6306 functionName : Control-M Server to Control-M Agent message type not found. Message type : messageType.

Explanation: The message type sent from or to Control-M/Server is not found.

Corrective Action: Check previous messages, and contact BMC Software Support.

6307 functionName : Control-M Server to Control-M Agent message is empty

Explanation: The message type sent by Control-M/Server or received by Control-M/Server is invalid. Control-M/Server frees the allocated memory for the message.

Corrective Action: Check previous messages, and contact BMC Customer Support.

6308 functionName : Gateway older than 613 cannot connect data center 613 or above

Explanation: You are trying to connect a Gateway version 6.1.0 or earlier to Control-M/Server version 6.1.3 or later.

Corrective Action: Check the versions of Control-M/EM and Control-M/Server and connect Control-M/Server version 6.1.3 or later to a compatible version of Control-M/EM.
6309 functionName : Unknown service ID received from Control-M EM

Explanation: The Control-M/Server receives an unknown service ID from Control-M/EM.
One of the following occurs:
 If Control-M/Server tries to connect to Control-M/EM, the server refuses to connect to Control-M/EM.
 If the Control-M/Server handles a user request, the user request is rejected.
Corrective Action: Check previous messages and contact BMC Customer Support.

6310 functionName : Database transaction failed to commit. Return code = rc

Explanation: The database transaction cannot commit.
In this message, valid values for rc are CM_FAIL or CM_EOF.
Corrective Action: Check the database logs and contact on-site DBA Support.

6311 functionName : Database fail to open a new transaction

Explanation: The database cannot open a new transaction.
Corrective Action: Check the database logs and contact on-site DBA Support.

6312 functionName : Failed to clean statistic information. Return code = rc

Explanation: Control-M/Server cannot clean the statistic information table during the New Day procedure.
In this message, the only valid value for rc is CM_FAIL.
Control-M/Server performs the following:
 Writes to the CMR_IOALOG table that the attempt to clean statistic information failed
 Sends an alert to Control-M/EM
Corrective Action: Check the database logs, and contact on-site DBA Support.
6313 functionName : Database transaction failed to rollback. Return code = rc

**Explanation:** The database transaction cannot roll back.
In this message, the only valid value for rc is CM_FAIL.

**Corrective Action:** Check the database logs and contact on-site DBA Support.

6314 functionName : Failed to clean CMR_JOBINF table. Return code = rc

**Explanation:** Control-M/Server cannot clean the CMR_JOBINF table during the New Day procedure. In this message, the only valid value for rc is CM_FAIL.
Control-M/Server sends an alert.

**Corrective Action:** Check the database logs, and contact on-site DBA Support.

6315 functionName : Ignore Conditions file exceeded maxEntries entries

**Explanation:** The dbs_ignrcond.dat Ignore Conditions file contains more than the `maxEntries` number of conditions.
Control-M/Server handles only the `maxEntries` number of conditions and ignores the remainder.

**Corrective Action:** Minimize the number of conditions in the dbs_ignrcond.dat file.

6316 functionName Failed to delete condition : condName, condDate

**Explanation:** Control-M/Server cannot delete the specified `condName` condition during the New Day procedure.
Control-M/Server performs a database rollback.

**Corrective Action:** Check the database logs, and contact on-site DBA Support.

6317 functionName Fail to allocate memory for AGSTAT information

**Explanation:** Control-M/Server cannot allocate memory for AGSTAT information.
Control-M/Server writes an error message to the IOA log file.
Corrective Action: Contact your systems administrator.

6318 functionName Fail to open AGSTAT file

Explanation: Control-M/Server cannot open the AGSTAT file. Outputs are not cleaned during the New Day procedure.
Corrective Action: Contact your systems administrator.

6319 functionName Agent nodeID newday cleanup failed. Return code = rc

Explanation: Control-M/Server cannot send a New Day cleanup message to one of the Agents. In this message, valid values for rc are:

<table>
<thead>
<tr>
<th>rc</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CM_MBX-BUFFEROVF</td>
<td>Buffer is too large</td>
</tr>
<tr>
<td>CM_MBX_FULL</td>
<td>Could not send IPC message</td>
</tr>
<tr>
<td>CM_FAIL</td>
<td></td>
</tr>
</tbody>
</table>

The following occurs:
- Outputs are not cleaned during the New Day procedure for the specified Agent.
- Control-M/Server writes a message to the IOA log file.
Corrective Action: Contact your systems administrator for help in solving connection problems.

6320 functionName Fail to fetch next record from AGSTAT table. Return code = rc

Explanation: Control-M/Server cannot fetch the next record from the AGSTAT table for an Agent. In this message, the only valid value for rc is CM_FAIL.
Outputs are not cleaned during the New Day procedure for this Agent.
Corrective Action: Check previous messages, and contact BMC Customer Support.
6321 functionName Failed to translate local date and time information given specific Time Zone

**Explanation:** Control-M/Server cannot translate the local date and time information, given a specific time zone.
Change to the next time zone.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6322 functionName Failed to perform new day process for time zone timeZone, odate odate

**Explanation:** Control-M/Server cannot perform the New Day procedure for the specified time zone.

**Corrective Action:** Try to run the New Day procedure at a later time.

6323 functionName Failed to select jobs from active jobs file where time zone = timeZone

**Explanation:** Control-M/Server cannot perform the New Day procedure for the specified time zone.
Move to the next time zone.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6324 functionName Failed to update the job's status on the active jobs list during new day

**Explanation:** Control-M/Server cannot update the job's status to Wait Scheduling or Post Odat during the New Day procedure.
Perform a database rollback.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6325 functionName Failed to release control resources during new day process for order number orderNumber

**Explanation:** Control-M/Server cannot release the control resource for a specific job during the New Day procedure.
Perform a database rollback.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.
6326 functionName Failed to release quantitative resources during new day process for order number orderNumber

Explanation: Control-M/Server cannot release the quantitative resource for a specific job during the New Day procedure.
Perform a database rollback.
Corrective Action: Check previous messages, and contact BMC Software Support.

6327 functionName Failed to delete the file fileName

Explanation: Control-M/Server fails to delete the fileName file.
Corrective Action: Contact your systems administrator.

6328 functionName Failed to update variables from Control-M Agent

Explanation: Control-M/Server fails to update variables from Control-M/Agent.
Corrective Action: Check previous messages, and contact BMC Customer Support.

6329 functionName Job have reached timeout for state jobState.

Explanation: The jobState job timed out.
Control-M/Server declares the job as Disappeared.
Corrective Action: No action is required.

6330 functionName Failed to read order number orderNumber from active jobs list. Return code = rc

Explanation: Control-M/Server fails to read this order number from Active Jobs list.
In this message, valid values for rc are CM_FAIL or CM_EOF.
The Tracker process cannot handle this job.
Corrective Action: Check the database logs, and contact on-site DBA Support.
6331 functionName Failed to select post processed jobs from active jobs list

Explanation: During the deletion of the status file, Control-M/Server fails to select post-process jobs. Control-M/Server cannot delete the status file for these jobs.
Corrective Action: Check the database logs, and contact on-site DBA Support.

6332 functionName A corrupted status file received from Control-M Agent

Explanation: The status file received from Control-M/Agent contains corrupted information. System processing continues. The status file is saved for debugging.
Corrective Action: Check previous messages, and contact BMC Customer Support.

6333 functionName When a corrupted status file received, rename the file fileName1 to fileName2

Explanation: A corrupted status file should be renamed. The status file saves for debugging.
Corrective Action: Check previous messages, and contact BMC Customer Support.

6334 functionName Unable to rename fileName1 to fileName2

Explanation: A file cannot be renamed.
Corrective Action: Contact on-site DBA Support.

6335 functionName Failed to initialize connection to database

Explanation: Control-M/Server fails to initialize a connection to the database. Control-M/Server cannot start.
Corrective Action: Contact on-site DBA Support.
6336 functionName Failed to check link to database server

**Explanation:** The link to the database server cannot be checked when the Control-M/Server starts.
Control-M/Server cannot start.
**Corrective Action:** Contact on-site DBA Support.

6337 functionName Failed to open CMS_SYSPRM table

**Explanation:** Control-M/Server cannot open the CMS_SYSPRM table.
Control-M/Server cannot start.
**Corrective Action:** Contact on-site DBA Support.

6338 functionName Failed to clean list

**Explanation:** Control-M/Server fails to clean the dblog and ioalog lists in memory.
Control-M/Server cannot start the SL process.
**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6339 functionName Failed to close connection when the process is shutting down

**Explanation:** Control-M/Server fails to close the connection to the database when the process shuts down.
**Corrective Action:** Contact on-site DBA Support.

6400 functionName: error allocating entity

**Explanation:** Control-M fails to allocate memory for an entity.
The catastrophe flag is raised and the process shuts down.
**Corrective Action:** Check available memory on the computer.

6401 functionName: error in mutex creation: rc

**Explanation:** Control-M fails to create a mutex synchronization object.
The catastrophe flag is raised, and the process shuts down.
**Corrective Action:** Contact BMC Customer Support.
6402 functionName: error creating message Q rc

**Explanation:** Control-M fails to create a message queue. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Check available memory on the computer and contact BMC Customer Support.

6403 functionName: error destroying mutex in cleanup rc

**Explanation:** Control-M fails to destroy a mutex synchronization object during cleanup after thread entity creation. This cleanup takes place when some other severe error occurs. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Respond as required for the previously displayed error messages.

6404 functionName: asked to terminate a running thread id= threadID

**Explanation:** A running thread is destroyed by the threads manager. This only occurs when the process shuts down due to an internal error. The process shuts down.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6405 functionName: error destroying mutex rc

**Explanation:** A mutex synchronization object cannot be destroyed during process shutdown. This may happen if the destroyed mutex object is locked by a thread.

None

**Corrective Action:** Contact BMC Customer Support.

6406 functionName: error locking mutex rc

**Explanation:** A mutex synchronization object cannot lock. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Contact BMC Customer Support.
6407 functionName: error unlocking a mutex rc= rc

Explanation: A mutex synchronization object cannot unlock. The catastrophe flag is raised and the process shuts down.
Corrective Action: Contact BMC Customer Support.

6408 functionName: error creating threads dynamic array rc= rc

Explanation: A threads data structure cannot create on startup. The catastrophe flag is raised and the process shuts down.
Corrective Action: Check available memory on the computer.

6409 functionName: error allocating work Qs array

Explanation: Memory cannot allocate on startup. The catastrophe flag is raised and the process shuts down.
Corrective Action: Check available memory on the computer.

6410 functionName: error duplicating message for thread with index threadIndex rc= rc

Explanation: A thread message cannot duplicate. The catastrophe flag is raised and the process shuts down.
Corrective Action: Check available memory on the computer and contact BMC Customer Support.

6411 functionName: error in sending message to Q type queueType thread threadIndex rc= rc

Explanation: A message cannot be sent to a thread message queue. The catastrophe flag is raised and the process shuts down.
Corrective Action: Check available memory on the computer.
6412 functionName: failed to get status of thread with index threadIndex rc= rc

**Explanation:** A thread's status cannot be obtained. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Contact BMC Customer Support.

6413 functionName: failed to add message to thread message Q rc= rc

**Explanation:** A message cannot add to a thread message queue. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6414 functionName: thread message id messageID without destination

**Explanation:** A thread message without a destination is found when the thread sent the messages that wait to commit. The thread message was not sent. Processing continues. Contact BMC Software Customer Support.

6415 functionName: thread with index threadIndex has kpa problem

**Explanation:** A thread does not update its keep alive flag. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6416 functionName: error creating thread message with id messageID rc= rc

**Explanation:** A thread message is not created. The reason for this error may be due to a failure to allocate memory. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Check available memory on the computer and contact BMC Customer Support.
6417 functionName: error in priority Q creation rc= rc

**Explanation:** A priority queue does not create during startup. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Check available memory on the computer.

6418 functionName: error in signaling condition rc= rc

**Explanation:** A condition synchronization object does not signal, which is necessary to notify a thread that it has messages waiting. This failure may cause a thread to remain in sleep mode and not wake up to handle its messages.

The catastrophe flag is raised, and the process shuts down.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6419 Unable to read CMS_SYSPRM

**Explanation:** The selector process fails to read from the parameters table while in suspend mode. Using the information in the parameters table, the process detects that a new day is in progress, and if so:

- Performs a cleanup of submission queue internal data structure.
- Marks the internal memory data structures that are to be refreshed when leaving the suspend mode.

A single failure to read this table is harmless because the process keeps trying to read it. A continuous failure, which does not resolve until the end of the New Day procedure, may cause late submission of jobs that wait in the submission queue when the New Day procedure begins (are ready to submit but do not submit).

The process remains in suspend mode and after a period of time tries to read the table again.

**Corrective Action:** In case of these repeated messages, shut down Control-M/Server and contact BMC Customer Support.

6420 functionName: Failed to initialize threads in main. rc = rc

**Explanation:** A process fails to initialize its threads.

The process shuts down.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.
6421 functionName: Catastrophic failure while mainAction

**Explanation:** A main thread detects that the catastrophe flag was set by one of its threads. The process shuts down.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6422 functionName: Failure occurs - Threads have not changed their states. State = {SUSPEND | RUN}

**Explanation:** Not all threads reach their desired state on startup. Threads start in suspend state. When all threads reach suspend state, the main thread sends a run message. The states of all threads change to run, and normal execution begins. The process shuts down.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6423 functionName: Thread status pointer is not initialized

**Explanation:** Thread information data is corrupt. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Contact BMC Customer Support.

6424 functionName: failed in checking threads state rc= rc

**Explanation:** The threads state cannot be checked. The catastrophe flag is raised and the process shuts down.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6425 functionName: error inserting thread entity to threads array rc= rc

**Explanation:** The internal threads data structure cannot update during process startup. The catastrophe flag is raised, and the process shuts down.

**Corrective Action:** Check available memory on the machine.
6426 functionName: main thread failed to wait for state change rc= rc

**Explanation:** Sleep activity for the main thread stops prematurely. The reason for the sleep failure can be seen in previous messages in the log file.
The catastrophe flag is raised, and the process shuts down.
**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6427 functionName: error creating threads manager object rc= rc

**Explanation:** Creation of the main threads data structure fails during process startup.
The process shuts down.
**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6428 functionName: failed to get kpa value for thread with index threadIndex

**Explanation:** The main thread fails to read the keep alive value of one of the threads. This may be due to a failure in a mutex synchronization object.
The catastrophe flag is raised and the process shuts down.
**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6429 functionName: Unknown process state state

**Explanation:** The transition of process state to thread state during a process state change fails due to an unknown process state.
**Corrective Action:** Contact BMC Customer Support.

6430 functionName: Failure while trying to send to all threads a change state message. with id state

**Explanation:** The main thread fails to send a state message to all threads.
The process shuts down.
**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.
6431 functionName: Error adding thread work queue - array is full

Explanation: The internal data structure work queue array is full. The catastrophe flag is raised and the process shuts down.
Corrective Action: Contact BMC Customer Support.

6432 functionName: Cannot add thread message to queue - message is corrupt

Explanation: The addition of a message to a thread message queue fails because the message is corrupt. The catastrophe flag is raised and the process shuts down.
Corrective Action: Contact BMC Customer Support.

6433 functionName: Failed to pop a message from message queue rc= rc

Explanation: A failure occurs when trying to pop a message from a thread message queue. The catastrophe flag is raised and the process shuts down.
Corrective Action: Contact BMC Customer Support.

6434 functionName: Failure occurs - Submission and presub threads have not changed their states to SUSPEND. Going out

Explanation: When the main selector thread detects that a New Day procedure is in progress, before cleaning the submission queue (the queue of jobs waiting to be submitted) it verifies that the submission and presubmission threads are in suspend state. This error displays when the threads are not in suspend state, or when the check of their state fails. The catastrophe flag is raised, and as a result, the process shuts down.
Corrective Action: Contact BMC Customer Support.
6435 functionName: Failure occurred - Refresh has not been performed. rc = rc

**Explanation:** The refresh (update of internal data structures from the database) process fails.

**Corrective Action:** Contact BMC Customer Support.

6436 functionName: validity check of hi_load_start value failed

**Explanation:** The value of the SL_HI_LOAD_START parameter in the config.dat file is not valid.

The system processes this scenario, as the selector process is not in a high load period, and a refresh can be performed.

**Corrective Action:** Change the value of the SL_HI_LOAD_START parameter to be a valid value.

6437 functionName: validity check of hi_load_end value failed, setting hi_load_end value to blank.

**Explanation:** The value of the SL_HI_LOAD_END parameter in the config.dat file is not valid.

The system assumes that no high load end time was set, and the current time is the end time.

**Corrective Action:** Change the value of the SL_HI_LOAD_END parameter to be a valid value.

6438 functionName: Failure occurred while trying to clean the message Q of main thread. rc = rc

**Explanation:** Cleaning of certain messages from the main thread queue prior to a refresh (update of internal data structures from the database) fails.

The system continues to perform the refresh. The messages that are not cleaned cause redundant work to be performed.

**Corrective Action:** Contact BMC Software Customer Support.

6439 functionName: Failed while trying to send refresh message to the threadName thread

**Explanation:** A refresh (update of internal data structures from the database) message is not sent to a thread.

This thread does not perform a refresh. The catastrophe flag may be raised and the process shuts down.
Corrective Action: Contact BMC Customer Support.

6440 functionName: error in sending message to thread work queue with index threadIndex rc= rc

Explanation: A message cannot be sent to a thread work queue. The catastrophe flag is raised and the process shuts down.
Corrective Action: Check available memory on the computer.

6441 Failed to create temporary file name under directory dirName, rc

Explanation: Control-M/Server fails to create a temporary file name during a test agent operation. The test agent operation aborts.
Corrective Action:
- Check preceding messages.
- Check possible reasons for the failure to create a temporary file (for example, incorrect or missing permissions or lack of disk space).

6442 functionName : Failed to serialize remote host, rc

Explanation: A failure occurs while serializing remote host details into a file during a test agent operation. The test of the operation aborts.
Corrective Action: Check preceding messages and contact BMC Customer Support.

6443 functionName: Failed to deserialize remote host, rc

Explanation: A failure occurs while de-serializing remote host details into a file during a test agent operation. The test of the operation aborts.
Corrective Action: Check preceding messages and contact BMC Customer Support.
6444 functionName : Failed to update AGSTAT file of nodeID, rc

Explanation: Control-M/Server fails to update the AGSTAT file for a host ID. This message appears while discovering remote hosts that are mapped to Default as the host ID, because of a change in the default host ID’s settings.

The remote host identified in this message is not re-discovered.

Corrective Action:
- Check for a reason why an update of the file named as the host ID in the data/AGSTAT directory fails. Possible reasons are hardware problems or the lack of free disk space.
- Ping all remote hosts that are mapped to Default as the host ID (that have no specific mapping).

6445 functionName: Failed to locate file fileName rc= rc.

Explanation: Failure to locate an internal tmp file during pluggable configuration agent operation. The Control-M Configuration Manager operation fails.

Corrective Action: Check the disk space and contact BMC Customer Support.

6500 functionName: Failed while initializing the thread, rc = rc. Going out.

Explanation: A thread fails to perform all initializations that need to start working.

A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

Corrective Action: Check other messages in the log file and contact BMC Customer Support.

6501 functionName: Failed while initializing the thread's prolog, rc = rc

Explanation: A thread fails to perform major initializations. For example, creating data structures or establishing a connection to database.

The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

Corrective Action: Check other messages in the log file, and contact BMC Customer Support.
6502 functionName: Failed while fetching the thread's message queue, rc = rc

Explanation: A thread fails to retrieve its message queue. A thread message queue is essential for a thread for handling messages coming from other threads.

The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

Corrective Action: Check other messages in the log file, and contact BMC Customer Support.

6503 functionName: Failed while setting the thread status to status, rc = rc. Going out.

Explanation: A thread fails to change its status.

The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

Corrective Action: Check other messages in the log file and contact BMC Customer Support.

6504 functionName: Failed while getting the thread's status, rc = rc. Going out.

Explanation: A thread fails to obtain its current status.

The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

Corrective Action: Check other messages in the log file and contact BMC Customer Support.

6505 functionName: A thread has reached an unrecognized status status. Going out.

Explanation: When fetching its status, a thread realizes that it is an invalid status.

The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

Corrective Action: Check other messages in the log file and contact BMC Customer Support.
6506 functionName: A thread has received an unrecognized message messageID

**Explanation:** A thread receives a message, but cannot handle the message because it does not belong to the thread.
The message was not handled. The thread continues.
**Corrective Action:** Contact BMC Customer Support.

6507 functionName: Failed while handling a submission of job orderNumber, rc = rc.

**Explanation:** Handling a submission of a job fails.
The job is not submitted.
**Corrective Action:** Check other messages in the log file to help find a possible reason.

6508 functionName: Failed while trying to mark a job orderNumber, as failed in submission rc = rc.

**Explanation:** The submission thread fails to indicate that the job submits.
The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.
**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6509 functionName: Failed while popping job orderNumber, from submission queue, rc = rc.

**Explanation:** The submission thread fails to pop the submitted job out of the submission queue.
The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.
**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6510 functionName: Failed while fetching a message from submission queue.

**Explanation:** The submission thread fails to fetch a message from the submission queue.
The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6511 functionName: Failed while notifying on submission failure, for job orderNumber, rc = rc

**Explanation:** The submission thread fails to notify on submission failure for a job.

The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6512 functionName: A thread has failed to clean its message queue, rc = rc

**Explanation:** A thread fails to clean its message queue. This may occur while performing a refresh action.

The thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6513 functionName: No destination is found to where a message should be sent, msg = messageData.

**Explanation:** The communication thread does not find the destination where the message should be sent.

A message is not sent.

**Corrective Action:** Check other messages in the log file to help find a possible reason and contact BMC Customer Support.

6514 functionName: Failed while creating dataStructure, rc = rc

**Explanation:** An internal data structure cannot be created.

Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check memory available on the computer. Check other messages in the log file, and contact BMC Customer Support.
6515 functionName: Thread manager has failed to create the thread threadName, rc = rc.

**Explanation:** Some of the threads are not created. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check memory available on the computer. Check other messages in the log file, and contact BMC Customer Support.

6516 functionName: Failed to create thread with invalid type type

**Explanation:** A thread of an illegal type does not create. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Contact BMC Customer Support.

6517 functionName: Process has failed to Initialize its prolog, rc = rc

**Explanation:** A process fails to perform all initializations that are needed to start working. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6518 functionName: No job is marked as Fail in submission queue, rc = rc, Going out.

**Explanation:** You expect to have a job which fails to submit, but no job was found. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check SL submission thread log for messages about jobs which fail to submit.

6519 functionName: Failure occurred - Release resource failed, for a job orderNumber rc = rc.

**Explanation:** A Job's allocated resources fails to release.

**Corrective Action:** Try to release the job's resources manually. Check other messages in the log file, and contact BMC Customer Support.
6520 functionName: Failed while sending condition message to thread thread for cond condition.

**Explanation:** An update (for example, delete or add) regarding a condition is not sent to a thread. As a result, jobs which depend on this condition may not be affected by the action. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6521 functionName: Failed while sending control message to thread thread for resource resource.

**Explanation:** An update (for example, delete or add) regarding a control resource was not sent to a thread. As a result, jobs which depend on this resource, may not be affected. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6522 functionName: Failed while trying to send quantitative message to thread thread for resource resource.

**Explanation:** An update (for example, delete and add) regarding a quantitative resource was not sent to a thread. As a result, jobs which depend on this resource, may not be affected. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Software Customer Support.

6523 functionName: Failed while sending order message for job orderNumber, to thread thread.

**Explanation:** A message regarding a certain job is not sent to a thread. The message is regularly sent:
- When a job adds to the active table and needs to be handled.
- When a job is already in the active table and needs to be post-processed.
- When a job is post-processed and needs to be rerun (cyclic, or Do Rerun).
As a result, the job will not be handled. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.
6524 functionName: Failed while sending order but not submit message for job orderNumber, to thread thread.

**Explanation:** A message regarding a dummy or group type job is not sent to a thread. The message is regularly sent when a job is inserted to the active table and needs to be handled. As a result, the job is handled. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6525 functionName: Failed while sending a change state SUSPEND to submission thread, rc = rc.

**Explanation:** Before the presub thread performs a refresh, it requests the submission thread to move to SUSPEND mode. The request is not sent. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6526 functionName: Failed while sending a change state RUN to submission thread, rc = rc.

**Explanation:** When a refresh ends, the presub thread sends a request to the submission thread to move to RUN mode. The request is not sent. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6527 functionName: Failed while sending a notification to submission thread, job orderNumber, rc = rc.

**Explanation:** When a job is ready for submission, the presub thread adds it to the submission queue. If the queue is empty, a notification message is sent to the submission thread. The message is not sent. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Software Customer Support.
6528 functionName: Failed while handling a change state message for thread with index index, new status state, rc = rc.

**Explanation:** A thread's state does not change after receiving a change state message.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6529 functionName: Failed while handling a KPA message for thread with index index, rc = rc.

**Explanation:** A thread's KPA does not update after receiving a KPA message. Eventually, the SL main thread goes down after detecting a KPA problem with one of its threads.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6530 functionName: Failed while sending Do not handle job Message, for job orderNumber, to thread thread, rc = rc.

**Explanation:** A Do not handle job message does not successfully send to a thread. Catastrophic is set. This causes the process SL to terminate.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6531 functionName: Failed while sending change status message to a thread with index index, new status status, rc = rc.

**Explanation:** A change status message is not sent to a thread. The message is not handled.

**Corrective Action:** Contact BMC Customer Support.
6532 functionName: Process has reached terminate state. Going out.

**Explanation:** A process reaches its terminate state. This can happen due to:
- A user request (shut_ctm or ecaprflag).
- A request from the main process of Control-M/Server for all processes to go down, due to a problem.

Process is about to go out.

**Corrective Action:**
- Ignore the message.
- Check other messages in the log file, and contact BMC Customer Support.

6533 functionName: Failed while preparing job orderNumber for submission, rc = rc

**Explanation:** A failure occurs while preparing a job for submission. As a result, the job is not submitted. System processing continues, but the job is not submitted.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6534 functionName: Failed during job submission, job orderNumber, because of reason.

**Explanation:** The submission of a job from the SL process to the NS process fails.

The job is not submitted.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6536 functionName: No allocated resources were found in database, for job orderNumber, although they should be.

**Explanation:** This is an abnormal situation, where no allocated resources are found in the database for job. The job requires resources in its submission criteria, and is not submitted.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.
6537 functionName: Comm. thread has failed to establish IPC, rc = rc. Going out.

**Explanation:** The communication thread fails to establish communication with the RT (router) process. A thread goes down. As a result, the process goes down after it detects that the thread is no longer alive.

**Corrective Action:** Change the Control-M/Server IPC port and try to restart Control-M/Server. If the problem reoccurs, check other messages in the log file, and contact BMC Customer Support.

6538 functionName: Thread manager failed to close, during action, rc = rc.

**Explanation:** The process thread manager closes before the process terminates. During its closure, it asks all threads to shut down, and then performs various cleanup actions. Even though the close procedure failed, the process thread manager is not gracefully closed.

The specified process shuts down.

**Corrective Action:** Check other messages in the log file to help find a possible reason.

6539 functionName: Message messageID to be sent to an invalid thread number.

**Explanation:** Control-M/Server tries to send a message to an invalid thread. The message is not sent.

**Corrective Action:** Check other messages in the log file, and contact BMC Customer Support.

6540 functionName: Refresh action failed in process process during action

**Explanation:** A process fails to perform a refresh (periodic updating of internal data structures from the database). In the selector process, there are two actions which may perform a refresh:

- Selection (by presub thread)
- Post-processing (by pp thread)

One of the following occurs:

- If a failure occurs in the presub thread while starting up, a catastrophic is set and the process goes down. If it is during work time, the process continues.
- If a failure occurs in the pp thread, the process continues.

**Corrective Action:** Check for error messages regarding database problems in the Control-M/Server logs.
6541 functionName: Failed to read from file fileName, rc=rc

Explanation: Failure to read internal tmp file during a pluggable configuration agent operation.
The Control-M Configuration Manager operation fails.
Corrective Action: Check the filename and directory permissions on the Control-M/Server computer and contact BMC Customer Support.

6600 Job orderNumber is neither a SMART Folder nor a Sub-folder

Explanation: An error occurs when a SMART Folder job/Sub-folder job is set to OK. The job's SMART Folder/Sub-folder order number does not point to a SMART Folder/Sub-folder.
The job is set to OK, but its SMART Folder/Sub-folder is not modified.
Corrective Action: Check which SMART Folder/Sub-folder that the job belongs to.

6601 Job jobName does not exist in CMR_IOALOG

Explanation: The error occurs during a Log request. The specified job is not found in the CMR_IOALOG table.
The job's log is not displayed.
Corrective Action: Check the number of days the log is retained.

6602 CS_info_req_view_output: error reading CMR_AJF (Orderno= orderNumber, Runcount= runCounter). Trying CMR_J_OBI_INF

Explanation: The error occurs during a View Output request. The Control-M/Server CMR_AJF query fails.
Control-M/Server checks the CMR_J_OBI_INF table.
Corrective Action: Check previous messages, and contact BMC Customer Support.

6603 CS_info_req_view_output: Orderno orderNumber runcount runCounter does not exist in CMR_J_OBI_INF and CMR_AJF

Explanation: The error occurs during a View Output request.
Control-M/Server does not display output information.

**Corrective Action:** Check the value of the Maximum Days to Retain Output Files parameter.

6604 Cannot allocate memory.

**Explanation:** The error occurs during a Why request. Control-M/Server cannot allocate memory. Control-M/Server displays an error message and not the required output of the Why request.

**Corrective Action:** Contact your systems administrator.

6605 `cs_info_process_xml_request`

**GM_XML_DOM_Parser_create failed**

**Explanation:** The error occurs during an XML request. Control-M/Server cannot allocate memory. Control-M/Server displays an error message and not does not process the XML request.

**Corrective Action:** Contact your systems administrator.

6606 `cs_info_process_xml_requests`

**GM_XML_DOM_tree_walker_create failed**

**Explanation:** The error occurs during an XML request. Control-M/Server cannot allocate memory. Control-M/Server displays an error message and not does not process the XML request.

**Corrective Action:** Contact your systems administrator.

6607 `cs_irr_printf`: printing line is too long

**Explanation:** Control-M/Server attempts to display a message that is longer than maximum allowed length. Control-M/Server displays a truncated message.

**Corrective Action:** Contact BMC Customer Support.

6608 ERROR: unknown ZOOM part

**Explanation:** Control-M/Server receives an incorrect message as part of a Zoom-and-Save request. The Zoom-and-Save action fails.

**Corrective Action:** Contact BMC Customer Support.
6609 CS_ZS_update_stmt: unknown ACTION type

**Explanation:** Control-M/Server receives an incorrect DO action as part of a Zoom-and-Save request. The incorrect DO action is ignored.

**Corrective Action:** Contact BMC Customer Support.

6610 CM_SRVC_read failed: unable to save triggers.

**Explanation:** Control-M/Server attempts to save triggers, but the request fails. Control-M/Server cannot allocate memory.

**Corrective Action:** Contact your systems administrator.

6611 CM_SRVC_read failed: unable to save triggers for later handling.

**Explanation:** Control-M/Server attempts to save triggers for later handling, but the request fails. Control-M/Server cannot allocate memory.

**Corrective Action:** Contact your systems administrator.

6612 CM_SRVC_read_nowait: unable to save triggers.

**Explanation:** Control-M/Server attempts to save triggers, but the request fails. Control-M/Server cannot allocate memory.

**Corrective Action:** Contact your systems administrator.

6613 CM_SRVC_read_ipc: Add failed - unable to save GTW triggers.

**Explanation:** Control-M/Server attempts to save Gateway triggers, but the request fails. Control-M/Server cannot allocate memory.

**Corrective Action:** Contact your systems administrator.

6614 CM_SRVC_read_ipc: Add failed - unable to save signal triggers.

**Explanation:** Control-M/Server attempts to save signal triggers, but the request fails.
Control-M/Server cannot allocate memory.

**Corrective Action:** Contact your systems administrator.

**6615 CS_HNDL_user_req_hold: Failed to hold job.**

**Explanation:** Control-M/Server requests a job to be held, but the request fails. Control-M/Server does update the database.

**Corrective Action:** Contact your systems administrator.

**6616 functionName: Failed to set to ok job**

**Explanation:** Control-M/Server attempts to set a job to OK status, but the request fails. Control-M/Server does not update the database.

**Corrective Action:** Contact your database administrator.

**6617 functionName: Failed to free job**

**Explanation:** Control-M/Server attempts to free up a job, but the request fails. Control-M/Server does not update the database.

**Corrective Action:** Contact your database administrator.

**6618 functionName: Failed to delete job**

**Explanation:** Control-M/Server attempts to delete a job, but the request fails. Control-M/Server does not update the database.

**Corrective Action:** Contact your database administrator.

**6619 functionName: Failed to undelete job**

**Explanation:** Control-M/Server attempts to undelete a job, but the request fails. Control-M/Server does not update the database.

**Corrective Action:** Contact your database administrator.
6620 functionName: Failed to confirm job

**Explanation:** Control-M/Server attempts to confirm a job, but the request fails. Control-M/Server does not update the database.

**Corrective Action:** Contact your database administrator.

6621 functionName: Failed to rerun job

**Explanation:** Control-M/Server attempts to rerun a job, but the request fails. Control-M/Server does not update the database.

**Corrective Action:** Contact your database administrator.

6622 cs_info_why_check_qr: Failed to retrieve Quantitative Resources.

**Explanation:** Control-M/Server attempts to retrieve quantitative resources, but the request fails. Control-M/Server cannot retrieve information from the database.

**Corrective Action:** Contact your database administrator.

6623 CS_info_req_list_output: error reading CMR_IOALOG (Orderno= orderNumber)

**Explanation:** Control-M/Server attempts to retrieve information about the orderNumber job from the CMR_IOALOG table, but the request fails. Control-M/Server cannot retrieve the requested information.

**Corrective Action:** Contact your database administrator.

6624 CS_info_req_list_output: Failed to retrieve the log of Orderno orderNumber

**Explanation:** Control-M/Server attempts to retrieve the orderNumber job log from the CMR_IOALOG table, but the request fails. Control-M/Server cannot retrieve the requested information.

**Corrective Action:** Contact your database administrator.
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6625 CS_info_req_view_output: Orderno orderNumber
runcount runCounter does not exist in CMR_JOBINF>

**Explanation:** Control-M/Server attempts to retrieve information about the *orderNumber* job with the specified *runCounter* from the CMR_JOBINF table, but the request fails because the specified job does not exist in that table.

The requested job's output cannot be displayed.

**Corrective Action:** Check the value of the Maximum Days to Retain Output Files parameter.

6626 CS_info_req_view_output: error reading
CMR_JOBINF (Orderno= orderNumber, Runcount= runCounter)

**Explanation:** Control-M/Server attempts to retrieve information about the *orderNumber* job with the specified *runCounter* from the CMR_JOBINF table, but the request fails.

The requested job's output cannot be displayed.

**Corrective Action:** Contact your database administrator.

6627 CS_info_req_list_output: error reading CMR_AJF
(Orderno= orderNumber)

**Explanation:** Control-M/Server attempts to retrieve information about the *orderNumber* job from the CMR_AJF table, but the request fails.

The output is unable to display.

**Corrective Action:** Contact your database administrator.

6628 CS_info_req_list_output: Orderno orderNumber does
not exist in CMR_JOBINF

**Explanation:** Control-M/Server attempts to retrieve information about the *orderNumber* job from the CMR_JOBINF table, but the request fails because the specified job does not exist in that table.

The requested job's output cannot be displayed.

**Corrective Action:** Check the value of the Maximum Days to Retain Output Files parameter.
6629 CS_info_req_list_output: error reading CMR_J OBINF (Orderno= orderNumber)

**Explanation:** Control-M/Server attempts to retrieve information about the orderNumber job from the CMR_J OBINF table, but the request fails.
The output cannot be displayed.
**Corrective Action:** Contact your database administrator.

6630 CS_info_req_list_output: Failed to read Orderno orderNumber from CMR_AJF

**Explanation:** Control-M/Server attempts to retrieve information about the orderNumber job from the CMR_AJF table, but the request fails.
The output cannot be displayed.
**Corrective Action:** Contact your database administrator.

6631 unknown user info request type

**Explanation:** Control-M/Server receives an incorrect message from Control-M/EM.
The user request rejects.
**Corrective Action:** Contact BMC Customer Support.

6632 functionName: Invalid XML file. Cannot find HEADER

**Explanation:** Control-M/Server receives an incorrect message from Control-M/EM.
The user request is rejected.
**Corrective Action:** Contact BMC Customer Support.

6633 CS_ZS_update_job: Failed to update job

**Explanation:** Control-M/Server attempts to update a job during a Zoom-and-Save request, but the update fails
Control-M/Server tries to update the database again.
**Corrective Action:** Contact your database administrator.
6634 CS_user_req: unknown user request type

Explanation: Control-M/Server receives an incorrect message from Control-M/EM. The user request is rejected.
Corrective Action: Contact BMC Customer Support.

6635 CS_resource_user_req_ctl: unknown operator

Explanation: Control-M/Server receives an incorrect operator when processing a request to update a control resource. The user request is rejected.
Corrective Action: Contact BMC Customer Support.

6636 CS_resource_user_req_qr - Invalid request

Explanation: Control-M/Server receives an incorrect operator when processing a request to update a quantitative resource. The user request is rejected.
Corrective Action: Contact BMC Customer Support.

6637 CS_upload: unknown upload type

Explanation: Control-M/Server receives an incorrect upload request. The user request is rejected.
Corrective Action: Contact BMC Customer Support.

6638 CS_download: unknown download type

Explanation: Control-M/Server receives an incorrect download request. The user request is rejected.
Corrective Action: Contact BMC Customer Support.

6639 CS_download_sch: download confirmation error

Explanation: Control-M/Server does not receive a download confirmation message from Control-M/EM. The message is ignored.
Corrective Action: Contact BMC Customer Support.
6640 Folder is currently being used (folderName)

**Explanation:** An upload message is sent by Control-M/EM while the requested folder had already been ordered by the User Daily job. The upload message is rejected.

**Explanation:** Try to upload the message again after the User Daily job finishes.

6641 CS_download_cal: download confirmation error

**Explanation:** Control-M/Server does not receive a calendar download confirmation message from Control-M/EM. The message is ignored.

**Corrective Action:** Contact BMC Customer Support.

6642 functionName: Failed to send alert to Control-M/EM

**Explanation:** Control-M/Server could not send an alert to Control-M/EM.

**Corrective Action:** Contact BMC Customer Support.

6644 cd_db_init: Failed to read table CMS_CMNPRM

**Explanation:** Control-M/Server is unable retrieve a record from the CMS_CMNPRM table. The communication gateway process terminates.

**Corrective Action:** Contact BMC Customer Support.

6645 cm_ipr_msg_put_msg: message to be sent to Control-M/EM is corrupt

**Explanation:** Control-M/Server finds a corrupted message before it is sent to Control-M/EM. The communication gateway process displays an error message and continues processing.

**Corrective Action:** Force a download from the troubleshooting menu to Control-M/EM.

6646 CM_open_session_FULL_DUPLEX: cm_bca_accept failed

**Explanation:** Control-M/Server cannot establish an SSL connection with Control-M/EM. The communication gateway process displays an error message and continues processing.
Corrective Action:
- Check that your SSL keys match.
- If the problem persists, contact BMC Customer Support.

6647 CM_open_session_FULL_DUPLEX: Unable to close session sessionName

Explanation: Control-M/Server cannot not close the sessionName SSL session.
The communication gateway process displays an error message and continues processing.
Communication with Control-M/EM terminates.
Corrective Action: If the problem persists, contact BMC Customer Support.

6648 com_jcr_pack_msg: failed to pack job data

Explanation: Control-M/Server fails to pack the zoom-and-save return code that is received from Control-M into a message to be sent to Control-M/EM.
The communication process displays an error message and continues processing.
Corrective Action: If the problem persists, contact BMC Customer Support.

6649 com_jcr_add_jobdata: Cannot retrieve record from memory list

Explanation: Control-M/Server fails to retrieve a record from an internal memory list containing job data.
The communication process displays an error message and continues processing.
Corrective Action: If the problem persists, contact BMC Customer Support.

6650 com_dwl_get_taskt: Illegal task type taskType

Explanation: Control-M/Server receives an illegal task type from Control-M/EM.
The communication process displays an error message and continues processing.
Corrective Action: If the problem persists, contact BMC Customer Support.

6651 CM_open_session: cm_bca_accept failed

Explanation: Control-M/Server cannot establish an SSL connection with Control-M/EM.
The communication process displays an error message.
Corrective Action:

- Check that your SSL keys match.
- If the problem persists, contact BMC Customer Support.

6652 cm_rcv: client name gracefully closed the connection

Explanation: Control-M/EM closes the connection to Control-M/Server. The communication gateway process displays an error message.

Corrective Action: No action is necessary.

6653 com_jcr_add_jobdata: Failed to find job information when performing zoom-and-save

Explanation: Control-M/Server cannot find job-related information to send to Control-M/EM during zoom-and-save. The communication process displays an error message.

Corrective Action: If the problem persists, contact BMC Customer Support.

6654 com_jvp_get_do_sz: Illegal DO type (DoType)

Explanation: Control-M/Server encounters the DoType invalid DO type value during zoom-and-save. The communication process displays an error message.

Corrective Action: If the problem persists, contact BMC Customer Support.

6655 functionName: Failed to decrypt string string code: rc

Explanation: Decryption of information inside internal configuration files fails. The Control-M Configuration Manager operation fails.

Corrective Action: Check that the Control-M/Server data files are not corrupt, and contact BMC Customer Support.

6701 functionName: Failed to initialize Xerces library

Explanation: Control-M/Server Configuration Agent fails to initialize the Xerces library. The Control-M/Server Configuration Agent shuts down.

Corrective Action: Contact BMC Customer Support.
6702 functionName: DOM exception caught; message: message code: code

**Explanation:** The Control-M/Server Configuration Agent caught a DOM exception.
The variables in this message are:
- message - the message text
- code - the error code

The error is reported back to the Control-M Configuration Server.

**Corrective Action:** Contact BMC Customer Support.

6703 DOM implementation not Supported

**Explanation:** The Control-M/Server Configuration Agent attempts to initialize DOM implementation, but the attempt fails.
The Control-M/Server Configuration Agent shuts down.

**Corrective Action:** Check that there is sufficient memory on the computer. If this is not the problem, contact BMC Customer Support.

6705 functionName: DOM builder creation failed

**Explanation:** The Control-M/Server Configuration Agent attempts to initialize the DOM builder, but the attempt fails.
The Control-M/Server Configuration Agent shuts down.

**Corrective Action:** Check that there is sufficient memory on the computer. If this does not correct the problem, contact BMC Customer Support.

6706 functionName: DOM writer creation failed

**Explanation:** The Control-M/Server Configuration Agent attempts to initialize the DOM writer, but the attempt fails.
The Control-M/Server Configuration Agent shuts down.

**Corrective Action:** Check that there is sufficient memory on the computer. If this does not correct the problem, contact BMC Customer Support.
6709 functionName: XML length is zero

**Explanation:** The XML response message generated by the Control-M/Server Configuration Agent is empty.

The Control-M/Server Configuration Agent does not send an XML response to the Control-M Configuration Server.

**Corrective Action:** Contact BMC Customer Support.

6710 functionName: Communication is down

**Explanation:** There is no communication between the Control-M/Server Configuration Agent and the Control-M Configuration Server.

**Corrective Action:** Check the Control-M/Server Configuration Agent port definition on the Control-M/Server Configuration Manager. This port definition should be the same as the CTM_CONFIG_AGENT_PORT_NUMBER parameter, whose default value is 2369. This parameter is defined in the config.dat file, which is located in the CTMServerInstallation/CTM_Server/Data directory.

Use the `netstat -na` command to verify that this port is not in use by any other application.

Use the shut_ca utility in the Control-M/Server account if you do not want to establish a connection between the Control-M/Server configuration Agent and the Control-M Configuration Server. This will prevent error messages from displaying in the log file.

6711 functionName: Failed to send message: rc

**Explanation:** The Control-M/Server Configuration Agent attempts to send a response to the Control-M Configuration Server, but the attempt fails. A return code of 5 is displayed, indicating that communication is down.

**Corrective Action:** Check the communication between the Control-M/Server Configuration Agent and Control-M Configuration Server. In case the communication is down, check the Control-M/Server Configuration Agent port definition on the Control-M/Server Configuration Manager.

This port definition should be the same as the CTM_CONFIG_AGENT_PORT_NUMBER parameter, whose default value is 2369. This parameter is defined in the config.dat file, which is located in the CTMServerInstallation/CTM_Server/Data directory.

Use the `netstat -na` command to verify that this port is not in use by any other application.

6712 functionName: Header size is too short: (size = size)

**Explanation:** The length of a request header (size) sent from the Control-M Configuration Server to the Control-M/Server Configuration Agent is too short.

The request is not handled.

**Corrective Action:** Contact BMC Customer Support.
6713 Error occurred while parsing XML request. Probably XML text does not match schema. Message: messageText Node name: nodeName

**Explanation:** An XML request sent from the Control-M Configuration Server to the Control-M/Server Configuration Agent is not valid.

**Corrective Action:** Contact BMC Customer Support.

6714 functionName: DOM document creation failed

**Explanation:** The Control-M/Server Configuration Agent attempts to create a DOM document, but the attempt fails.

**Corrective Action:** Check that there is sufficient memory on the computer. If this does not correct the problem, contact BMC Customer Support.

6720 Security Group 'group' already exists

**Explanation:** The Control-M/Server Configuration Agent cannot add or update the specified security group because this group is already defined in the database. The request to create or update a security group aborts.

**Corrective Action:** Use a different security group name.

6721 User 'user' already exists

**Explanation:** The Control-M/Server Configuration Agent cannot add or update the specified security user because this user is already defined in the database. The request to create or update a security user is aborts.

**Corrective Action:** Use a different security user name.

6722 Security Group 'group' does not exist

**Explanation:** The Control-M/Server Configuration Agent cannot delete or update the specified security group because this group is not defined in the database. The request to delete or update a security group aborts.

**Corrective Action:** Use a different security group name.
6723 User 'user' does not exist

**Explanation:** The Control-M/Server Configuration Agent cannot delete or update the specified security user because this user is not defined in the database.
The request to delete or update a security user is aborts.
**Corrective Action:** Use a different security user name.

AP- 24 Update Parameters Module: 5 - Failed to write to file fileName

**Explanation:** A Control-M database utility fails to update the internal file `fileName`.
**Corrective Action:** Contact BMC Customer Support.

6724 Failed to create Security group, name = 'name'

**Explanation:** The Control-M/Server Configuration Agent cannot create the specified security group.
The request to create a security group is aborted.
**Corrective Action:**
- Check that the database is up and running.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6725 Failed to create Security group

**Explanation:** The Control-M/Server Configuration Agent cannot create a new security group.
The request to create a security group aborts.
**Corrective Action:** Check the parameters that are entered for this request, and contact BMC Customer Support.

6726 Failed to create user, name = 'user'

**Explanation:** The Control-M/Server Configuration Agent cannot create a new security user.
The request to create a security user is aborts.
Corrective Action:

- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6727 Failed to create user

Explanation: The Control-M/Server Configuration Agent cannot create a new security user. The request to create a security user aborts. Check the parameters that are entered for this request, and contact BMC Customer Support.

6728 Failed to delete user, name = 'user'

Explanation: The Control-M/Server Configuration Agent cannot delete the specified security user. The request to delete a security user aborts.
Corrective Action:

- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6729 Failed to delete user

Explanation: The Control-M/Server Configuration Agent cannot delete the security user. The request to delete a security user aborts.
Corrective Action: Contact BMC Customer Support.

6730 Failed to delete Security group, name = 'name'

Explanation: The Control-M/Server Configuration Agent cannot delete the security group. The request to delete a security user aborts.
Corrective Action:

- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.
6731 Failed to delete Security group

**Explanation:** The Control-M/Server Configuration Agent cannot delete the security group. The request to delete a security user aborts.

**Corrective Action:** Contact BMC Customer Support.

6732 Failed to update user, name = 'user'

**Explanation:** The Control-M/Server Configuration Agent cannot update the security user. The request to update a security user is aborts.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6733 Failed to update user

**Explanation:** The Control-M/Server Configuration Agent cannot update the security user. The request to update a security user is aborted.

**Corrective Action:** Contact BMC Customer Support.

6734 Failed to update Security group, name = 'name'

**Explanation:** The Control-M/Server Configuration Agent cannot update the security group. The request to update a security group aborts.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6735 Failed to update Security group

**Explanation:** The Control-M/Server Configuration Agent cannot update the security group. The request to update a security group aborts.

**Corrective Action:** Contact BMC Customer Support.
6736 Failed to update User or Security group (name = 'name') attributes

**Explanation:** The Control-M/Server Configuration Agent cannot update the security attributes for the specified user or group. The request to update security attributes aborts.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6737 User or Security group (name = 'name') does not exist

**Explanation:** The Control-M/Server Configuration Agent cannot update or view the security attributes for the specified user or group. The request to update or view security attributes aborts.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6738 Database error error

**Explanation:** The Control-M/Server Configuration Agent fails to start a database transaction. The security request aborts.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6739 Failed to update Table ('table') attributes for User or Security Group (name='name')

**Explanation:** The Control-M/Server Configuration Agent fails to update table attributes for the specified user or security group.
The request to update security attributes is aborted.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6740 Failed to update Active(Owner='owner'
NodeId='nodeID') attributes for User or Security Group
(name='name')

**Explanation:** The Control-M/Server Configuration Agent fails to update active attributes for the specified user or security group.

The request to update security attributes is aborted.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6742 Failed to view user or group attributes

**Explanation:** The Control-M/Server Configuration Agent fails to view user or group attributes.

The request to view security attributes is aborted.

**Corrective Action:** Check the parameters that are entered for this request, and contact BMC Customer Support.

6744 Control-M/Server works in restricted mode. Request reqName is rejected.

**Explanation:** The Control-M/Server Configuration Agent cannot perform the request because it is operating in restricted mode.

The Control-M/Server Configuration Agent rejects the request.

**Corrective Action:** Change the configuration agent work mode. This mode is set via the CTM_CONFIG_AGENT_MODE configuration parameter.
6750 Ping to Control-M/Agent failed

**Explanation:** An attempt to ping Control-M/Agent by the Control-M Configuration Manager fails. The ping is not performed. Normal processing continues.

**Corrective Action:** Check the extended message that accompanies the ping failure message. Possible explanations are:

- Control-M/Server is down
- Control-M/Server is not authorized to work with the Control-M/Agent

6751 Update Control-M/Agent nodeid nodeID failed

**Explanation:** An attempt to update the parameters or status of a Control-M/Agent fails. This message can appear during three different scenarios:

- After a test agent operation from the Control-M Configuration Manager. The failure may cause the agent to remain in some intermediate state.
- After a "set parameters" operation, if one of the steps of the set parameters has failed. In this case, if the persistency property of the agent changes, the server and the agent may not synchronize.
- After an agent operation which is not "test agent" or "set parameters". This indicates a failure to update the Agent status file in the Control-M/Server.

Control-M/Server fails to update the Control-M/Agent status or parameters.

**Corrective Action:** Do one of the following:

- **Scenario A**
  Verify the correct agent status and agent parameters.
- **Scenario B**
  Check that the server and agent are synchronized in terms of the persistency property.
- **Scenario C**
  Check for a reason an update to the file named as the hostID under data/AGSTAT directory failed. Check for disk space, file authorizations, etc.

Check previous messages, and contact BMC Customer Support.

6752 Access Control-M/Agent data for nodeid nodeID failed

**Explanation:** Control-M/Server fails to get Control-M/Agent parameters.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.
6753 Delete Control-M/Agent nodeid nodeID status file failed

Explanation: Control-M/Server fails to delete the host ID.

Host ID deletion can fail during

- status file deletion
- parameters file deletion (for Control-M/Agent)
- mapping deletion (for a remote host)

This message can appear in different scenarios:

- during cleanup after a test agent operation
- during a request from the user to delete an agent
- during a request from the user to delete remote host
- during a request to add a remote host for a host ID that was previously a regular Control-M/Agent.

The host ID is not deleted.

Explanation: Check for a reason a deletion could have failed:

- Check for the possible failure to delete the file named as the host ID in the data/AGSTAT directory, in the data/AGPRM directory, or in the data/AGSTAT_RJX directory. Check disk space, file authorizations, and other similar matters.
- Check for database problems
- Check previous messages, and contact BMC Customer Support.

6754 Delete Control-M/Agent nodeid nodeID parameters file failed

Explanation: An attempt to delete the Control-M/Agent parameters file fails. Deletion of a parameters file is one of the operations involved in the procedure to delete an agent. If the parameters file is unable to delete, the agent deletion operation continues with other procedures, such as status file deletion and remote hosts discovery.

The parameters file does not delete.

Corrective Action: Do the following:

- Check possible deletion failure of the file named as the host ID in the data/AGPRM directory.
- Check previous messages, and contact BMC Customer Support.
6755 functionName Activation of ctmgetcm for Agent nodeID D failed

**Explanation:** The ctmgetcm utility retrieves the details of the Application Plug-Ins that are installed on a Control-M/Agent.

This utility executes at every specific time interval (configurable) by the Control-M/Server Configuration Agent. The information retrieved by this utility is displayed in the Control-M Configuration Manager. This message displays when the activation of the ctmgetcm utility fails.

The Control-M Configuration Manager uses the information about the application plug-ins that was obtained during the last successful retrieval from the agent.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6756 Failed to read CM information for Control-M/Agent nodeID D from the database, rc

**Explanation:** The Control-M/Server Configuration Agent fails to read information about application plug-ins from the Control-M/Server database.

The Control-M/Server Configuration Agent replies with an error to the life check request from the Control-M Configuration Manager. As a result, the Control-M Configuration Manager fails to retrieve topology and status information from Control-M/Server.

**Corrective Action:**
- Check the database log.
- Check previous messages, and contact BMC Customer Support.

6757 functionName: Failed to retrieve Control-M/Server version from versions file

**Explanation:** The Control-M/Server Configuration Agent fails to retrieve version information from Control-M/Server installed versions file.

The Control-M/Server Configuration Agent returns an unknown Control-M/Server version to the Control-M Configuration Manager.

**Corrective Action:** Contact BMC Customer Support.
6758 functionName : Failed to open Control-M/Server versions file fileName

**Explanation:** Control-M/Server Configuration Agent fails to open the Control-M/Server installed versions file.

The Control-M/Server Configuration Agent returns an unknown Control-M/Server version to the Control-M Configuration Manager.

**Corrective Action:** Contact BMC Customer Support.

6759 functionName Corrupt versions file: invalid value value found for product prodName

**Explanation:** Control-M/Server Configuration Agent encounters a corrupt installed versions file

The Control-M/Server Configuration Agent returns an unknown Control-M/Server version to the Control-M Configuration Manager.

**Corrective Action:** Contact BMC Customer Support.

6760 Control-M/Server cannot generate a full xml response

**Explanation:** The Control-M/Server Configuration Agent receives invalid data from the Control-M Configuration Server.

The request is aborted.

**Corrective Action:** Contact BMC Customer Support.

6761 There is no connection to the database

**Explanation:** The Control-M/Server Configuration Agent cannot perform the request because there is no connection to the database.

The Control-M/Server Configuration Agent returns an error to the Control-M Configuration Manager.

**Corrective Action:** Check the connection to the database.

6762 Failure to allocate memory for object during activity

**Explanation:** The Control-M/Server Configuration Agent fails to allocate memory for the requested activity.

The Control-M/Server Configuration Agent returns an error to the Control-M Configuration Manager.
Corrective Action:
- Check that there is sufficient memory on the computer to perform the requested activity.
- Check previous messages.

6763 Could not create action for request reqName

Explanation: The Control-M/Server Configuration Agent fails to handle the reqName request. The Control-M/Server Configuration Agent returns an error to the Control-M Configuration Manager.

Corrective Action:
- Check previous messages.
- Contact BMC Customer Support.

6764 Failed to read table CMS_CMNPRM

Explanation: The Control-M/Server Configuration Agent fails to read the CMS_CMNPRM table from the database. The Control-M/Server Configuration Agent fails to respond to a synchronization request from Control-M Configuration Manager. As a result, the Control-M Configuration Manager fails to retrieve topology and status information from Control-M/Server.

Corrective Action:
- Check the database log.
- Check previous messages, and contact BMC Customer Support.

6765 Failed to read table CMS_SYSPRM

Explanation: The Control-M/Server Configuration Agent fails to read the CMS_SYSPRM table from the database. The Control-M/Server Configuration Agent fails to respond to synchronization and life check requests from the Control-M Configuration Manager. As a result, the Control-M Configuration Manager fails to retrieve topology and status information from Control-M/Server.

Corrective Action:
- Check the database log.
- Check previous messages, and contact BMC Customer Support.

6766 Failed to retrieve hostName

Explanation: The ctmcreate utility fails to retrieve the hostName Control-M/Server.

Corrective Action: Ask your system administrator to verify the name of the Control-M/Server machine.
6767 Received Illegal Time Zone

**Explanation:** The Control-M/Server Configuration Agent fails to calculate the local time zone.

The Control-M/Server Configuration Agent fails to respond to a synchronization request from Control-M Configuration Manager. As a result, the Control-M Configuration Manager fails to retrieve topology and status information from Control-M/Server.

**Corrective Action:**
- Check the time zone on the Control-M/Server
- Check previous messages
- Contact BMC Customer Support.

6768 Failed to update gateway port

**Explanation:** The Control-M/Server Configuration Agent fails to update the Control-M/EM Gateway port as requested by the Control-M Configuration Manager.

The previous value of the Gateway port is written in Control-M/Server database.

**Corrective Action:**
- Check the database log
- Check previous messages, and contact BMC Customer Support.

6769 Failures while setting debug level

**Explanation:** The Control-M/Server Configuration Agent fails to set the Control-M/Server debug level.

The debug level for Control-M/Server processes is set incorrectly.

**Corrective Action:** Check the details provided in this message regarding the nature of the problem and the processes for which the failure occurred.

6770 functionName Could not translate last update lastUpdateTime to GMT Time Zone

**Explanation:** The Control-M/Server Configuration Agent fails to translate the last time a host ID was updated to GMT.

The last update times for some of the host IDs displayed in Control-M Configuration Manager are incorrect.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.
6771 Failed to prepare temporary parameters for agent ping for agent nodeID rc

Explanation: The Control-M/Server Configuration Agent fails to prepare temporary agent parameters for performing a test agent operation.
The test agent operation fails.
Corrective Action: Check previous messages, and contact BMC Customer Support.

6772 Another request is currently being served for Control-M/Agent nodeID. Please try again in a few seconds.

Explanation: The Control-M/Server Configuration Agent cannot perform a request that impacts the specified Control-M/Agent because it is busy performing another request for that agent.
The requested agent operation fails.
Corrective Action: Wait several seconds and repeat the operation.

6773 Cannot retrieve the list of host groups

Explanation: The Control-M/Server Configuration Agent cannot retrieve the list of host groups.
The request to get host groups is aborted.
Corrective Action:
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6778 Update state of node with Discovering state is prohibited.

Explanation: The user tries to change the state of a host ID that is in Discovering state.
Updating a host ID while it is in Discovering state is not allowed. This may occur while enabling or disabling a host ID with the Control-M/Server Configuration Agent or the ctm_menu utility.
The attempt to enable or disable a host ID fails.
Corrective Action: Wait until the host ID is no longer in Discovering state before performing the desired action.
6787 Host Group hostGroup already exist.

Explanation: A host group cannot be added when a host group already exists.
Corrective Action: Change the host group name.

6788 Failure occurred while checking existence of Host Group hostGroup.

Explanation: The failure occurs while attempting to validate the existence of the host group.
Corrective Action: Check other messages in the log file, database logs, and contact BMC Customer Support.

6789 Failed to add host group to the database, code: rc.

Explanation: The operation of adding a host group fails.
Corrective Action: Check other messages in the log file, database logs, and contact BMC Support.

6790 Host Group hostGroup does not exist.

Explanation: The host group does not exist. This message might appear for host group operations such as delete or update.
Corrective Action: Make sure that the proper host group was given.

6793 Failed to delete host group from database, code: rc

Explanation: The operation of deleting a host group fails.
Corrective Action: Check other messages in the log file, database logs, and contact BMC Customer Support.

6794 Failed to update host group hostGroup in the database (deletion failure), code: rc

Explanation: The operation of updating a host group fails in the deletion phase.
Corrective Action: Check other messages in the log file, database logs, and contact BMC Customer Support.
6795 Failed to update host group hostGroup in the database (insertion failure), code: rc.

**Explanation**: The operation of updating a host group fails in the insertion phase.

**Corrective Action**: Check other messages in the log file, database logs, and contact BMC Customer Support.

6801 Remote Host hostName is not defined

**Explanation**: The Control-M/Server Configuration Agent cannot perform the requested remote host operation because the specified host is not a known remote host.

The Control-M/Server Configuration Agent responds with an error to the related remote host request from the Control-M Configuration Manager, and the operation fails.

**Corrective Action**: Define the host ID as a remote host before requesting a remote host operation.

6802 Remote Host hostName is already defined

**Explanation**: The Control-M/Server Configuration Agent cannot add a remote host because the remote host already exists.

The request to add a remote host fails, and the Control-M/Server Configuration Agent sends an error message to the Control-M Configuration Manager.

**Corrective Action**: No action is required.

6803 Remote Host hostName cannot be defined because a Control-M/Agent on that host is already connected.

**Explanation**: The Control-M/Server Configuration Agent cannot add a remote host when an agent is connected to that host.

The request to add a remote host fails, and the Control-M/Server Configuration Agent sends an error message to the Control-M Configuration Manager.

**Corrective Action**: No action is required.

6807 Cannot retrieve owner or host for owner 'owner', host 'host'

**Explanation**: The Control-M/Server Configuration Agent cannot retrieve information about the requested owner or host.

The request is aborted.
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**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6808 Failed to add owner 'owner' and host 'host'

**Explanation:** The Control-M/Server Configuration Agent cannot add the specified owner and host. The request to add an owner is aborted.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6809 Owner 'owner' is already defined for host 'host'

**Explanation:** The specified owner and host have already been defined in the database. The request to add an owner is aborted.

**Corrective Action:** Add the owner and host that have not been defined in the database.

6810 The passphrase key key and owner owner on host host is incorrect

**Explanation:** The Control-M Server Configuration Agent cannot perform a request to add or update an owner because the passphrase for this key differs from the one defined on the database. The request to add or update an owner is aborted.

**Corrective Action:** Set the correct passphrase and key to add or update owner requests.

6811 Owner 'owner' is not defined for host 'host'

**Explanation:** The Control-M/Server Configuration Agent cannot perform a request to delete or update an owner because the specific owner and host are not defined in the database. The request to delete or update an owner is aborted.

**Corrective Action:** The request to delete or update an owner should include parameters that have already been defined in the database.
6812 Failed to update owner 'owner' and host 'host'

**Explanation:** The Control-M/Server Configuration Agent cannot perform a request to update the specified owner.

The request to update an owner is aborted.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6813 Failed to delete owner 'owner' and host 'host'

**Explanation:** The Control-M/Server Configuration Agent cannot perform a request to delete the specified owner.

The request to delete an owner is aborted.

**Corrective Action:**
- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6814 Failed to add owner 'owner' and host 'host' because the key 'key' does not exist in database

**Explanation:** The Control-M/Server Configuration Agent cannot perform a request to add a specific owner because the key does not exist in the database.

The request to add an owner is aborted.

**Corrective Action:** The request to add an owner should include a key that has already been defined in the database.

6815 Cannot retrieve the list of key names

**Explanation:** The Control-M/Server Configuration Agent cannot retrieve the list of key names.

The request to get a list of key names is aborted.
Corrective Action:

- Check that the database is running correctly.
- Check the database error log.
- Check previous messages, and contact BMC Customer Support.

6820 Control-M/Server is not authorized

Explanation: The Control-M/Server is not authorized by the Control-M/Agent.
The Control-M/Server cannot communicate with the Control-M/Agent.
Corrective Action: Configure the Control/M Agent properly.

6821 Host is inaccessible

Explanation: The Control-M Agent cannot reach a remote host.
The Control-M/Server cannot reach the remote host by using this Control-M/Agent.
Corrective Action: Check the remote host computer.

6822 No remote service on remote host

Explanation: The Control-M/Agent cannot reach the remote host because the needed service does not run on the Control-M/Agent computer.
The Control-M/Agent cannot reach the remote host and marks it as unavailable.
Corrective Action: Check the remote host computer.

6823 Invalid user or bad password

Explanation: The Control-M/Server fails to authenticate the supplied username and password/key.
Corrective Action: Perform the action that follows each scenario:

Failed to connect to WMI remote host:

- Check that the correct username and password have been supplied.
- Check that the WMI services are running.
- Verify that the user has administrator privileges on the remote host.

Failed to connect to SSH remote host:

- Check that the correct username and password have been supplied.
- Check whether one of the following SSH key types are being used: OpenSSH or SSH2.
If OpenSSH is being used:
- Create a key with the openSSH option.
- Store the public key in the $HOME/.ssh/authorized_keys file. In older OpenSSH, the public keys should be stored inside the $HOME/.ssh/authorized_keys2 file.

If SSH2 is being used:
- Create a key with the SSH2 option.
- Copy it to the remote host's $HOME/.ssh2 directory as a separate file. For example, key1.pub.
- Add the line Key key1.pub to the $HOME/.ssh2/authorization file.

6824 The passphrase for private key and owner on the remote host is incorrect.

**Explanation:** The remote host cannot be accessed because user credentials are not reached due to passphrase.

The Control-M/Agent cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Use the correct passphrase.

6825 To run jobs using WMI protocol, the agent must be installed on either Windows XP, Windows 2003 or higher.

**Explanation:** The WMI configured remote host cannot be accessed when the agent Windows OS level is too low.

The Control-M/Agent cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Use an agent on a proper Windows OS in order to work with the remote host.

6826 The Control-M/Agent services should run under the This Account logon option. Currently, it is the Local System Account.

**Explanation:** The remote host cannot be accessed because Control-M/Agent services do not run under This Account.

The Control-M/Agent cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Configure the Control-M/Agent properly.
6827 Server-Agent Protocol version 07 or higher is required to connect to remote hosts.

**Explanation:** The remote host cannot be accessed by a Control-M/Agent whose protocol version is configured too low.

The Control-M/Agent cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Use the Control-M/Agent 6.4 and above and configure the Control-M/Agent properly.

6828 Failed to update Server to Agent port. Port is busy.

**Explanation:** The Control-M/Agent cannot switch ports, because a new port is being used by another process.

A message appears stating that the Control-M/Server is working with an old port.

**Corrective Action:** Use another port.

6829 Credential validations is inapplicable for Control-M/Agent for UNIX/Linux.

**Explanation:** The remote host cannot be accessed due to bad credentials.

The Control-M/Server cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Use correct credentials.

6830 The "Logon as a batch job" privilege has not been granted to the user.

**Explanation:** The Control_M/Agent user has not been granted "Logon as a batch job" privileges.

The Control-M/Server cannot reach the remote host and marks it as unavailable.

**Explanation:** Set privileges correctly on the Control-M/Agent computer.

6831 The SeTcbPrivelege (act as part of OS) privilege has not been granted.

**Explanation:** The Control-M/Agent cannot be used because the SeTcbPrivilege (act as part of OS) privilege has not been set on the Control-M/Agent computer.

The Control-M/Server cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Set privileges correctly on the Control-M/Agent.
6832 Undefined user or wrong password

**Explanation:** The Control-M/Agent cannot be used due to an incorrect user or password. The Control-M/Server cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Use correct credentials.

6833 Access to CMD.exe is denied.

**Explanation:** The Control-M/Agent responds to the ping request with, "Access to CMD.exe is denied". The Control-M/Server cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Contact BMC Customer Support.

6834 The credential validations are inapplicable for Control-M/Agent for Windows without the Logon User mode.

**Explanation:** The Control-M/Agent must run in "Logon as User" mode in order to be able to use the user's credentials. The Control-M/Server cannot reach the remote host and marks it as unavailable.

**Corrective Action:** Ensure that the Control-M/Agent runs with the "Logon as User" set.

6835 The user cannot be tested because Nodeid nodeID does not exist.

**Explanation:** The test user operation fails because hostid does not exist.

**Explanation:** Ensure the hostid used exists.

6836 The user cannot be tested because failed to determine Nodeid nodeID status, rc= rc.

**Explanation:** The test user operation fails because the Control-M/Server fails to determine the hostID status.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.
6837 Failed to serialize owner owner credentials.

**Explanation:** The test user operation fails because the Control-M/Server fails to serialize owner credentials.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6838 An internal error occurred while testing the user.

**Explanation:** The test user operation fails because of an internal error in the Control-M/Server.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6839 A timeout occurred while waiting for a response from the agent.

**Explanation:** A timeout occurs while waiting for a response to a ping request from the Control-M/Agent.

**Corrective Action:** Check that the Control-M/Agent is still running.

6841 The key does not exist.

**Explanation:** The test user operation fails because key owner credentials do not exist.

**Corrective Action:** Use valid credentials.

6842 Failure to find key details.

**Explanation:** The test user operation fails because the Control-M/Server fails to locate the key of owner credentials.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6843 The Control-M/Agent must have protocol version 08 or higher for test user functionality.

**Explanation:** The Control-M/Agent must have protocol version 08 or higher in order to operate the test user functionality.

**Corrective Action:** Use agent with protocol version 08 and higher.
6850 The Configuration Agent plugin configuration file is corrupt: extendedMessage.

**Explanation:** The Control-M Configuration Manager plugin information could not be found in the configuration file.

**Corrective Action:** Check the permissions of the plugin configuration file and contact BMC Software Customer Support.

6851 Failed to create temporary file names code: rc.

**Explanation:** The Control-M Configuration Manager operation fails because the Control-M/Server fails to create temporary files.

**Corrective Action:** Check disk space on the Control-M/Server and contact BMC Customer Support.

6852 Failed to update temporary file with standard input content code: rc.

**Explanation:** The Control-M Configuration Manager plugin operation fails because the Control-M/Server fails to write into temporary files.

**Corrective Action:** Check disk space on the Control-M/Server computer and contact BMC Customer Support.

6853 Failed to activate plugin code: rc.

**Explanation:** The Control-M Configuration Manager plugin operation fails.

**Corrective Action:** Read details in the extended message and contact BMC Customer Support.

6854 The output size exceeds the limit (outputStringSize bytes).

**Explanation:** The Control-M Configuration Manager plugin standard output size exceeds the limit.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.

6855 Operation timed out (timeout seconds).

**Explanation:** The Control-M Configuration Manager plugin activation timed out.

**Corrective Action:** Check other messages in the log file and contact BMC Customer Support.
6893 Failed to test Remote Host hostName

**Explanation:** The Control-M/Server Configuration Agent fails to perform the "test remote host" procedure.

The Control-M/Server Configuration Agent sends an error message to the Control-M Configuration Manager.

**Corrective Action:** Check the extended message that accompanies the ping failure message. Possible explanations are:

- Control-M/Server is down
- Control-M/Server is not authorized to work with the Control-M/Agent

6894 Failed to ping Remote Host hostName

**Explanation:** The Control-M/Server Configuration Agent fails to perform the "ping remote host" procedure.

The Control-M/Server Configuration Agent sends an error message to the Control-M Configuration Manager.

**Corrective Action:** Check the extended message that accompanies the ping failure message.

6896 Failed to delete Remote Host hostName, rc

**Explanation:** The Control-M/Server Configuration Agent fails to perform the "delete remote host" procedure.

The Control-M/Server Configuration Agent sends an error message to the Control-M Configuration Manager. The remote host is not deleted.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6897 Failed to update Remote Host hostName, rc

**Explanation:** The Control-M/Server Configuration Agent fails to perform the "update remote host details" procedure.

The Control-M/Server Configuration Agent sends an error message to the Control-M Configuration Manager. The remote host is not deleted.

**Corrective Action:** Check the extended message that accompanies the ping failure message. Possible causes for the failure are:

- One of the agents mapped to the remote host is invalid (either the agent does not exist, or it has protocol version 06 or lower).
- Cannot update details for the Default remote host.

Check previous messages, and contact BMC Customer Support.
6898 Failed to get Remote Host hostName details, rc

**Explanation:** The Control-M/Server Configuration Agent fails to perform the "get remote host details" procedure.

The Control-M/Server Configuration Agent sends an error message to the Control-M Configuration Manager.

**Corrective Action:** Check previous messages, and contact BMC Customer Support.

6899 Failed to add Remote Host hostName, rc

**Explanation:** The Control-M/Server Configuration Agent fails to add a remote host.

The remote host is not added.

**Corrective Action:**
- Check the extended message that accompanies the add failure message, and check previous messages.
- Also check that the agents that are mapped to the new remote host are valid, meaning that they exist in Control-M/Server and have protocol version 07 or higher.

6900 Cannot update CMR_UDLAST for Daily userDaily

**Explanation:** The Control-M/Server receives a request from Control-M/EM to upload a folder assigned to the Order Method. The Control-M/Server fails to update the CMR_UDLAST table for this User Daily job.

The uploading of the folder continues.

**Corrective Action:** Determine the cause of the database problem by checking the database error log. If the problem persists, contact BMC Customer Support.

If the folder is ordered during upload, you may need to check that all intended jobs are ordered. Remember that the folder might have been changed during the ordering, as a result of the upload.

6901 functionName: Error while creating dwl

**Explanation:** The Control-M/Server is unable to prepare an update message for a job to be sent to Control-M/EM.

System processing continues. The update is not sent to Control-M/EM.

**Corrective Action:** Contact BMC Customer Support.
6902 functionName: Error while creating dwq

**Explanation:** The Control-M/Server is unable to prepare an update message for a quantitative resource to be sent to Control-M/EM. System processing continues. The update is not sent to Control-M/EM.

**Corrective Action:** Contact BMC Customer Support.

6903 functionName: Error while creating dwc

**Explanation:** The Control-M/Server is unable to prepare an update message for a prerequisite condition to be sent to Control-M/EM. The update is not sent to Control-M/EM.

**Corrective Action:** Contact BMC Customer Support.

6904 functionName: Error while creating dwe

**Explanation:** The Control-M/Server is unable to prepare an update message for a control resource to be sent to Control-M/EM. The update is not sent to Control-M/EM.

**Corrective Action:** Contact BMC Customer Support.

6905 functionName: Error while creating alr

**Explanation:** The Control-M/Server is unable to prepare an alert to be sent to Control-M/EM. Such an alert is commonly used to notify Control-M/EM that the agent status changes to unavailable or disabled. The update is not sent to Control-M/EM.

**Corrective Action:** Contact BMC Customer Support.

6906 functionName: Failed to count how many jobs are in scheduling folder FolderName. Skip folder

**Explanation:** The ctmsweep utility fails to determine how many jobs are in the folderName folder. The folderName folder is not processed by the ctmsweep utility. The ctmsweep utility continues to process the next folder in its list.

**Corrective Action:** Check for error messages in the utility log and in the database error log to determine the cause of the failure. Rerun the ctmsweep utility after correcting the problem.
6907 functionName: Job not found in list

Explanation: The ctmsweep utility failed to find the job in its list of obsolete jobs. Either message 6910 or message 6919 displays after this message.

If message 6910 displays, the folder is not processed by the utility. The ctmsweep utility continues to process the next folder in its list. If message 6919 is displayed, the utility does not write the job in the sweep_obsolete.txt report file. The ctmsweep utility continues to write the report file, and aborts afterwards, without deleting any of the obsolete jobs and folders.

Corrective Action: Check for error messages in the utility log and contact Customer Support.

6908 functionName: The number of obsolete jobs is greater than the maximum allowed (maxNumber)

Explanation: The ctmsweep utility finds at least maxNumber of obsolete jobs in Control-M/Server database. The maxNumber is determined by the CTM_MAX_OBSOLETE_JOBS parameter in the Control-M/Server config.dat file.

The ctmsweep utility does not process any more jobs. The utility continues to the next step, writes the sweep_obsolete.txt report file, and (if -Test was not specified) deletes the obsolete folders and jobs.

Corrective Action: Rerun the ctmsweep utility to process additional jobs.

6909 functionName: Failed to close file FileName

Explanation: The ctmsweep utility fails to close the FileName file.

Corrective Action: Check for error messages in the utility log.

6910 functionName: Failed to delete the obsolete jobs from scheduling folder FolderName

Explanation: The ctmsweep utility fails to delete one or more obsolete jobs from the folderName folder.

No obsolete job deletes from the folderName folder. The ctmsweep utility continues to delete the obsolete jobs in the next folder in its list.

Corrective Action: Check for error messages in the utility log and in the database error log to determine the cause of the failure. After correcting the problem, rerun the ctmsweep utility to delete the obsolete jobs from the FolderName folder.
6911 functionName: Failed to delete obsolete scheduling folder FolderName [(SpecificFailure)]

**Explanation:** The ctmSweep utility fails to delete the obsolete `folderName` folder. The specific failure is written in parentheses, as `[SpecificFailure]`. It can be one of the following values:

- from the CMS_JOBDEF folder
- from the CMS_IOACHK folder
- from the CMS_SCHEDT folder
- failed to commit transaction

No obsolete job deletes from the `folderName` folder. The ctmSweep utility continues to delete the obsolete jobs in the next folder in its list.

**Corrective Action:** Check for error messages in the utility log and in the database error log to determine the cause of the failure. After correcting the problem, rerun the ctmSweep utility to delete the obsolete `folderName` folder.

6912 functionName: Obsolete scheduling folder FolderName deleted successfully

**Explanation:** The ctmSweep utility succeeds in deleting the obsolete `FolderName` folder. The ctmSweep utility continues to delete the obsolete jobs in the next folder in its list.

**Corrective Action:** No action is required.

6913 functionName: Failed to delete obsolete jobNo JobNumber (jobname=JobName)

**Explanation:** The ctmSweep utility fails to delete an obsolete job (the job number is `JobNumber` and the job name is `JobName`) from the Control-M/Server database. Message 6910 displays after this message.

The ctmSweep utility does not delete the obsolete `JobName` that has the `JobNumber` from the Control-M/Server database. The utility continues to delete the obsolete jobs in the next folder in its list.

**Corrective Action:** Check for error messages in the utility log and in the database error log to determine the cause of the failure. After correcting the problem, rerun the ctmSweep utility to delete the obsolete jobs from the Control-M/Server database.

6914 functionName: Failed to update the checksum of scheduling folder FolderName

**Explanation:** The ctmSweep utility fails to update the checksum of the `folderName` folder.
The ctmsweep utility does not delete any obsolete job from the *folderName* folder. The utility continues to delete the obsolete jobs in the next folder in its list.

**Corrective Action:** Check for error messages in the utility log and the database error log to determine the cause of the failure. After correcting the problem, rerun the ctmsweep utility, to delete the obsolete jobs from the *FolderName* folder.

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**6915 functionName: NumOfJobs obsolete jobs from scheduling folder FolderName deleted successfully**

**Explanation:** The ctmsweep utility deletes *NumOfJobs* obsolete jobs from the *folderName* folder. The ctmsweep utility continues to delete the obsolete jobs in the next folder in its list.

**Corrective Action:** No action is required.

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**6916 functionName: Failed to check for obsolete criteria in all the tags of all the groups**

**Explanation:** The ctmsweep utility fails to check for obsolete criteria in all the tags of all the groups in the database.

The ctmsweep utility aborts.

**Corrective Action:** Check for error messages in the utility log and in the database error log to determine the cause of the failure.

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**6917 functionName: Failed to check for obsolete criteria in all the tags of all the jobs**

**Explanation:** The ctmsweep utility fails to check for obsolete criteria in all the tags of all the jobs in the database.

The ctmsweep utility aborts.

**Corrective Action:** Check for error messages in the utility log and in the database error log to determine the cause of the failure.

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**6918 functionName: Failed to check for obsolete criteria in all the jobs**

**Explanation:** The ctmsweep utility fails to check for obsolete criteria in all the jobs in the database.

The ctmsweep utility aborts.

**Corrective Action:** Check for error messages in the utility log and in the database error log to determine the cause of the failure.
6919 functionName: Failed to write report file FileName

**Explanation:** The ctmsweep utility fails to write the report file. Possible reasons for the failure are as follows:

- fails to open the report file for writing (lack of file description, user does not have write permissions to the file)
- fails to delete the previous report file

The ctmsweep utility aborts.

**Corrective Action:** Check for error messages in the utility log.

6920 functionName: Failed to delete all obsolete tables and jobs

**Explanation:** The ctmsweep utility failed to delete all the obsolete tables and jobs from the database. The failure may be due to a database related failure or the utility reaches the maximum allowed obsolete criteria. In the latter case, message 6908 also displays.

The ctmsweep utility ends unsuccessfully (the return code of the utility is either 'partial success' or 'failure').

**Corrective Action:** Check for error messages in the utility log and in the database error log to determine the cause of the failure.

6921 functionName: Retrieving obsolete definitions from Control-M/Server database using date criteria: ObsoleteDate

**Explanation:** The ctmsweep utility retrieves obsolete jobs and folders from the Control-M/Server database by using date criteria: `ObsoleteDate`

**Corrective Action:** No action is required.

6922 functionName: Found NumOfTables tables that contain obsolete jobs

**Explanation:** The ctmsweep utility finds `NumOfTables` tables that contain obsolete jobs.

**Corrective Action:** No action is required.
6923 functionName: Generate report file FileName

Explanation: The ctmsweep utility opened the FileName report file for writing.
Corrective Action: No action is required.

6924 functionName: delete folder FolderName *

Explanation: The ctmsweep utility lists the FolderName folder as a candidate for deletion.
Corrective Action: No action is required.

6925 functionName: delete job TableName JobNumber MemName JobName

Explanation: The ctmsweep utility lists the JobNumber job number as a candidate for deletion.
Corrective Action: No action is required.

6926 functionName: Start to delete obsolete definitions from Control-M/Server database ...

Explanation: The ctmsweep utility finished writing the sweep_obsolete.txt report file and now begins deleting the obsolete folders and jobs from the Control-M/Server database.
The ctmsweep utility continues to delete the obsolete scheduling folders and jobs from the Control-M/Server database.
Corrective Action: No action is required.

6927 functionName: User <UserName> is not permitted to [update|delete] folder FolderName. Skip folder

Explanation: The UserName user, who is running the ctmsweep utility, is not permitted to update or delete the FolderName folder.
The folder is not processed by the ctmsweep utility. The ctmsweep utility continues normally to the next folder in its list.
Corrective Action: No action is required.
6940 <functionName>: Error in <subFolder or subFolderJob> <subFolderName or jobName> schedule parameters

**Explanation:** Fails to calculate Sub-folder or Sub-folder job scheduling plan. The Sub-folder or Sub-folder job is not ordered. Control-M/Server processing continues.

**Corrective Action:** Review Sub-folder or Sub-folder job scheduling parameters. Refer to Control-M/Server logs.

6941 <functionName>: Failed to add order number <OrderNumber> of Sub-folder <SubFolderName> to Sub-folders list

**Explanation:** Fails to add Sub-folder order number to the Sub-folders order number list. Control-M/Server processing continues.

**Corrective Action:** Review Machine memory. Refer to Control-M/Server logs.

6942 <functionName>: Failed to retrieve ADJUST_COND for <FolderName or subFolderName>

**Explanation:** Fails to retrieve ADJUST_COND for given folder or Sub-folder. Control-M/Server processing continues.

**Corrective Action:** Refer to Control-M/Server logs.

6943 <functionName>: Failed to count how many Sub-folders are in SMART Folder <FolderName>

**Explanation:** Fails to calculate number of Sub-folders in the given <FolderName>. Control-M/Server processing continues.
6944 <functionName>: Failed to retrieve ancestor order numbers of Sub-folders and SMART Folder for order number <orderNumber>

**Explanation:** Fails to fetch ancestor order numbers (Sub-folder or SMART Folder) for the given order number.
During handling, variables fail.

**Corrective Action:** Refer to Control-M/Server logs and contact BMC Support.

6945 <functionName>: Failed to add order number <orderNumber> to order numbers list

**Explanation:** Fails to add given order number to a list of order numbers.
During handling, variables fail.

**Corrective Action:** Check memory on the computer, refer to Control-M/Server logs, and contact BMC Customer Support.

6946 <ActionDescription> is not supported for Sub-folders

**Explanation:** The described action is not supported for Sub-folders.
The action aborts.

**Corrective Action:** For more details about this action, see Using Control-M.

AP- 26 Check Application Use Mirror Module: 27 - description

**Explanation:** An internal error occurs in the Control-M database utility while checking the Control-M database mode.

**Corrective Action:** Contact BMC Customer Support.
AP- 1 Initialize Module: 1 - This utility must be executed by Windows Administrator

**Explanation:** A permission failure occurs while running a Control-M database utility.

**Corrective Action:** Verify that the user running the Control-M database utility has administrator privileges on the Windows machine.

AP- 2 Initialize DB Module: 1 - Failed to initialize database. return code = rc

**Explanation:** A database connectivity failure with the given return code, rc occurs while running a Control-M database utility.

**Corrective Action:** Check for relevant messages in the log file and database logs. Contact BMC Customer Support.

AP- 4 Connect DB Module: 1 - Failed to connect to the Database

**Explanation:** A database connectivity failure occurs while running a Control-M database utility.

**Corrective Action:** Check for relevant messages in the log file and database logs. Contact BMC Customer Support.

AP- 4 Connect DB Module: 23 - Failed to set database login parameter parameter = parameterName. return code = rc

**Explanation:** A database connectivity failure, with the given return code, rc occurs while running a Control-M database utility because the parameterName login parameter was not set.

**Corrective Action:** Check for relevant messages in the log file and database logs. Contact BMC Customer Support.

AP- 10 Execute Script Module: 4 - Failed to open output tmp file

**Explanation:** A Control-M database utility fails to open a temporary file.

**Corrective Action:** Contact BMC Customer Support
AP- 5 Save Parameters Module: 5 - Failed to write to file fileName

Explanation: A failure occurs when saving the internal file fileName, while running a Control-M database utility.
Corrective Action: Contact BMC Software Customer Support.

AP- 5 Save Parameters Module: 9 - Failed to append parameter parameterName in the DBUtils file. Action in the database passed successfully.

Explanation: A failure occurs when saving the internal parameter parameterName, while running a Control-M database utility. This occurs even though the Control-M database utility completed successfully.
Corrective Action: Contact BMC Software Customer Support.

AP- 6 Execute Stored Procedure Module: 6 - SP storedProcedure - Failed to fetch column columnName from tableName. return code= rc

Explanation: The execution of the stored procedure storedProcedure fails with the given return code rc, while running a Control-M database utility.
Corrective Action: Check for relevant messages in the log file and database logs. Contact BMC Customer Support.

AP- 6 Execute Stored Procedure Module: 7 - SP storedProcedure - Failed to fetch from dbu_monitor_table. return code= rc

Explanation: The execution of the stored procedure storedProcedure fails with the given return code, rc, while running a Control-M database utility.
Corrective Action: Check for relevant messages in the log file and database logs. Contact BMC Customer Support.
AP- 6 Execute Stored Procedure Module: 8 - SP
storedProcedure - Failed to perform select from dbu_monitor_table. return code= rc

**Explanation:** The execution of the stored procedure storedProcedure fails with the given return code rc, while running Control-M database utility.

**Corrective Action:** Check for relevant messages in the log file and database logs. Contact BMC Customer Support.

AP- 7 Permission Module: 2 - This utility is not supported

**Explanation:** The user does not have permission to run the Control-M database utility on the specific configuration of the Control-M product.

**Corrective Action:** No action is required.

AP- 9 Get Environment Variable Module: 25 - Failed to retrieve process path. return code=rc

**Explanation:** There is an internal error in the Control-M database utility which failed to resolve the process path with the given return code, rc.

**Corrective Action:** Contact BMC Customer Support.

AP- 10 Execute Script Module: 9 - Failed to invoke command= command. return code= rc

**Explanation:** A Control-M database utility fails to run the command with the given return code, rc.

**Corrective Action:** Contact BMC Customer Support.

AP- 11 Validation of Input Parameters Module: 12 - Directory directoryName is not empty

**Explanation:** A Control-M database utility fails to run with the given directory directoryName.

**Corrective Action:** Rerun the Control-M database utility with an empty input directory.
AP-11 Validation of Input Parameters Module: 19 - Parameter parameterName is not valid. Full file path is required

**Explanation:** Validation of Input Parameters Module: 19 - Parameter *parameterName* is not valid. Full file path is required.

**Corrective Action:** Contact BMC Customer Support.

AP-11 Validation of Input Parameters Module: 9 - Failed to check directory directoryName. return code = rc

**Explanation:** A Control-M database utility fails with the given return code rc during the input directory *directoryName* check.

**Corrective Action:** Contact BMC Customer Support.

AP-12 Input Params Module: 10 - Failed to allocate memory

**Explanation:** A Control-M database utility fails to allocate memory.

**Corrective Action:** Check the available memory on the machine.

AP-12 Input Params Module: 11 - Parameter parameterName is mandatory

**Explanation:** A Control-M database utility fails because the *parameterName* is not set.

**Corrective Action:** Input the *parameterNameRerun* and then rerun the Control-M database utility.

AP-12 Input Params Module: 13 - Incorrect value for parameter parameterName. Valid values: values

**Explanation:** A Control-M database utility contains an invalid value for the *parameterName*.

**Corrective Action:** Set a valid value for the *parameterName* and then rerun the Control-M database utility.
AP- 12 Input Params Module: 16 - Directory

directoryName does not exist

Explanation: A Control-M database utility fails to run with the given directoryName.
Corrective Action: Create a new input directory and then rerun the Control-M database utility.

AP- 12 Input Params Module: 20 - Missing value for parameter parameterName

Explanation: A Control-M database utility does not receive a parameterName.
Corrective Action: Define a value for parameterName and then rerun the Control-M database utility.

AP- 12 Input Params Module: 21 - The value of parameter parameterName exceeds permitted length

Explanation: A Control-M database utility fails to run with the set parameterName.
Corrective Action: Contact BMC Customer Support.

AP- 12 Input Params Module: 22 - Incorrect attribute

Corrective Action: Run the Control-M database utility with '-HELP' to view the valid attributes.

AP- 13 Read DB Utils Parameters Module: 22 - Missing value for parameter parameterName

Explanation: An internal error occurs in the Control-M database utility while attempting to read the internal parameterName.
Corrective Action: Contact BMC Customer Support.

AP- 13 Read DB Utils Parameters Module: 26 - Failed to read file fileName. return code= rc

Explanation: An internal error occurs in the Control-M database utility while attempting to read the internal fileName. It fails with the given return code, rc.
Corrective Action: Contact BMC Customer Support.
AP- 13 Read DB Utils Parameters Module: 4 - Failed to open file fileName. return code= rc

Explanation: A Control-M database utility fails to open fileName with the given return code, rc.
Corrective Action: Contact BMC Customer Support.

AP- 13 Read DB Utils Parameters Module: 9 - Failed to retrieve process path. return code= rc

Explanation: An internal error occurs in the Control-M database utility while failing to resolve the process path with the given return code, rc.
Corrective Action: Contact BMC Customer Support.

AP- 15 Set Variable Module: 9 - Failed to set environment variable var. return code= rc

Explanation: An internal error occurs in the Control-M database utility while attempting to set an internal environment variable var and fails with the given return code, rc.
Corrective Action: Contact BMC Customer Support.

AP- 21 Operating System Resolve Module: 9 - Failed to convert path fullPath to short path

Explanation: An internal error occurs in the Control-M database utility running on the Windows platform, while attempting to convert a full path to a short path. It fails with the given return code, rc.
Corrective Action: Contact BMC Customer Support.

AP- 23 Inquire Parameters Module: 12 - descriptionTopic (11)

Explanation: Invalid input parameters are set for a Control-M database utility.
Corrective Action: Change the input parameters as indicated in the message and rerun the Control-M database utility.
AP- 24 Update Parameters Module: 4 - Failed to create file fileName

Explanation: A Control-M database utility fails to create the file fileName.
Corrective Action: Contact BMC Customer Support.
Control-M/Agent Messages

The following Control-M/Agent messages are listed according to their ID number. The messages range from warning messages to error messages and contain an explanation and corrective action (where possible).

5167 Password not found. Please define password for the user userName

Explanation: A password definition is missing for user userName.
Corrective Action: Use CCM -> Security->Run As to define a password for userName.

5167 Cannot convert the OUTPUT file: fileName

Explanation: The conversion of the OUTPUT to the desired encoding fails.
Corrective Action: Use the following sequence of commands to change the platform mode to
ctmagcfg => advanced parameters => Foreign Language Support.

5167 the GC_convertString failed to convert OUTPUT name

Explanation: An attempt was made to perform an operation requiring a platform that Supports CJK languages, but the platform Supports only LATIN-1 characters, and therefore the operation fails.
Corrective Action: Use the following sequence of commands to change the platform mode to CJK:
ctmagcfg > advanced parameters > Foreign Language Support.

5167 the GC_getEncodingInfo failed to obtain encoding info

Explanation: An attempt was made to perform an operation requiring a platform that Supports CJK languages, but the platform Supports only LATIN-1 characters, and therefore the operation fails.
Corrective Action: Use the following sequence of commands to change the platform mode to CJK:
ctmagcfg > advanced parameters > Foreign Language Support.

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5167 Printer is not defined

**Explanation:** The `printerName` printer definition cannot be found while performing a RELEASE action on the OUTPUT.

**Corrective Action:** Define a printer, or check the printer's name.

5167 Cannot set the printer: `printerName`

**Explanation:** The `printerName` printer cannot be used.

**Corrective Action:** Check the `printerName` printer settings for the correct name.

5167 Fail to submit ctmrjob. `fileName` does not exist, `ProcIdPath`

**Explanation:** An attempt was made to submit a job using the ctmrjob utility, but the `fileName` file cannot be found.

**Corrective Action:** Check job definitions.

5167 FAIL to find file `fileName` after number times

**Explanation:** An attempt was made to submit a job, but neither the `fileName` nor `fileName.tmp` file can be found after several attempts.

**Corrective Action:** Check job definitions, available disk space, and job owner permissions.

5167 Job already ended `orderNum`

**Explanation:** An attempt was made to kill a job with an order ID `orderNum`, which already has ended.

**Corrective Action:** Check job definitions. The order number might be wrong.

5167 Unable to convert file name JCL`fileName` to user encoding

**Explanation:** One of the following occurs:

- An attempt was made to perform an operation requiring a platform that Supports CJK languages, but the platform Supports only LATIN-1 characters, and therefore the operation fails.
- The UNIX user locale or encoding is incorrect.
Corrective Action: Do one of the following:

- Use the following sequence of commands to change the platform mode to CJK: `ctmagcfg => advanced parameters => Foreign Language Support`.
- Check the encoding and UNIX locale.

5167 Failed to attach BE Library CMName, error: message

Explanation: An attempt is made to perform an operation that requires loading the CMName application plug-in library.

Corrective Action: Check that the application plug-in library is installed properly.

5167 AG_ATTACH_connect failed

Explanation: An operation on the agent fails due to a CM connection problem.

Corrective Action: Check that the CM is installed correctly.

5167 Failed to Load Back - End Name DLLName

Explanation: The CM is not installed correctly.

Corrective Action: Check that the CM is installed correctly.

5167 Host hostName is not authorized. Please add hostName to authorized servers list

Explanation: The Control-M/Server host name `host name` is not authorized to work with the specified Control-M/Agent.

Corrective Action: Use the following sequence of commands to add the `hostName` host to the list of authorized servers:

```
ctmagcfg > Authorized Control-M/Server Hosts.
```

5167 Waiting for submission for number seconds - declared disappeared. The job wasn't submitted within number seconds, please check the disk space.

Explanation: A job is in submitted status for too long (more than `number` seconds). Control-M/Agent assumes that there is a problem with the job submission, and the job's status is changed to DISAppeared.

Corrective Action: Check the available disk space, and free up space if necessary.
5167 AG_NEWDAY_handle_request: ERROR: newday request failed. CTM Server host hostName is not authorized to perform this action

**Explanation:** The Control-M hostName host is not authorized to work with the specified Control-M/Agent.

**Corrective Action:** Do one of the following:
- Use the following sequence of commands to add the hostName host to the list of authorized servers: `ctmagcfg => Authorized Control-M/ Server Hosts`.
- Use a different server to perform the New Day procedure.

5167 AG_NEWDAY_handle_request: another newday is already running. Exiting...

**Explanation:** The New Day procedure cannot run when another New Day procedure is already running. Control-M/Agent will deny a second New Day request if one is already running. The request is rejected, but Control-M/Agent continues functioning.

**Corrective Action:** No action is required.

5167 FAIL: Waited for Agent submission more than number seconds

**Explanation:** A failure occurs while trying to save agent PROCID, STARTTIME, and EXECUTING status to a cached dsect. Normal Control-M operation continues. Ten attempts are made to submit the job. If the submission is not successful after 10 attempts, Control-M quits trying and continues.

**Corrective Action:** Check the available disk space, and free up space if necessary.

5167 Failed to retrieve child process id from - fileName. Please check if the process has already ended.

**Explanation:** An attempt was made to kill a job that has already ended. Control-M/Agent continues functioning.

**Corrective Action:** No action is required.
5167 OUTPUT e-mail to Destination address failed

**Explanation:** An attempt was made to send OUTPUT mail, but the attempt fails.

**Corrective Action:** Check that the e-mail destination is correct.

5167 BE_job_add Ended_job: too many ended jobs in the list

**Explanation:** An attempt was made to add an ended job to the ended jobs list, but the attempt fails.

**Corrective Action:** There is a connectivity problem with Control-M/Server. Solve that problem and restart the Control-M/Agent.

5167 Error: File specified by overlib\memlib memname does not exist

**Explanation:** The specified file path or file name is not correct. The job ended NOTOK.

**Corrective Action:** Verify that the file path and file name are defined correctly.

5167 Owner: name isn’t defined for the remote host: hostName.

**Explanation:** The owner name does not have permissions for the host. Control-M/Agent rejects the requested action.

**Corrective Action:** Use the Control-M/Server Configuration Manager to configure the Owners Authentication Settings, or use the ctmsetown utility to define the user for the host.

5167 ERROR: Server sent disconnect message type 2 (SSH_DISCONNECT_PROTOCOL_ERROR): Too many authentication failures for userName.

**Explanation:** The password entered by the job owner is incorrect.

**Corrective Action:** Enter the correct password.
5167 ERROR: Error occurred while using SSH-courier to communicate with a remote host. Code: 1. Message: &lt;message&gt;

**Explanation:** The message refers to an SSH Connection error. The specific error is described in the &lt;message&gt;.

**Corrective Action:** Please read the specific connection error and take the necessary action to resolve it.

5167 To run jobs using the WMI protocol the agent must be installed on Windows XP or Windows 2003.

**Explanation:** A user attempted to submit WMI jobs when Control-M/Agent is installed on a version of Microsoft Windows lower than Windows XP or Windows 2003. The WMI jobs are not submitted.

**Corrective Action:** Install Control-M/Agent on a version higher than Windows XP or Windows 2003.

5167 The Control-M/Agent services should run under 'This Account' Log On option. Currently it is 'Local System Account'.

**Explanation:** A user attempts to submit WMI jobs while the Control-M/Agent service is running under "Local System Account" login option. The WMI jobs do not submit.

**Corrective Action:** Run the Control-M/Agent service under "This Account" log in option.

5167 Authentication failed. Invalid user/password/key

**Explanation:** A user submitted a job, but there was a problem logging in to the SSH server. The job was not submitted.

**Corrective Action:** Verify that the user, password, and public and private key pair are correct.
5167 Cannot connect to host hostName. Access is denied. Verify that:
- user userName has administrator privileges on host hostName
- the authentication credentials set for this user in Control-M are correct
- that WMI services are running.

**Explanation:** An attempt was made to connect to the hostName host, but the attempt fails. The job fails.

**Corrective Action:**
- Verify that user userName has administrator privileges on host hostName
- Verify that the authentication credentials set for this user in Control-M are correct
- Verify that WMI services are running on both Control-M/Agent machine and the Remote host.

5167 The length of the command: cmd exceeds the size of the buffer: bufferSize.

**Explanation:** The length of the cmd command that the user entered exceeds the defined size (bufferSize) of the buffer.
The command fails.

**Corrective Action:** Shorten the command until it is less than the size of the buffer, and resend the command.

5167 The length of environment variables: varLength exceeds the size of the buffer: bufferSize.

**Explanation:** The total amount of space that is allocated for environment variables is too small, and the size of the environment variables (varLength) exceeds the size of the buffer (bufferSize).

**Corrective Action:** Decrease the number of environment variables and/or turn off the VARIABLE INLINE configuration parameter in Control-M/Server.

5167 Server unexpectedly closed network connection

**Explanation:** A user attempted to submit a job, but the SSH server unexpectedly closes the network connection.
The job ends NOTOK.

**Corrective Action:** Check the SSH server and rerun the job.
5167 Connection reset by peer

**Explanation:** A user attempted to submit a job, but the connection was closed by the SSH server. The job ends NOTOK.

**Corrective Action:** Check the SSH server, and rerun the job.

5167 Server refused our key

**Explanation:** A user submits a job, but the SSH server did not accept the specified key. The job ends NOTOK.

**Corrective Action:** Verify that the public and private keys are defined correctly.

For Windows, follow the SSH Server Guide.

- Verify UNIX file permissions:
  - 600 for the authorization and authorized_keys
  - 700 for .ssh and .ssh2 directories
  - 755 for $HOME
- Failed to connect to agent with the login as user option
  - Check that the correct user name and password have been supplied

5167 Field "File Name" in Job Editing Form must include an extension for running an Embedded Script job on Windows, for example ".CMD."

**Explanation:** A user submits a job with an embedded script on Windows without the extension noted in the FileName field. The job ends NOTOK.

**Corrective Action:** Specify an extension in the FileName field.

5167 Field "FileName" in Job Editing Form must include a .COM extension for running an Embedded Script job on OpenVMS.

**Explanation:** A user submits a job with an embedded script on a remote host OpenVMS without an extension noted in the FileName field.

The job ends NOTOK.
Corrective Action: Specify an extension in the FileName field.

5167 Error Occurred when trying to create BE attributes list

Explanation: An internal agent error has occurred when trying to covert data received from Control-M/Server to Control M/Agent in a list format. This may be due to having not enough memory to complete the operation.

Corrective Action: Run the operation again. If the problem continues, contact BMC customer support.

5167 Failed to append dir entry to list

Explanation: Failed to add a new directory entry. An Internal error has occurred, which is normally caused by memory error (no space).

Corrective Action: Run the operation again. If the problem continues contact BMC customer support.

5167 Invalid value for MAX_ENTRIES parameter N

Explanation: The value of the parameter, MAX_ENTRIES, defined in the Control-M Configuration Manager (CCM) is not valid.

Corrective Action: Configure correctly the parameter in the CCM. Valid Values: zero or negative number.

5167 Number of Entries N exceeds max limit N, first N entries returned, please narrow your search by using the filter field

Explanation: When you browse a very large folder, directory entries are limited for performance.

Corrective Action: You should refine your search by using a search string. If you want to increase this number, you can use the CCM parameter, RemoteBrowseEntriesMaxLimit. This affects all agents and Remote hosts for the Control-M/EM server.

5167 Unknown type

Explanation: When building the final remote browse response, the current directory entry is not recognized.

Corrective Action: Remote browse response should not introduce such an entry. Contact BMC support.
5167 No connection protocol was supplied for Remote Host: %s

Explanation:  XML tag, RH_CONN_PROTOCOL, should not be blank in a case of remote host browsing.
Corrective Action: Internal Agent error. Control-M/Server should supply this value. Contact BMC support.

5167 Unknown connection protocol: %s for Remote Host %s

Explanation:  XML tag, RH_CONN_PROTOCOL, should be S for SSH or W for WMI, in a case of remote host browsing.
Corrective Action: Internal Agent error. Control-M/Server should supply this value. Contact BMC support.

5167 Target was not supplied

Explanation:  XML tag, TARGET, should not be blank.
Corrective Action: Internal Agent error. Control-M/Server should supply this value. Contact BMC support.

5167 Via Agent was not supplied

Explanation:  XML tag, VIA, should not be blank.
Corrective Action: Internal Agent error. Control-M/Server should supply this value. Contact BMC support.

5167 Run As was not supplied

Explanation:  XML tag, RUN_AS, should not be blank.
Corrective Action: Internal Agent error. Control-M/Server should supply this value. Contact BMC support.

5167 Unable to build user file type

Explanation:  An error occurs when building the encrypted password file name and path.
Corrective Action: Internal Agent error. If problem persists contact BMC support.
5167 Unable to open file for write

**Explanation:** An error occurs when opening the encrypted password file (writing).

**Corrective Action:** Internal Agent error. You need to check permissions on the Agents’ folders. If problem persists contact BMC support.

5167 Unable to open file for read

**Explanation:** An error occurs when opening the encrypted password file (read only).

**Corrective Action:** Internal Agent error. You need to check permissions on Agents’ folders. If problem persists contact BMC support.

5167 Could not retrieve the user's home directory!

**Explanation:** Microsoft Windows Agent: When path for remote browse is empty, the Agent tries to find the home directory.

**Corrective Action:** OS error. Use a different user that can log in to this machine.

5167 File not found

**Explanation:** Microsoft Windows Agent: The specified file was not found.

**Corrective Action:** Check that the file entered for the search is written correctly.

5167 Access denied

**Explanation:** Microsoft Windows Agent: Access to this path or file is denied because of there are no permissions.

**Corrective Action:** Do one of the following:

- Use a different user with appropriate permissions to access this file or path.
- Grant this user appropriate permissions.
- Change permissions on file or folder.

5167 Path not found

**Explanation:** Microsoft Windows Agent: Specified path was not found.

**Corrective Action:** Check that the path entered for the search is written correctly.
5167 Error occurred when browsing %s %s = <DIRECTORY PATH>

**Explanation:** When reading directory content, an error is received from OS (such as File not found, Access denied, or Path not found).

**Corrective Action:** Contact BMC support with the error code, or browse Microsoft website for OS error codes with the error code received.

5167 Error getting Next File.

**Explanation:** Error received from OS, when trying to read the next entry of directory content.

**Corrective Action:** Contact BMC support with the error code, or browse Microsoft website for OS error codes with the error code received.

5167 RJX connection protocol parameter is missing

**Explanation:** Connection protocol is missing in remote host browsing.

**Corrective Action:** Internal Agent error. Contact BMC support.

5167 Unsupported connection protocol %s%s = <VALUE RECEIVED>.

**Explanation:** Connection protocol has a wrong value in remote host browsing.

**Corrective Action:** Internal Agent error. Contact BMC support.

5167 Unexpected error occurred

**Explanation:** Unknown error.

**Corrective Action:** Internal Agent error. Contact BMC support.

5167 To browse using WMI protocol the agent must be installed on Windows

**Explanation:** This error occurs if a WMI remote browse request is sent to a non-Windows agent.

**Corrective Action:** Internal Agent error. Contact BMC support.
5167 WMI ExecQuery failed. Error code = <some error code>

**Explanation:** An error is received from OS, which can vary from a connection error to file or path not found error.

**Corrective Action:** Contact BMC support referring to the error code.

5167 WMI failed to read next. Error code = <some error code>

**Explanation:** Error received when trying to read next entry of directory content from a WMI object.

**Corrective Action:** Contact BMC support referring to the error code.

5167 Parameter %s is mandatory %s = <PARAM NAME>

**Explanation:** The specified parameter is missing.

**Corrective Action:** Internal Agent error. Contact BMC support referring to the name of the missing parameter.

5167 Failed to open SFTP connection to remote host

**Explanation:** Opening SFTP connection to the remote host has failed.

**Corrective Action:** Internal Agent error. Contact BMC support.

5167 Could not retrieve the agent's home directory!

**Explanation:** UNIX Agent: When the path for remote browse is empty, the Agent tried to connect to the home directory from an agent system parameter.

**Corrective Action:** Internal Agent error. Contact BMC support.

5167 Unable to open directory %s - %s First %s = directory path Second %s = error received.

**Explanation:** An error is received from OS, when reading directory content, which can be a file or path not found error or other OS errors.

**Corrective Action:** Check the error code and do one or more of the following:
- If the error is because of a file or path not found, check the search input criteria you entered.
- If the error is due to permissions, do one of the following:
  - Use a different user with appropriate permissions to access this file or path.
  - Grant this user appropriate permissions.
  - Change permissions on file or folder.
- Contact BMC support with the error code.

**5167 Missing config parameter '%%s' %s = GM_PARAM_KEY_AGENT_DIR**

**Explanation:** (UNIX Agent only) When the path for remote browse is empty and the request is to a non-agent account, the Agent tried to connect to the account home directory from an agent system parameter.

**Corrective Action:** Internal Agent error. Contact BMC support.

**5167 Error calling popen - %s  %s = error received**

**Explanation:** Internal Agent error.

Corrective Action: Contact BMC support

**5167 Browse failed: %s %s = message received from pipe opened with utility get_dir_content.**

**Explanation:** Messages are received from the OS itself or from the `get_dir_content` agent utility. There are 2 messages:

- Usage: `get_dir_content -path <PATH> -filter <FILTER>
: The utility was triggered with wrong parameters.
- Unable to open directory

**Corrective Action:** Check the error code and do one of the following:

- If the error is because of a file or path not found, check the search input criteria that is entered.
- If it is due to permissions, do one or more of the following:
  - Use a different user with appropriate permissions to access this file or path.
  - Grant this user appropriate permissions.
  - Change permissions on file or folder.
- Contact BMC support referring to the error code (where appropriate).
5167 Utility '%s' aborted %s = get_dir_content

Explanation: An error occurred with this utility and it was aborted.
Corrective Action: Internal Agent error. Contact BMC support.

5167 Utility '%s' not found %s = get_dir_content

Explanation: If the utility for browsing UNIX with different accounts (not the Agent's account) is missing, it cannot perform the browse operation.
Corrective Action: Internal Agent error. Contact BMC support.

5167 '%s' (required for non-root mode) not found  %s = su_bmc

Explanation: This utility is missing as the UNIX Agent cannot switch user to other accounts.
Corrective Action: Internal Agent error. Contact BMC support.

5167 Non-root mode was not enabled. Login to the agent as root and run 'set_agent_mode' to enable it.

Explanation: When the agent is running in non-root mode, you need to enable it.
Corrective Action: Log in to the agent account and type the UNIX command su. Run the utility set_agent_mode and choose enable non-root mode.

5167 Failed to re-encrypt password with default blowfish key

Explanation: Agent failed to re-encrypt password with default blowfish key.
Corrective Action: Internal Agent error. If problem persists, contact BMC support.

5167 Failed to decrypt password with current blowfish key

Explanation: Agent failed to decrypt password with default blowfish key.
Corrective Action: Internal Agent error. If problem persists, contact BMC support.
5167 Invalid job owner

**Explanation:** The job owner does not exist in the operating system, network information system or in the password file.

**Corrective Action:** Ensure that the user exists in the local password file, operating system or in the network information system.

AGT7901 Failed to recycle the Control-M/Agent

**Explanation:** Fails to recycle the Control-M/Agent.

AGT 7902 Failed to set Control-M/Agent debug level

**Explanation:** Fails to set Control-M/Agent debug level.

AGT 7903 Action %s failed

**Explanation:** Action %s fails.

AGT 7904 Failed to set Control-M/Agent configuration parameter

**Explanation:** Fails to set Control-M/Agent configuration parameter.

AGT 7905 Failed to obtain Control-M/Agent configuration data

**Explanation:** Fails to obtain Control-M/Agent configuration data.

AGT 7906 Failed to set Control-M/Agent configuration parameter.

**Explanation:** Fails to set Control-M/Agent configuration parameter.

**Corrective Action:** Verify the connection between Control-M/Server and Control-M/Agent.