

IBM Security Privileged Identity Manager  
Version 2.1.1

*Messages Guide*





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**Note**

Before using this information and the product it supports, read the information in Notices.

**Edition notice**

**Note:** This edition applies to Version 2.1.1 of *IBM Security Privileged Identity Manager* (product number 5725-H30) and to all subsequent releases and modifications until otherwise indicated in new editions.

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## Chapter 1. Message format

Messages that are generated by IBM Security Privileged Identity Manager contain eight character identifiers. Messages are in the format CTG(SA)(IM)(SG)*cnnns*

IBM Security Privileged Identity Manager messages have the following format.

### **CTGIM, CTGSA, CTGSG**

The five character identifier for the product.

*c* The one-character identifier for different functions of the product.

*nnn* A three digit numerical portion that uniquely identifies each message.

*s* An identifier describing the message severity.

**I** Informational. The message requires no user action.

**E** Error. A user action is required.

**W** Warning. The message might require a user action.





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## Chapter 2. Workflow management messages

These messages contain information about workflow management. They are identified by the letter A.

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**CTGIMA001E** An error occurred while processing the following JavaScript. JavaScript: *javascript* The following error occurred. Error: *error\_text*

**Explanation:** An error occurred with the specified JavaScript. The error text provides further details about the error.

**Administrator response:** Fix the JavaScript code based on the error text.

A JavaScript interpreter error occurred when the XTTL component processed the specified JavaScript command. A message is written to the log file.

---

**CTGIMA002E** A configuration error occurred while processing dynamic content. The *variable\_name* environment variable is missing from the *environment\_map* dynamic content execution environment map.

**Explanation:** The environmental variable identified in the message cannot be found. This is an internal error.

**Administrator response:** Check IBM Electronic Support for additional information  
[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The specified environment variable is missing from the specified XTTL execution map. This error occurred because the calling code did not populate the environment variable.

---

**CTGIMA003E** A dynamic content tag is not recognized. An error occurred parsing the element located near line *line\_number* and column *column\_number*. The following message was received while parsing the XML code: *xml\_message*

**Explanation:** An error occurred while parsing a dynamic content tag that was specified in the template. Ensure that the element is coded correctly. For example, ensure that the tag has both starting and ending tags coded correctly and that any special escaped characters are coded.

**Administrator response:** Fix the dynamic content template, and start the workflow process again.

An error occurred when the XTTL component

processed the notification template. A message is written to the log file.

---

**CTGIMA004E** The key attribute or element is missing from the RE dynamic content tag. Processing of the dynamic message content is stopped.

**Explanation:** An error occurred while parsing the RE tag that is used to specify string replacement. The required key attribute or element is missing.

**Administrator response:** Specify the key attribute on the RE tag or KEY tag, and start the workflow process again.

An error occurred when the XTTL component processed the RE dynamic content tag that was specified in the aggregated message notification template. A message is written to the log file.

---

**CTGIMA005E** The name attribute is missing from the RB dynamic content tag. Processing of the dynamic content is stopped.

**Explanation:** An error occurred while parsing the RB tag, which is used to specify a resource bundle for a work order element. The required name attribute is missing.

**Administrator response:** Specify the name attribute on the RB tag, and start the workflow process again.

An error occurred when the XTTL component processed the RB tag for a work element. A message is written to the log file.

---

**CTGIMA006E** The *xml\_element\_name* XML element cannot be processed. The element is located near line *line\_number* and column *column\_number*.

**Explanation:** The element specified in the dynamic content is not a valid element.

**Administrator response:** Fix the dynamic content template, and start the workflow process again.

An error occurred when the XTTL component detected a coding problem in the aggregated message notification template. A message is written to the log file.

---

**CTGIMA007E** An error occurred parsing the *xml\_element* XML element near line *line\_number* and column *column\_number*.

**Explanation:** The element specified in the dynamic content is not a valid element.

**Administrator response:** Fix the dynamic content template, and start the workflow process again.

An error occurred when the XTTL component detected an aggregated message notification template coding problem. A message is written to the log file.

---

**CTGIMA008E** The Reminder Interval field value is not valid. Enter an integer of one or greater.

**Explanation:** The value specified for the Reminder Interval field is not correct. The value must be equal to or greater than one day.

**Administrator response:** Change the value for the Reminder Interval field.

A configuration error occurred for the To Do reminder component. A message is written to the log file.

---

**CTGIMA009E** The interval value is not valid. The value for the Reminder Interval field must be less than or equal to the value specified for escalation time.

**Explanation:** The value for the Reminder Interval field is not correct. Enter a value less than or equal to the escalation time, which is specified in the Escalation Limit field.

**Administrator response:** Change the value for the Reminder Interval field.

A configuration error occurred for the To Do reminder component. A message is written to the log file.

---

**CTGIMA010E** The value in the XHTML Body field for the *template\_name* workflow notification template exceeds the maximum number of characters. The maximum number of characters for this field is 50 000.

**Explanation:** The XHTML Body field for the specified template exceeds the maximum number of characters. The value must contain fewer than 50 000 characters.

**Administrator response:** Reduce the number of characters in the XHTML Body field.

A configuration error occurred for the To Do reminder component. A message is written to the log file.

---

**CTGIMA011E** The value in the Text Body field for the *template\_name* workflow notification template exceeds the maximum number of characters. The maximum number of characters for this field is 4 000.

**Explanation:** The Text Body field for the specified template exceeds the maximum number of characters. This value must contain fewer than 4 000 characters.

**Administrator response:** Reduce the number of characters in the Text Body field.

A configuration error occurred for the To Do reminder component. A message is written to the log file.

---

**CTGIMA012E** The value in the Subject field for the *template\_name* workflow notification template exceeds the maximum number of characters. The maximum number of characters for this field is 2000.

**Explanation:** The Subject field for the specified template exceeds the maximum number of characters. The value must contain fewer than 2000 characters.

**Administrator response:** Reduce the number of characters in the Subject field.

A configuration error occurred for the To Do reminder component. A message is written to the log file.

---

**CTGIMA014E** To Do Reminder configuration data for the *organization\_name* organization cannot be retrieved.

**Explanation:** The configuration data for the To-Do Reminder template cannot be retrieved from the LDAP database. This data is specified on the Workflow Notifications page.

**Administrator response:** Verify that the LDAP server is available and that there are no network outages, and then try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

A configuration error occurred for the To-Do Reminder component. An attempt to retrieve the configuration data from the LDAP database failed. Review the scheduler code for problems. A message is written to the log file.

---

**CTGIMA015E** To Do Reminder configuration data for the *organization\_name* organization cannot be stored.

**Explanation:** To Do reminder configuration data that was specified on the Workflow Notifications page cannot be saved into the LDAP database.

**Administrator response:** Verify that the LDAP server is available and that there are no network outages, and

then try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

A configuration error occurred for the To Do reminder component. An attempt to retrieve the configuration data from the LDAP database failed. A message is written to the log file.

---

**CTGIMA017E An expected To-Do Reminder notification message was not sent.**

**Explanation:** The To-Do Reminder workflow notification is enabled, and an unexpected error occurred, and the request to send a to-do reminder was not scheduled.

**Administrator response:** Verify the template syntax is correct. A syntax coding error of dynamic content can cause this problem. Review the IBM Security Privileged Identity Manager log files for additional information. Look for data indicating a problem with notification e-mail messages. Check that the Java Message Service (JMS) queue and directory server are available.

An error occurred when the To Do workflow notification component detected that a reminder message was not scheduled as expected. Review the scheduler code for problems. A message is written to the log file.

---

**CTGIMA018E The Key tag and the key attribute on the RE tag cannot be specified at the same time.**

**Explanation:** Coding the Key tag and the key attribute on the RE tag is not allowed within the same RE tag coding. Both the Key tag and key attribute provide the same information.

**Administrator response:** Remove either the key attribute from the RE tag or the Key tag statement from the activity. Start the workflow again.

A parsing error occurred on the work order element of the to-do reminder component with dynamic content. A message is written to the log file.

---

**CTGIMA019E The value entered for Escalation Time is not valid. The value must be an integer equal to or greater than 1.**

**Explanation:** The value for the Escalation Time is not correct. The value must be one or more days.

**Administrator response:** Change the value for the Escalation Time field.

---

**CTGIMA020E The interval value is not valid. The value for the Reminder Interval field must be an integer.**

**Explanation:** The value for the Reminder Interval field is not correct. The value must be an integer.

**Administrator response:** Change the value for the Reminder Interval field.

This is a configuration error, the administrator needs to enter a valid time in the reminder interval field.

---

**CTGIMA021W The property *property\_name* cannot be read from the `enRole.properties` file. The default refresh period of 10 minutes will be used.**

**Explanation:** The property for determining how often to refresh the reminder cache could not successfully be read from the properties file. The default of 10 minutes will be used.

**Administrator response:** If you wish to use something other than 10 minutes as the cache refresh time, edit the `enRole.properties` file on the IBM Security Privileged Identity Manager server, and add the key listed above with a value (in minutes). Then, stop and start application server.

---

**CTGIMA022E An error occurred retrieving the Reminder configuration data.**

**Explanation:** Configuration data specified on the Reminder page cannot be retrieved from the directory server.

**Administrator response:** Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to retrieve the configuration data from the LDAP database for the reminder component failed. A message is written to the log file.

---

**CTGIMA023E A directory server communication error occurred while trying to retrieve Reminder configuration data.**

**Explanation:** An communication error occurred while trying to contact the directory server.

**Administrator response:** Check to make sure the directory server is up and running.

An attempt to retrieve the configuration data from the directory server database for the reminder component failed. A message is written to the log file. Most likely the directory server can not be contacted.

---

**CTGIMA024E** The *field\_name* field contains a template validation error. The following error occurred. **Error:** *error\_text*

**Explanation:** When saving the notification template, each field is validated. A syntax error occurred in the identified field.

**Administrator response:** Correct the notification template.

This is a configuration error, the administrator needs to enter valid notification template.

---

**CTGIMA025E** The following error occurred while executing ITIMURL tag. **Error:** *error\_text*

**Explanation:** An error occurred while executing ITIMURL tag.

**Administrator response:** An error occurred while executing ITIMURL tag. A message is written to the log file.

An error occurred while executing ITIMURL tag. A message is written to the log file.

---

**CTGIMA101E** The Java Message Service (JMS) resources cannot be found in order to send a message to the *queue\_name* destination queue. The following error occurred. **Error:** *error\_text*

**Explanation:** An error occurred while locating the Java Message Service (JMS) resources that are required to send a JMS message to the specified destination queue. Either the JMS Queue Connection Factory or queue could not be located through JNDI. Processing cannot continue.

**Administrator response:** Review the status of the JMS servers that are hosting the queues in your application server environment. The JMS servers must be in the running state. If they are currently stopped, start them. If the JMS servers are running, review the application server log files for errors. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

In addition to the administrator actions, review the queue, queue connection factory, and the `enRole.properties` file for errors.

---

**CTGIMA102E** A Java Message Service (JMS) error occurred while putting a message on the *queue\_name* JMS queue. The following error occurred. **Exception:** *exception\_text*

**Explanation:** An error occurred while putting a message on the specified JMS queue. Processing cannot continue.

**Administrator response:** Review the status of the JMS

servers that are hosting the queues in your application server environment. The JMS servers must be in the running state. If they are currently stopped, start them. If the JMS servers are running, review the application server log files for errors. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

In addition to the administrator actions, review the queue, queue connection factory, and `enRole.properties` configuration for errors.

---

**CTGIMA103W** An error occurred while putting a message on the *queue\_name* Java Message Service (JMS) destination queue. The message will be put on the *backup\_queue\_name* backup destination queue. The following error occurred. **Exception:** *exception\_text*

**Explanation:** An error occurred while putting a message on a Java Message Service (JMS) message queue. The message will be sent to the specified backup queue. This message occurs when a queue is not available at the time the message is being sent to the queue. The outage might be temporary.

**Administrator response:** Review the status of the JMS servers that are hosting the queues in your application server environment. The JMS servers must be in the running state. If they are currently stopped, start them. If the JMS servers are running, review the application server log files for errors. If the problem persists, Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

In addition to the administrator actions, review the queue, queue connection factory, and `enRole.properties` configuration for errors.

---

**CTGIMA104W** The Java Message Service (JMS) could not be closed after putting a message on the *queue\_name* destination queue. The following error occurred. **Error:** *error\_text*

**Explanation:** An error occurred while closing the Java Message Service (JMS) queue. The close process occurs after successfully putting a message on the queue.

**Administrator response:** Review the status of the JMS servers that are hosting the queues in your application server environment. The JMS servers must be in the running state. If they are currently stopped, start them. If the JMS servers are running, review the application server log files for errors. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

In addition to the administrator actions, review the

queue, queue connection factory, and enRole.properties configuration for errors.

---

**CTGIMA105W** The value for the Java Message Service (JMS) message expiration interval cannot be loaded from the properties files. The default value of 24 hours was used. The following error occurred. Exception: *exception\_text*

**Explanation:** The message expiration interval could not be read from the enRole.properties file. This value controls the maximum life of a Java Message Service (JMS) message. The default value of 24 hours was used instead.

**Administrator response:** Review the classpath variable for this application server to ensure that the enRole.properties file can be located properly. Ensure that the file exists, and that you have correct file permissions. Verify that the property enrole.messaging.ttl is set to an appropriate value.

---

**CTGIMA106E** While removing a Java Message Service (JMS) message, the message-driven bean queue name could not be located. The following error occurred. Exception: *exception\_text*

**Explanation:** The message-driven beans load their queue names based on the configuration information in the deployment descriptors of the application. The queue name could not be located.

**Administrator response:** Ensure that the application has been deployed correctly to the application server. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The queue name is set as an environment entry for each message-driven bean. This configuration is set in the deployment descriptors for the application. If this configuration is still correct, then this is likely a problem with the application server itself.

---

**CTGIMA107E** An unexpected error occurred while processing the Java Message Service (JMS) *message\_id* message on the *queue\_name* queue. The message will be discarded. The following error occurred. Exception: *exception\_text*

**Explanation:** A Java Message Service (JMS) message that was delivered to the application could not be processed correctly. The message will be discarded.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/](http://www.ibm.com/software/sysmgmt/)

[products/support/index.html?ibmprd=tivman](http://products/support/index.html?ibmprd=tivman).

This message is issued whenever an error occurs while processing a message from a non-transacted queue. This might or might not be an error in the messaging component itself. Because non-transacted queues do not retry message processing, the message has been discarded. The IBM Security Privileged Identity Manager log files should contain additional information regarding the root cause of the problem.

---

**CTGIMA108E** An unexpected error occurred while processing the *message\_id* Java Message Service (JMS) message on the *queue\_name* queue. The message will be delivered again and potentially rescheduled or retried. The following error occurred. Exception: *exception\_text*

**Explanation:** A Java Message Service (JMS) message that was delivered to the application could not be processed correctly. The transaction will be rolled back, and the message will be delivered again. At that time, message processing will potentially be immediately retried or scheduled for future processing.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is issued whenever there is an error while processing a message from a transacted queue. This might or might not be an error in the messaging component itself. Transacted queues will retry or reschedule messages up to the configured time limits. The IBM Security Privileged Identity Manager log files should contain additional information regarding the root cause of the problem.

---

**CTGIMA109W** Attempting an immediate retry for the Java Message Service (JMS) *message\_id* message on the *queue\_name* queue.

**Explanation:** An error occurred while sending a Java Message Service (JMS) message to the required destination.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

In addition to the administrator actions, review the queue, queue connection factory, and enRole.properties file for errors.

---

**CTGIMA110W** Scheduling a retry for the *message\_id* Java Message Service (JMS) message on the *queue\_name* queue. The message has been delivered *num\_retries* times, and will be rescheduled for delivery in approximately *retry\_delay* milliseconds.

**Explanation:** An error occurred sending a Java Message Service (JMS) message to the required destination during an additional attempt. Message CTGIMA111W is displayed when an error occurs on the initial attempt to deliver the message. The number of retries is specified in the `enRole.properties` file.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

In addition to the administrator actions, review the queue, queue connection factory, and `enRole.properties` configuration for errors.

---

**CTGIMA111E** Discarding message *message\_id*, which was received on queue *queue\_name*. The message has been delivered *num\_retries* times, and has not been successfully handled after *retry\_delay* milliseconds.

**Explanation:** An error occurred while sending a Java Message Service (JMS) message to the required destination.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

In addition to the administrator actions, review the queue, queue connection factory, and `enRole.properties` configuration for errors.

---

**CTGIMA112E** Cannot register a listener for handling the message completion events. The following error occurred.  
**Error:** *error\_text*

**Explanation:** An attempt to install a fix pack caused an error. The fix pack is not one expected by the IBM Security Privileged Identity Manager server.

**Administrator response:** Restart the application server and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman)

In addition to the administrator actions, review the

queue, queue connection factory, and `enRole.properties` configuration for errors.

---

**CTGIMA113W** The Java Message Service (JMS) queue configuration attribute *attribute\_name* for queue *queue\_name* is not supported. The value will be ignored.

**Explanation:** A configuration attribute for the specified queue was found in the `enRole.properties` file, but it is not supported. The setting will be ignored.

**Administrator response:** Review the `enRole.properties` file for Java Message Service (JMS) configuration problems. Verify that the configuration parameters are set correctly.

---

**CTGIMA114W** A Java Message Service (JMS) message *message\_id* was redelivered on the *queue\_name* queue. Retries are not supported on this queue. The message is discarded.

**Explanation:** Some IBM Security Privileged Identity Manager Java Message Service (JMS) queues do not handle redelivered messages. Messages attempted to be redelivered to these queues are discarded.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the redelivery. It may be due to an application server restart. Try the operation again.

This message is issued when a JMS message is redelivered on a non-transacted queue. These queues intentionally do not expect redeliveries, and do not handle retry. This warning is likely do to some non-application problem during the message's original delivery. For example, if the application server is restarted during the message's first delivery attempt, a redelivery may occur.

---

**CTGIMA150E** The partitioning operation cannot locate the state information for the *partition\_identifier* partitioning sequence. A requested operation might not complete successfully.

**Explanation:** The in-memory state information for a partitioning sequence cannot be located. This is most likely due to an application server process being restarted during the partitioning process.

**Administrator response:** Try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMA152W** A step in the *partition\_identifier* partitioning sequence is being processed again because an exception occurred while processing the data set.

**Explanation:** An error occurred while partitioning the data set.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA153W** A step in the *partition\_identifier* partitioning sequence is being tried again because an unexpected exception occurred while handling the step.

**Explanation:** An error occurred while partitioning the data set during.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA154E** A step in the *partition\_identifier* partitioning sequence failed because an unexpected exception occurred while processing the data set.

**Explanation:** An error occurred while partitioning the data set.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA155E** A step in the *partition\_identifier* partitioning sequence failed because an unexpected error occurred while partitioning the data set.

**Explanation:** An error occurred while handling the data set during partitioning.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA200W** The *work\_item\_id* activity is not found.

**Explanation:** The activity requested does not exist. This condition can happen under normal processing such as when two people are working on the list at same time.

**Administrator response:** Refresh the list and then try the operation again. If the problem persists, review the IBM Security Privileged Identity Manager log files for associated errors.

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**CTGIMA201W** The database that contains the activities is not currently available.

**Explanation:** The IBM Security Privileged Identity Manager database that contains the workflow activities cannot be found.

**Administrator response:** Ensure that the IBM Security Privileged Identity Manager database is available and that there are no network outages, and then try the operation again. Review the IBM Security Privileged Identity Manager log files for additional information about the root cause of the problem. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An error occurred retrieving data from the IBM Security Privileged Identity Manager database while processing an activity. Check the work item table to ensure that the activity exists. A message is written to the log file.

---

**CTGIMA202E** An error occurred while retrieving the owner list for the *work\_item\_id* activity.

**Explanation:** An error occurred retrieving the list of activity owners while attempting to forward a request from the to-do list to someone else. The list of potential activity owners is empty.

**Programmer response:**

---

**CTGIMA220W** The *work\_item\_id* activity cannot be locked. The activity is locked is locked by another user.

**Explanation:** The operation cannot complete because another user has the activity locked.

**Administrator response:** After the item is unlocked, try the operation again.

An error occurred while accessing a locked work item for the activity management component. A message is written to the log file.

---

**CTGIMA221E** The *work\_item\_id* activity cannot be unlocked without the proper authorization. You must be the activity owner or the system administrator to unlock the activity.

**Explanation:** The operation cannot complete because the user ID that is used to unlock the activity does not have the appropriate authority. The activity will not be unlocked.

**Administrator response:** Log on as an administrator or with the activity owner account, and try the operation again.

An error occurred while accessing an activity for the

work item management component. A message is written to the log file.

---

**CTGIMA222E** The *work\_item\_id* activity cannot be forward because it is locked by another user.

**Explanation:** The operation cannot complete because the user ID used to forward the activity does not have the activity locked. The activity is locked by another user.

**Administrator response:** Contact the system administrator or the lock owner to remove the lock, and try the operation again.

**Programmer response:** Verify that the program that contains the call to forward an activity includes the proper authority or is accessing the correct activities.

An error occurred while unlocking a work item for the work item management component. A message is written to the log file.

---

**CTGIMA223E** The *work\_item\_id* activity cannot be forwarded to a user who is not identified as a potential assignee for the activity.

**Explanation:** An activity cannot be assigned to someone not listed in the initial assignment list.

**Administrator response:** Select a participant from the owner list, and try the operation again.

**Programmer response:** Verify that the program containing the call to forward a activity includes the proper authority or is accessing the correct activities.

An error occurred while accessing a work item for the work item management component. A message is written to the log file.

---

**CTGIMA230E** The *work\_item\_id* activity cannot be completed. The activity is locked by another user.

**Explanation:** The operation cannot complete because another user owns the activity. The activity is locked.

**Administrator response:** Wait until the activity is unlocked and try the operation again.

An error occurred while completing a locked activity for the activity management component. A message is written to the log file.

---

**CTGIMA240E** The *work\_item\_id* activity cannot be deferred. You must be the owner to defer an activity.

**Explanation:** The operation cannot complete because the user ID used to defer the activity does not have the appropriate authority. The activity will not be deferred.

**Administrator response:** Log on as an administrator or with the activity owner account, and try the operation again.

**Programmer response:** Verify that the program that contains the call to defer a activity includes the proper authority or is accessing the correct activities.

An error occurred while deferring a work item for the work item management component. A message is written to the log file.

---

**CTGIMA242E** The *work\_item\_id* activity. The activity does not allow deferral.

**Explanation:** Deferral of this to-do list item is not supported.

**Programmer response:** Verify that the program deferring activities includes checking for to-do list items that can be deferred.

An error occurred while deferring a work item for the work item management component. A message is written to the log file.

---

**CTGIMA243E** The *work\_item\_id* to-do list item cannot be deferred, because an internal error occurred.

**Explanation:** The deferral operation cannot complete because an internal error.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

**Programmer response:** Verify that the program that contains the call to defer an activity is accessing the correct work items.

An error occurred while deferring n activity for the work item management component. Check the trace log (DEBUG\_MIN) for specific information on why the deferral failed.

---

**CTGIMA244E** The *work\_item\_id* to-do list item cannot be deferred. The item is locked by another user.

**Explanation:** The deferral operation cannot complete because the activity is locked by another user.

**Administrator response:** Wait until the activity is unlocked and try the operation again.

An error occurred while deferring an activity for the work item management component. A message is written to the log file.



---

**CTGIMA401E** An unhandled error occurred in the *process\_id* process for the *activity\_id* activity. The root process ID is *root\_process\_id*. You may have to manually abort the process. The following error occurred. Error: *error\_text*  
Cause: *root\_cause*

**Explanation:** An earlier error occurred that was not reported. The error has been detected during a later processing and is impacting this processing. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Look for errors that occurred before the one specified in the message.

---

**CTGIMA402E** The *context\_factory\_name* value for the `enrole.appServer.contextFactory` property in the `enRole.properties` file is not supported.

**Explanation:** The value specified for the `enrole.appServer.contextFactory` property is not an expected value.

**Administrator response:** Edit the `enRole.properties` file and change the Context Factory property to a valid value.

---

**CTGIMA403E** An error occurred while reading the `enrole.appServer.contextFactory` property value in the `enRole.properties` file.

**Explanation:** An error occurred trying to read the data for the `enrole.appServer.contextFactory` property.

**Administrator response:** Ensure that the file and property exist. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA404E** *person\_name* person failed the service selection policy evaluation.

**Explanation:** The service selection policy evaluation failed for the specified person. The person did not meet the requirements specified by the policy.

**Administrator response:** Ensure that the service selection policy is valid for the specified person. Ensure that there are no syntax errors in the policy. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA405E** At least one of the activities in the workflow process failed or had warnings.

**Explanation:** Activities can fail during a workflow process for numerous reasons. Review the workflow

audit trail, for additional information about the problem.

**Administrator response:** Check the activities and subprocesses for the workflow for coding problems. From the IBM Security Privileged Identity Manager user interface, review the workflow audit trail for additional information.

---

**CTGIMA406W** The *workflow\_process\_id* workflow process cannot continue because it is already completed.

**Explanation:** An attempt to continue a workflow process cannot be done because the work flow has already completed. This message might be the result of timing.

**Administrator response:** From the IBM Security Privileged Identity Manager user interface, review the workflow audit trail to ensure that the workflow process completed normally. Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMA407E** A configured workflow activity expected to receive *expected\_parameter\_size* parameters, but *received\_parameter\_size* parameters were received for *workflow\_name* workflow that was processing the *activity\_name* activity.

**Explanation:** The activity received parameter information that did not match what was configured for the parameters. The activity had been defined to expect a number of parameters based on a configuration value. The number of parameters that were received did not match the value defined.

**Administrator response:** Ensure that the specified workflow activity is coded correctly in the workflow designer.

---

**CTGIMA408E** The parameter definition for the *activity\_defn\_id* activity contains an error.

**Explanation:** The parameter definition did not contain a valid relevant data ID. Processing of the activity is stopped.

**Administrator response:** Review the process definition for an activity parameter this is not correct. Add the correct relevant data ID.

---

**CTGIMA409E** The *work\_item\_id* workflow definition is not valid. The Start element is missing.

**Explanation:** The Start element, which defines the beginning of a workflow, is a required element. If you use the IBM Security Identity Manager workflow designer, this error should not occur because the

interface automatically creates the Start element for any workflow process that you create.

**Administrator response:** Review the workflow definition for any errors. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Gather the workflow XML definition. Review the XML for any syntax errors. It is possible that the XML has been modified.

---

**CTGIMA410E** The *data\_type\_id* data type within the *work\_item\_id* workflow definition is not found.

**Explanation:** A data type reference by the Relevant data for a workflow process cannot be located. This is an IBM Security Identity Manager internal processing error.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman)

The Java class is missing.

---

**CTGIMA411E** The *method\_name* workflow extension method in the *class\_name* class cannot be processed.

**Explanation:** The method in the workflow extension cannot be found.

**Administrator response:** Review the workflow definitions for the extension. Ensure that the class and method parameter list that is specified in the extension and any custom Java classes are in the CLASSPATH.

---

**CTGIMA412E** The following process already exists.  
Process ID: *process\_id*

**Explanation:** An internal processing error occurred causing an internal random generated identifier to be generated again. Another attempt to generate the identifier will be performed.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Review the workflow component code generating random identifiers. Check the log files for other errors.

---

**CTGIMA413E** The following activity already exists.  
Activity ID: *activity\_id*

**Explanation:** An internal processing error occurred causing an internal random generated identifier to be generated again. Another attempt to generate the identifier will be performed.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Review the workflow component code generating random identifiers. Check the log files for other errors.

---

**CTGIMA414E** The following activity already exists.  
Activity: *work\_item\_id*

**Explanation:** An internal processing error occurred causing an internal random generated identifier to be generated again. Another attempt to generate the identifier will be performed.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Review the workflow component code generating random identifiers. Check the log files for other errors.

---

**CTGIMA415E** The *data\_id* data item for the *process\_id* process already exists.

**Explanation:** An internal processing error occurred causing an internal random generated identifier to be generated again. Another attempt to generate the identifier will be performed.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Review the workflow component code generating random identifiers. Check the log files for other errors.

---

**CTGIMA416E** The following process cannot be found in the database. Process ID:  
*process\_id*

**Explanation:** A random identifier created by the workflow process cannot be located. An internal processing error occurred causing the identifier to be deleted or not saved into the database. Another attempt to locate the identifier will be performed. Normal

processing will continue if the identifier is found on subsequent attempts.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

Review the workflow component code generating random identifiers. Check the log files for other errors.

**CTGIMA417E The following activity cannot be found in the database. Activity ID:**  
*activity\_id*

**Explanation:** A random identifier created by the workflow process cannot be located. An internal processing error occurred causing the identifier to be deleted or not saved into the database. Another attempt to locate the identifier will be performed. Normal processing will continue if the identifier is found on subsequent attempts.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

Review the workflow component code generating random identifiers. Check the log files for other errors.

**CTGIMA418E The following activity cannot be found in the database. Activity ID:**  
*work\_item\_id*

**Explanation:** A random identifier created by the workflow process cannot be located. An internal processing error occurred causing the identifier to be deleted or not saved into the database. Another attempt to locate the identifier will be performed. Normal processing will continue if the identifier is found on subsequent attempts.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

Review the workflow component code generating random identifiers. Check the log files for other errors.

**CTGIMA419E The *data\_id* data item for the *process\_id* process cannot be found in the database.**

**Explanation:** A random identifier created by the workflow process cannot be located. An internal processing error occurred causing the identifier to be

deleted or not saved into the database. Another attempt to locate the identifier will be performed. Normal processing will continue if the identifier is found on subsequent attempts.

**Administrator response:** Review the workflow audit trail for other errors that may have preceded this message. If the problem persists, check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

Review the workflow component code generating random identifiers. Check the log files for other errors.

**CTGIMA420E Expected the *ActivityDefinitionOperation* class but found the *definition\_class* class.**

**Explanation:** The expected operation definition class passed to the operation does not extend *ActivityDefinitionOperation* class. This activity will fail.

**Administrator response:** This is an internal error. Check IBM Electronic Support for additional information -www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

**CTGIMA421E An error occurred while processing an operation. The entity profile for the operation cannot be resolved. The result of evaluating the *entity\_type* entity for the *entity\_exp* expression is null.**

**Explanation:** The value for the Entity or the Expression fields contains an error.

**Programmer response:** Locate the workflow definition and correct the operation node definition.

**CTGIMA422E The target entity is null for the *operation\_name* operation.**

**Explanation:** The Relevant Data field value associated with the operation is null or the expression provided in the Expression field is null. These fields are located on the Properties: Operation Node page.

**Programmer response:** Review the customized workflow definition and make certain there is an Entity listed in the relevant data.

**CTGIMA423E The *data\_type* data type for the *operation\_name* operation is not valid.**

**Explanation:** An operation that requires an Entity, as input data, is being called without a valid Entity. The system cannot continue without the proper relevant data. Only account and person data types are expected.

**Programmer response:** Review the customized workflow definition and make certain the correct type of Entity is listed in the relevant data or returned by

the associated expression. Review the Expression field.

---

**CTGIMA424E** The *operation\_type* operation is not valid.

**Explanation:** The operation type for the workflow is not valid. It must be either Static or Non Static.

**Programmer response:** Review the workflow definition to ensure that the type is Static or Non Static.

---

**CTGIMA425E** The workflow process cannot be started because a sub process definition identifier cannot be found.

**Explanation:** The process definition for a sub process could not be located. The execution of the activity has been halted. This is likely an issue with a custom workflow in which an operation defined in it no longer exists in the system.

**Administrator response:** Check the workflow definition to make certain all components of the workflow exists in the system.

---

**CTGIMA426E** There are no valid transitions that can be found for the activity. The workflow processing is stopped.

**Explanation:** There are no valid transitions found for the workflow. For example, if a warning result code is received for an activity and there are transitions for success and failure, this message is issued. The workflow processing is ended and the results are unpredictable.

**Administrator response:** Open the workflow definition and make certain that there are transitions from activities for all conditions.

---

**CTGIMA427E** The activity with the *activity\_design\_id* design ID exceeds the workflow retry count and is ended.

**Explanation:** The maximum number of retries has been attempted. This may be the result of a coding error in the activity definition.

**Administrator response:** Review the activity definition created in the workflow designer for coding errors. You can also increase the number of attempts by updating the `enrole.workflow.maxretry` property in the `enRole.properties` file.

---

**CTGIMA428E** The *process\_id* process has stopped.  
**Error:** *error\_text*

**Explanation:** The process has been terminated because of a failure during the execution of the workflow.

**Administrator response:** Examine the reason for clues to the problem with the workflow. Review the IBM Security Privileged Identity Manager log files for

additional information about the error.

---

**CTGIMA429W** A message has been received for the *activity\_id* activity, which has already completed processing.

**Explanation:** A request to process the activity was made after the activity had completed. This message occurs when a process or activity has been stopped intentionally and does not indicate a problem.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA430W** A log entry in database cannot be created for auditing the *process\_id* process.

**Explanation:** An error occurred creating an audit record in the database for the process. The process will continue, but an audit log is not created. The error might be an intermittent database problem.

**Administrator response:** Verify that the connection to the database server is available.

---

**CTGIMA431W** The activity identifier is already started for the following process. The request to restart the process is ignored.  
**Process:** *process\_id* **Activity:** *activity\_id*

**Explanation:** A request to start an activity that is already started occurred. The system recognized that the activity is already running and continue normal operation.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA432W** An error occurred while processing an activity. The activity will be processed again. The current retry count is *current\_retry\_count* out of *max\_retry\_count*. **Activity:** *activity\_id*  
**Process:** *process\_id*

**Explanation:** An error occurred during processing while processing an activity. The activity will be started again. This message can occur as normal processing.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA433W** An processing for the *process\_id* process with *root\_process\_id* root process ID for the *activity\_id* is interrupted.

**Explanation:** The root process detected a sub process that has been aborted.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Also, review the completed request information for the process.

---

**CTGIMA434E** A missing entity exception occurred in the *process\_id* process for the *activity\_id* activity and *root\_process\_id* root process. You might need to manually end the process. The following error occurred. **Exception:** *exception\_text* **Cause:** *root\_cause*

**Explanation:** An earlier error occurred that was not reported. The error has been detected during a later processing and is impacting this processing. The error is probably a system error that caused the workflow processing to retry the operation processing when detected. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA435E** An entity service error occurred in the *process\_id* process for the *activity\_id* activity and *root\_process\_id* root process. You might need to manually end the process. The following error occurred. **Exception:** *exception\_text* **Cause:** *root\_cause*

**Explanation:** An earlier error occurred that was not reported. The error has been detected during a later processing and is impacting this processing. The error is probably a system error that caused the workflow processing to retry the operation processing when detected. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA436E** An assertion failure occurred in the *process\_id* process for *activity\_id* activity and *root\_process\_id* root process. You might need to manually end the process. The following error occurred. **Exception:** *exception\_text* **Cause:** *root\_cause*

**Explanation:** An earlier error occurred that was not reported. The error has been detected during a later processing and is impacting this processing. The error is probably a system error that caused the workflow processing to retry the operation processing when detected. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA438W** An audit cannot be completed on the *activity\_id* activity. The audit activity data contains a null name.

**Explanation:** The data to be audited is missing a valid ID or name.

**Administrator response:** Review the workflow design, which contains the specified activity ID. Ensure that the relevant data definitions contain IDs and names.

This message is not expected in production environments. If this message is logged verify the workflow definition associated with the activity to make sure it has a correct definition.

---

**CTGIMA440E** The *activity\_name* activity for the *workflow\_name* workflow could not be saved because it is locked by *lock\_owner\_name*.

**Explanation:** A workflow activity can only be saved if it is not locked, or if it is locked by the user attempting to save the workflow activity.

**Administrator response:** Contact the system administrator or the lock owner to remove the lock, and try the operation again.

---

**CTGIMA441E** The *activity\_name* activity for the *workflow\_name* workflow could not be saved because it expects *expected\_parameter\_size* workflow parameters, but *received\_parameter\_size* workflow parameters were specified.

**Explanation:** An incorrect number of workflow parameters were specified while saving the workflow activity. The activity is defined to expect a number of workflow parameters based on a configuration value. The number of workflow parameters that were specified did not match the value defined.

**Administrator response:** Ensure that the correct number of workflow parameters are specified when saving the activity.

---

**CTGIMA442E** The *activity\_name* activity for the *workflow\_name* workflow could not be saved because it expects the *parameter\_name* parameter to be of type *expected\_type*, but a value of type *received\_type* was specified.

**Explanation:** An incorrect type for the specified workflow parameter was provided while saving the workflow activity. The activity is defined to expect a type of parameter based on a configuration value. The type of workflow parameter that was specified did not match the type defined.

**Administrator response:** Ensure that the correct

workflow parameter types are specified when saving the activity.

---

**CTGIMA460E A process definition cannot be created for a Compliance Alert because the definition is not valid.**

**Explanation:** The Compliance Alert process definition cannot be created based on the provided input.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA461E The Compliance Alert process definition cannot be parsed because it is not valid.**

**Explanation:** The system was unable to parse the process definition representing the Compliance Alert activity. There is an error in the process definition as stored in the directory.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA462E The *callback\_id* callback already exists.**

**Explanation:** An internal processing error occurred causing an internal random generated identifier to be generated again.

**Administrator response:** Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMA500E The user is not an owner of the *work\_item* to-do list item.**

**Explanation:** To process a to-do list item a user must be an owner of the to-do list item. The activity assignment is determined when the to-do list item is defined in the system.

**Administrator response:** Insure that the user is an owner of the to-do list item.

---

**CTGIMA502E The *activity\_id* activity cannot be found.**

**Explanation:** There is a problem in the system retrieving the activity for the given identifier. This problem can also occur if the given identifier is not valid.

**Administrator response:** Make sure the activity is defined in the system and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMA503E The *process\_id* process cannot be found.**

**Explanation:** While retrieving the process from the system a problem occurred.

**Administrator response:** Try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMA504E The *user\_name* user is not authorized to retrieve the *process\_id* process.**

**Explanation:** The user is not authorized to perform this action. Contact the system administrator.

**Administrator response:** Make sure the user is authorized to perform the action.

---

**CTGIMA505E Select either Submitted By or Submitted For to continue the search.**

---

**CTGIMA506E The to-do list items cannot be forwarded as a group. Each one must be forward individually.**

**Explanation:** Only to-do list items having the same owner group can be forwarded in a group.

**Administrator response:** Forward each item separately.

---

**CTGIMA507E There is no user select to send the to-do list item.**

**Explanation:** The to-do list item cannot be forward because no users have been selected to send the item.

**Administrator response:** Select a user to forward the to-do list item.

---

**CTGIMA508E The to-do list item cannot be forwarded. It does not contain a person to forward the item.**

**Explanation:** The to-do list item cannot be forward because it does not have any owners associated with it.

**Administrator response:** Assign an owner to the item before forwarding it.

---

**CTGIMA510E An assignment did not save because it is not a packaged approval assignment.**

**Explanation:** An attempt to save an assignment did not complete because it is not a packaged approval assignment. Saving is only supported for packaged approval assignments.

**Administrator response:** Ensure that saving is only

attempted for packaged approval assignments.

---

**CTGIMA511E** The impact for an assignment could not be assessed because the assignment is not a packaged approval assignment.

**Explanation:** An attempt was made to determine the impact an assignment would have upon completion. The determination could not be made because the assignment is not a packaged approval assignment. Determining the impact of an assignment upon completion is only supported for packaged approval assignments.

**Administrator response:** Ensure that determining the impact is only attempted for packaged approval assignments.

---

**CTGIMA512E** An assignment did not save because the specified assignment parameters do not match, or are not a subset of, the parameters defined for the assignment.

**Explanation:** The assignment parameters that were specified while attempting to save an assignment did not match those defined for the assignment. When saving an assignment, the number of assignment parameters and type of each must match the assignment parameters defined for the assignment. Additionally, if a packaged approval document parameter is specified, its contents must be the same, or a subset of, the contents of the input packaged approval document parameter received by the assignment.

**Administrator response:** Ensure that assignment parameters match those defined for the assignment.

---

**CTGIMA513E** The impact for an assignment could not be determined because the specified assignment parameters do not match, or are not a subset of, the parameters defined for the assignment.

**Explanation:** The assignment parameters that were specified while attempting to determine the impact for an assignment did not match those defined for the assignment. When determining the impact for an assignment upon completion, the number of assignment parameters and type of each must match the assignment parameters defined for the assignment. Additionally, if a packaged approval document parameter is specified, its contents must be the same, or a subset of, the contents of the input packaged approval document parameters received by the assignment.

**Administrator response:** Ensure that assignment parameters match those defined for the assignment.

---

**CTGIMA514E** The group *group\_value* could not be found during user recertification impact analysis for account *account\_name*.

**Explanation:** The specified group cannot be found in the directory server. The group might have been removed by another user or operation while the impact was being determined. Retry the operation.

**Administrator response:** If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMA600E** The account cannot be created because one or more prerequisite is missing for the *service\_name* service.

**Explanation:** The account cannot be created for the service because a prerequisite account is missing.

**Administrator response:** Check the service instance for the prerequisite. Create the prerequisite account before trying this operation again.

This message is to show that creation of new account failed because the prerequisite account/s defined in service instance could not be found. Check the service instance for the prerequisite. Create the prerequisite account/s before trying this operation again.

---

**CTGIMA605E** The role membership changes cannot be applied.

**Explanation:** An attempt to assign a dynamic role to a person failed. It could be due to various backend processes failed during calculation of dynamic role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

An attempt to assign dynamic role to a person fails. It could be due to various backend processes failed and system error during calculation of dynamic role. It is important to capture trace.log and msg.log to determine the cause of failure.

---

**CTGIMA609E** An error occurred getting the person preferred password for the following services: *service\_list*

**Explanation:** Occurs only when the Synchronize Password feature is turned on. During auto provisioning, there was an error getting the user's preferred password.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the problem. It could be due to problem in generating new password across those different services or data services error when getting the persons preferred password.

Review the log files for abnormality in system log on dataservices and Policy component.

---

**CTGIMA610E** An error occurred while retrieving the person preferred password for the *service\_list* service. There are no accounts to synchronize.

**Explanation:** Occurs only when the Synchronize Password feature is turned on. During auto provisioning, the persons preferred password does not satisfy the list of ordered provisioning.

**Administrator response:** Make sure user has a preferred password that satisfies all his entitled services.

---

**CTGIMA611E** An error occurred while evaluating account compliance for the following account. Account ID: *account\_uid* Service: *service* Person: *person* Message: *message\_text*

**Explanation:** Some errors occurred during policy evaluation to determine existing account's compliance state or to determine provisioning parameter values for new accounts.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA612E** The activity cannot be found while processing a compliance alert for the activity. The process result has been set to warning. Activity: *activity\_id*

**Explanation:** An error occurred while processing a compliance issue for the account. The activity referenced by the activity identifier cannot be found.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA613E** There was a problem encountered while working with compliance alerts for this account. The process result has been set to WARNING.

**Explanation:** An error occurred while processing a compliance issue for the given account. See the trace log for more information on the exact cause of the failure.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMA614E** The account cannot be restore because one or more prerequisite is inactive for the *service\_name* service.

**Explanation:** An attempt to restore an account on a service failed because a prerequisite account is inactive.

**Administrator response:** This happens when the workflow operation for restore account has been modified to use `restoreAccountCheckPreReq`. Check the service instance for the prerequisite. Restore the prerequisite account before trying this operation again.

This message is to show that restoration of account failed because the prerequisite account/s defined in service instance is inactive. Check the service instance for the prerequisite. Restore the prerequisite account/s before trying this operation again.

---

**CTGIMA615E** A prerequisite account cannot be suspended. There are dependant accounts on *service\_name* service.

**Explanation:** An attempt to suspend an account on a service that is a prerequisite for existing accounts on the specified service. All the dependant accounts must be suspended before a prerequisite account can be suspended.

**Administrator response:** This happens when the workflow operation for suspend account has been modified to use `suspendAccountCheckPreReq`. All the dependant accounts must be suspended before a prerequisite account can be suspended. Dependency (prerequisite) is defined at the Manage Service screen.

This message is to show that suspension of account was disallowed because it has other dependant active account(s).

---

**CTGIMA616E** Invalid data input to a workflow activity.

**Explanation:** Invalid or unexpected data is passed into a workflow activity like a workflow extension. For example, an unexpected NULL value or unexpected empty String.

**Administrator response:** This happens when data is corrupted due to other failures in the system or caused by programmatic errors. The programmatic error may be caused by system defect or errors introduced in system customization.

System trace log is required to trouble shoot the problem and find out the root cause of the failure.

---

**CTGIMA617E** The account *account\_uid* cannot be created either because the account is disallowed for the user or one or more attributes are not compliant with provisioning policy.

**Explanation:** The account cannot be created because it



is either disallowed or non-compliant.

**Administrator response:** This happens when the service enforcement is set to Alert but alert notification is disabled for account change. Enable the Alert for account change in the service enforcement configuration will allow the account to be fixed and made to be compliant so that account can be created successfully.

This happens when the service enforcement is set to Alert but alert notification is disabled for account change. Enable the Alert for account change in the service enforcement configuration will allow the account to be fixed and made to be compliant so that account can be created successfully.

---

**CTGIMA618E** The account *account\_uid* cannot be modified because one or more attributes are not compliant with provisioning policy.

**Explanation:** The account cannot be modified because it is non-compliant.

**Administrator response:** This happens when the service enforcement is set to Alert but alert notification is disabled for account change. Enable the Alert for account change in the service enforcement configuration will allow the account to be fixed and made to be compliant so that account can be created successfully.

This happens when the service enforcement is set to Alert but alert notification is disabled for account change. Enable the Alert for account change in the service enforcement configuration will allow the account to be fixed and made to be compliant so that account can be created successfully.

---

**CTGIMA619W** There are no recertification targets for *user\_name* under the scope of this recertification policy.

**Explanation:** The specified user does not have any recertification targets under the scope of the recertification policy being processed. For example, the user might only have automatically provisioned accounts or mandatory groups that match the scope of the policy. In this case, the recertification is skipped for the specified user.

---

**CTGIMA620E** One or more required fields *required\_fields* are either missing or invalid.

**Explanation:** One or more required fields are either missing or invalid. The CSV entry can not be processed.

**Administrator response:** Provide correct values for the required fields.

---

**CTGIMA621E** Number of fields in the entry does not match the number of fields present in the header.

**Explanation:** Number of fields in the entry does not match the number of fields present in the header. The CSV entry can not be processed.

**Administrator response:** Verify fields in entry against those present in the header.

---

**CTGIMA622E** The underlying account *account\_uid* does not exist on the specified service.

**Explanation:** The underlying account does not exist on the specified service. The CSV entry can not be processed.

**Administrator response:** Specify a valid underlying account.

---

**CTGIMA623E** No valid owner is specified for the orphan account *account\_uid*.

**Explanation:** No valid owner is specified for the orphan account. The account can not be adopted. The CSV entry can not be processed.

**Administrator response:** Specify a valid owner that can be used for adopting the account.

---

**CTGIMA624E** The orphan account *account\_uid* could not be adopted.

**Explanation:** Adoption failed for the orphan account. The CSV entry can not be processed.

**Administrator response:** Check the root cause for adoption failure.

---

**CTGIMA625E** Invalid Header Name *headerName* specified in the CSV file.

**Explanation:** The header name specified in the CSV file is invalid. The CSV entry cannot be processed.

**Administrator response:** Provide correct values for the Header Names in CSV file.

---

**CTGIMA626E** Header Name specified in the CSV file is blank.

**Explanation:** Header Name specified in the CSV file is blank. The CSV entry can not be processed.

**Administrator response:** Provide correct values for the Header Names in the CSV file.

---

**CTGIMA627E Duplicate Header Names** *headerName* specified in the CSV file.

**Explanation:** Duplicate Header Names specified in the CSV file. The CSV entry cannot be processed.

**Administrator response:** Provide correct values for the Header Names in the CSV file.

---

**CTGIMA628E Required Header** *headerName* are not present in the CSV file.

**Explanation:** The required header is not present in the CSV file. The CSV entry cannot be processed.

**Administrator response:** Provide required values for the Header Names in the CSV file.

---

**CTGIMA629E Root organizations are not the same.**

**Explanation:** The root organization for the service as well as the specified owner are not same.

**Administrator response:** Provide the valid owner that resides under the same root organization as that of the service.

---

**CTGIMA630E Root organizations are not the same.**

**Explanation:** The root organization for the service as well as the specified business unit are not same.

**Administrator response:** Provide the valid business unit that resides under the same root organization as that of the service.

---

**CTGIMA631E ACCOUNT\_UID does not exist under the provided PDN/URI values of services.**

**Explanation:** ACCOUNT\_UID does not exist under the provided PDN/URI values of services.

**Administrator response:** Provide the valid ACCOUNT\_UID which is present under the provided PDN/URI values of services.

---

**CTGIMA632E None of the specified groups exists for the given service.***Invalidvalue*

**Explanation:** None of the specified groups exists for the given service.GROUP\_UID is invalid.

**Administrator response:** Provide the valid GROUP\_UID which is present under the provided PDN/URI values of services.

---

**CTGIMA633E The OWNER\_PDN value does not resolve to any person.**

**Explanation:** The OWNER\_PDN value does not resolve to any person.

**Administrator response:** Provide the valid

OWNER\_PDN value which has persons present under it.

---

**CTGIMA634E The specified PDN value for the attribute** *PDN\_value* does not resolve to any organizational containers .

**Explanation:** The specified PDN value does not resolve to any organizational containers .

**Administrator response:** Specify a valid PDN value that resolve to one or more organizational containers .

---

**CTGIMA635E The syntax for the specified** *PDN\_value* value is incorrect.

**Explanation:** The specified PDN value has wrong syntax.

**Administrator response:** Specify a valid PDN value that have correct syntax.

---

**CTGIMA636E The specified SERVICE\_PDN does not resolve to any services for the given attribute**

**Explanation:** The specified SERVICE\_PDN does not resolve to any services for the given attribute

**Administrator response:** Specify a valid service attribute value which is present on services under given PDN.

---

**CTGIMA637E The specified SERVICE\_PDN does not resolve to any services for the given attribute** *attribute\_value* and/or for the given SERVICE\_TYPE value *service\_type*

**Explanation:** The specified SERVICE\_PDN does not resolve to any services for the given attribute and/or for the given SERVICE\_TYPE value

**Administrator response:** Specify a valid attribute value and/or SERVICE\_TYPE value.

---

**CTGIMA638E There are no services for the specified SERVICE\_ORG\_CONT\_URI for the given service type.**

**Explanation:** There are no services for the specified SERVICE\_ORG\_CONT\_URI for the given service type.

**Administrator response:** Specify a valid SERVICE\_ORG\_CONT\_URI and service type.

---

**CTGIMA639E There are no services for the specified SERVICE\_ORG\_CONT\_PDN for the given service type**

**Explanation:** There are no services for the specified SERVICE\_ORG\_CONT\_PDN for the given service type

**Administrator response:** Specify a valid

SERVICE\_ORG\_CONT\_PDN and service type.

---

**CTGIMA640E** The specified POOL\_PDN does not resolve to any pools for the given attribute

**Explanation:** The specified POOL\_PDN does not resolve to any pools for the given attribute

**Administrator response:** Specify a valid pool attribute value which is present on pools under given PDN.

---

**CTGIMA641E** Specified account is suspended. Account cannot be added to the vault.

**Explanation:** The specified account is suspended while being adopted. The Ownership type specified in CSV entry is not allowed by the provisioning policy on the service on which this account is requested.

---

**CTGIMA642E** The ownership type specified in CSV entry is not valid.

**Explanation:** The ownership type specified in CSV entry is not valid.

---

**CTGIMA643E** The ownership type specified in CSV entry cannot be set to individual for accounts already present in vault.

**Explanation:** The ownership type specified in CSV entry cannot be set to individual for accounts already present in vault.

---

**CTGIMA644E** The value for ownership type cannot be blank if the owners are specified.

**Explanation:** The value for ownership type cannot be blank if the owners are specified.

---

**CTGIMA645E** The value specified for CONNECT\_SERVICE\_PDN is invalid for credential *accountID*.

**Explanation:** Multiple accounts were found or no account was found for the value specified for CONNECT\_SERVICE\_PDN. The CVS entry failed. The credential is either not added to the credential vault or not connected to the account.

---

**CTGIMA646E** The credential *accountID* which you try to disconnect does not exist.

**Explanation:** The credential must exist if the DISCONNECT column is set to true.

---

**CTGIMA647E** License metrics cannot be gathered.

**Explanation:** The license metrics could not be gathered because an error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for more information about the error.

---

**CTGIMA648E** Invalid header name *headerName* at line *lineNumber* specified in the CSV file.

**Explanation:** The header name specified in the CSV file is invalid. The CSV entry cannot be processed.

**Administrator response:** Provide correct values for the Header Names in CSV file.

---

**CTGIMA700E** The workflow definition is not saved. The following error occurred. Error: *error\_text*

**Explanation:** One or more syntax errors in the XTTL have been detected while saving the workflow definition.

**Administrator response:** Review message CTGIMA701 for the location of the syntax errors.

This message is generated because of an XTTL error in one of the fields containing XTTL in the Workflow Designer. XTTL is an XML language and the contents of these fields need to conform to XML and XTTL standards. See the IBM Security Privileged Identity Manager InfoCenter for more information on XTTL.

---

**CTGIMA701E** An error occurred in the *activity* activity for the *field* field located at line *line* and column: *column*. The parser returned the following error. Error: *error\_text*

**Explanation:** The XTTL parser detected a syntax error in either the Subject, Text Message Body, XHTML Message Body, or Action Text fields within the Workflow Designer. This message provides the details for the error reported by message CTGIMA701E.

---

**CTGIMA702E** The workflow definition cannot be saved. The *definition\_name* workflow definition cannot be found on the server.

**Explanation:** There was a problem validating the XTTL because the server was expecting an activity definition and a null activity was detected. This is an internal processing error.

**Administrator response:** Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

## CTGIMA703E • CTGIMA712E

This is an error condition that is not expected to occur but if it has, it indicates that in the process definition the list of activities had one entry set to null.

---

### CTGIMA703E The configuration in the directory server for the *tenant\_name* tenant cannot be found.

**Explanation:** A problem occurred while retrieving data from the directory server.

**User response:** Try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

### CTGIMA704E Communication with the directory server cannot be established.

**Explanation:** The system was unable to contact the directory server because of network problems or the directory server is not available.

**Administrator response:** Verify that the directory server is up and can be reached from the IBM Security Privileged Identity Manager server. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

### CTGIMA705E The workflow definition cannot be parsed.

**Explanation:** The system was unable to parse the workflow definition file representing the activities defined in the Workflow Designer.

**Administrator response:** Check the workflow definition for syntax errors. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

### CTGIMA706E The workflow definition cannot be found.

**Explanation:** The workflow definition was not found on the server.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

### CTGIMA707W One or more of the selected workflow definition cannot be deleted. Check that you have authority to access the definitions.

**Explanation:** You do not have access to one or more of the selected workflow definitions to be deleted.

Processing continues with the workflow definitions that you have access.

**User response:** Contact your administrator to obtain access to the desired workflow designs.

---

### CTGIMA708W The workflow definition referenced by provisioning policies cannot be deleted.

**Explanation:** You have attempted to delete a workflow definition, which is currently referenced by a provisioning policy. The workflow cannot be deleted.

**User response:** Remove the workflow definition from the provisioning policy and then delete it.

---

### CTGIMA709E The selection of workflow definition names to be renamed is not correct. Select only one definition name.

**Explanation:** To rename a workflow definition name only one name must be selected. This message is a result of either no name or more than one name was selected.

**Administrator response:** Select only one entry and click Rename.

---

### CTGIMA710E The workflow definition name already exists. Type another name for the workflow.

**Explanation:** The same name cannot be used for multiple workflow definition names.

**Administrator response:** Specify another name for the workflow definition name.

---

### CTGIMA711W The workflow is currently being used. Your request cannot be processed now. Try again later.

**Explanation:** The request for the workflow cannot be processed until the current workflow processing is complete.

**Administrator response:** Try the request again.

---

### CTGIMA712E The workflow definition with the name *definition\_name* cannot be deleted because it is referenced by a provisioning policy.

**Explanation:** You have attempted to delete a workflow definition, which is currently referenced by a provisioning policy. The workflow cannot be deleted.

**Administrator response:** Remove the workflow definition from the provisioning policy and then delete it.

---

**CTGIMA714E** The workflow definition with the name *definition\_name* cannot be deleted because it is referenced by an access.

**Explanation:** You have attempted to delete a workflow definition, which is currently referenced by an access. The workflow cannot be deleted.

**Administrator response:** Remove the workflow definition from the access and then delete it.

---

**CTGIMA716E** You must specify at least one of the required headers in the CSV file. The required headers are: *headerName*.

**Explanation:** You must specify at least one of the required headers in the CSV file. The CSV entry can not be processed.

**Administrator response:** Provide required values for the Header Names in CSV.

---

**CTGIMA717E** You must specify SERVICE\_TYPE if you specified SERVICE\_ORG\_CONT\_URI or SERVICE\_ORG\_CONT\_PDN.

**Explanation:** You must specify SERVICE\_TYPE if you specified SERVICE\_ORG\_CONT\_URI or SERVICE\_ORG\_CONT\_PDN. The CSV entry cannot be processed.

**Administrator response:** Provide all required values for the Header Names in CSV.

---

**CTGIMA718E** You must specify SERVICE\_URI or SERVICE\_PDN because POOL\_PDN is not specified in the CSV.

**Explanation:** You must specify SERVICE\_URI or SERVICE\_PDN because POOL\_PDN is not specified in the CSV. The CSV entry can not be processed.

**Administrator response:** Provide required values for the Header Names in CSV.

---

**CTGIMA719E** You must specify SERVICE\_URI or SERVICE\_PDN because POOL\_PDN is not specified in the CSV entry.

**Explanation:** You must specify SERVICE\_URI or SERVICE\_PDN because POOL\_PDN is not specified in the CSV entry. The CSV entry cannot be processed.

**Administrator response:** Provide required values for the Headers in the CSV file.

---

**CTGIMA720E** You must specify GROUP\_UID because POOL\_PDN is not specified in the CSV entry.

**Explanation:** You must specify GROUP\_UID because

POOL\_PDN is not specified in the CSV entry. The CSV entry can not be processed.

**Administrator response:** Provide required values for the Headers in the CSV file.

---

**CTGIMA721E** The adapter information for the identity provider type cannot be loaded.

**Explanation:** The metadata of identity providers has to be generated for bulk upload. The sever failed to generate the metadata either because the connection to LDAP is interrupted or the adapter is not properly imported.

**User response:** Check the database connection and the adapter.

---

**CTGIMA722E** Multiple objects are found for {0} in the server by the pseudo DN specified.

**Explanation:** A pseudo DN which can uniquely identify an object is expected, but multiple objects are found in the server by the pseudo DN specified.

**User response:** Provide a pseudo DN which can uniquely identify an object.

---

**CTGIMA723E** Connection to the identity provider failed.

**Explanation:** A connection test is required before the identity provider can be created. However, the identity provider cannot be reached.

**User response:** Verify the specified information of the identity provider.



---

## Chapter 3. Lifecycle management messages

These messages contain information about lifecycle management. They are identified by the letter B.

---

### CTGIMB100E The *ejb\_name* Enterprise JavaBeans (EJB) is missing.

**Explanation:** The specified Enterprise JavaBeans (EJB) cannot be found in the directory or the EJB is not configured correctly.

**Administrator response:** Ensure that the specified EJB name is configured correctly and that the directory server is running and operating correctly. Verify there are no network outages.

The EJB required by the `com.ibm.itim.orchestration.lifecycle` lifecycle rule code could not be located. The EJB is needed to process the lifecycle rule. Either the EJB name was not configured correctly or it cannot be accessed because the directory is unavailable. Review the IBM Security Privileged Identity Manager log file (`trace.log`) for any exceptions that might have been produced.

---

### CTGIMB110E An error occurred processing a partition request for a life cycle rule.

**Explanation:** Lifecycle rule processing is divided into partition. Each partition is processed separately, an error occurred processing one of the partitions. Processing of the lifecycle rule is stopped.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Entities returned by the lifecycle rule processing have been partitioned. Records for each partition are stored in the database. The lifecycle operation to be performed is processed for each partition. An error occurred processing a partition for a lifecycle rule. Review the IBM Security Identity Manager log and trace files for additional information. Look for error such as database access problems and Java Message Service (JMS) queues failures.

---

### CTGIMB120E An error occurred starting the *operation\_name* life cycle rule operation.

**Explanation:** An internal error occurred during orchestration of a life cycle rule operation.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An exception occurred during processing of the life cycle rule operation. The error was detected by the orchestration module. Check the IBM Security Privileged Identity Manager log file (`trace.log`) for the specific exception.

---

### CTGIMB130E The *profile\_name* profile cannot be found for the life cycle rule.

**Explanation:** The system cannot find the profile that is associated with the life cycle rule being processed.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the life cycle rule that is associated with the retrieved message. The message contained a profile name as a reference to the life cycle rule.

---

### CTGIMB140E The *category\_name* category cannot be found for life cycle rule.

**Explanation:** The system cannot find the category that is associated with the life cycle rule. A category name is one of the references that is associated with a life cycle rule. The category name is used by internal processing to reference a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the lifecycle rule associated with the retrieved message. The message contained a category name as a reference to the life cycle rule.

---

### CTGIMB150E The *rule\_name* life cycle rule cannot be found for a retrieved message. Both the profile and category was used to locate the life cycle rule.

**Explanation:** The lookup for the life cycle rule category failed. A category name is one of the references associated with a life cycle rule. The category name is used by internal processing to reference a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional

information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the life cycle rule associated with the retrieved message. The life cycle rule could not be located using either the profile or category references.

---

**CTGIMB151E** The *rule\_id* life cycle rule cannot be found in category *category\_name*.

**Explanation:** The lookup for the life cycle rule for the specified category failed. A category name is one of the references associated with a life cycle rule. The category name is used by internal processing to reference a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the life cycle rule associated with the retrieved message. The life cycle rule could not be located using the category reference.

---

**CTGIMB152E** The *rule\_id* life cycle rule cannot be found in profile *profile\_name*.

**Explanation:** The lookup for the life cycle rule for the specified profile failed. A profile name is one of the references associated with a life cycle rule. The profile name is used by internal processing to reference a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the life cycle rule associated with the retrieved message. The life cycle rule could not be located using the profile reference.

---

**CTGIMB153E** The *rule\_id* life cycle rule cannot be found in recertification policy *policyDN*.

**Explanation:** The lookup for the life cycle rule for the specified recertification policy DN failed. A recertification policy DN is one of the references associated with a life cycle rule. The DN is used by internal processing to reference a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the life cycle rule associated with the retrieved message. The life cycle rule could not be located using the recertification policy DN reference.

---

**CTGIMB154E** The *policyDN* recertification policy cannot be found for the life cycle rule.

**Explanation:** The system cannot find the recertification policy that is associated with the life cycle rule. A recertification policy DN is one of the references that is associated with a life cycle rule. The recertification policy DN is used by internal processing to reference a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the lifecycle rule associated with the retrieved message. The message contained a recertification policy DN as a reference to the life cycle rule.

---

**CTGIMB155E** The *rule\_name* life cycle rule cannot be found for a retrieved message. The lifecycle rule message was invalid due to the fact that it did not contain a type.

**Explanation:** The lookup for the life cycle rule failed as there was no type in the message object. The type is used by internal processing to reference a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle event handler uses references to look up the life cycle rule associated with the retrieved message. The life cycle rule message object was invalid as it did not contain a type.

---

**CTGIMB160E** An error occurred processing the *lifecycle\_rule\_name* global life cycle rule.

**Explanation:** Life cycle rule processing attempted to orchestrate a global operation but an error occurred.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An error was detected by the orchestration module while processing a global operation. Review the IBM Security Privileged Identity Manager log file (trace.log) for the specific exception produced.

---

**CTGIMB180E** An error occurred while accessing data in life cycle rule database table.

**Explanation:** A request to retrieve or insert data in the life cycle rule database table failed. Life cycle rule data is stored in database tables. An error occurred accessing the table.



**Administrator response:** Ensure that the database server is available. Ensure that there are no network outages. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

A database SQLException occurred because either a SELECT, INSERT or DELETE in the database of a life cycle rule failed. Review the Tivoli log file (trace.log) for the exception and additional details.

---

**CTGIMB190W** An error occurred while retrieving the *property\_name* life cycle rule property for the *property\_file\_name* property file.

**Explanation:** The specified property was not retrieved from the property file. The default value for the property will be used. Either the property file could not be opened or the key was misspelled.

**Administrator response:** Ensure that your life cycle rule values are specified correctly in the property file.

---

**CTGIMB200W** An error occurred while retrieving the *property\_name* life cycle rule property from the *property\_file\_name* property file. The data found did not match the type of data expected. The data was expected to be an integer data type.

**Explanation:** The data that was retrieved for the property was not an integer as expected. The default value for the property will be used.

**Administrator response:** Ensure that the value for the property is specified correctly in the property file. Ensure that the value specified is an integer data type.

---

**CTGIMB230E** An error occurred while evaluating the *filter\_data* filter for a life cycle rule.

**Explanation:** The processing of a lifecycle rule filter did not complete because an error occurred.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An exception was thrown during filter evaluation, or the evaluation method returned a null value as the search results object, which should not happen. Check the log file (trace.log) for details on any exception that occurred.

---

**CTGIMB240E** An error occurred while creating a schedule for the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred when creating the schedule for the life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An exception occurred when scheduling a life cycle rule. Check the log file (trace.log) for details on any exception that was thrown.

---

**CTGIMB250E** The *lifecycle\_rule\_name* life cycle rule cannot be processed because there is no associated schedule.

**Explanation:** A schedule for a life cycle rule must exist for it to be created or modified.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The life cycle rule should not have been accepted by the user interface without a schedule. Review the exceptions in the log file (trace.log). Review the life cycle rule user interface code for errors in processing the schedule.

---

**CTGIMB260E** An error occurred while adding the *lifecycle\_rule\_name* life cycle rule to the profile.

**Explanation:** An internal system error occurred when adding the life cycle rule to the profile.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to add the lifecycle rule to the profile failed. Review the log file (trace.log) for the exception received and details about the processing before the exception was received.

---

**CTGIMB270E** An error occurred while updating the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred when updating the life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to update a life cycle rule in the profile failed. Review the log file (trace.log) for the exception received and details about the processing before the exception was received.

---

**CTGIMB280E** An error occurred while updating the schedule for *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred while updating the schedule for the life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to update the schedule for a life cycle rule failed. Review the log file (trace.log) for the exception received and details about the processing before the exception was received.

---

**CTGIMB290E** An error occurred while deleting the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred while deleting a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to delete a life cycle rule failed. Review the log file (trace.log) for the exception received and details about the processing before the exception was received.

---

**CTGIMB300E** An error occurred while deleting the schedule for the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred while deleting the schedule for the life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to delete a schedule for a life cycle rule failed. Review the log file (trace.log) for the exception received and details about the processing before the exception was received.

---

**CTGIMB310E** An error occurred while creating the message to evaluate the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An error occurred while creating the message that is used to evaluate the life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Life cycle rules are evaluated asynchronously when the user clicks the Evaluate button by creating a message object and queuing it on a JMS queue. Creation of this

message object failed. Review the IBM Security Privileged Identity Manager log file (trace.log) for details about any exceptions that have occurred.

---

**CTGIMB320E** An error occurred while evaluating the *filter\_data* filter for the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred while evaluating the life cycle rule filter.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An exception occurred while evaluating a filter for a lifecycle rule. Check the IBM Security Identity Manager log file (trace.log) for details about the exception.

---

**CTGIMB321E** The life cycle rule filter is not valid. Check the filter syntax and try again.

**Explanation:** The filter syntax is incorrect.

**Administrator response:** Correct the syntax error and try again.

Review the IBM Security Privileged Identity Manager log file (trace.log) for details about the exception.

---

**CTGIMB500E** The operation *operation\_name* cannot be removed because of dependency on the following life cycle rules: *life\_cycle\_rules*

**Explanation:** The operation cannot be removed until there are no life cycle rules that reference it.

**Administrator response:** Remove the dependency from lifecycle rule and try again.

---

**CTGIMB501E** The *operation\_name* operation cannot be removed because the system is unable to verify if there are any life cycle rule dependencies associated with the operation.

**Explanation:** An error occurred when the system attempted to verify if there are any life cycle rule dependencies for the operation.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An exception was thrown during dependency check for this operation removal. Review the log file (trace.log) for details about the exception.

---

---

**CTGIMB502E** The *profile\_name* profile cannot be found.

**Explanation:** The system was unable to find the profile selected.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated when a profile is needed for processing a life cycle rule request. Review the log file (trace.log) for the profile name logged.

---

**CTGIMB503E** The *category\_name* category cannot be found.

**Explanation:** The system cannot find the selected category.

**Administrator response:** An internal system error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated when a category is needed for processing a life cycle rule request. Review the log file (trace.log) for the category name logged.

---

**CTGIMB504E** The life cycle rule with the *lifecycle\_rule\_id* ID cannot be removed.

**Explanation:** An internal error occurred removing the life cycle rule.

**Administrator response:** An internal processing error occurred, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated when there is an exception in removing of lifecycle rule. Review the log file (trace.log) for the exception trace and the root cause of the error.

---

**CTGIMB505E** All the selected life cycle rules cannot be evaluated. The life cycle rule with the *rule\_ids* ID cannot be evaluated.

**Explanation:** An internal system error occurred evaluating all the selected life cycle rules.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated when there is an exception in one or more lifecycle rule in a multi-evaluation request. Check the trace.log for the exception trace and the root cause of this error.

---

**CTGIMB506E** An error occurred while looking up the life cycle rule list.

**Explanation:** An internal system error occurred looking up the life cycle rule list.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Received either the RemoteException, CreationException, or NamingException while locating the life cycle rule list. Review the log file (trace.log) for the exception and the root cause of this error.

---

**CTGIMB507E** An error occurred while adding the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred adding the life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated from webclient tier when there is an exception adding a lifecycle rule. Check the log file (trace.log) for the exception trace and the root cause of this error.

---

**CTGIMB508E** An error occurred while modifying the *lifecycle\_rule\_name* life cycle rule.

**Explanation:** An internal system error occurred modifying the life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated from webclient tier when there is an exception modifying a lifecycle rule. Check the log file (trace.log) for the exception trace and the root cause of this error.

---

**CTGIMB509E** An error occurred while deleting the lifecycle rules associated with the *category\_name* category or *profile\_name* profile.

**Explanation:** A system error occurred deleting a life cycle rule.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated from webclient tier when there is a RemoteException deleting a lifecycle rule.

Review the log file (trace.log) for the exception and the root cause of this error.

---

**CTGIMB510E An error occurred while submitting a life cycle rule for evaluation.**

**Explanation:** The system is unable to evaluate the lifecycle rule due to an exception that occurred.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

A RemoteException occurred when the webclient tier attempted to evaluate a life cycle rule. Review the log file (trace.log) for the exception and the root cause of this error.

---

**CTGIMB511E An error occurred while looking up the operations for the life cycle rule associated with the *category\_name* category or *profile\_name* profile.**

**Explanation:** A system error occurred while looking up the operations for the life cycle rule.

**Administrator response:** An internal processing error occurred, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An exception occurred while the webclient tier attempted to look up an operation defined on the General tab associated with the the life rule. Review the log file (trace.log) for the exception and root cause of the error.

---

**CTGIMB512E An error occurred while looking up the life cycle rule.**

**Explanation:** The system is unable to look up the selected lifecycle rule due to an exception that occurred.

**Administrator response:** An internal processing error occurred, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated from webclient tier when there is an exception looking up the selected lifecycle rule. Check the trace.log for exception trace and the root cause of this error.

---

**CTGIMB513E The selected operation does not exist in this entity .**

**Explanation:** The system is unable to locate the selected operation. This operation might reside in the entity-type location.

**Administrator response:** Make sure the selected operation exist in the entity.

This message is generated from EntityManagerBean removeOperation(). The operation selected is not found in the selected profile.

---

**CTGIMB514E The selected operation cannot be removed because it is a system operation.**

**Explanation:** Removal of a system operation is not allowed by the system.

**Administrator response:** Do not remove the operation.

---

**CTGIMB515E The workflow definition associated with the operation cannot be removed.**

**Explanation:** The system is unable to remove the workflow definition of the operation due to an internal error.

**Administrator response:** An internal processing error occurred, Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated from EntityManagerBean removeWFDesign() from removeOperation(). Check the trace.log for exception trace and the root cause of this error.

---

**CTGIMB516E An internal error occurred while removing the workflow definition for the operation. The definition is not removed.**

**Explanation:** The system is unable to remove the workflow definition of the operation because of an internal error.

**Administrator response:** An internal processing error occurred, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated from EntityManagerBean getWfDesignerManager(). The system is unable to create/locate WfDesignerManagerBean EJB. Check the trace.log for exception trace and the root cause of this error.

---

**CTGIMB517E An internal processing error occurred while removing the selected operations. The operations cannot be removed.**

**Explanation:** The system is unable to remove the selected operations because of an internal error.

**Administrator response:** An internal processing error occurred, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated from EntityManagerBean removeOperation(). This error might come from a

dataservice exception. Check the trace.log for exception trace and the root cause of this error.

---

**CTGIMB518E** Attribute mapping is invalid due to syntax mismatch or value mismatch for these attributes: *invalid\_mapping\_attributes*

**Explanation:** The attribute mapping defined is not valid because the syntax type of the mapping attribute to the mapped attribute does not match or the value type.

**Administrator response:** Please make sure to map the attributes which match syntax, value wise. Valid value types are single-value to single-value or multi-value to multi-value or single-value to multi-value.

---

**CTGIMB519E** The following mapped attributes *mapped\_attributes* are not part of the schema.

**Explanation:** The attributes that are mapped are not valid, they must be part of the schema for the custom ldap class.

**Administrator response:** Please make sure that mapped attributes are part of the schema for the custom ldap class.

---

**CTGIMB520E** The following new schema attributes *new\_schema\_attributes* are part of the superior class schema.

**Explanation:** The new schema attributes already exists in the superior class attributes.

**Administrator response:** Please make sure to define new schema attributes which are not part of superior class attributes.

---

**CTGIMB521E** The custom ldap class name cannot start with er.

**Explanation:** The custom ldap class name that starts with er is not allowed in ITIM.

**Administrator response:** Please make sure to enter the custom ldap class name that doesn't start with er.

---

**CTGIMB522E** Unable to update schema to the directory for *custom\_class* ldap class *reason*.

**Explanation:** Unsuccessful in updating the schema to the directory server.

**Administrator response:** Please make sure that the schema definitions are valid.

---

**CTGIMB523E** Unable to create default form template for custom ldap class *custom\_ldap\_class*.

**Explanation:** Unsuccessful in creating default form template for the custom ldap class.

**Administrator response:** Please make sure that the schema for custom ldap class is created in the directory server and try again.

---

**CTGIMB524E** Invalid ldap class [*custom\_ldap\_class*] as it is in use for another profile. Please use different LDAP class.

**Explanation:** The selected ldap class for the profile should not already being used for other profile.

**Administrator response:** Please make sure that the ldap class is not used for other profile and does not start with er, then try again.

---

**CTGIMB525E** Cannot specify top for ldap class. Please specify a different LDAP class.

**Explanation:** The use of top for ldap class definition is not allowed.

**Administrator response:** Please make sure to specify a ldap class other than top.

---

**CTGIMB526E** Ldap class [*custom\_ldap\_class*] cannot be same as superior class. Please specify different LDAP class.

**Explanation:** The ldap class specified for ldap class name and superior class name cannot be the same.

**Administrator response:** Please make sure to specify a different custom class for custom class name and superior class name.

---

**CTGIMB527E** Entity with name *entity\_name* already exist. Cannot create entity.

**Explanation:** Entity name should be unique.

**Administrator response:** Change entity name and try again.

---

**CTGIMB528E** Operation with name *operation\_name* already exists.

**Explanation:** Operation name should be unique.

**Administrator response:** Change operation name and try again.



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## Chapter 4. Post office management messages

These messages contain information about post office management. They are identified by the letter C.

---

**CTGIMC100E** The interval value is not valid. Enter a value between *minimum\_value* and *maximum\_value*.

**Explanation:** The value for the collection interval on the Post Office page is not valid. The value for the collection interval must be an integer within the range specified in the message.

**Administrator response:** Change the value for the Collection Interval field, and click Done.

A configuration error occurred for the post office component. A message is written to the log file.

---

**CTGIMC101E** The value in the XHTML Body field exceeds the maximum number of characters. The maximum number of characters for this field is *maximum\_value* characters.

**Explanation:** The value for the XHTML Body field on the Post Office page exceeds the maximum number of characters. The email message defined in this field must not exceed the maximum number of characters that is specified in the message.

**Administrator response:** Reduce the number of characters for the XHTML Body field, and click Done.

A configuration error occurred for the post office component. A message is written to the log file.

---

**CTGIMC102E** The value in the Text Body field has exceed the maximum number of characters. The maximum number of characters for this field is *maximum\_value*.

**Explanation:** The value specified in the Text Body field on the Post Office page exceeds the maximum number of characters. This field must contain fewer characters than the maximum number of characters that is specified in the message.

**Administrator response:** Reduce the number of characters for the Text Body field, and click Done.

A configuration error occurred for the post office component. A message is written to the log file.

---

**CTGIMC103E** The value in the Subject field exceeds the maximum number of characters. The value contained in the Subject field must be less than *maximum\_value* characters.

**Explanation:** The value in the Subject field exceeds the maximum number of characters. This field must contain fewer characters than the maximum number of characters that is specified in the message.

**Administrator response:** Reduce the number of characters for the value in the Subject field, and click Done.

A configuration error occurred for the post office component. A message is written to the log file.

---

**CTGIMC104E** An error occurred while parsing the Subject field value. The value entered for the Subject field contains an incorrect dynamic content tag. The error is located around line *line\_number* and column *column\_number*.

**Explanation:** A dynamic content tag that is located around the specified line and column in the Subject field is not recognized. Check that the syntax is correct for the tag and both the start and end tags are included.

**Administrator response:** Review the specified text for any incorrect coding. Make the necessary corrections, and click Done to submit the form.

A configuration error occurred for the post office component. The value for the Subject field contains an incorrect coding. A message is written to the log file.

---

**CTGIMC105E** An error occurred while parsing the Text Body field value. The value contains an incorrect dynamic content tag. The error is located around line *line\_number* and column *column\_number*.

**Explanation:** A dynamic content tag that is located around the specified line and column in the Text Body field is not recognized. Check that the syntax is correct for the tag and that both the start and end tags are included.

**Administrator response:** Review the specified text for any incorrect coding. Make the necessary corrections, and click Done to submit the form.

A configuration error occurred for the post office component. The value for the Text Body field contains an incorrect coding. A message is written to the log file.

---

**CTGIMC106E** An error occurred while parsing the XHTML Body field value. The value entered for the XHTML Body contains an incorrect dynamic content tag. The error is located around line *line\_number* and column *column\_number*.

**Explanation:** A dynamic content tag that is located around the specified line and column in the XHTML Body field is not recognized. Check that the syntax is correct for the tag and both the start and end tags are included.

**Administrator response:** Review the specified text for any incorrect coding. Make the necessary corrections, and click Done.

A configuration error occurred for the post office component. The value for the XHTML Body field contains an incorrect coding. A message is written to the log file.

---

**CTGIMC107E** An error occurred while parsing the Subject field value. The value in the Subject field contains an incorrect dynamic content tag.

**Explanation:** A tag coded in the Subject is not recognized. Check that the syntax is correct for the tag and both the start and end tag are included.

**Administrator response:** Review the specified text for any incorrect coding. Make the necessary corrections, and click Done.

A configuration error occurred for the post office component. The value for the Subject field contains an incorrect coding. A message is written to the log file.

---

**CTGIMC108E** An error occurred parsing the Text Body field value. The value entered for the Text Body field contains an incorrect dynamic content tag.

**Explanation:** A tag coded in the Text Body field is not recognized. Check that the syntax is correct for the tag and that both the start and end tags are included.

**Administrator response:** Review the specified text for any incorrect coding. Make the necessary corrections, and click Done to submit the form.

A configuration error occurred for the post office component. The value for the Text Body field contains an incorrect coding. A message is written to the log file.

---

**CTGIMC109E** An error occurred while parsing the XHTML body value. There is a JavaScript coding error in the field.

**Explanation:** A syntax error occurred parsing the XHTML Body value of the aggregate message template.

**Administrator response:** Review the specified text for any incorrect coding. Review the log files for additional information about the error. Make the necessary corrections, and click Done to submit the form.

An error occurred when parsing the XHTML Body field for the post office component. A message is written to the log file. Review the log file for additional messages that contain the error type and general location of the error.

---

**CTGIMC110E** An error occurred while retrieving the Post Office configuration data.

**Explanation:** Configuration data specified on the Post Office page cannot be retrieved from the directory server.

**Administrator response:** Verify that the LDAP directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to retrieve the configuration data from the LDAP database for the post office component failed. Review the scheduler code for problems. A message is written to the log file.

---

**CTGIMC111E** An error occurred while storing the Post Office configuration data.

**Explanation:** Configuration data specified on the Post Office page cannot be stored into the directory server.

**Administrator response:** Verify that the LDAP server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt to place the configuration data in the LDAP database for the post office component failed. Review the scheduler code for problems. A message is written to the log file.

---

**CTGIMC112E** An error occurred while retrieving the default properties information for your organization. The configuration data is not saved.

**Explanation:** Information specified about the organization at installation time could not be retrieved from the system properties file. The missing information was specified during installation on the



Default Organization Short Name property. A value for the field was not entered or the data is corrupted.

**Administrator response:** Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman) about updating the system properties file.

An error occurred retrieving configuration data for the post office component. The default organization short name value is missing in the enRole.properties file. The file must be edited and the default name added.

---

**CTGIMC113E** An error occurred while generating the aggregated message. The notification messages were saved for aggregation and will be sent individually. Email address: *email\_address* Topic: *topic\_id*.

**Explanation:** A problem was encountered while executing the aggregation template for the Collection Interval. There could be a problem with the aggregation template as defined on the user interface Post Office Configuration page.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Review the aggregation template defined on the Post Office Configuration page. Use the Test feature on the interface to find the error. Make the necessary corrections to the template. The new template will be used for the next collection interval.

---

**CTGIMC114E** The value for both the Text Body and XHTML Body fields are empty. At least one of these fields must be specified.

**Explanation:** Both the Text Body and XHTML Body fields do not have a value specified. At least one must be specified. The Text Body field is used when sending an aggregated notification message to recipient with both text and Web browser supported. The XHTML body field is used when sending a message to a recipient with Web browser support.

**Administrator response:** From the Post Office page click the Aggregate Message tab and provide a value for one or both of the Text Body and XHTML Body fields.

A configuration error occurred for the post office component. A required value is not specified.

---

**CTGIMC115E** The notification messages aggregation is not available. An error occurred retrieving the aggregation template from the directory server. Notification messages will be sent individually.

**Explanation:** An error occurred while retrieving the

aggregation template from the directory server. The template could not be retrieved causing aggregation of notification messages not to be performed. The messages will be sent individually.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the problem. Check that the aggregation template is configured correctly on the Post Office Configuration pages in the user interface.

---

**CTGIMC200E** The notification message cannot be stored because communication with the IBM Security Identity Manager database is not available.

**Explanation:** An attempt to store a notification message for later delivery did not complete because connection to the database does not exist. The notification message is forwarded to the recipient.

**Administrator response:** Verify that the IBM Security Privileged Identity Manager database is available and there are no other network outages. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An error occurred attempting to place a new record in the database. The IBM Security Identity Manager server could not communicate with the database. Verify that connections between the server and database are configured correctly. A message is written to the log file.

---

**CTGIMC201E** An error occurred establishing communication with the database attempting to store a message. The message is forwarded to the recipient.

**Explanation:** An attempt to store a message for later delivery did not complete because the connection to the database does not exist. The message is forwarded to the recipient.

**Administrator response:** Verify that the IBM Security Privileged Identity Manager database is available and there are no other network outages. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMC202E** An error occurred while storing a notification message to the database for later delivery.

**Explanation:** An attempt to store a notification message into the database cannot be completed because communication with the database is unavailable.

**Administrator response:** Verify that the IBM Security Privileged Identity Manager database is available and there are no other network outages. If the problem

persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The post office interception component cannot access the notification table. A message is written to log file. The notification will not be intercepted.

---

**CTGIMC203E An internal error occurred while creating the message sender.**

**Explanation:** The message sender information needed to send asynchronous message for processing a post office topic cannot be found. There could probably be a problem with the Java Message Service (JMS) queues.

**Administrator response:** Review the application server and IBM Security Privileged Identity Manager log files to determine if any corresponding exceptions occurred. Check if there are problems with the JMS messaging queues. Application server tools can be used to validate that the JMS messaging queues are working correctly. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

A message is written to the log file. The notification will not be intercepted.

---

**CTGIMC204E The message sender could not be found.**

**Explanation:** An internal error occurred aggregating notification messages. An attempt to an asynchronous message to the Java Message Service (JMS) queues failed.

**Administrator response:** Review the application server and IBM Security Privileged Identity Manager log files to determine if any corresponding exceptions occurred. Check if there are problems with JMS messaging queues. Application server tools can be used to validate that the JMS messaging queues are working correctly. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The post office notification component cannot update the topic table for the originator of the message. Investigate for potential problem with the JMS messaging queues or with JNDI lookup of Enterprise JavaBeans (EJB) home for message sender EJB.

---

**CTGIMC205E An internal error occurred while aggregating a set of notification messages. An aggregated message cannot be sent.**

**Explanation:** An internal error occurred while locating all notification messages to aggregate.

**Administrator response:** Verify that the WebSphere Application Server Java Message Service (JMS) queues are working correctly.

The post office notification component cannot update the the JMS queue to complete the aggregation process.

---

**CTGIMC206E An internal error occurred while updating the topic table.**

**Explanation:** An error occurred adding a record into the topic table.

**Administrator response:** Verify that the IBM Security Privileged Identity Manager database is available and there are no other network outages.

An attempt to update the topic table with additional records by the post office component failed.

---

**CTGIMC207E An error occurred while processing a JavaScript tag contained in the aggregate template message. The aggregate notification message is not sent.**

**Explanation:** The aggregated template contained JavaScript that required processing before the aggregated notification message could be sent to the recipient. The call to the FESI Interpreter to process the JavaScript failed. The collected messages will be sent individually.

**Administrator response:** Review the application server and IBM Security Privileged Identity Manager log files for additional information.

The FESI object produced a JSEException while the post office component was trying to construct the interface required to handle the processing of any JavaScript found in the aggregation template. The FESI object must complete successfully to process the stored messages and compose the aggregate message. The post office component processing to aggregate messages at the next interval.

---

**CTGIMC208E An error occurred while processing a IBM Security Privileged Identity Manager dynamic content tag contained in the aggregate template message. The aggregated notification message is not sent.**

**Explanation:** Processing of a IBM Security Privileged Identity Manager dynamic content tags did not complete. An error occurred adding a model extension to the FESI extension necessary for processing the dynamic content tag.

**Administrator response:** Review the WebSphere Application Server system and IBM Security Privileged Identity Manager log files for additional information.

The post office FESI topic daemon failed to create a model extension to the FESI extension.

---

**CTGIMC209E** The person search based on an email address did not locate anyone associated with the email address. Stored notification messages will be sent individually.

**Explanation:** The aggregation template contained a person search request based on an email address. The person search processing did not complete successfully. Either the person does not exist in the system or their email address has changed recently. Aggregation of the notification for the email address will not be performed.

**Administrator response:** Review the aggregation template message to determine if corrections need to be made.

The post office FESI extension failed to locate a person object associated with the passed email address.

---

**CTGIMC210E** The person search based on an email address cannot complete because an email address is not specified for the search.

**Explanation:** The aggregation template contained a person search request based on an email address. The search is a result of the `getPersonByEmailAddress` JavaScript tag specified. If the tag is coded correctly, an internal processing error occurred.

**Administrator response:** Review the aggregation template message to determine if corrections need to be made.

The FESI extension code failed to find an email address in the context passed to it by the FESI interpreter. This is normally the result of an internal error putting the email address in the context object prior to invoking the FESI interpreter to process the aggregate template.

---

**CTGIMC211E** The topic search based on a specified topic cannot be completed because of an internal error.

**Explanation:** The aggregation template contained a `getTopic` JavaScript tag, but no topic was passed to the code to process the JavaScript request. The aggregate message template is specified on the Post Office page.

**Administrator response:** Review the aggregation template message to determine if corrections need to be made. If the tag is coded correctly, an internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The post office FESI extension code failed to find the topic in the context passed to it by the FESI interpreter. This is normally the result of an internal error putting the topic in the context object prior to invoking the FESI interpreter to process the aggregate template.

---

**CTGIMC212E** An error occurred retrieving your organization's default properties information. The configuration data is not saved.

**Explanation:** Information specified about the organization at installation time could not be retrieved from the system properties file. The information missing is specified during installation on the Default Organization Short Name field. A value for the field was not entered or the data is corrupted.

**Administrator response:** Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman) about updating the system properties file.

A configuration error occurred for the post office component. The default organization short name value is missing in the `enRole.properties` file. The file must be edited and the default name added.

---

**CTGIMC213E** A recurring schedule work item cannot be created to poll for messages to perform message aggregation. Notification messages will be sent individually when received.

**Explanation:** An internal error occurred creating the recurring schedule to poll for notification messages to aggregate based on the Collection Interval value specified on the Post Office page. Messages will be sent individually.

**Administrator response:** Verify that the database server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The post office component attempted to create a recurring schedule work item for the schedule component to process. The work item causes the schedule component to process email aggregation at the specified interval. This could be caused by a database connection failure. Review the scheduler code for problems. A message is written to the log file.

---

**CTGIMC214E** A request to aggregate notification messages and forward to the recipient failed. The work item to schedule the aggregation could not be created.

**Explanation:** An internal error occurred creating a schedule to cause aggregation of messages to occur immediately.

**Administrator response:** Verify that the IBM Security Privileged Identity Manager database server is available and there are no network outages. If the problem persists, check IBM Electronic Support for additional

## CTGIMC215E • CTGIMC217E

information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The post office component attempted to create a one time schedule work item for the schedule component to process. The work item causes processing of email aggregation immediately. This could be caused by a database connection failure. Review the scheduler code for problems. A message is written to the log file.

---

### CTGIMC215E A recurring schedule cannot be found.

**Explanation:** There was a problem finding the recurring schedule in the system that causes email aggregation to occur on the given interval. This should not happen and is most likely an internal processing error.

**Administrator response:** Verify that the database server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

This message is generated configuring the post office component. An attempt to get the recurring schedule in the scheduler failed. This recurring schedule causes the system to process email aggregation at the specified interval. This could be caused by a DB connection failure. Review the scheduler code for problems. A message is written to the log file.

---

### CTGIMC216E A request to cancel aggregation of notification messages failed. Aggregation of messages will continue.

**Explanation:** An internal error occurred canceling a recurring work item to stop aggregation of notification messages based on a collection interval.

**Administrator response:** Verify that the IBM Security Privileged Identity Manager database server is available and there are no network outages. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The post office component attempted to cancel a recurring schedule work item to stop aggregation of messages based on a collection interval. This could be caused by a database connection failure. Review the scheduler code for problems. A message is written to the log file.

---

### CTGIMC217E There was a problem reading the test email contents from *java\_property\_file*. The field that had a problem was *java\_property\_name* and

**Explanation:** Testing of the Post Office Templates could not be completed because the test email contents

could not be read from the mentioned property file.

**Administrator response:** Verify the information in the message exist on the system. If changes are required, the application server will need to be restarted in order to pick up the changes.

If the properties in the property file are not available, this problem will occur. Have the customer check the property file for the default test data.

---

## Chapter 5. Remote services messages

These messages contain information about remote services management. They are identified by the letter D.

---

**CTGIMD001E** The resource does not support the search function.

**Explanation:** The adapter does not support the search with a filter function. This function cannot be used to find a reconciliation for the resource.

**Administrator response:**

---

**CTGIMD002E** A policy violation occurred for *service\_name*.

**Explanation:** Some type of policy violation occurred. This message is contained in the response e-mail subject line. Message CTGIMD003E contains the text in the response e-mail sent to the requestor.

**Administrator response:** Review the Completed request page for details related to the policy violation. Make the necessary adjustments based on the information provided.

---

**CTGIMD003E** At least one account on the *service\_name* service violates the policy. See the reconciliation report for details.

**Explanation:** Some type of policy violation occurred. This message is contained in the body text in the response e-mail. Message CTGIMD002E contains the subject line in the response e-mail.

**Administrator response:** Review the Completed request page for details related to the policy violation. Make the necessary adjustments based on the information provided.

---

**CTGIMD004E** The user ID cannot be obtained for the *entry\_name* entry from the entry domain name.

**Explanation:** The data sent from the agent for the reconciliation did not contain a user ID.

**Administrator response:** Make sure the name attribute is correct in the agent configuration data.

The entry name field for an entry sent by the agent did not contain a uid=.

---

**CTGIMD005E** There is a configuration problem with the service definition. The *class\_name* object is not the expected object to be returned by the orphan adoption script.

**Explanation:** A configuration error occurred. The orphan adoption script being used for the service is incorrect.

**Administrator response:** Correct the orphan adoption script being used for the service to ensure it returns the correct object class. An array containing one entry of object class `com.ibm.itim.dataservices.model.domain.Person [ ]`, or a null value, is expected.

---

**CTGIMD006E** An error occurred while processing the orphan adoption script. The following error occurred. Error: *error\_text*

**Explanation:** A logic error occurred processing the JavaScript within the orphan adoption script.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMD007E** A duplicate user ID was returned by the resource during reconciliation. The duplicate user ID is *user\_id*

**Explanation:** The resource returned the same user ID more than once. The first user ID returned is used.

**Administrator response:** Locate the duplicate user IDs and make the necessary changes. Keep in mind that the IBM Security Identity Manager server treats user IDs as case-insensitive. For example, Name and name are recognized as the same user ID.

---

**CTGIMD008E** An error occurred while accessing the database during reconciliation. The following error occurred. Error: *error\_text*

**Explanation:** An exception was returned by the database access code.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMD009E** An error occurred while updating the *account\_name* account.

**Explanation:** An attempt to create an orphan account after receiving the reconciliation results failed. An error occurred while creating the directory entry for the account.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Look for a schema violation within the directory server.

---

**CTGIMD010E** More than one person matched the filter value *filter* in the *container\_name* container.

**Explanation:** The specified filter value did not identify a unique person in the directory server, when using the specified container (organization, business unit, location) as the search base.

**Administrator response:** Change the filter value to be more specific and try the search again.

---

**CTGIMD011E** The Person profile cannot be found for the *class\_name* object class.

**Explanation:** The list of object classes specified for the Person entry did not match a configured Person or Business Partner Person profile. The object class attribute must be defined and must match the directory server object class that has been mapped to the person type you want to add.

**Administrator response:** Correct the class value in the input source (such as HR feed file or the Java Naming and Directory Interface (JNDI)).

---

**CTGIMD012E** An error occurred submitting the *REQUEST\_TYPE* request for the *entry\_dn* entry. **Error:** *error\_text*

**Explanation:** The workflow orchestrator component returned an exception error when the request was submitted to it. This is an internal processing error.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMD013E** The result from the person placement rule script is not valid. The *return\_class\_type* class type is not the expected type.

**Explanation:** The person placement rule script for the service returned an incorrect result type. It should have returned a String, or null.

**Administrator response:** Review the person placement rule JavaScript for a logic error causing the wrong class type to be returned.

---

**CTGIMD015E** An error occurred while reading the request record data from the database.

**Explanation:** An internal IBM Security Privileged Identity Manager server processing error occurred.

**Administrator response:** Review the logs for further details of the database error. If necessary, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMD017E** The service lock object cannot be found.

**Explanation:** The service lock object has not yet been created for this service instance. This is an internal notification message that occurs when the first request is issued to a new service.

---

**CTGIMD018E** The password for a suspended account cannot be changed.

**Explanation:** Passwords for suspended accounts cannot be changed.

**Administrator response:** Verify that the password change is being made for the correct account.

---

**CTGIMD019E** The resource definition properties cannot be loaded.

**Explanation:** An error occurred loading the service definition properties for a service. This can occur if a service profile is deleted, or upgraded to an incompatible version, while there exist service instances of this profile type. It can also occur due to data integrity problems with the directory server.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory log files for additional information about the error.

---

**CTGIMD020E** Error obtaining the tenant properties from *enRole.properties* while processing adapter event notification message or asynchronous reply message. **Service:** *service\_name* **Error message:** *error\_message*.

**Explanation:** An Exception occurred obtaining tenant properties from *enRole.properties*.

**Administrator response:** Verify the values of the *enrole.defaulttenant.id* and *enrole.ldapservers.root* properties in *enRole.properties* are valid.

---

**CTGIMD021E** The reconciliation time limit is exceeded.

**Explanation:** The reconciliation request took longer than the maximum time that was configured on the Service Reconciliation Schedule Tab.

**Administrator response:** Increase reconciliation timeout to a higher value.

---

**CTGIMD022E An error occurred obtaining the message transformer used to perform attribute conversions for the service.**

**Explanation:** An error occurred obtaining the message transformer used to perform attributes conversions. This message indicates the service definition property `com.ibm.itim.remoteservices.ResourceProperties.TRANSFORMER` does not specify the name of a valid transformer class.

**Administrator response:** Verify the service profile was installed from a valid source for this version of IBM Security Privileged Identity Manager. Check IBM Electronic Support for additional information [www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman) about obtaining a corrected service profile.

The service profile TRANSFORMER attribute did not specify the name of a class that implements the `com.ibm.itim.remoteservices.transformation.MessageTransformer` interface.

---

**CTGIMD023E The distinguished name is not valid.**

**Explanation:** The service base DN field does not specify a valid distinguished name.

**Administrator response:** Correct the base DN. This field is specified in the service definition form (not used for all service types).

---

**CTGIMD024E The reconciliation filter is not valid.**

**Explanation:** The reconciliation filter specified on the reconciliation filter tab is invalid.

**Administrator response:** Correct the specified reconciliation filter.

---

**CTGIMD025E The syntax for one of the reconciliation attributes is not correct.**

**Explanation:** One of the attribute names specified in the Service Reconciliation Schedule Query tab is not a valid name.

**Administrator response:** Correct the attribute names list.

---

**CTGIMD026E More than one person has been found matching the name specified in the Identity Feed Entry DN field.**  
**Service:** *service\_name* **Entry name:** *entry\_dn*

**Explanation:** An entry in the identity feed source (such as a DSML field for a DSML Identity Feed) matches more than one single person in the IBM

Security Privileged Identity Manager Directory.

**Administrator response:** Correct the entry DN in the identity feed source.

---

**CTGIMD027E The *user\_name* person already exists.**

**Explanation:** An attempt has been made to add a person that already exists. This can occur due to race conditions, where two simultaneous attempts are made to add the same person, such as two Identity Feeds running in parallel, or two administrators creating the same person at the same time. It can also occur if the JNDI identity feed interface, or the IBM Security Privileged Identity Manager application program interface (API), is used to add a person that already exists.

**Administrator response:** If due to a race condition, verify the existing person is correct. If due to use of the JNDI identity feed or IBM Security Privileged Identity Manager API interface, correct program logic.

---

**CTGIMD028E An unexpected error occurred while processing a remote services request.**  
**Error:** *error\_text*

**Explanation:**

**Administrator response:**

---

**CTGIMD029E An error occurred while configuring the service connector.**

**Explanation:** See message.

**Administrator response:** Check the service profile for errors and compatibility with the version of IBM Security Privileged Identity Manager.

---

**CTGIMD030E The syntax of the *distinguish\_name* distinguished name (DN) is not valid.**

**Explanation:** The distinguished name received from the adapter is not valid.

**Administrator response:** Check the identity feed input file and adapter configuration for the distinguish name value specified.

---

**CTGIMD032E Invalid failure threshold property value for *property\_name* in *file\_name*.**

**Explanation:** Invalid failure threshold property value in `enrole` property file.

**Administrator response:** Check for `enrole.reconciliation.failurethreshold` property value in `enRole.properties` file.

---

**CTGIMD034W Account not allowed: No entitlement found for account.**

**Explanation:** Policy compliance for account is DISALLOWED.

**Administrator response:**

---

**CTGIMD035E Policy Analysis error encountered while evaluating Account *account\_name* bypass account.**

**Explanation:** Policy Analysis error encountered while evaluating account.

**Administrator response:** Review log files for additional information about the error.

---

**CTGIMD036W Unexpected Policy Compliance state -- assuming NON\_COMPLIANT; User id=*user\_id***

**Explanation:** Policy compliance for account is NONCOMPLIANT.

**Administrator response:** Review the IBM Security Privileged Identity Manager log file for policy compliance state.

---

**CTGIMD037W Orphan Adoption Script not found.**

**Explanation:** Orphan Adoption Script not found.

**Administrator response:**

---

**CTGIMD038E No service owner to send policy warnings to, service:*service\_name***

**Explanation:** No service owner found to send policy failure warning.

**Administrator response:**

---

**CTGIMD039E Invalid cache size property value for *property\_name* in *property\_file\_name***

**Explanation:** Invalid cache size property in enRole.properties file.

**Administrator response:** Check enrole.reconciliation.accountcachesize property value in enRole.properties file.

---

**CTGIMD040E PropertiesManager is unable to read property value for *property\_name* in *property\_file\_name* : Cause *cause***

**Explanation:** Unable to read properties file.

**Administrator response:** Check for property name in property file. See log message for more details.

---

**CTGIMD041E Request record type *request\_record\_type* is unknown.**

**Explanation:** Request record type is unknown.

**Administrator response:**

---

**CTGIMD042E Request record operation *request\_record\_operation* is unknown.**

**Explanation:** Request record operation is unknown.

**Administrator response:**

---

**CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=*remote\_status* , reason=*reason\_text***

**Explanation:** Adapter is unable to process request.

**Administrator response:** Review the IBM Security Privileged Identity Manager log details for additional information about the error.

---

**CTGIMD049E The dynamic role *role\_name* definition could not be evaluated for person *person\_name*.**

**Explanation:** Dynamic role could not be evaluated for the person specified.

**Administrator response:**

---

**CTGIMD050W Workflow activity defined for reconciliation terminated. Cause : reconciliation timed out. expired at: *expiry\_time\_of\_reconciliation*, current entryNumber =*entry\_number***

**Explanation:** The workflow activity defined for reconciliation has terminated.

**Administrator response:**

---

**CTGIMD051W Workflow ProcessID =*process\_id* , Process state = ABORTED, reconciliation cancelled by user.**

**Explanation:** Reconciliation is aborted by user, closing connection to remote service.

---

**CTGIMD052W Reconciliation result status was Failure. Number of entries processed:*number\_of\_entries*, Status Reason Message:*reason\_message***

**Explanation:** Reconciliation result status was Failure.

---



---

**CTGIMD053E Failed to initialize the workflow queues. Cause *cause***

**Explanation:** Failed to initialize the workflow queues.

**Administrator response:** Review the IBM Security Privileged Identity Manager log details for additional information about the error.

---

**CTGIMD054E Error occurred while processing response. Cause *cause***

**Explanation:** Error occurred while processing response.

**Administrator response:** Review the IBM Security Privileged Identity Manager log details for additional information about the error.

---

**CTGIMD055E Unable to access remote resource *remote\_resource\_path***

**Explanation:** Unable to access remote resource.

**Administrator response:**

---

**CTGIMD056E Reconcile requestID=*request\_id* not started; recon already in progress, current requestID=*request\_id*, started at *start\_time***

**Explanation:** New reconciliation cannot start because a reconciliation is already running.

**Administrator response:**

---

**CTGIMD057W *schema\_file\_name* does not exist.**

**Explanation:** Schema file not found.

**Administrator response:** Check for file path.

---

**CTGIMD058E IOException locating the message transformer: *error\_text* serviceProviderInfo =*service\_provider\_info***

**Explanation:** IO error occurred while locating the message transformer.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about error.

---

**CTGIMD059E The reconciliation maximum number of local accounts to delete (*threshold\_value*) was exceeded: Total old and new local accounts = *accounts\_total*; Number of old accounts to delete = *residual\_total*.**

**Explanation:** The configured maximum number of local accounts to delete by reconciliation was exceeded. None of the local accounts (or supporting data) that no

longer exist on the adapter were deleted.

**Administrator response:** Review the IBM Security Privileged Identity Manager and adapter log files to verify why the number of accounts to delete exceeded the configured limit. Either correct the issue that caused the limit to be exceeded, or change the threshold value to a higher value. Then re-run the reconciliation. This threshold is defined by the `enrole.reconciliation.failurethreshold` property in `enRole.properties`.

---

**CTGIMD060E An error occurred searching the ITIM directory for a matching person: Entry name *entry\_name*, Container *org\_tree\_container*.**

**Explanation:** An attempt to search the ITIM directory to locate a match for the specified identity feed entry name resulted in an error. This was probably due to an invalid format being specified for the entry name.

**Administrator response:** Correct the entry name. If the name looks valid, review the IBM Security Privileged Identity Manager log files to identify the actual original error message.

---

**CTGIMD061E The connection to the remote adapter failed. The request will be retried periodically.**

**Explanation:** Due to a connection failure to the adapter, this service is marked as failed. This request and potentially others will be retried once the connection with the adapter is restored. Future requests to this adapter will also be in this state until the connection issue is corrected.

**User response:** If this request is urgent, please contact your system administrator and ask them to troubleshoot the connection problem with the service. The request will be retried at a future date.

**Administrator response:** There is connection problem between the Identity Manager server and the remote adapter. The error could arise from multiple issues. For example: network problem, service configuration problem, adapter configuration problem, or Directory Integrator failure. For details of the failure and more information about other requests that might be blocked for this service, use the administrative console and navigate to 'Manage Services' and search for services in the failed state. Click the status icon to get more information on the status of the service. Once the necessary changes have been made (either in the Identity Manager system, or on the remote endpoint), you can 'Restart Blocked Requests' from the 'Manage Services' panel. This action retries the connection to the remote adapter and if successful, retries any blocked requests for the service.

---

**CTGIMD070E** The *account\_name* account already exists.

**Explanation:** An attempt has been made to add an account that already exists. This can occur due to race conditions, where two simultaneous attempts are made to add the same account, such as two administrators creating the same account at the same time.

**Administrator response:** If due to a race condition, verify the existing account is correct.

---

**CTGIMD071E** The *account\_name* account does not have a password attribute.

**Explanation:** The password of an account cannot be changed if the account does not have a password attribute.

---

**CTGIMD100E** The adapter returned an authentication error.

**Explanation:** The credentials used to establish a session with the adapter contains an error.

**Administrator response:** Check the credentials specified on the service form.

---

**CTGIMD101E** A connection with the adapter cannot be established. The following error occurred. Error: *error\_text*

**Explanation:** An error occurred while establishing a connection with the adapter.

**Administrator response:** Check for network problems.

---

**CTGIMD102E** The *attribute\_name* attribute is not valid.

**Explanation:** The attribute value passed to the adapter is not correct. For example, the data type pass is not expected.

**Administrator response:** Verify the correct service profile is being used for the adapter.

---

**CTGIMD103E** The *attribute\_name* configuration attribute is not valid.

**Explanation:** The adapter configuration information is not correct or does not match the adapter.

**Administrator response:** Review the service profile definition form to determine if the values are correct. If the profile is not customized request an updated service profile that matches the current adapter.

---



---

**CTGIMD104E** The *filter\_data* reconciliation search filter is not valid.

**Explanation:** The adapter returned an error while processing the search filter provided on the reconciliation request.

**Administrator response:** Correct the search filter that is specified on the reconciliation filter in the user interface.

---

**CTGIMD105E** The *name* name is not valid.

**Explanation:** The adapter returned an InvalidNameException exception.

**Administrator response:** Review the adapter log files for additional information about the error.

---

**CTGIMD106E** An error occurred while processing the request. Error: *error\_text*

**Explanation:** The adapter returned a JNDI error not handled by the IBM Security Privileged Identity Manager server.

**Administrator response:** Review the error text for details. Review the adapter log files for additional information.

---

**CTGIMD107E** The *entry\_name* entry name is not found.

**Explanation:** The user specified on the request to the adapter does not exist. This can happen when accounts are deleted from the adapter not using the IBM Security Privileged Identity Manager interface.

**Administrator response:** Specify a name that currently exists.

---

**CTGIMD108E** The *attribute\_name* attribute is not a valid attribute.

**Explanation:** The adapter does not recognized the attribute.

**Administrator response:** Verify that the correct service profile is being used for the adapter.

---

**CTGIMD109E** The *operation\_name* operation is not supported.

**Explanation:** An internal error occurred. The service provider passed an operation code value that is not valid.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMD110E** The password field is missing from a request that requires a password.

**Explanation:** An internal error occurred. The password attribute is missing from the request to the adapter.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMD111E** The maximum size limit has been reached processing a reconciliation request.

**Explanation:** The reconciliation search result is greater than what the adapter can handle.

**Administrator response:** Reconfigure adapter to allow more results to be returned.

---

**CTGIMD112E** The time limit expired processing a reconciliation request.

**Explanation:** The reconciliation request did not complete before the maximum time limit configured on the adapter.

**Administrator response:** Reconfigure the adapter to allow queries to run for a longer time.

---

**CTGIMD113E** The request was successfully processed but some of the values for the *attribute\_name* attribute cannot be changed.

**Explanation:** The adapter was unable to change one or more of the attribute values. This could be due to an incorrect value being passed for the attribute or the value being passed in an attribute that the adapter is not configured to support.

**Administrator response:** Correct the incorrect attribute values and try the operation again.

---

**CTGIMD114E** An internal error occurred. The JNDI Context parameter is missing.

**Explanation:** An internal error occurred. A null JNDI Context parameter was passed to the directory provider request handler.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMD115E** The tenant cannot be found.

**Explanation:** An internal problem occurred retrieving the tenant property information from the enRole.properties file. Or, an directory server error occurred looking up the tenant object.

**Administrator response:** Check that the tenant related properties in enRole.properties file are correct. Review the values for the enrole.defaulttenant.id and enrole.ldapservers.root properties. Review the directory server log files for additional information about the error.

The protocol module had a problem retrieving the Tenant property information from the enRole.properties file, or an LDAP error occurred looking up the tenant object to find its DN.

---

**CTGIMD116E** The naming attribute is missing.

**Explanation:** The name attribute is missing from the entity configuration for the account or person being used by the adapter.

**Administrator response:** Check that the Entity Configuration page contains a value for the name attribute.

---

**CTGIMD117E** The following IO exception occurred communicating with the IBM Tivoli Directory Integrator adapter. Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMD118E** An error occurred while processing a response from the IBM Tivoli Directory Integrator adapter. Error: *error\_text*

**Explanation:** An internal error occurred.

**Administrator response:** Check the version of the IBM Tivoli Directory Integrator to verify it is compatible with the IBM Security Privileged Identity Manager. Check the IBM Tivoli Directory Integrator log files for additional information about the errors.

Error unmarshalling response from ITDI managed resource.

---

**CTGIMD119E** A model communication error occurred. The following error occurred. Error: *error\_text*

**Explanation:** An internal processing error occurred.

**Administrator response:** Check the IBM Security Privileged Identity Manager log files for additional information about the errors. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMD120E** The *object\_name* object cannot be found.

**Explanation:** An error occurred locating the mapped attribute name for the password or the object in the adapter data storage.

**Administrator response:** Check the adapter log files for additional information about the errors. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMD121E** An error occurred while processing a request for the adapter. The following error occurred. **Error:** *error\_text*

**Explanation:** A Runtime exception occurred processing an adapter request.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. Check IBM Electronic Support for additional information -www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMD122E** The message format is not valid.

**Explanation:** The response message received from the IBM Tivoli Directory Integrator adapter is not the correct format.

**Administrator response:** Check the version of the IBM Tivoli Directory Integrator to verify that it is compatible with the IBM Security Privileged Identity Manager. Review the IBM Tivoli Directory Integrator log files for additional information about the errors.

---

**CTGIMD123E** The test request failed. **Result code:** *result\_code* **Error:** *error\_text*

**Explanation:** The service returned an error to the Test request.

**Administrator response:** Confirm service configuration parameters are correct. Review the IBM Tivoli Directory Integrator log files for additional information about the errors.

---

**CTGIMD124E** The value for the *naming\_context* Naming Context is not supported for the IBM Tivoli Directory Integrator adapter. The valid Naming Context values for the adapter are: *supported\_naming\_context*.

**Explanation:** The Naming Context value on the service definition form is not one of the supported values for the IBM Tivoli Directory Integrator adapter.

**Administrator response:** Correct the value for the service configuration Naming Context field.

---

**CTGIMD125E** Can't find object profile for *entity*.

**Explanation:** Object profile not found for entity.

**Administrator response:**

---

**CTGIMD126E** The following IO exception occurred communicating with CSV File. **Error message:** *error\_text*

**Explanation:** IO exception occurred while communicating with CSV file.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about error.

---

**CTGIMD127E** Error while closing the connection with remote resource: *cause* *cause*

**Explanation:** Exception occurred while closing the connection with remote resource.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about error.

---

**CTGIMD128E** Error occurred while performing operation *operation\_name* : *cause* *cause*

**Explanation:** Error occurred while performing add, delete, change password, modify operations.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about error.

---

**CTGIMD129E** Invalid CSV entry at line *line\_number* : *number of columns* (*number\_of\_columns*) in the CSV file.

**Explanation:** Invalid CSV entry into the CSV file.

**Administrator response:** Check for CSV entry at line number specified in log.

---

**CTGIMD130E** The name attribute *name\_attribute* cannot be obtained for the *entry\_name* entry from the returned entry attributes.

**Explanation:** The data sent from the agent for the reconciliation did not contain a value for the name attribute.

**Administrator response:** Make sure the name attribute is correct in the service configuration data. Correct any

user entries on the resource that do not contain a value for this attribute.

The entry attribute list for an entry sent by the agent did not contain a value for the name attribute (as configured in the service definition screen). The entry name parameter displayed is the entry name (dn) returned by the resource.

---

**CTGIMD131E** Could not remove profile because service instance for the profile *profile\_name* exists.

**Explanation:** Unable to remove profile because a service instance of profile exists.

**Administrator response:**

---

**CTGIMD140E** All *number\_failed\_entries* reconciliation entries failed.

**Explanation:** Every entry processed by the reconciliation failed.

**Administrator response:** See message and trace logs for detailed messages.

---

**CTGIMD141E** An error occurred processing *number\_failed\_entries* of *total\_number\_entries* reconciliation entries.

**Explanation:** An error occurred processing one or more reconciliation entries.

**Administrator response:** See message and trace logs for detailed messages.

---

**CTGIMD142E** The page size property in service profile *service\_profile\_name* is set to a disallowed value (*page\_size\_value*). The value must be an integer. Note: values which are less than or equal to zero will disable paging for searches. (Default=0)

**Explanation:** The page size property ('com.ibm.itim.feed.pagesize') used by the LDAP and Active Directory person feed adapters specifies the page size used to page search results. The value must be specified as an integer. If the value of this property is not set or is less than or equal to zero then paging will be disabled for searches. Some directory servers do not support paging and paging might cause a performance impact on those servers that do support it so caution should be exercised when using paging. Microsoft's Active Directory has a single page limit of 1000 entries and so paging is necessary for search results containing more the 1000 entries. Note: the AD person feed profile sets the page size to 100 when Identity Manager is initially installed.

**System action:** Paging will be disabled until the property value is corrected. On some directories such as Microsoft's Active Directory this might cause search

results over a specified limit to fail or return partial results.

**Administrator response:** Use a LDAP browser to set the com.ibm.itim.feed.pagesize property of the specified service profile to an integer value or remove the property to disable paging.

The service profile page size property ('com.ibm.itim.feed.pagesize') is used to specify to use LDAP paging for searches via the Service Provider com.ibm.itim.remoteservices.provider.feedx.DirectoryServiceProvider. This is required for some LDAP Directories, such as Windows AD, to return a large number of results. Enabling paging increases LDAP server memory usage, and might limit the number of concurrent searches allowed, so should only be used when necessary.

---

**CTGIMD143E** The reconciliation of a manual service failed due to an invalid account header on line *line\_number* of the CSV file. Every entry processed by the reconciliation failed.

**Explanation:** The header line must contain at least the required attributes for the account type.

**Administrator response:** The account header line must contain all required attributes defined in the account definition for the service type. Check the format of the CSV file used for reconciliation, make required updates and try the recon again. See the message and trace logs for detailed messages. The formatting rules for the CSV file can be found in the Infocenter.

---

**CTGIMD145E** The reconciliation of a manual service failed due to unknown objectprofile in the group header on line *line\_number* of the CSV file. Every entry processed by the reconciliation failed. The line with the group delimiter (*group\_delimiter*) must contain a valid group objectprofile. The data provided was not valid: *provided\_data*.

**Explanation:** The group definition line must contain an existing objectprofile for the group schema. The objectprofile name will usually end with GroupProfile.

**Administrator response:** See the message and trace logs for detailed messages. Check format of reconciliation file to ensure it is correct and try again. The formatting rules for the CSV file can be found in the Infocenter.

---

**CTGIMD146E** The reconciliation of a manual service failed because there was no data in the CSV file that was uploaded.

**Explanation:** The reconciliation CSV file uploaded for this manual service was empty.

**Administrator response:** Choose a reconciliation CSV file that contains data and try again. The formatting rules for the CSV file can be found in the Infocenter.

---

**CTGIMD147E** The reconciliation of a manual service failed because no group attribute names were provided in the group header on line *line\_number* in the CSV file that was uploaded.

**Explanation:** The CSV file containing group information had an invalid group header line. The header line must have one or more attribute names specified.

**Administrator response:** See the message and trace logs for detailed messages. Check the format of the reconciliation CSV file to ensure that it is correct and try again. The formatting rules for the CSV file can be found in the Infocenter.

---

**CTGIMD800E** An IO exception occurred while connecting to the adapter using the following URL. URL: *URL* Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager and adapter log files for additional information about the error.

---

**CTGIMD801E** An error occurred while retrieving the results from a reconciliation. Error: *exception\_text*

**Explanation:** An exception occurred while retrieving the result list from a reconciliation response.

**Administrator response:** Review the IBM Security Privileged Identity Manager and adapter log files for additional information about the error.

NamingException received by  
SearchResponseEnumeration method

---

**CTGIMD802E** The service definition is missing the URL value for the host.

**Explanation:** The Host URL field is blank on the service definition form for the adapter.

**Administrator response:** Correct the Host URL field value in the service definition field.

Host URL not specified in DAML protocol parameter  
java.naming.provider.url

---

**CTGIMD803E** The protocol portion of the Host URL field value is not valid. URL: *url*

**Explanation:** The protocol portion of the URL does not contain http or https.

**Administrator response:** Correct the Host URL field value in service definition form.

Host URL invalid in DAML protocol parameters

---

**CTGIMD804E** An IO error occurred while sending a request. Error: *error\_text*

**Explanation:** An IO Exception occurred while sending a request to the adapter.

**Administrator response:** Verify that the adapter service is started and the adapter configuration is correct. Review the IBM Security Privileged Identity Manager and adapter log files for additional information about the error.

---

**CTGIMD805E** The compare of data in the directory structure cannot be completed. An internal error occurred because the filter value passed by the code is not correct. Value: *compare\_expression*

**Explanation:** An internal request to perform a LDAP comparison failed. The filter value specified for the comparison is not correct. The calling code did not pass the expected values.

**Administrator response:** Check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The LDAP compare call (used for the password verify function of self-claim) specified an incorrect filter value. Expecting Attribute Value Assertion using EqualityMatch, such as (erpassword=passwordvalue).

---

**CTGIMD806E** The adapter does not support password synchronization.

**Explanation:** The compare operation to perform password synchronization did not complete. The adapter does not support the Compare operation, used for the password verify function of self-claim.

**Administrator response:** The resource software level is not current, upgrade the adapter to a newer version.

The resource does not support the LDAP Compare operation. This operation is required for self-claim. Note, for DAML agents this feature was added in ADK version 4.63.

---

**CTGIMD807E** An error occurred while processing the *operation\_code* JNDI modify request.

**Explanation:** An internal process issued an incorrect JNDI modify request.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

The modification operation code, specified in a JNDI modifyAttributes method call, was invalid. Expecting one of:

```
javax.naming.directory.DirContext.ADD_ATTRIBUTE,
.REPLACE_ATTRIBUTE, .REMOVE_ATTRIBUTE.
```

---

**CTGIMD808E** An internal request to perform a JNDI search is not valid. Search control scope: *scope\_value*

**Explanation:** An internal error occurred performing a JNDI search. An attribute provided for the search request is not valid.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

The search control scope, specified in the SearchControls parameter to a JNDI search method call, was invalid. Expecting one of:

```
javax.naming.directory.SearchControls.OBJECT_SCOPE,
.ONELEVEL_SCOPE, .WHOLE_SUBTREE_SCOPE.
```

---

**CTGIMD809E** An IO error occurred while reading a response message. The following error occurred. Error: *error\_text*

**Explanation:** An IO Exception occurred while reading a response from the adapter.

**Administrator response:** Review the IBM Security Privileged Identity Manager and adapter log files for additional information about the error.

---

**CTGIMD810E** The adapter returned an error status for a *REQUEST\_TYPE* request. Status code: *STATUS\_CODE* Adapter error message: *error\_message*

**Explanation:** The protocol module or adapter returned an error message.

**Administrator response:** Review the adapter error message for details. Review the adapter log files for additional information about the error.

---

**CTGIMD811E** The adapter returned an unrecognized result status code for a *REQUEST\_TYPE* request. Status code: *STATUS\_CODE* Adapter error message: *error\_message*

**Explanation:** An unrecognized error status was returned by the protocol module or by the adapter. The IBM Security Privileged Identity Manager server will not do any special processing based on the status code.

**Administrator response:** Review the adapter error message for details about the error received from the adapter. Review the adapter log files for additional information about the error.

---

**CTGIMD812E** An error occurred while processing the adapter response message. The following error occurred. Error: *error\_message*

**Explanation:** A parsing error occurred while reading a response from the adapter. The adapter returning badly formatted data, such as returning non-character data, can cause this problem. It can also be caused by network failure, adapter failure or adapter machine failure in the middle of a response being sent.

**Administrator response:** Review the adapter log files for additional information about the error.

---

**CTGIMD813E** An error occurred while connecting to an adapter. The following error occurred. Error: *error\_text*

**Explanation:** The SSL Library detected an error connecting to the adapter.

**Administrator response:** Review the IBM Security Privileged Identity Manager and adapter log files for additional information about the error.

The connect method received an Exception from the SSL library.

---

**CTGIMD814E** The *cipher\_suites\_list* cipher suites list value is not valid.

**Explanation:** The value for the com.ibm.daml.jndi.DAMLContext.HTTPS\_CIPHERSUITES property contains one or more names for SSL cipher suites that are not available. The property is defined in the enRole.properties file.

**Administrator response:** Review the list of configured SSL cipher suites for the JSSE Provider. To view the list, verify that the trace logging level is set at DEBUG\_MID or higher for the com.ibm.daml.jndi.JSSESocketConnection category. Restart the IBM Security Privileged Identity Manager Server if you needed to change the logging level. Issue a test to the adapter. The trace.log file will contain the list of supported cipher suites when the first connect to

the adapter is issued. The list is under the supported cipher suites character string.

The list of required cipher suites contains a name that is either not supported or not valid for the configured JSSE provider.

---

**CTGIMD815E An IO exception occurred in the SSL library while closing a connection.**

**Explanation:** The SSL Library detected an error closing the connection to the adapter.

**Administrator response:** Review the IBM Security Privileged Identity Manager and adapter log files for additional information about the error.

The connect method received an Exception from the SSL library.

---

**CTGIMD816E The server certificate for the SSL peer (adapter) cannot be validated.**

**Explanation:** The IBM Security Privileged Identity Manager has rejected the peer (adapter) SSL server certificate.

There are a number of reasons the certificate cannot be verified:

- The server certificate is issued by an authority that is not in the IBM® Security Privileged Identity Manager list of trusted authorities.
- The certificate has expired.
- The certificate is not yet valid.

**Administrator response:** Ensure that the adapter SSL server certificate is valid. Also, verify that the issuer of the server certificate is imported into the server known certificate authority list by using the iKeyMan tool or similar. Review the IBM Security Privileged Identity Manager trace log for further details.

The SSL library had a problem trying to verify the peer's certificate. Either it is expired, not yet valid, or the issuer is not trusted. See the IBM Security Privileged Identity Manager trust store for a list of trusted issuers.

---

**CTGIMD817E The agent SSL certificate is expired or not yet valid.**

**Explanation:** The agent certificate validity dates do not include the current date. These are specified in the certificate not before and not after fields.

**Note:** These fields specify universal (UT) time and not local time.

**Administrator response:** Verify that the clocks on the peer and IBM Security Privileged Identity Manager server machines are correct. If the certificate has expired, a new certificate must be issued for the agent.

---

**CTGIMD818E The adapter host name *host\_name* does not match the name *cert\_host\_name* specified in the adapter certificate.**

**Explanation:** The certificate received does not belong to the adapter. The SSL peer name verification is enabled and the name specified on the certificate does not match the name of the host.

**Administrator response:** If peer host name validation is enabled via the `com.ibm.daml.jndi.DAMLContext.VERIFY_PEER_CERT_NAME` property in the `enRole.properties` file, then the name specified in the Subject field on the certificate under the common name (CN) component must match the name of the adapter host. The name of the adapter host is obtained by issuing a Domain Name Service (DNS) lookup on the address part of the adapter Host URL field that is specified in the service definition. There might also be a problem with the DNS configuration on the machine running the IBM Security Privileged Identity Manager server causing the DNS lookup to fail. Ensure that a valid certificate is issued with the correct CN component value, or turn off the peer name verification function.

---

**CTGIMD819E The *jsse\_provider\_name* JSSE provider is not installed.**

**Explanation:** The `com.ibm.daml.jndi.JSSESocketConnection.JSSE_PROVIDER` property in `enRole.properties` file does not specify the name of an installed JSSE Provider. If the JSSE provider property is not specified, then neither of the default JSSE providers (IBMJSSE or SunJSSE) is installed.

**Administrator response:** Correct the value or install the required JSSE provider into the Java Virtual Machine (JVM).

---

**CTGIMD820E The value specified for the `com.ibm.daml.jndi.DAMLContext.CA_CERT_DIR` property is not valid. The path is not valid or does not contain a valid CA certificate.**

**Explanation:** The `com.ibm.daml.jndi.DAMLContext.CA_CERT_DIR` property specifies a path that is not valid or does not contain any valid CA certificates. Note that this property is no longer available on newer adapter service definitions. The preferred way to install issuer (CA) certificates is to install them into the IBM Security Privileged Identity Manager Server Trust Store.

**Administrator response:** Verify that the value is valid. The property can be specified in either the CA path field on the service definition form or in the `enRole.properties` file.



---

**CTGIMD821E The certificate is not a certificate authority certificate (issuer certificate). The certificate is ignored.**

**Explanation:** A certificate in the path specified by the com.ibm.daml.jndi.DAMLContext.CA\_CERT\_DIR property is not a valid issuer (CA) certificate.

**Administrator response:** Specify a correct issuer certificate.

X.509v3 certificate basicConstraints extension indicate this is not a CA certificate.

---

**CTGIMD822E The peer certificate is not Trusted. Unable to establish a SSL connection. Peer address: *host\_name\_and\_port* SSL error: *ssl\_error\_message***

**Explanation:** The peer SSL certificate (used by the adapter) is not issued by one of the issuers listed in our Trust Store and cannot be trusted.

**Administrator response:** Add the issuer (signer) certificate that issued the peer certificate to the IBM Security Privileged Identity Manager server Trust Store.

---

**CTGIMD823E The peer does not trust the IBM Security Privileged Identity Manager server client certificate. A SSL connection using mutual authentication cannot be establish.**

**Explanation:** The peer (adapter) requested our client certificate to establish a mutually authenticated SSL connection, but the IBM Security Privileged Identity Manager server key store does not contain a client certificate issued by one of the peers trusted authorities.

**Administrator response:** Add the issuer (signer) certificate that issued the IBM Security Privileged Identity Manager server client certificate to the adapter list of trusted issuers.

---

**CTGIMD824E The SSL initial handshake failed.**

**Explanation:** A common set of SSL configuration settings with the peer cannot be negotiated.

**Administrator response:** Review the IBM Security Privileged Identity Manager server and adapter log files for additional information about the error. Verify both server and adapter have valid SSL configuration settings.

---

**CTGIMD825E An error occurred obtaining the default key manager for algorithm: *algorithm\_name***

**Explanation:** An internal error occurred using the default algorithm to locate the default key manager.

**Administrator response:** Review the IBM Security

Privileged Identity Manager server log files for additional information about the error.

---

**CTGIMD826E An error occurred locating the default trust manager for algorithm: *algorithm\_name***

**Explanation:** An internal error occurred using the default algorithm to locate the default trust manager.

**Administrator response:** Review the IBM Security Privileged Identity Manager server log files for additional information about the error.

---

**CTGIMD827E The *http\_header* in the HTTP response line is not valid.**

**Explanation:** The first line of the HTTP response message is not valid.

**Administrator response:** Confirm the URL is pointing a valid adapter using the DAML protocol. Review the adapter log files for additional information.

---

**CTGIMD828E The end of file occurred before the entire HTTP header was received.**

**Explanation:** The input stream was closed by the remote resource before the complete HTTP header was received.

**Administrator response:** Confirm the URL is pointing a valid adapter using the DAML protocol. Review the adapter log files for additional information.

---

**CTGIMD829E The *content\_length\_value* value for the HTTP content-length header is not valid.**

**Explanation:** The value of the HTTP content-length header is not valid. A positive decimal integer value is expected.

**Administrator response:** Confirm the URL is pointing a valid adapter using the DAML protocol. Review the adapter log files for additional information.

---

**CTGIMD830E The *chunk\_length\_value* value for the HTTP chunk length is not valid.**

**Explanation:** The value of the HTTP chunk length field, used when chunked encoding is being used, is not valid. A hexadecimal value string is expected.

**Administrator response:** Confirm the URL is pointing a valid adapter using the DAML protocol. Review the adapter log files for additional information.

---

**CTGIMD831E** The host name portion of the Host URL field value is not valid. Hostname: *url*

**Explanation:** The host name portion of the URL is not known to the DNS server.

**Administrator response:** Correct the Host Name field value in service definition form.

Host name in host URL field of DAML protocol parameters (from service definition form) resulted in a DNS lookup error.

---

**CTGIMD851E** A value for the Naming Context field is required for the service definition.

**Explanation:** See message.

**Administrator response:** Specify a value for the Naming Context field value in the service definition.

---

**CTGIMD852W** Ignoring defer failed agent requests option for service *service\_name* : not supported for ERMA Protocol agents.

**Explanation:**

**Administrator response:**

---

**CTGIMD860E** Error initializing DSML Parser: *parser\_error\_message*.

**Explanation:** An error occurred trying to initialize the XML parser. See the specified error text for details.

**Administrator response:** Correct the error as described in the error text.

---

**CTGIMD861E** XML Parsing error: *parser\_error\_message* at location (:line:column) *line\_column\_number*.

**Explanation:** The XML parser reported an error. See the specified error text for details.

**Administrator response:** Correct the error as described in the error text.

---

**CTGIMD862E** Element tag *tag\_name* is not allowed within tag *tag\_name* at location (:line:column) *line\_column\_number*.

**Explanation:** An inner tag name was found within an outer tag that does not support it.

**Administrator response:** Correct the tag nesting structure of the DSML file.

---

**CTGIMD863E** Invalid element tag *tag\_name* at location (:line:column) *line\_column\_number*.

**Explanation:** An unknown tag name was found.

**Administrator response:** Correct the tag name.

---

**CTGIMD864E** End element tag *tag\_name* does not match current element tag *tag\_name* at location (:line:column) *line\_column\_number*.

**Explanation:** An unexpected end tag name was found. The end tag name should match the current opening tag name.

**Administrator response:** Correct the name of the end tag.

---

**CTGIMD865E** Mandatory attribute *attribute\_name* not found in tag *tag\_name* at location (:line:column) *line\_column\_number*.

**Explanation:** A mandatory attribute is missing from the specified tag name.

**Administrator response:** Add the required attribute to the tag name in the DSML file.

---

**CTGIMD866E** attr name=objectclass invalid; you must use objectclass tag instead at location (:line:column) *line\_column\_number*.

**Explanation:** The attribute name objectclass cannot be used in an attr tag. Instead, you must use the objectclass tag.

**Administrator response:** Correct the syntax used for objectclass in the DSML file.

---

**CTGIMD867E** Invalid DSML file name *dsml\_File\_Name*

**Explanation:** The specified file name is invalid or missing.

**Administrator response:** Correct the DSML file name field to point to an existing file.

---

**CTGIMD868E** DSML file name *dsml\_File\_Name* not found.

**Explanation:** The specified DSML file name does not exist.

**Administrator response:** Correct the DSML file name field to point to an existing file.

---

---

**CTGIMD870E** Element *element\_name* is not allowed within element *outer\_element\_name* at resource.def location (:line:column) line\_column\_number

**Explanation:** The specified resource.def XML element is incorrectly nested within an outer element that does not support this element. The location indicates where the not allowed element is within the resource.def file.

**Administrator response:** Correct the syntax of the resource.def file.

---

**CTGIMD871E** Invalid element name *element\_name* at resource.def location (:line:column) line\_column\_number

**Explanation:** The specified resource.def XML element is invalid. The location indicates where the invalid element is within the resource.def file.

**Administrator response:** Correct the element name in the resource.def file.

---

**CTGIMD872E** End Element *end\_element\_name* does not match current element *current\_element\_name* at resource.def location (:line:column) line\_column\_number

**Explanation:** The specified resource.def end element name does not match the current start element name. The location indicates where the end element is within the resource.def file.

**Administrator response:** Correct the end element name in the resource.def file.

---

**CTGIMD873E** Mandatory attribute *attribute\_name* not found or has empty value in element *element\_name* at resource.def location (:line:column) line\_column\_number

**Explanation:** The specified resource.def mandatory attribute is missing, or has an empty value, for the specified element. The location indicates where the end of the element with the missing attribute is within the resource.def file.

**Administrator response:** Add the missing attribute with a non-empty value to the element in the resource.def file.

---

**CTGIMD874E** No AccountDefinition found matching ServiceDefinition AccountClass= *class\_name* at resource.def location (:line:column) line\_column\_number

**Explanation:** There is no AccountDefinition element with a ClassName attribute value matching the specified ServiceDefinition element AccountClass

attribute value in the resource.def file.

**Administrator response:** Correct the account class name for the two elements in the resource.def file.

---

**CTGIMD875E** Invalid value *attribute\_value* for element *element\_name* attribute *attribute\_name* at resource.def location (:line:column) line\_column\_number

**Explanation:** The specified resource.def attribute has an invalid value. The location indicates where the invalid value is within the resource.def file.

**Administrator response:** Correct the attribute value in the resource.def file.

---

**CTGIMD876E** IBM Security Privileged Identity Manager cannot create the group.

**Explanation:** The service has a reconciliation in progress and is currently locked. The group cannot be created while the service is in this state.

**Administrator response:** Create the group after the reconciliation is completed and the service is again available.

---

**CTGIMD877E** The operation create group has timed out.

**Explanation:** The operation create group has a time limit associated with it. The operation has exceeded the time limit and stopped.

**Administrator response:** Increase the time limit value. Perform these steps: Update the property com.ibm.itim.remoteservices.ejb.mediation.SynchronousGroupActions.GROUP\_ACTION\_TIMEOUT in enrole.properties by increasing the value.

---

**CTGIMD878E** The operation delete group has timed out.

**Explanation:** The operation delete group has a time limit associated with it. The operation has exceeded the time limit and stopped.

**Administrator response:** Increase the time limit value. Perform these steps: Update the property com.ibm.itim.remoteservices.ejb.mediation.SynchronousGroupActions.GROUP\_ACTION\_TIMEOUT in enrole.properties by increasing the value.

---

**CTGIMD879E** The operation modify group has timed out.

**Explanation:** The operation modify group has a time limit associated with it. The operation has exceeded the time limit and stopped.

**Administrator response:** Increase the time limit value.  
Perform these steps: Update the property  
com.ibm.itim.remoteservices.ejb.mediation.  
SynchronousGroupActions.  
GROUP\_ACTION\_TIMEOUT in enrole.properties by  
increasing the value.

---

## Chapter 6. Policy messages

These messages contain information about policies. They are identified by the letter E.

---

**CTGIME001E** An unexpected error occurred while processing a policy authority request. The following error occurred. Error: *error\_text*

**Explanation:** The policy authority request cannot complete because of an error.

**Administrator response:** Review the exception stack trace in the error log file for additional information related to the error.

---

**CTGIME002W** Multiple governing policies with the names of *policy\_names* exist for the same service.

**Explanation:** More than one policy was found for the same service. This message applies to the Password and Service Selection policies. Using the IBM Security Privileged Identity Manager console to define policies prevents this condition from occurring. The problem may occur as a result of raw policy data import.

**System action:** The first policy returned from the search will be used. There is no guarantee which policy is returned first.

**Administrator response:** Remove the duplicate policy from the directory server. If problem continues or is not the results of a data import or modification to the IBM Security Privileged Identity Manager code, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman) to determine the source of the problem.

---

**CTGIME004E** The *service\_name* service is not in the scope of the *host\_policy\_name* host selection policy and *provision\_policy\_name* provisioning policy for *person\_name*.

**Explanation:** A service returned from the service selection evaluation script is not within the scope of the provisioning policy governing the service selection.

**Administrator response:** Verify that the service instance calculated by the script falls within the coverage of the correct provisioning policy.

---

**CTGIME006E** An error occurred while evaluating a service selection script. The script may contain a coding error. Script was being evaluated in the following context: Policy name: *policy\_name* Target name: *target\_name* Person name: *person\_name*

**Explanation:** An error occurred while processing the script. The script may contain a coding error.

**Administrator response:** Review the script code for coding errors. Make the appropriate changes and try the operation again.

---

**CTGIME010E** An error occurred parsing the XML containing password rules. The following error occurred. Error: *error\_text*

**Explanation:** An error occurred while parsing an XML representation of an password rule object. The password rule object may contain corrupted data.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIME011E** A conflict was detected while joining password rules. Information: *detail\_data*

**Explanation:** A password rule conflict was detected when joining all the governing password rule values for an account. Two or more of the password rules are mutually exclusive.

**Administrator response:** Review the password rules that are being joined for the account. Make any required changes to the set of rules to ensure that the rules do not have conflicting requirements.

---

**CTGIME012E** The password does not meet the requirements of the password rule. The following error occurred. Error: *error\_text*

**Explanation:** The password violates the password rules for the account.

**Administrator response:** The owner of the account should change the password to satisfy the password rules or ask the ITIM administrator to modify the password rules.

---

**CTGIME013E** A problem occurred evaluating a script based provisioning parameter for the *policy\_name* policy. Policy DN: *policy\_dn* Attribute name: *attribute\_name* Attribute value: *attribute\_value* Error: *error\_text* . Enter valid javascript for Attribute name: *attribute\_name*.

**Explanation:** A script based provisioning parameter value cannot be evaluated because of a runtime error condition.

**Administrator response:** Review the error text and make the appropriate corrections before trying the request again.

---

**CTGIME014E** A number format error occurred while evaluating the account. Account: *account\_uid* Attribute: *attr\_name*

**Explanation:** The value for the attribute is not correct.

**Administrator response:** Check that the data type is correct for the provisioning parameters. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIME015E** An error occurred while processing policy analysis request. The following error occurred. Error: *error\_text*

**Explanation:** The policy analysis request did not complete because of an unexpected error.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information related to the error.

---

**CTGIME016E** An error occurred while searching for an entity. The following error occurred. Error: *error\_text*

**Explanation:** A data integrity error occurred preventing a successful look up of an entity from the database.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information related to the error.

---

**CTGIME017E** An error occurred while attempting to establish communication with the directory server. The following error occurred. Error: *error\_text*

**Explanation:** A communication error occurred when the system attempted to access a directory server, which is not accepting connections. Possible reasons include the directory server is down or overloaded with requests.

**Administrator response:** Verify that the directory server is available and that there are no network

outages, and try the operation again. Review the IBM Security Privileged Identity Manager log files for additional information related to the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIME018E** An error occurred retrieving the directory server schema. The following error occurred. Error: *error\_text*

**Explanation:** The directory server schema could not be retrieved.

**Administrator response:** Verify that the directory server is available and that there are no network outages, and try the operation again. Review the IBM Security Privileged Identity Manager log files for additional information related to the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIME019E** The schema entry cannot be found in the directory server. The following error occurred. Error: *error\_text*

**Explanation:** A schema entry cannot be looked up on the directory server.

**Administrator response:** Verify that the directory server is available and that there are no network outages, and then try the operation again. Review the IBM Security Privileged Identity Manager log files for additional information related to the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIME021E** The search results did not return all the required information. The following error occurred. Error: *error\_text*

**Explanation:** Not all the expected results were returned from the directory server search.

**Administrator response:** Verify that the directory server is available and that there are no network outages, and try the operation again. Review the IBM Security Privileged Identity Manager log files for additional information related to the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

---

**CTGIME022W** The *policy\_dn* provisioning policy cannot be found.

**Explanation:** The policy cannot be found during internal processing.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information related to the error.

---

**CTGIME025E** The requested service cannot be found in the directory server. The following error occurred. Error: *error\_text*

**Explanation:** The service entity data cannot be found in the directory server. The service entity entry has been removed from the directory but references to it still exist in currently executing server code.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information related to the error.

---

**CTGIME026E** The requested service profile cannot be found in the directory server. The following error occurred. Error: *service\_dn*

**Explanation:** A service profile data cannot be found in the directory server. This condition can be the result of a service profile entry being removed from the directory but references to it still exist in currently executing server code.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information related to the error.

---

**CTGIME029E** The following policies cannot be compared. Policy 1: *policy1* Policy 2: *policy2*

**Explanation:** During policy change analysis, old and new policy objects do not reference the same distinguished name and cannot be compared.

**Administrator response:** This error may indicate a data integrity problem and should be looked at by a system administrator.

---

**CTGIME030E** Cyclical dependency was detected during service prerequisite resolution: *cycleInfo*

**Explanation:** This error indicates that resolution of service prerequisite dependencies is impossible due to cyclical dependencies.

**Administrator response:** Affected services should be analyzed and the cycles resolved before retrying the request.

---

**CTGIME031E** The account cannot be found.*account\_name*

**Explanation:** The specified account cannot be found in the directory server. Either the account is not defined or has been deleted.

**Administrator response:** Define the missing account if appropriate. If the account should not exist, no action is required.

---

**CTGIME032E** An error occurred creating the analysis unit. The following error occurred. Error: *error\_text*

**Explanation:** The analysis unit cannot be created because of an error. While segmenting the policy change analysis work unit into smaller units an error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information related to the error.

---

**CTGIME033E** An unsupported analysis reason was detected during policy analysis. Reason type: *reason\_type*

**Explanation:** The reason type indicated in the message is not supported. An abnormal internal condition occurred analyzing policy changes producing an reason code that is not valid.

**Administrator response:** An internal processing error occurred. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIME034E** The person *person\_name* cannot be found in the directory server.

**Explanation:** A request to locate the specified person failed. The person name is missing from the directory server. The message may be the result of the person entry being removed from the directory but not all processing requests related to the entry have completed.

**Administrator response:** Check that the person should not be in the directory. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIME035E** The following script evaluation error occurred. Error: *error\_text*

**Explanation:** An error occurred while processing the script. The script may contain a coding error.

**Administrator response:** Review the script code for coding errors. Make the appropriate changes and try the operation again.

---

---

**CTGIME036E** The maximum number of attempts for generating a valid password was exceeded. The maximum number of retries is *maximum\_number\_retries*

**Explanation:** A request to generate a new password cannot complete. The maximum number of attempts has been reached. The password rules may be too restrictive to generate a strong password.

**Administrator response:** Review the password rules associated with the account to ensure they are not too restrictive. A too restricted set of password rules will prevent the system from generating a random password within allowed number of attempts.

---

**CTGIME037E** There was an error creating a prerequisite account. The person is not entitled to one of the prerequisite services.

**Explanation:** A request to provision a service for a person failed because the person does not have the authorization for one of the prerequisite services. To complete the service provisioning the person must be authorized for all prerequisites associated with the service.

**Administrator response:** Verify that all prerequisite accounts are setup for the person.

---

**CTGIME038E** The global service compliance setting cannot be found. The following error occurred. Error: *error\_text*

**Explanation:** A global compliance setting cannot be obtained from system configuration settings. Either the setting was not specified during configuration or there is a problem retrieving the information.

**Administrator response:** Verify that the global compliance setting has been configured. If the setting is configured, verify that access to the directory server is available.

---

**CTGIME039E** The entitlements: *entitlement\_1* and *entitlement\_2* cannot be compared.

**Explanation:** An attempt to compare two entitlement objects failed because the entitlements are for different service targets.

**Administrator response:** Verify that the two entitlements are not for different service targets and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIME041E** The *attribute\_name* attribute value type is not valid for the *java\_class\_name* Java class.

**Explanation:** An attribute passed to the specified Java class is not valid.

**Administrator response:** Check the syntax for the attribute value.

---

**CTGIME042E** An error occurred accessing the configuration file. *file\_name*

**Explanation:** An attempt to access a system property needed for processing fail. The configuration file containing the information could not be accessed.

**Administrator response:** Verify that the property and property file exist in the appropriate location.

---

**CTGIME043E** A type conversion error occurred during compliance evaluation. Attribute: *attr\_name*

**Explanation:** The value doesn't correspond to the attribute syntax type.

**Administrator response:** Check the value entered or the provisioning parameter definition and compare them to the attribute syntax type. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIME201E** One or more arguments specified are not valid for the *method\_name* method.

**Explanation:** The arguments passed to the function where not the ones expected. Either the argument type specified or the number of arguments passed is incorrect.

**Administrator response:** Verify that the arguments being passed to the function meet the specifications of the function.

---

**CTGIME202E** The *method\_name* implementation class is not valid.

**Explanation:** The script engine extension implementation class does not contain one or more requirements.

**Administrator response:** Check that the class name and the implementation of the script engine extension class is correct.

---

**CTGIME203E** The following script interpreter error occurred. Error: *error\_text*

**Explanation:** The script program cannot be evaluated because of an error.

**Administrator response:** Review the script file for



errors. Make the necessary changes and try the request again.

---

**CTGIME204E** An error occurred initializing the *object\_type* object. The following error occurred. Error: *error\_text*.

**Explanation:** The specified Java object could not be instantiated. An attempt to instantiate the object occurred while evaluating a script program that references the object.

**User response:** System administrator should be notified to analyze and correct this situation before retrying the request.

---

**CTGIME205E** IO error occurred when initializing extension classes for the script engine *error\_message* method.

**Explanation:** This error may occur when the script engine's implementation class cannot be initialized.

**Administrator response:** Verify that the class exists on the Java classpath and that all required resources, which the extension is using, are available to it.

---

**CTGIME206E** The following error was detected in the script. Error: *error\_text* Error message: *error\_msg*

**Explanation:** The script program cannot be evaluated because of an error triggered by the script author.

**Administrator response:** Review the script for coding errors. Make the necessary changes and try the request again.

---

**CTGIME208E** An error occurred while loading Class *error\_text*.

**Explanation:** The scripting system tried to get the Class object using `Class.forName(String)` and caught a `ClassNotFoundException`.

**Administrator response:** Make sure the specified Class file is on the java classpath.

---

**CTGIME209E** Failed to create an instance of type *error\_text*.

**Explanation:** The scripting system tried to create a new instance of the given type but was unable to. This usually means that the type does not have the default constructor necessary to use `Class.newInstance()`.

**Administrator response:** Make sure the given type has a public default (no argument) constructor.

---

**CTGIME210W** Failed to declare bean with name *error\_text*.

**Explanation:** An Exception occurred while declaring a bean.

**Administrator response:** None.

---

**CTGIME211E** The method *error\_text* is not supported in this version of the IBMJS BSF Engine.

**Explanation:** The method you are trying to call is not currently supported by JSBSFEngine.

**Administrator response:** None. This error should only be seen by developers.

---

**CTGIME212W** In order to use the *ext* extension, the `HostComponent` must implement the *si* `ScriptInterface`.

**Explanation:** ITIM is trying to load a `ScriptExtension` for a Host Component that does not support the extension. The `ScriptExtension` will be unloaded and script execution will continue.

**Administrator response:** In the `scriptframework.properties` file, remove the offending `ScriptExtension` from being loaded.

---

**CTGIME213E** The wrapper factory *cls* could not be instantiated dynamically. The error is: *err*.

**Explanation:** The script framework tried to create an instance of a wrapper factory using the Java reflection mechanism and failed. This can be caused by the wrapper factory not having a default, no-argument constructor, the wrapper factory not being in the current classpath, or the system not having permission to instantiate a new instance of the wrapper factory class.

**Administrator response:** The most common problem is a misconfigured `scriptframework.properties` file. Check to make sure that the offending factory has its full class name spelled correctly and that the class file is in the classpath.

---

**CTGIME214W** The `WrapperFactory` *factory* has been passed an object of class *cls* to wrap. This factory does not support that type of object.

**Explanation:** The script framework tried to wrap an object with a factory that does not know how to wrap objects of that type. Since the script framework does not know how to wrap this object it will not be available to scripts.

**Administrator response:** Check `scriptframework.properties` to make sure that only the

correct types of objects use specific wrapper factories. For example, only classes that implement `java.util.Map` should be handled by the `JMapWrapperFactory`, and only classes that implement `java.util.Collection` should be handled by `JCollectionWrapperFactory`.

---

**CTGIME215E** The script framework has been asked to use an interpreter that is not supported. The unsupported interpreter is *interpreter*.

**Explanation:** The script framework only supports a limited number of script interpreters, each which has a specific name and language string. The interpreter to use for each host component must be one of: IBMJS (language: javascript) or FESI (language: ecmaascript).

**Administrator response:** Check `scriptframework.properties` to make sure that all lines that start with `ITIM.interpreter.*` have a value of either `ibmjs` or `fesi`.

---

**CTGIME216W** An exception has occurred while reading the properties file *file*. Default values will be used.

**Explanation:** The script framework encountered an error while reading a properties file. Default values will be used.

**Administrator response:** Check to make sure that the specified file exists and that application server has read permission to the file.

---

**CTGIME217W** An exception has occurred while reading the property *prop* from the file *file*. Default value will be used.

**Explanation:** The script framework encountered an error while reading a property from given file. A default value will be used.

**Administrator response:** Check to make sure that the specified file exists and that application server has read permission to the file. Also check that the specified property exists in the properties file.

---

**CTGIME218W** An error occurred while initializing the script extension *extension* for host component *host*. The error message is: *message*.

**Explanation:** The script framework encountered an error while initializing a script extension. The extension will not be loaded, but script execution will continue.

**Administrator response:** Check to make sure that the host component with the error supports all of the extensions loaded in `scriptframework.properties`.

---

**CTGIME219E** The script framework tried and failed to instantiate the script extension *extension*. The error is: *error*

**Explanation:** The script framework tried to create an instance of a script extension using the Java reflection mechanism and failed. This can be caused by the extension not having a default, no-argument constructor, the extension not being in the current classpath, or the system not having permission to instantiate a new instance of the extension.

**Administrator response:** The most common problem is a misconfigured `scriptframework.properties` file. Check to make sure that the offending extension has its full class name spelled correctly, the class file is in the classpath, and the extension has a default, no-argument, constructor.

---

**CTGIME220E** When deciding which script interpreter to use for the host component *hc* the script framework found an unsupported interpreter: *interpreter*. Using the default interpreter instead.

**Explanation:** The script framework only supports a limited number of script interpreters, and a host component specified one that is not supported. The default interpreter will be used instead. Please choose one of: FESI or IBMJS.

**Administrator response:** The most common problem is a misconfigured `scriptframework.properties` file. Check to make sure that the offending host component is configured to use one of FESI or IBMJS.

---

**CTGIME401E** The fields must contain a value that is greater than 0.

**Explanation:** The value specified is 0 or less. The field requires a positive integer to be specified.

**Administrator response:** Verify that the Minimum length and Maximum length fields value for the password rule is an integer greater than 0.

---

**CTGIME402E** One or more services must be selected to define the password policy.

**Explanation:** A password policy requires at least one service to be associated with it.

**Administrator response:** Select at least one service under the Services tab on the Password Policy Add page and click Continue.

---

**CTGIME403E** A value for the Policy Name field is missing. Type a value for this field.

**Explanation:** A policy name is required when defining a password policy.

**Administrator response:** Specify a value for the Policy Name field on the Password Policy Add page and click Continue.

---

**CTGIME405E** The value specified for two or more password rules are in conflict.

**Explanation:** Two or more password rules are in conflict. For example, the value for minimum length is larger than the maximum length.

**Administrator response:** Check the values for the password rules to ensure there are no conflicts.

---

**CTGIME406E** The value specified for minimum password length is greater than the maximum allowed. Minimum value: *minimum\_value* Maximum value: *restriction*

**Explanation:** The minimum password length value specified in the password policy is too long.

**Administrator response:** Reduce the value for the minimum password.

---

**CTGIME601E** An identity policy with the same specification already exists.

**Explanation:** Each identity policy must contain a unique set of specifications.

**Administrator response:** Remove the duplicate policies. Ensure that the set of specifications for each policy is different.

---

**CTGIME605E** The provisioning policy specified is not found. It may have been deleted by a concurrent user.

---

**CTGIME606E** The password policy specified is not found. It may have been deleted by a concurrent user.

---

**CTGIME607E** The separation of duty policy operation *operation\_name* could not be invoked for policy *policy\_name*.

**Explanation:** An error prevented the policy operation from starting.

**User response:** Read any additional messages for further detail about the failure and corrective actions. If no additional information exists and additional attempts to complete the operation fail, contact your system administrator.

**Administrator response:** Gather and look up any additional message IDs that appear on the user interface. Check the message log for detailed information about the failure.

---

**CTGIME608E** The separation of duty policy cannot be saved because an exclusion rule references a role which could not be found in LDAP: *role\_dn*.

**Explanation:** A separation of duty policy is invalid if the exclusion rule refers to any roles that do not exist in LDAP.

**User response:** Verify that the role listed above is properly specified and was not deleted during the creation of this policy.

---

**CTGIME609E** The separation of duty policy cannot be saved because the policy name is missing or null.

**Explanation:** A policy name must be defined.

**User response:** Modify the policy name to have a value that is not empty string or null.

---

**CTGIME610E** The separation of duty policy cannot be saved because a rule name is missing or null.

**Explanation:** A rule name must be defined.

**User response:** Modify the name of the rule to have a value that is not empty string or null.

---

**CTGIME611E** The separation of duty policy cannot be saved because an exclusion rule, *rule\_name*, does not reference any roles.

**Explanation:** An exclusion rule needs to reference roles.

**User response:** Modify the exclusion rule to reference a set of roles.

---

**CTGIME612E** The separation of duty policy cannot be saved because an exclusion rule, *rule\_name*, has an invalid allowed number of roles.

**Explanation:** The allowed number of roles of an exclusion rule should be greater than zero and less than the number of roles for which the rule applies.

**User response:** Modify the allowed number of roles to fall within the valid range.

---

**CTGIME613E** The separation of duty policy contains one or more exclusion rule names which are the same: *rule\_name*

**Explanation:** Rule names must be unique within a single separation of duty policy.

**User response:** Modify the name of the rule to something different than the existing rule, or update the existing rule with your changes.

---

**CTGIME614E** The separation of duty policy cannot be saved because the owner of the policy could not be found in LDAP: *owner\_dn*.

**Explanation:** A separation of duty policy is invalid if any of the owners of the policy do not exist in LDAP.

**User response:** Verify that the owner listed above is properly specified and was not deleted during the creation of this policy.

---

**CTGIME615E** The separation of duty policy cannot be saved because an exclusion rule contains a role that is not within the same root organization as itself.

**Explanation:** A policy exclusion rule can only contain roles from within its root organization.

**User response:** Remove all the roles within the policy exclusion rules that are not in the same root organization as the policy.

---

**CTGIME616E** The separation of duty policy cannot be saved because an owner of the policy, *owner\_name*, is in a different organization than the organization of the policy.

**Explanation:** A separation of duty policy owner must be selected from the same organization as the separation of duty policy.

**User response:** Verify that the owner listed above is properly specified and is in the same organization as the policy.

---

**CTGIME617E** The role, *failed\_role\_name*, cannot be added to the exclusion list because it is a descendant of roles *conflicting\_role\_names*.

**Explanation:** Two roles cannot exist in a separation of duty policy exclusion list when they share a direct ancestor or descendant in the role hierarchy. The role being added to the exclusion list either conflicts with a role currently in the list, or with another role you are attempting to add.

**User response:** Use the list of conflicting roles in the message to determine which role to use in the exclusion list. Because the role you are trying to add is a descendant of the role or roles listed in conflict, the members of the role are already included in the separation of duty policy enforcement behavior and there is no need to take further action. If you would like to reduce the scope of the separation of duty policy exclusion list, then you may want to remove the conflicting roles, and try adding the role again.

---

**CTGIME618E** The role, *failed\_role\_name*, cannot be added to the exclusion list because it is an ancestor of roles *conflicting\_role\_names*.

**Explanation:** Use the list of conflicting roles in the message to determine which role to use in the exclusion list. Because the role you are trying to add is an ancestor of the role or roles listed in conflict, the members of the descendant role in the exclusion list are already included in the separation of duty policy enforcement behavior. If you want to increase the scope of the current exclusion list, remove the conflicting child role or roles and try adding the new role to the policy again.

**User response:**

---

**CTGIME619E** The rule, *rule\_name*, cannot be saved as part of the separation of duty policy because it contains a role, *role\_name*, which is an ancestor of *conflicting\_role\_names*.

**Explanation:** Use the list of conflicting roles in the message to determine which role should be used in the exclusion list. Because the role you are trying to add is an ancestor of the role or roles listed in conflict, the members of the descendant role in the exclusion list are already included in the separation of duty policy enforcement behavior. If you want to increase the scope of the current exclusion list, remove the conflicting child role or roles and try adding your new role to the policy again.

**User response:**

---

**CTGIME701W** During user recertification policy enforcement for user *person\_name*, the role with distinguished name *role\_distinguished\_name* was ignored. Either the user is no longer a member of the role or the role no longer exists. The processing and enforcement of other resources will continue.

**Explanation:** The user was removed from the role before the recertification remediation could be processed. Since the user is no longer a member of the role, the role was ignored.

**Administrator response:** No action is required.

---

**CTGIME702W** During user recertification policy enforcement for user *person\_name*, the account with distinguished name *account\_distinguished\_name* was ignored. Either the account has been removed, or the user no longer owns the account. The processing and enforcement of other resources will continue.

**Explanation:** Either the account was removed before

the recertification was processed, or another user has taken ownership of that account. Since the user no longer owns this account, the account was ignored during processing.

**Administrator response:** No action is required.

---

**CTGIME703W** During user recertification policy enforcement for user *person\_name*, the group with distinguished name *group\_distinguished\_name* on account *account\_name* was ignored. The account is no longer a member of the group or its corresponding access. The processing and enforcement of other resources will continue.

**Explanation:** The account was modified before the recertification enforcement could be processed, and the account is no longer in the specified group. Since the account is not a member of the group it was ignored during processing.

**Administrator response:** No action is required.

---

**CTGIME704E** *recertification\_policy\_name* is not applicable to *user\_name*. Select other recertification policy.

**Explanation:** The selected recertification policy is not applicable for the user.

**User response:** Select other recertification policy and run the policy.

---

**CTGIME801E** More than one policy defined for a target of the same specificity not allowed.

**Explanation:** There cannot identical policies defined for the same target.

**Administrator response:** Remove the duplicate policies or change the policies so that each is unique.



---

## Chapter 7. Data services messages

These messages contain information about data services. They are identified by the letter F.

---

**CTGIMF001E** An error occurred while creating the object.

**Explanation:** The data needed to create the object is not valid causing a possible schema error or not enough space on directory server.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the problem.

---

**CTGIMF002E** A session with the directory server cannot be established.

**Explanation:** A communication error occurred while accessing the directory server. The directory server is not available or overloaded with requests.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the problem. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMF003E** Data needed to process the object cannot be found.

**Explanation:** An internal error occurred while retrieving data needed to process an object.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the problem. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMF004E** The *file\_name* meta data file cannot be read.

**Explanation:** An error occurred retrieving the meta data file.

**Administrator response:** Check that the file exists and that the application has the proper authorization to access the file.

---

**CTGIMF005E** The information in the *file\_name* meta data is not correct or outdated.

**Explanation:** The information in the meta data is not correct or current.

**Administrator response:** Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman) to validate the file and obtain a new copy if necessary.

---

**CTGIMF006E** The relationship file cannot be instantiated. Check the CLASSPATH statement and ensure the object is listed in the statement.

**Explanation:** An error occurred instantiating the relationship file.

**Administrator response:** Ensure that the relationship file is listed in the CLASSPATH.

---

**CTGIMF007E** The specified object cannot be found in the directory server. The object might have been moved or deleted before your request completed. The following information was returned from the directory server: The *object\_name* object cannot be found. The following error occurred. Error: *error\_text*.

**Explanation:** An attempt to locate the object in the directory server failed.

**Administrator response:** Ensure that the object still exists and was not deleted by another user. You can review the IBM Security Privileged Identity Manager log files for additional information about the error. The log files contain the DN name of the object, which you can use to check the directory server to ensure that the object exists.

---

**CTGIMF008E** The data received is not correct. An expected parameter is missing.

**Explanation:** An internal processing error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMF009E** The search results exceed the maximum number of results. Increase the search criteria and try again.

**Explanation:** The maximum search result limit has been reached.

**Administrator response:** Add more search criteria to reduce the number of items found.

**CTGIMF010E** A problem occurred while performing the search. The results may not be complete.

**Explanation:** The search did not complete before a problem occurred. The problem may be temporary.

**Administrator response:** Try the search again. Review the IBM Security Privileged Identity Manager log files for additional information about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

**CTGIMF011E** The container cannot be found.

**Explanation:** The system could not locate the container.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

**CTGIMF012E** The *relation\_name* relationship not found for the *object\_dn* object.

**Explanation:** The data in the directory server is missing or corrupted.

**Administrator response:** Check the directory sever object DN. Review the attributes for the relationship to determine if it is missing or corrupted. If the data is missing, make the necessary updates. Otherwise, review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

**CTGIMF013E** The *profile\_name* profile cannot be found.

**Explanation:** A profile is required for every object.

**Administrator response:** From the user interface, look up the profile name to verify it is in the directory server. If missing, use the interface to define a profile and try the operation again.

**CTGIMF014E** The *category\_name* category is not valid.

**Explanation:** The specified category cannot be found. A category is associated when defining an entity. This association has been corrupted.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

**CTGIMF015E** The specified credential *key\_name* cannot be found in the credential vault. The object might have been moved or deleted before your request completed.

**Explanation:** An attempt to locate the object in the credential vault failed.

**Administrator response:** Ensure that the credential still exists and was not deleted by another user. You can review the IBM Security Privileged Identity Manager log files for additional information about the error. The log files contain the key of the credential, which you can use to check the credential vault to ensure that the object exists.

**CTGIMF016E** The *object\_name* object already exists.

**Explanation:** The object already exists in the directory server.

**Administrator response:** Change the name of the object and try the operation again.

**CTGIMF017E** The *object\_name* object cannot be modified. Another user is currently using it. Details: *explanation*.

**Explanation:** Multiple users cannot modify an object at the same time.

**Administrator response:** Wait until the object is available and try the operation again.

**CTGIMF018E** The data received is not what is expected.

**Explanation:** The input data is not valid. The expected data is missing or the data passed is not the correct type.

**Programmer response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check that the right parameters are being passed and that the data type is correct.

**CTGIMF019E** An error occurred referencing the *object\_name* object. There is a duplicate entry for the object.

**Explanation:** Cannot have two entries with the same value in the system. The object could not be retrieved because two objects with the same name exist.

**Administrator response:** Removed the duplicate entry.



Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMF020E The *dn\_name* DN is not valid.**

**Explanation:** The value for distinguished name is not valid.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMF021E One or more attributes for the *object\_name* object are not valid. Error: *error\_text***

**Explanation:** A directory schema violation occurred. The object is not part of the schema.

**Administrator response:** Review the directory server log to determine which attribute is not valid. Start the IBM Security Privileged Identity Manager trace. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMF022E An error occurred while removing the *object\_name* object. Error: *error\_text***

**Explanation:** The object could not be removed from the directory server. An internal processing error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMF023E The directory server is not available. Start the directory server.**

**Explanation:** A communication error occurred while accessing the directory server. The directory server is not available or overloaded with requests.

**Administrator response:** Verify that the directory server is available and that there are no network outages, and try the operation again. Review the IBM Security Privileged Identity Manager log files for additional information about the problem. If the problem persists, check IBM Electronic Support for additional information -www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMF024E The user ID is null. Check that the Identity Policy exists.**

**Explanation:** The user ID is null.

**Administrator response:** Check that the Identity Policy exists. Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMF025E Invalid target type: *target\_size*. Target for account templates is not a service instance.**

**Explanation:** For account templates defined at organizational level, the service target type must be a service instance.

**Administrator response:** Verify that the service target is a service instance. Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMF026E Invalid target type: *target\_size*. Target for a global account template is not a service profile.**

**Explanation:** For global account templates, the service target type must be a service profile.

**Administrator response:** Verify that the service target is a service profile. Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMF027E Invalid number of targets: *target\_size*. More than one target was specified for an account template.**

**Explanation:** One and only one service target is supported for an account template.

**Administrator response:** Verify that the number of service targets is one. Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMF029E The specified object cannot be found in the directory server. The object might have been moved or deleted before your request completed. The following information was returned from the directory server: The *object\_name* object cannot be found with the specified name *tenant\_id*.**

**Explanation:** An attempt to locate the object in the directory server failed.

**Administrator response:** Ensure that the object still exists and was not deleted by another user. You can review the IBM Security Privileged Identity Manager log files for additional information about the error. The log files contain the DN name of the object, which you

## CTGIMF030E • CTGIMF034E

can use to check the directory server to ensure that the object exists.

---

### CTGIMF030E Multiple objects found for *uri* URI in *container\_dn* organizational container.

**Explanation:** There are multiple objects of the same type found for the specified URI and organizational container.

**Programmer response:** Ensure that the specified URI is correct and specify a different organizational container for the search context.

---

### CTGIMF031E The role assignment attribute *assignment\_attribute\_name* cannot be removed from *role\_name*.

**Explanation:** When one or more persons have the value for the specified role assignment attribute, the assignment attribute cannot be removed from the role.

**Programmer response:** Ensure that the specified assignment attribute is not removed when setting the assignment attributes to a role.

---

### CTGIMF032E The model extension class *class\_name* could not be loaded.

**Explanation:** The model extension class name might be incorrect or not located in the class path of the application.

**Administrator response:** Ensure that the class name is correct and located in the classpath of the application.

---

### CTGIMF033E The rule definition of the model extension plugin for attribute *attribute\_name* could not be found.

**Explanation:** Every attribute listed in the attribute extension property file must have a corresponding rule definition.

**Administrator response:** Check the attribute extension property file to ensure that a rule is defined for each attribute.

---

### CTGIMF034E An error occurred while running the model extension plugin for the attribute *attribute\_name*.

**Explanation:** The model extension plugin threw an unexpected exception during execution.

**Administrator response:** Check the exception in the WebSphere SystemOut log file to determine the cause of the error.

---

## Chapter 8. Service management messages

These messages contain information about service management. They are identified by the letter G.

---

### CTGIMG001E An error occurred while saving the *rule\_name* adoption rule.

**Explanation:** An error occurred while saving an adoption rule into the directory server. Possible reasons are directory server schema or data violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to save the adoption rule into the directory server failed. A message is written to log file.

---

### CTGIMG002E An error occurred while updating the *rule\_name* adoption rule.

**Explanation:** An error occurred while updating an adoption rule into the directory server. Possible reasons are directory server schema or data violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to save the adoption rule into the directory server failed. A message is written to log file.

---

### CTGIMG003E An error occurred while removing the adoption rule.

**Explanation:** An error occurred while removing an adoption rule from the directory server. Possible reasons are directory server schema or data violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the

problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to delete the adoption rule from the directory server failed. A message is written to log file.

---

### CTGIMG004E An error occurred while retrieving information of the adoption rule.

**Explanation:** An error occurred while retrieving an adoption rule from the directory server. Possible reasons are directory server connection failure or data integrity violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to delete the adoption rule from the directory server failed. A message is written to log file.

---

### CTGIMG005E The services referenced by provisioning policies cannot be deleted.

**Explanation:** A service cannot be deleted if there is a policy being enforced on service.

**Administrator response:** Remove the policies, which have the targeted services as entitlements.

---

### CTGIMG006E An error occurred while saving the compliance alert configuration.

**Explanation:** An error occurred while saving the compliance alert configuration to the directory server. Possible reasons are directory server schema or data violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for

additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to create the compliance alert configuration in the system failed. A message is written to log file.

---

**CTGIMG007E An error occurred while updating the compliance alert configuration.**

**Explanation:** An error occurred while saving the compliance alert configuration to the directory server. Possible reasons are directory server schema or data violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to update the compliance alert configuration in the system failed. A message is written to log file.

---

**CTGIMG008E An error occurred while removing the compliance alert configuration.**

**Explanation:** An error occurred while removing the compliance alert configuration from the directory server. Possible reasons are directory server schema or data violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to remove the compliance alert configuration from the system failed. A message is written to log file.

---

**CTGIMG009E An error occurred while adding the *service\_name* service.**

**Explanation:** The system was unable to successfully create a service based on the provided input.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/](http://www.ibm.com/software/)

[sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG010E An error occurred while deleting a service.**

**Explanation:** The system was unable to successfully remove the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG011E An error occurred while updating the *service\_name* service.**

**Explanation:** The system was unable to successfully update the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG012E An error occurred while retrieving detailed information of the service.**

**Explanation:** The system was unable to successfully retrieve detailed information of the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG013E An error occurred while testing the connection for the *service\_name* service.**

**Explanation:** The system was unable to successfully test the connection of the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG014E** An error occurred while retrieving prerequisite information of a service.

**Explanation:** The system was unable to successfully retrieve prerequisite information of the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG015E** An error occurred while retrieving password property of a service.

**Explanation:** The system was unable to successfully retrieve password information of the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG016E** An error occurred while retrieving one or more accounts for the service.

**Explanation:** The system was unable to successfully retrieve accounts of the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG017E** An error occurred while executing policy enforcement for service [*rule\_name*].

**Explanation:** The system was unable to successfully complete execution of the policy enforcement of the service.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG018E** An error occurred while executing global policy enforcement.

**Explanation:** The system was unable to successfully run global policy enforcement.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG019E** An error occurred while retrieving the profile of the service. The service might have been deleted. The DN of the service is *service\_name*.

**Explanation:** The system was unable to successfully retrieve the profile of the service.

**Administrator response:** Ensure that the service still exists. If the service still exists, try the operation again. If you cannot determine the cause of the error, review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG020E** An error occurred while retrieving information for an adoption rule.

**Explanation:** The system was unable to successfully retrieve information for an adoption rule.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG021E** An error occurred while retrieving the compliance alert configuration.

**Explanation:** An error occurred while retrieving the compliance alert configuration from the directory server. Possible reasons are directory server schema or data violations.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. Verify that the directory server is available and there are no network outages and try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An attempt by the service management component to remove the compliance alert configuration from the system failed. A message is written to log file.

---

**CTGIMG022E An error occurred while adopting one or more orphan accounts.**

**Explanation:** The system was unable to successfully adopt one or more orphan accounts.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG023E An error occurred while de-provisioning one or more orphan accounts.**

**Explanation:** The system was unable to successfully de-provisioning one or more orphan accounts.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG024E An error occurred while viewing the details for an orphan account.**

**Explanation:** The system was unable to successfully retrieve information of an orphan account.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG025E The entitlement cannot found.**

**Explanation:** The system was unable to successfully find an entitlement.

**Administrator response:** Check that an entitlement is defined for the service. Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG026E One or more policy conflicts occurred. Click appropriate action to continue; else click Cancel.**

**Explanation:** Some policy conflicts occurred.

**User response:** Resolve the policy conflicts and continue.

---

**CTGIMG027E A service prerequisite conflict occurred.**

**Explanation:** The current service cannot be set as a prerequisite.

**User response:** Assign a different service as the prerequisite.

---

**CTGIMG028E Circular dependency for the service encountered.**

**Explanation:** The selected service cannot be set as a prerequisite because of circular dependency.

**User response:** Assign a different service prerequisite.

---

**CTGIMG029E One or more parameters cannot be retrieved.**

**Explanation:** The page parameters cannot be retrieved.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional details about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMG030E The expression is missing. Select an expression.**

**Explanation:** An expression is required.

**Administrator response:** Select an expression to continue.

---

**CTGIMG031E The search parameter is missing.**

**Explanation:** A search argument must be specified to search for orphan accounts.

**Administrator response:** Specify a search argument and try the operation again.

---

**CTGIMG032E There was a problem executing the specified action on the manual service for *action\_name*. The internal request ID is *request\_id*.**

**Explanation:** An internal error occurred while executing the process for the given manual service. The action will be marked as failed and will need to be

retried at a later date if desired.

**Administrator response:** Check the log files and retry the action as necessary.

---

**CTGIMG033E** There was a problem updating the manual service. Changes were not saved.

**Explanation:** There was a problem updating the manual service. Changes were not saved.

**Administrator response:** Double check the content of the form and retry. Check the log files and retry the action as necessary.

---

**CTGIMG034E** Invalid prerequisite. Service *[service\_name]* cannot be used as prerequisite.

**Explanation:** The prerequisite service cannot be either DSML HR Feed or IDI Data Feed. Please select different service for prerequisite.

---

**CTGIMG035E** The specified service is not found. It might have been deleted by a concurrent user.

**Explanation:** The system was unable to find the service for this enforcement. It might have been deleted by another user.

**Administrator response:** Make sure the service still exists and not removed by other user.

---

**CTGIMG036E** The specified service is not a manual service or a connected manual service. The reconciliation cannot proceed.

**Explanation:** The service does not support performing a manual reconciliation.

**Administrator response:** Modify the service connection mode by setting it to manual if connection mode is supported by the service type.

---

**CTGIMG037E** Connection mode is not supported for the service type. *service\_type*.

**Explanation:** Connection mode is not supported on ITIM service or any type of identity feed service, hosted service, or manual service types.

**Administrator response:** If connection mode is supported by the service type, use form designer to add the *erconnectionmode* attribute to the customized form.

---

**CTGIMG038E** The service type or the service instance does not support specifying manual activities.

**Explanation:**

**Administrator response:**

---

**CTGIMG039E** The system cannot remove the *service\_name* service. This service is specified as the WebSphere account repository.

**Explanation:** The WebSphere account repository cannot be removed. You must remove the reference that specifies this service as the WebSphere account repository before you can remove this service.

**User response:** To remove the reference that specifies this service as the WebSphere account repository, go to ITIM Service and clear the WebSphere account repository attribute. Then try to remove the service again.

---

**CTGIMG040E** The tenant named *tenant\_name* could not be found in the directory.

**Explanation:** While dealing with the recertification configuration, the system could not find the tenant supplied.

---

**CTGIMG041E** The service named *service\_name* could not be found in the directory.

**Explanation:** While dealing with the recertification configuration, the system could not find the service supplied.

---

**CTGIMG042E** Unable to add/update the lifecycle rule for the global recertification configuration.

**Explanation:** There was a problem while adding/updating the lifecycle rule for the global recertification configuration. See the trace log for more information.

---

**CTGIMG043E** Unable to add/update the lifecycle rule of the recertification configuration for service *service\_name*.

**Explanation:** There was a problem while adding/updating the lifecycle rule of the recertification configuration for the given service. See the trace log for more information.

---

**CTGIMG044E** Unable to remove the lifecycle rule for the global recertification configuration.

**Explanation:** There was a problem while removing the

lifecycle rule for the global recertification configuration. See the trace log for more information.

---

**CTGIMG045E Unable to remove the lifecycle rule for the recertification configuration for service *service\_name*.**

**Explanation:** There was a problem while removing the lifecycle rule for the recertification configuration for the given service. See the trace log for more information.

---

**CTGIMG046E Unable to remove the operational workflow for the global recertification configuration.**

**Explanation:** There was a problem while removing the operational workflow for the global recertification configuration. See the trace log for more information.

---

**CTGIMG047E Unable to remove the operational workflow for the recertification configuration for service *service\_name*.**

**Explanation:** There was a problem while removing the operational workflow for the recertification configuration for the given service. See the trace log for more information.

---

**CTGIMG048E Unable to add/change the operational workflow for the global recertification configuration.**

**Explanation:** There was a problem while adding/changing the operational workflow for the global recertification configuration. See the trace log for more information.

---

**CTGIMG049E Unable to add/change the operational workflow for the recertification configuration for service *service\_name*.**

**Explanation:** There was a problem while adding/changing the operational workflow for the recertification configuration for the given service. See the trace log for more information.

---

**CTGIMG050E Unable to find lifecycle rule id for the global recertification configuration.**

**Explanation:** There was a problem finding the lifecycle rule id for the global recertification configuration. See the trace log for more information.

---

**CTGIMG051E Unable to find lifecycle rule id for the recertification configuration for service *service\_name*.**

**Explanation:** There was a problem finding the lifecycle rule id for the recertification configuration for the given service. See the trace log for more information.

---

**CTGIMG052E Unable to find the global recertification configuration.**

**Explanation:** There was a problem finding the global recertification configuration. See the trace log for more information.

---

**CTGIMG053E Unable to find the recertification configuration for service *service\_name*.**

**Explanation:** There was a problem finding the recertification configuration for the given service. See the trace log for more information.

---

**CTGIMG054E Unable to determine the recertification period from the recertification configuration.**

**Explanation:** There was a problem determining the recertification period from the lifecycle rule filter for the recertification configuration. See the trace log for more information.

---

**CTGIMG055E Unable to add recertification policy named *policy\_name*.**

**Explanation:** There was a problem while adding recertification policy configuration for the given service. See the trace log for more information.

---

**CTGIMG056E Unable to retrieve for the recertification policy named *policy\_name*.**

**Explanation:** There was a problem while searching for recertification policies for the given name. See the trace log for more information.

---

**CTGIMG057E Unable to retrieve for the configuration information for recertification policy named *policy\_name*.**

**Explanation:** There was a problem while retrieving the configuration portion of the recertification policy for the given name. See the trace log for more information.

---

**CTGIMG058E A non service instance was encountered while operating on a recertification policy.**

**Explanation:** Recertification policies only support service instances.

---

**CTGIMG059E Unable to retrieve the recertification policy for the *service\_name* service.**

**Explanation:** There was a problem while retrieving the configuration portion of the recertification for a service. See the trace log for more information.



---

**CTGIMG060E Unable to remove recertification policy named *policy\_name*.**

**Explanation:** There was a problem while removing recertification policy configuration for the given service. See the trace log for more information.

---

**CTGIMG061E You are not allowed to remove the global recertification policy.**

**Explanation:** You can not remove the global policy once it is defined in the system.

---

**CTGIMG062E The service or access target *service\_or\_access\_target\_name* of your policy is already in use by another recertification policy named *policy\_name*.**

**Explanation:** The recertification policy cannot target a service or access that is already defined as a target of another recertification policy.

**Administrator response:** Choose another service or access target for this policy. If you want to change the policy which affects the listed target, modify the policy named in the message instead.

---

**CTGIMG063E Unable to run the recertification policy named *policy\_name*.**

**Explanation:** There was a problem attempting to run the specified recertification policy. See the trace log for more information.

---

**CTGIMG064E Provisioning policies are not found for *service\_name*.**

**Explanation:** Cannot find policies to enforce the service.

**User response:** Define a valid provisioning policy for the service and try again.

---

**CTGIMG065E Service restart is not supported for the service *service\_name*.**

**Explanation:** Service restart is only supported for services that make provisioning requests to remote adapter systems. An attempt to restart the ITIM Service, a hosted ITIM Service, a feed, or a manual service will fail, since it cannot be completed properly.

**Administrator response:** Select a different service for restart.

---

**CTGIMG066W The last test attempt on the service failed. See additional messages for failure details.**

**Explanation:** A previous attempt to test the service failed. Additional information about the failure should be displayed along with this message. The test failure

needs to be corrected to ensure proper operation of the service.

**User response:** Examine the detail message, correct the service or adapter configuration, and repeat the service test.

---

**CTGIMG100W The component that monitors thread hangs could not be initialized due to an unexpected error.**

**Explanation:** The application could not initialize detailed thread hang monitoring. Normal processing can continue, but notifications of thread hang events will not be provided.

**User response:** Check the logs for additional information regarding the error.

---

**CTGIMG101W A suspected hang was detected on thread *thread\_name* while making a request to the service *service\_name* (*service\_dn*). A request to perform operation type *operation\_type* has not completed after *runtime\_secs* seconds.**

**Explanation:** The application server detected a thread hang during execution of a request to an adapter, during execution of a workflow activity.

**User response:** Verify the service configuration information for the referenced service. Test the service for connectivity issues.

---

**CTGIMG102W A suspected hang was detected on thread *thread\_name* while executing root process *root\_process\_id*, process *process\_id*, and activity *activity\_id*. Execution of activity *activity\_design\_id* within workflow process type *process\_type\_code* has not completed after *runtime\_secs* seconds.**

**Explanation:** The application server detected a thread hang during execution of a workflow activity.

**User response:** If the workflow definition or activity have been customized, check the customizations for any programming errors.

---

**CTGIMG103W A suspected hang was detected on thread *thread\_name* while making a request to the service *service\_name* (*service\_dn*). The request to perform operation type *operation\_type* occurred while executing root process *root\_process\_id*, process *process\_id*, and activity *activity\_id*. The request has not completed after *runtime\_secs* seconds.**

**Explanation:** The application server detected a thread hang during execution of a request to an adapter, during execution of a workflow activity.

**User response:** Verify the service configuration information for the referenced service. Test the service for connectivity issues.

---

## Chapter 9. Password management messages

These messages contain information about password management. They are identified by the letter H.

---

**CTGIMH001E** The password does not meet the requirements of the password rules.

**Explanation:** The specified password must meet all requirements of the password rules.

**User response:** Examine the password rules and create a new password that meets all requirements of the password rules.

---

**CTGIMH005E** A password cannot be generated. The maximum number of times for generating a password has been exceeded.

**Explanation:** The combination of password rules is too restrictive preventing the system from generating a random password within the maximum number of attempts.

**User response:** Review the password rules to ensure they are not too restricted when combined. Report the message to the administrator.

**Administrator response:** Modify the password rules to allow for successful password generation.

---

**CTGIMH007E** One or more letters are in lowercase where uppercase letters are expected.

**Explanation:** The specified password does not conform to the password rule regarding letter case. One or more letters in the password is expected to be in uppercase. On the Manage Password page click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Retype your password using the appropriate case.

---

**CTGIMH008E** One or more letters are in upper case character where lower cases are expected.

**Explanation:** The specified password does not conform to the password rule regarding letter case. One or more letters in the password is expected to be in lowercase. On the Manage Password page click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Retype your password using the appropriate case. Verify that the Caps lock key is turned off.

---

**CTGIMH009E** The specified restrictions relating to case format are not compatible.

**Explanation:** Unable to combine password rules because the case restriction for the characters is not compatible with the one or more password rules for the selected accounts.

**User response:** Make sure to change password by selecting individual account or contact system administrator to make sure that the password rules are compatible for all the accounts.

---

**CTGIMH010E** The password exceeds the maximum number of characters.

**Explanation:** The number of character in the specified password exceeds the password rule defining the maximum number of characters. From the Manage Password page, click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Reduce the number of characters in the password to the number allowed as defined in the password rule and submit the password again.

---

**CTGIMH011E** The password does not adhere to the minimum number of characters.

**Explanation:** The number of character in the specified password does not meet the minimum number of character as specified in the password rule. On the Manage Password page, click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Increase the number of characters in the password to meet the minimum number of character password rule and submit the password again.

---

**CTGIMH012E** The specified restrictions on password length are not compatible.

**Explanation:** The password rule cannot be combined because the length restriction is not compatible with the one or more password rules for the selected accounts.

**User response:** Make sure to change password by selecting individual account or contact system administrator to make sure that the password rules are compatible for all the accounts.

---

**CTGIMH013E** There are too many repeated characters in the password.

**Explanation:** The password contains a repeated character that exceeds the maximum times the character can be repeated as specified by the password rule. On the Manage Password page, click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Increase the number of characters in the password to meet the minimum number of character password rule and submit the password again.

---

**CTGIMH014E** The password contains a character that is not valid.

**Explanation:** A character has been entered for the password that has been configured by the administrator as a restricted character. The password must not contain a restricted character.

**User response:** Remove the restricted characters from the password and submit the password again.

---

**CTGIMH015E** Incompatible may not contain character restrictions

**Explanation:** Unable to combine password rules as character restriction is not compatible with the one or more password rules for the selected accounts.

**User response:** Make sure to change password by selecting individual account or contact system administrator to make sure that the password rules are compatible for all the accounts.

---

**CTGIMH016E** The password does not contain any of the required characters.

**Explanation:** The password rule requires that the password contain at least one of a set of required characters. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that meets the required character password rule and submit the password again.

---

**CTGIMH017E** Incompatible must contain character restrictions

**Explanation:** The password rules cannot be combined because the character restriction is not compatible with the one or more password rules for the selected accounts.

**User response:** Make sure to change password by selecting individual account or contact system administrator to make sure that the password rules are compatible for all the accounts.

---

**CTGIMH020E** The new password cannot be the same as any previously used passwords.

**Explanation:** The new password is the same as a previous used password. The password rule requires that new password cannot be the same as a previously used password. To view the password rules from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that meets the repeated password rule and submit the password again.

---

**CTGIMH021E** The new password cannot be the reverse of any previously used passwords.

**Explanation:** The new password is the reverse of a previously used password. The password rule requires that a combination of new characters be used for the new password. To view the password rules from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that meets reverse repeated password rule and submit the password again.

---

**CTGIMH022E** An user ID cannot be part of a password.

**Explanation:** The characters of the new password contain the user ID for which the password is being created. The password rule does not allow the user ID to be part of the password. To view the password rules from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that meets the no user ID password rule and submit the password again.

---

**CTGIMH023E** A user name cannot be part of a password.

**Explanation:** The characters of the new password contain the user name for which the password is being created. The password rule does not allow the user name to be part of the password. To view the password rules from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that meets the no user name password rule and submit the password again.

---

**CTGIMH024E** Incompatible starts with restrictions

**Explanation:** Unable to combine password rules as the starts with character restriction is not compatible with the one or more password rules for the selected accounts.

**User response:** Make sure to change password by selecting individual account or contact system administrator to make sure that the password rules are compatible for all the accounts.

---

**CTGIMH025E The password does not start with one of the required characters.**

**Explanation:** The password rules require that the password begin with one of a require set of characters. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that meets the starts with required character password rule and submit the password again.

---

**CTGIMH027E The password must contain restricted to characters only.**

**Explanation:** The password must contain only characters that have been identified in the password rules. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that meets the starts with required character password rule and submit the password again.

---

**CTGIMH028E The password contains a word that has been identified as restricted.**

**Explanation:** The password rule has been configured to search for words in a password dictionary. The specified password contains one of the words listed in the password dictionary. The password dictionary contains a list of words that cannot be used. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Type a password that does not contain any words in the password dictionary and submit the password again.

---

**CTGIMH029E The password does not contain the required minimum number of alphabetic characters.**

**Explanation:** The number of alphabetic characters in the specified password does not meet the minimum number specified in the password rules. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Increase the number of alphabetic characters in the password to meet the minimum number required by the password rules. Submit the password again.

---

**CTGIMH030E The password does not contain the required minimum digit characters**

**Explanation:** The number of numeric characters in the specified password does not meet the minimum number specified in the password rules. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Increase the number of numeric characters in the password to meet the minimum number required by the password rules. Submit the password again.

---

**CTGIMH031E The password does not contain the required minimum number of unique characters.**

**Explanation:** The number of unique characters in the specified password does not meet the minimum number of unique characters specified in the password rules. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Change the password to contain at least a minimum number of unique characters and submit the password again.

---

**CTGIMH033W Select more than one account to view the combined password rules.**

**Explanation:** To view combined Password rules, multiple accounts must be selected from the Service table on the Manage Password page.

**User response:** Select the desired accounts and click View Combined Password Rules to view all the rules associated with the accounts selected.

---

**CTGIMH034E At least one account must be selected to change password.**

**Explanation:** To change password, at least one account must be selected from the Service table on the Manage Password page.

**User response:** Select at least one account and submit password change.

---

**CTGIMH035E The value for the New Password field is missing.**

**Explanation:** The value for the New Password field is required to change a password.

**User response:** Specify a value and click Submit.

---

**CTGIMH036E** The value for the Confirm Password field is missing. Type the same value entered for the New Password field.

**Explanation:** The value for the Confirm Password field is required to change a password.

**User response:** Specify the same value entered for the New Password field and click Submit.

---

**CTGIMH037E** The values for the New Password and Confirm Password fields do not match. Enter the desired password in both fields.

**Explanation:** The New Password and Confirm Password fields must have the same value.

**User response:** Specify the same value for both New Password and Confirm Password fields and click Submit.

---

**CTGIMH044E** A password must be specified to continue. Enter a valid password.

**Explanation:** A password is required to continue.

**User response:** Specify the appropriate password.

---

**CTGIMH045E** The value for the Old Password field is missing.

**Explanation:** The value for the Old Password field is required to change a password.

**User response:** Specify a value and click Submit.

---

**CTGIMH047W** Your password is no longer valid. Either the password has expired or you are being forced to change the password. Create a new password to continue.

**Explanation:** The specified password is no longer valid. It has either expired since the last password change or your system administrator is requiring that the password for your account be changed.

**User response:** Create a new password according to the password rules from the Change/Create Password page. After you have successfully created a new password, use the new password to log into your account.

---

**CTGIMH048E** The change password request for your Identity Manager account has timed out. Try your request again later.

**Explanation:** The change password request has been pending for more than a minute and has been canceled.

**User response:** Try again after some time. If the problem persists, contact the system administrator to

complete the change password request.

---

**CTGIMH049E** The change password request has been submitted successfully but has not completed. Wait for ten minutes and then login with the new password.

**Explanation:** The change password request is still processing.

**User response:** After ten minutes, login with the new password. Contact the administrator, if you unable to login with new password. There may be network problems preventing the request from completing.

---

**CTGIMH050W** The account is being modified or has been removed from the system.

**Explanation:** The user ID of the account might have been modified or the account has been removed from the system.

**User response:** Refresh the account and try the operation again.

---

**CTGIMH051E** The value entered for Old Password field is not correct. Enter the correct password.

**Explanation:** The value for the Old Password field is not correct. Verify that you are typing in the correct value. Ensure that the capitalization is correct.

**User response:** Type in the password and submit the password again.

---

**CTGIMH052E** The value entered for the Old Password field is not correct. There are *pw\_attempts\_left* attempts left for entering a correct password.

**Explanation:** The value for the Old Password field is not correct. The invalid password attempts system property defines the number of times an incorrect password can be specified. Once the number of tries exceeds this value the account will be suspended.

**User response:** Type in a valid password and submit the password again.

---

**CTGIMH053E** The password cannot be reset for the accounts.

**Explanation:** Access to one or more accounts is not available to reset the password.

**User response:** Contact the system administrator to reset the password for the accounts.

---

---

**CTGIMH054E** There is no account for *person\_name*.

**Explanation:** An account for the specified person cannot be found.

**User response:** Contact the system administrator to make sure that you have at least one valid account.

---

**CTGIMH055E** There are no existing accounts for this person. The accounts may be inactive, or access is denied, or the account does not require a password.

**Explanation:** A valid account cannot be found for the person. Or, a change password request is being requested for an account that has no password.

**User response:** Make sure that the person has at least one valid account to change password.

---

**CTGIMH057E** The shared secret is not correct.

**Explanation:** To retrieve a new password from a location contained in the email the shared secret must be specified.

**User response:** Ensure that the correct shared secret is entered.

---

**CTGIMH058E** The transaction ID cannot be found.

**Explanation:** The request to retrieve a password has expired and cannot be retrieved.

**User response:** Contact the system administrator to create password for you again.

---

**CTGIMH059W** The system configuration has disabled email delivery of passwords. Choosing Continue will reset the password to a random value but not send any email notification of the new password value.

**Explanation:** The system has been configured not to send passwords by email.

**User response:** Contact the system administrator.

---

**CTGIMH060W** Since you do not have an email on file for this account, a new password cannot be sent to you. Contact the system administrator to obtain a new password.

**Explanation:** There is no email address associated with your account to send a new password.

**User response:** Contact the system administrator.

---

**CTGIMH065E** The person information is required for processing password change when the password synch is on.

**Explanation:** The Distinguished name of person is required to change the password of the account when password synch is on.

**User response:** Try the operation again with the required person information.

---

**CTGIMH066E** The value entered for Identity Manager Password field is not correct. Enter the correct password.

**Explanation:** The value for the Identity Manager Password field is not correct. Verify that you are typing in the correct value. Ensure that the capitalization is correct.

**User response:** Type in the correct password and submit the request.

---

**CTGIMH067E** The password must contain at least one character from 3 out of 4 types: lower case letter, upper case letter, number, or special character.

**Explanation:** The password rule requires that the password contains at least one character from 3 out of 4 types of required characters. To view the password rules, from the Manage Password page, click the icon under the Rule column for the appropriate service.

**User response:** Review the character types from the password rules and submit the password again.

---

**CTGIMH068E** The specified restrictions on the restricted character sets are not compatible with one or more password rules for the selected accounts.

**Explanation:** The password rules cannot be combined because the 'restricted to' restriction is not compatible with one or more password rules for the selected accounts.

**User response:** Select an individual account to change the password, or contact the system administrator to ensure that the password rules are compatible for all the selected accounts.

---

**CTGIMH069E** Passwords of the following accounts cannot be changed as you do not have the required authority: *accounts\_name*

**Explanation:** You do not have authority to modify the password for one or more accounts.

**User response:** Remove one or more accounts and retry the operation, or contact the system administrator.

---

---

**CTGIMH070E** The following accounts might have access denied, might be inactive, or do not require the password: *accounts\_name*

**Explanation:** One or more of the selected accounts does not have sufficient permissions, is no longer active, or is not under password control.

**User response:** Verify that the change password operation is a valid operation for all of the selected accounts.

---

**CTGIMH071E** The password must contain uppercase letters.

**Explanation:** The password policy requires that the password must contain uppercase letters.

**User response:** Type a password that meets the uppercase letter rule and submit the password again.

---

**CTGIMH072E** The password must contain lowercase letters.

**Explanation:** The password policy requires that the password must contain lowercase letters.

**User response:** Type a password that meets the lowercase letter rule and submit the password again.

---

**CTGIMH073E** The password must contain numbers.

**Explanation:** The password must contain numbers between 0 to 9.

**User response:** Type a password that meets the password policy requirements for numbers included rule and submit the password again.

---

**CTGIMH074E** The password must contain nonalphanumeric characters  
~!@#\$\$%^&\*()\_+~[]|'./<>?

**Explanation:** The password policy requires that the password must contain nonalphanumeric characters

**User response:** Type a password that meets the password policy requirements for the nonalphanumeric characters and submit the password again.



---

## Chapter 10. Account management messages

These messages contain information about account management. They are identified by the letter I.

---

**CTGIMI001E** The synchronization of passwords cannot complete because *person\_name* does not have the synchronized password.

**Explanation:** Password synchronization requires that the specified person must have the password before starting the validation process. This message is displayed when the synchronized password is missing for the person.

**Programmer response:** Ensure the person has the synchronized password and start the validation process again.

The account management component detected that the required information for password validation is not available. A message is written to the log file.

---

**CTGIMI002E** The current synchronized password for restoring the *account\_name* account does not conform to the password rules for the account.

**Explanation:** When password synchronization is enabled; the synchronized password is used for restoring accounts. The password must conform to the password rules of the accounts being restored.

**Programmer response:** Specify the password on the `restore()` method.

---

**CTGIMI003E** The *account\_name* account cannot be orphaned.

**Explanation:** The account owner for the IBM Security Privileged Identity Manager account cannot be removed.

**Programmer response:** Verify that the account is not an account managed by IBM Security Privileged Identity Manager.

---

**CTGIMI004E** The accounts cannot be found. These accounts might have been deleted already.

**Explanation:** The accounts cannot be found in the directory server. The accounts might have been deleted before your request completed.

**User response:** Verify that the accounts exist. If you are assigning accounts to another person, the accounts

may have been concurrently deleted or assigned by another user of the system.

---

**CTGIMI005E** A non-compliant account cannot be provisioned if the enforcement action is Suspend or Correct or Account Change Alert is disabled.

**Explanation:** A non-compliant account cannot be provisioned if the enforcement action is Suspend or Correct or Account Change Alert is disabled.

**User response:** Provision an account that conforms to the provisioning policy.

---

**CTGIMI006E** The account cannot be modified to non-compliant if the enforcement action is Suspend or Correct or Account Change Alert is disabled.

**Explanation:** The account cannot be modified to non-compliant if the enforcement action is Suspend or Correct or Account Change Alert is disabled.

**User response:** Modify the account to compliant account with provisioning policy.

---

**CTGIMI007E** The non-compliant accounts cannot be restored if the enforcement action is Suspend or Correct.

**Explanation:** The non-compliant accounts cannot be restored if the enforcement action is Suspend or Correct.

**User response:** Make the account compliant with provisioning policy before restoring the account.

---

**CTGIMI008E** Disallowed account cannot be adopted if the enforcement action is Correct. The account name is *account\_name*.

**Explanation:** Disallowed account cannot be adopted if the enforcement action is Correct.

**User response:** Make sure the account is not disallowed by the provisioning policy if the enforcement action is Correct.

---

**CTGIMI009E** The default system administrator account cannot be deleted.

**Explanation:** A request to delete the system

administrator account failed. The default system administrator is the mandatory IBM Security Identity Manager administrator account. This account cannot be deleted.

**User response:** Do not delete this account.

**Programmer response:** Verify that the application program interface is not deleting the default system administrator account.

**CTGIMI010E The default system administrator account cannot be suspended.**

**Explanation:** A request to suspend the system administrator account failed. The default system administrator is the mandatory IBM Security Identity Manager administrator account. This account cannot be suspended.

**User response:** Do not suspend this account.

**Programmer response:** Verify that the application program interface is not suspending the default system administrator account.

**CTGIMI011E The user ID and associated group of default system administrator cannot be changed or deleted.**

**Explanation:** The default system administrator is the mandatory administrator account for the IBM Security Privileged Identity Manager system.

**User response:** Do not modify the administrator group or its user ID of default system administrator.

**Programmer response:** Verify that the application program interface is not deleting the administrator account or modifying the default user ID.

**CTGIMI013E A request to restore one or more accounts did not complete because the accounts do not have an owner.**

**Explanation:** An account must have an owner to be restored.

**User response:** Assign an owner to the account and try the operation again.

**CTGIMI018E The *account\_name* account cannot be verified for compliance with the policy.**

**Explanation:** One or more of the selected accounts to restore did not pass the policy compliance check. The IBM Security Identity Manager server or the directory server may not be available to obtain the necessary data to perform the check.

**Administrator response:** Ensure that the IBM Security Privileged Identity Manager server and the directory server are running. Review the IBM Security Identity Manager log files for additional information regarding

the error looking for messages associated with the account name. Review the provisioning policy script for errors.

**CTGIMI019E The following accounts cannot be deleted since these accounts are governed by automatic provisioning policy: *account\_name- Service\_name- Owner\_name***

**Explanation:** One or more of the selected accounts cannot be deleted. The user should have at least one account in a service that is governed by the automatic provisioning policy and this account cannot be deleted.

**Administrator response:** Remove the account from the list of accounts to be deleted.

**CTGIMI020W One or more of the selected accounts cannot be changed. The access control information does not allow these functions to be performed for the accounts.**

**Explanation:** A request to suspend, restore, or remove an account is not performed because the user making the request does not have authorization to perform those functions for the account selected. The request is completed for accounts that the user has authorization to access.

**Administrator response:** Change the access control information, if the user should have authorization to change the account.

**CTGIMI021E Required accounts governed by automatic provisioning entitlement cannot be orphaned.**

**Explanation:** One or more of the selected accounts cannot be deleted. The account specified is created automatically and must exist for proper processing. This account is recreated if deleted.

**Administrator response:** Remove the account from the list of accounts to be orphaned.

**CTGIMI022E The synchronized password can not be reused for this new account.**

**Explanation:** The synchronized password can not be reused since it does not conform the password rule of the new account.

**User response:** Specify a password that conforms to the password rules related to this account.

**CTGIMI023E The account cannot be modified because there is no entitlement associated with the account.**

**Explanation:** To change an account, there must be a

provisioning policy associated with the account.

**User response:** Check that a provisioning policy governs the account.

---

**CTGIMI024E The default provisioning parameters cannot be evaluated for the account.**

**Explanation:** The provisioning policy engine cannot generate the default parameters.

**User response:** Ensure that the parameters in the Account form to provision a new account are specified.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMI025E The service of an account cannot be changed.**

**Explanation:** When modifying an account, the service to which the account is associated cannot be modified.

**Programmer response:** To modify other account attributes, perform the modification again without modifying the service.

---

**CTGIMI027E The owner or service of an account cannot be changed.**

**Explanation:** When modifying an account, the owner or service of the account cannot be modified.

**Programmer response:** To modify other account attributes, perform the modification again without modifying the owner or service.

---

**CTGIMI029E The *account\_name* account cannot be transferred.**

**Explanation:** The account owner for the IBM Security Privileged Identity Manager account cannot be removed.

**Programmer response:** Verify that the account is not an account managed by IBM Security Privileged Identity Manager.

---

**CTGIMI030E Disallowed account cannot be transferred if the enforcement action is Correct. The account name is *account\_name*.**

**Explanation:** Disallowed account cannot be transferred if the enforcement action is Correct.

**User response:** Make sure the account is not disallowed by the provisioning policy if the enforcement action is Correct.

---

**CTGIMI031E You are not entitled to request access for *access\_name*.**

**Explanation:** The request to add access is not entitled in the provisioning policy.

**User response:** Please make necessary updates to the provisioning policy for granting request access.

---

**CTGIMI032E You are not entitled to remove access for *access\_name*.**

**Explanation:** The request to remove access is not entitled in the provisioning policy.

**User response:** Please make necessary updates to the provisioning policy for granting remove access.

---

**CTGIMI033E You do not have the authority to perform this operation for *access\_name*.**

**Explanation:** An access control item does not allow you to perform the specified operation.

**User response:** Contact your system administrator to obtain the authority to perform the operation.

---

**CTGIMI034E You do not have the authority to perform this operation for *access\_name*.**

**Explanation:** An access control item does not allow you to perform the specified operation.

**User response:** Contact your system administrator to obtain the authority to perform the operation.

---

**CTGIMI035E You are not entitled to add account *account\_id* owned by *owner\_name* to *group\_name* group.**

**Explanation:** Provisioning policies must entitle you to be able to add members to a group. You are not currently entitled.

**User response:** Update the provisioning policy to allow you to add a member to this group.

---

**CTGIMI036E You are not entitled to remove account *account\_id* owned by *owner\_name* from *group\_name* group.**

**Explanation:** Provisioning policies must entitle you to be able to remove members from a group. You are not currently entitled.

**User response:** Update the provisioning policy to allow you to remove a member from this group.

---

**CTGIMI037E** You do not have the authority to add group members to the *group\_name* group.

**Explanation:** An access control item does not allow you to add group members to this group.

**User response:** Contact your system administrator to obtain the authority to perform the operation.

---

**CTGIMI038E** You do not have the authority to remove group members from the *group\_name* group.

**Explanation:** An access control item does not allow you to remove group members from this group.

**User response:** Contact your system administrator to obtain the authority to perform the operation.

---

**CTGIMI039W** Adding *account\_id* owned by *owner\_name* to *group\_name* does not comply with policy.

**Explanation:** Provisioning policies must allow you to be able to add members to a group. You are not currently allowed.

**User response:** Update the provisioning policy to allow you to add a member to this group.

---

**CTGIMI040W** Removing *account\_id* owned by *owner\_name* from *group\_name* does not comply with policy.

**Explanation:** Provisioning policies must allow you to be able to remove members from a group. You are not currently allowed.

**User response:** Update the provisioning policy to allow you to remove a member from this group.

---

**CTGIMI041E** The group profile *profile\_name* could not be found.

**Explanation:** The group profile does not exist in the LDAP server.

**Programmer response:** Verify that the group profile name was spelled and entered correctly. If the group profile name was entered correctly, ensure that you have installed the service profile.

---

**CTGIMI042W** Group management operations cannot be performed for *profile\_name*.

**Explanation:** The group profile does not have the group management feature enabled.

**Programmer response:** Enable the group management feature for the group profile. Ensure that the group profile has attribute `ercustomproperties` of value `Managed=true`.

---



---

**CTGIMI043E** *group\_id* group has members.

**Explanation:** You cannot remove a group that has members.

**User response:** Remove the members from the group first, then remove the group.

---

**CTGIMI044E** *group\_id* group already exists on *service\_name*.

**Explanation:** The group ID has to be unique for a service.

**User response:** Verify that the group ID was spelled correctly. If it was not, reenter the group ID and try again. If it was spelled correctly and that group ID does already exist on the service, use a different group ID that does not exist on the service and try again.

---

**CTGIMI045E** *group\_id* group is referred by the following provisioning policies: *policy\_list*.

**Explanation:** You cannot remove a group that is referred by any provisioning policies.

**User response:** Remove the group from the provisioning policy entitlement parameters first, then remove the group.

---

**CTGIMI046E** You cannot change the value of the attribute that is mapped to *groupid\_attr\_name*.

**Explanation:** The attribute is used to uniquely identify the group. Its value cannot be changed.

**User response:** Do not attempt to change the value of the attribute.

---

**CTGIMI047E** Account *user\_id* is not owned by *user\_name*.

**Explanation:** Processing cannot continue because the user does not own the specified account. The account might have been orphaned or transferred to another user.

**User response:** Verify the ownership of the account and ensure that this function only processes accounts owned by the specified user.

---

**CTGIMI048E** Account *user\_id* does not have an owner and cannot be processed.

**Explanation:** The specified account does not have an owner. Processing cannot continue because this function can only process accounts that have an owner.

**User response:** Verify the ownership of the account and ensure that this function only processes accounts with an owner.

---

---

**CTGIMI049E** The ownership type of an account cannot be changed.

**Explanation:** When modifying an account, the ownership type of the account cannot be modified.

**Programmer response:** To modify other account attributes, perform the modification again without modifying the ownership type.

---

**CTGIMI050E** *group\_id* group is referred by the following shared access pool: *pool\_list*.

**Explanation:** You cannot remove a group that is referred by any shared access pool.

**User response:** Remove the group from the shared access policy first, then remove the group.

---

**CTGIMI051E** Additional information is required for the access requested.

**Explanation:** When requesting access to a system or application, you must provide additional information.

**User response:** Fill in the required information before submitting the access request.

---

**CTGIMI052E** Access request validators could not be created.

**Explanation:** System errors occurred while trying to create access request validators.

**User response:** Contact your system administrator to ensure that the system and the ISPIM application are running properly.

---

**CTGIMI053E** You are not authorized to add an account for the *service\_name* service.

**Explanation:** You do not have the correct permissions to perform this operation.

**User response:** Contact your system administrator to obtain the authority to add account on this service. Then try the operation again.

**Administrator response:** Grant Add account permission for the service account type to this user

---

**CTGIMI054E** You are not authorized to add a group member for *service\_name* service.

**Explanation:** You do not have the correct permissions to perform this operation.

**User response:** Contact your system administrator to obtain the authority to add a group member on this service. Then try the operation again.

**Administrator response:** Grant Add member to group permission for the service account type to this user

---

**CTGIMI055E** The user is not authorized to have *access\_name* access on *service\_name*.

**Explanation:** There is no policy granting the requested access for the user.

**User response:** Contact your system administrator to verify the provisioning policies that are defined for the access. Then try the operation again.

---

**CTGIMI056W** The user is not authorized to have *access\_name* access on *service\_name*.

**Explanation:** There is no policy granting the requested access for the user.

**User response:** You can proceed to request the access. The account that is created will be marked as non-compliant; a compliance alert may be generated depending on the system settings.

---

**CTGIMI057W** The user already has the requested access *access\_name* on the *service\_name* service with account(s) *account\_names*.

**Explanation:** The user already has the access.

**User response:** The user already has the access being requested. We would still provision your access request unless you remove it.

---

**CTGIMI058W** Your request for access has caused separation of duty policy violations. The set of roles that conflict with [*rule\_name*] are *access\_or\_role\_name*.

**Explanation:** Your request cannot be completed. The roles that you requested for the person are conflicting.

**User response:** Remove some roles in order to resolve the conflict. Then try the request again.

---

**CTGIMI059E** An account attribute compliance violation was detected. Account: *account\_uid*, service: *service\_name*.

**Explanation:** The account is not compliant with one or more governing policies.

**User response:** Ensure that the account is created using compliant attribute values or ask your system administrator for help.

---

**CTGIMI060E** The informaion *request\_data* specified in the access request is not valid.

**Explanation:** You requested access to a system or application, but the information specified in the access request is not valid.

**Programmer response:** Review the API documentation to ensure that the access request data is defined correctly.

---

**CTGIMI061E** The synchronized password for *person\_name* is not valid.

**Explanation:** The synchronized password for the person does not comply with the password policies in the system.

**User response:** Review the password rules and enter a new password.

---

**CTGIMI062E** The password for the new account on *service\_name* is not valid.

**Explanation:** The password for the new account does not comply with the password policies in the system.

**User response:** Review the password rules and enter a new password.

---

**CTGIMI063E** The access provisioning authority JAVA class *class\_name* is not valid.

**Explanation:** The access provisioning authority JAVA class does not support the required JAVA interface.

**Programmer response:** Please review API documentation to ensure that proper interface is implemented.

---

**CTGIMI064E** The access cannot be provisioned on the *service\_name* service because the user does not have any accounts on the prerequisite *prereq\_service\_name* service.

**Explanation:** The access cannot be provisioned on the service if user does not have accounts on the prerequisite service. Make sure that the prerequisite service is included in the same access request. If the prerequisite service is not displayed in the access list, contact the system administrator to obtain access permission.

**User response:** Add the prerequisite service to the access request. If the prerequisite service does not show up, contact the system administrator to obtain access permission.

---

**CTGIMI065E** Access catalog entry *access\_info* is not valid.

**Explanation:** The access catalog entry is not valid

**Programmer response:** Please review API documentation to ensure that proper interface is used.

---

**CTGIMI066E** The obligation data (ID= *obligationId* ) is not valid.

**Explanation:** The obligation data referenced by the ID does not match the expected type.

**Programmer response:** Review the API documentation to ensure that the correct interface is used.

---

**CTGIMI067W** The required attributes *attrList* are missing.

**Explanation:** The required attributes are missing.

**User response:** Provide information for the missing attributes; or contact a system administrator to grant write permission for the required attributes.

---

**CTGIMI068E** Operation ( *permission* ) is not allowed for attributes ( *attrList* ).

**Explanation:** The operation is not allowed for the attributes listed.

**Programmer response:** Ensure that the attribute operation has the correct access control.

---

**CTGIMI069E** There are non-compliant attributes on *service\_name*.

**Explanation:** Some attributes of the account do not comply with the provisioning policy.

**User response:** Modify the attribute values and make them compliant.

---

**CTGIMI070E** The user already has the requested access *access\_name*.

**Explanation:** The user already has the access that you requested.

**User response:** The user already has the access being requested. Remove the access from request list.

---

**CTGIMI071E** The user already has the requested access *accessNameList* on all existing account(s) for the *service\_name* service.

**Explanation:** The user already has the access on all existing accounts for the service.

**User response:** The user already has the access on all existing accounts for the service. Remove the access from request list.

---

**CTGIMI072W** There are non-compliant attributes on *service\_name*.

**Explanation:** Some attributes of the account do not comply with the provisioning policy.

**User response:** Modify the attribute values and make them compliant.

---

**CTGIMI073E** Cannot find the entity *entity\_name* to be defined as an access using access bulk load.

**Explanation:** Cannot find the entity where the access is defined. This entity might already be deleted.

**User response:** Check to see if the specified entity exists.

---

**CTGIMI074E** The icon URL defined for *entity\_name* using the access bulk load is not valid.

**Explanation:** The icon URL that is defined for the access is not valid.

**User response:** Define a valid URL for the access icon that is to be associated with the access.

---

**CTGIMI075E** The Service *service\_name* is a feed type service and cannot be defined as an access.

**Explanation:** The service is of feed type and cannot be defined as an access.

**User response:** The service cannot be defined as an access.

---

**CTGIMI076E** An access name is not provided for *entity\_name* in the access data CSV input file.

**Explanation:** Cannot define the entity as an access because an access name was not provided.

**User response:** Provide an access name for the entity in the access data CSV input file.

---

**CTGIMI077E** An access type was not provided for *entity\_name* in the access data CSV input file.

**Explanation:** Cannot define the entity as an access because an access type was not provided.

**User response:** Provide an access type for the entity in the access data CSV input file.

---

**CTGIMI078E** The access name that is defined for *entity\_name* in the access data CSV input file exceeds *maxLength* characters.

**Explanation:** The access name length exceeds the maximum character limit.

**User response:** Provide an access name that complies with the maximum length requirement in the access data CSV input file.

---

**CTGIMI079E** The access description that is defined for *entity\_name* in the access data CSV input file exceeds *maxLength* characters.

**Explanation:** The access description length exceeds the maximum character limit.

**User response:** Provide an access description that complies with the maximum length requirement in the access data CSV input file.

---

**CTGIMI080E** The additional information that is defined for *entity\_name* in the access data CSV input file exceeds *maxLength* characters.

**Explanation:** The additional information length exceeds the maximum character limit.

**User response:** Provide additional information that complies with the maximum length requirement in the access data CSV input file.

---

**CTGIMI081E** The badge text that is defined for *entity\_name* in the access data CSV input file exceeds *maxLength* characters.

**Explanation:** The badge text length exceeds the maximum character limit.

**User response:** Provide a badge text that complies with the maximum length requirement in the access data CSV input file.

---

**CTGIMI082E** The search term that is defined for *entity\_name* exceeds *maxLength* characters.

**Explanation:** The search term length exceeds the maximum character limit.

**User response:** Provide search terms that complies with the maximum length requirement in the access data CSV input file.

---

**CTGIMI083E** The access type that is defined for *entity\_name* does not exist.

**Explanation:** The access type does not exist.

**User response:** Provide an access type that exists, or create the access type before defining it in the access data CSV file. If the key for the label of an access type is used, then verify that the key is accurate. Try the operation again.

---

**CTGIMI084W** There are more than five badges defined for *entity\_name*.

**Explanation:** The number of badges that you defined for the entity access exceeded the maximum limit of five badges.

**User response:** If any of the required badges have not been added to the access, update the access information with the required badges.

---

**CTGIMI085E** The import file is empty.

**Explanation:** The file that you are importing is empty. The import file must contain the required data.

**User response:** Provide an appropriate import file, and then try the operation again.

---

**CTGIMI086E** The total number of columns that are specified in the CSV file is not correct.

**Explanation:** The total number of columns that are specified in the CSV file is not correct. Verify that the CSV file contains the correct columns.

**User response:** Provide the import file with correct columns, and then try the operation again.

---

**CTGIMI087E** The entries in the CSV file are either not correct or not in the appropriate order.

**Explanation:** The CSV file cannot be processed. The header labels might be incorrect, or the columns in the CSV file might not be in the appropriate order.

**User response:** Verify that the header labels and the order of the entries in the CSV file are correct, and then try the operation again.

---

**CTGIMI088E** The CSV entries at line number *linenumber* are not correct.

**Explanation:** The number of comma-separated entries is different from the total number of columns in the CSV file.

**User response:** Provide the correct entries in the CSV file.

---

**CTGIMI089E** One or more record entries with the same DN name exist in the CSV file.

**Explanation:** If a specified record entry exists, then similar entries cannot be added. Check the CSV file for similar or duplicate entries.

**User response:** Provide a unique entry in the CSV file to continue, and then try the operation again.

---

**CTGIMI090E** The badge format that is defined for *entity\_name* is not valid.

**Explanation:** The badge is not defined correctly in the access data CSV input file.

**User response:** Define the badge in the CSV file by using a valid format. The valid badge format is `badgeText~badgeStyle`.

---

**CTGIMI091E** User ID *user\_id* is already in use on the *service\_name* service. Specify another user ID.

**Explanation:** The specified user ID is already defined for the service.

**User response:** Specify a different user ID, and try the operation again.

---

---

**CTGIMI092E** The logged in user is not authorized to modify the entity *entity\_name*.

**Explanation:** The logged in user does not have the correct permissions to modify the specified entity.

**User response:** Verify if user has the correct permissions to modify the specified entity. Contact your administrator to obtain the authority to modify the specified entity. Try the operation again.

---

**CTGIMI093E** The CSV file that you imported is for the entity *actual\_entity\_name*. Specify the valid CSV file for the entity *expected\_entity\_name*.

**Explanation:** The CSV file that you imported is not valid for the specified entity. The specified upload file must be a valid CSV file.

**User response:** Make sure that you import the valid CSV file for the expected entity type in the Import Access Data page, and try the operation again.

---

**CTGIMI094E** The runtime library to support regular expression in database queries is missing.

**Explanation:** The runtime library to support regular expression in database queries is missing. Search for regular repression support in Information Center, and follolw the manual steps to configure runtime library to support regular expression for your database.

---

**CTGIMI095E** The logged in user is not authorized to read the access options for the entity *entity\_name*.

**Explanation:** The logged in user does not have the correct permissions to read the access options for the specified entity.

**User response:** Verify if the user has the correct permissions to read the access options. Contact your administrator to obtain the authority to read the specified entity. Try the operation again.

---

**CTGIMI096E** The key *key\_name* for the customized badge text that is defined for *entity\_name* contains invalid delimiter characters such as `.`, `;`, `=` or white space.

**Explanation:** The key for the customized badge text cannot contain invalid delimiter characters such as `.`, `;`, `=`, or white space.

**User response:** Remove all the invalid characters from the customized badge text and then try the operation again.

---



---

**CTGIMI097W** The *property\_name* property of entity *entity\_name* cannot be modified.

**Explanation:** The specified property of the entity cannot be modified.

**User response:** The property modification has been ignored.

---

**CTGIMI099E** The new account information on *service\_access\_name* contains validation errors. You must correct these errors before you can submit your request.

**Explanation:** Some of the account data violate the constraints that are set on the attributes.

**User response:** Correct the account data to resolve the constraint violations and submit the access request again.

---

**CTGIMI100E** The attribute *attribute\_name* cannot be null.

**Explanation:** The account requires that the specified attribute must have a value. This message is displayed when the attribute value is missing.

**User response:** Ensure that the specified attribute has a valid value.



---

## Chapter 11. Form customization messages

These messages contain information about form customization. They are identified by the letter J.

---

**CTGIMJ100E** The form contains validation errors.

**Explanation:** Errors were found while validating the form.

**User response:** Correct the errors that are specified in the individual validation messages, then submit the form again. Review the IBM Security Privileged Identity Manager log files for more information.

---

**CTGIMJ101E** You are not authorized to manage forms.

**Explanation:** You do not have the authority to manage forms.

**User response:** Contact your system administrator to obtain the authority to manage forms.

---

**CTGIMJ102E** The *field\_name* field contains characters that are not valid.

**Explanation:** The specified field contains characters that are not valid.

**User response:** Ensure that each field contains valid information, and try the operation again. The implementer of the design form specifies which characters are valid.

---

**CTGIMJ103E** The *field\_name* field on the *tab\_name* tab contains characters that are not valid.

**Explanation:** The specified field on the specified tab contains characters that are not valid.

**User response:** Ensure that each field on the specified tab contains valid information, and try the operation again. The implementer of the design form specifies which characters are valid.

---

**CTGIMJ104E** The value specified in the *field\_name* field does not have the correct format. Specify a bit string using the following format: '101010'B

**Explanation:** The specified field contains a bit string that is not formatted correctly.

**User response:** Ensure that the value meets the syntax requirements of the field, and try the operation again. If you cannot determine the correct syntax, contact your system administrator.

**Administrator response:** Ensure that the value meets the syntax requirements of the specified field, and try the operation again. If you cannot determine the correct syntax, ensure that the correct type of widget is being called to process a binary bit string.

---

**CTGIMJ105E** The value specified in the *field\_name* field on the *tab\_name* tab does not have the correct format. Specify a bit string using the following format: '101010'B

**Explanation:** The specified field contains a bit string that is not formatted correctly.

**User response:** Ensure that the value meets the syntax requirements of the field, and try the operation again. If you cannot determine the correct syntax, contact your system administrator.

**Administrator response:** Ensure that the value meets the syntax requirements of the specified field, and try the operation again. If you cannot determine the correct syntax, ensure that the correct program widget is called to process the bit string.

---

**CTGIMJ106E** The value specified in the *field\_name* field does not have the correct format. Specify a TRUE or FALSE Boolean value using the following syntax: 'true' or 'false'

**Explanation:** The specified field requires a valid Boolean value of either TRUE or FALSE, in the format shown in the message.

**User response:** Enter a value of either TRUE or FALSE in the format shown in the message, and try the operation again. If you cannot determine the correct syntax, contact your system administrator.

**Administrator response:** Ensure that the Boolean value meets the syntax requirements of the field, and try the operation again. If you cannot determine the correct syntax, ensure that the correct program widget is called to process the specified value.

---

**CTGIMJ107E** The value specified in the *field\_name* field on the *tab\_name* tab does not have the correct format. Specify a TRUE or FALSE Boolean value using the following syntax: 'true' or 'false'

**Explanation:** The specified field requires a valid

Boolean value of either TRUE or FALSE, in the format shown in the message.

**User response:** Enter a value of either TRUE or FALSE in the format shown in the message, and try the operation again. If you cannot determine the correct syntax, contact your system administrator.

**Administrator response:** Ensure that the Boolean value meets the syntax requirements of the field, and try the operation again. If you cannot determine the correct syntax, ensure that the correct program widget is called to process the specified value.

**CTGIMJ108E** The date specified in the *field\_name* field is not valid. The date must be later than the date set in the *field\_name* field.

**Explanation:** The specified date is not valid. If you cannot determine the format of the date, ask your system administrator. The format of the field is specified in the design form.

**User response:** Ensure that the date is specified correctly, and try the operation again.

**CTGIMJ109E** The date specified in the *field\_name* field on the *tab\_name* tab is not valid. The date must be later than the date set in the *field\_name* field.

**Explanation:** The specified date is not valid. If you cannot determine the format of the date, ask your system administrator. The format of the field is specified in the design form.

**User response:** Ensure that the date is specified correctly, and try the operation again.

**CTGIMJ110E** A field contains a domain name with a format that is not valid.

**Explanation:** At least one field contains a domain name that is not valid. The field can be either an e-mail field or a domain name field.

**User response:** Ensure that the domain name is specified correctly, and try the operation again. A domain name must begin with two backslashes and must not exceed a total length of 15 characters. The following characters cannot be used in a domain name: Double quotation mark Single quotation mark or apostrophe Less than sign (<) Greater than sign (>) Forward slash Backslash (except the backslashes used as part of the domain name syntax) Square brackets Colon Semicolon Vertical bar Equal sign Comma Plus sign Asterisk Question mark

**CTGIMJ111E** A field contains a domain name with a format that is not valid.

**Explanation:** At least one field contains a domain name that is not valid. The field can be either an e-mail field or a domain name field.

**User response:** Ensure that the domain name is specified correctly, and try the operation again. A domain name must begin with two backslashes and must not exceed a total length of 15 characters. The following characters cannot be used in a domain name: Double quotation mark Single quotation mark or apostrophe Less than sign (<) Greater than sign (>) Forward slash Backslash (except the backslashes used as part of the domain name syntax) Square brackets Colon Semicolon Vertical bar Equal sign Comma Plus sign Asterisk Question mark

**CTGIMJ112E** The value in the *field\_name* field on the *tab\_name* tab is not valid. The value must be in the following format, where YYYY specifies the year, MM specifies the month, DD specifies the day, HH specifies the hour, MM specifies the minute, and Z specifies the time zone: YYYYMMDDHHMMZ

**Explanation:** The date is specified in the wrong format. If you cannot determine the format of the date, ask your system administrator. The format of the field is specified in the design form.

**User response:** Ensure that the date is formatted correctly, and try the operation again.

**CTGIMJ113E** The value in the *field\_name* field is not valid. The value must be in the following format, where YYYY specifies the year, MM specifies the month, DD specifies the day, HH specifies the hour, MM specifies the minute, and Z specifies the time zone: YYYYMMDDHHMMZ

**Explanation:** The date is specified in the wrong format. If you cannot determine the format of the date, ask your system administrator. The format of the field is specified in the design form.

**User response:** Ensure that the date is formatted correctly, and try the operation again.

**CTGIMJ114E** The *field\_name* field contains an IPv4 address that is not valid.

**Explanation:** At least one IPv4 field contains an improperly formatted IP address. An IPv4 address has 4 parts, and each part must be separated by a period (.) delimiter, for example 24.194.231.8. Each part can contain an integer value in the range 0-255.

**User response:** Correct the IP address, and try the operation again.

---

**CTGIMJ115E** The *field\_name* field on the *tab\_name* tab contains an IPv4 address that is not valid.

**Explanation:** At least one IPv4 field contains an improperly formatted IP address. An IPv4 address has 4 parts, and each part must be separated by a period (.) delimiter, for example 24.194.231.8. Each part can contain an integer value in the range 0-255.

**User response:** Correct the IP address, and try the operation again.

---

**CTGIMJ116E** The *field\_name* field contains an IP address that is outside the valid range for IPv4 addresses. The valid range for each part of an IP address is 0-255.

**Explanation:** At least one field contains an IP address that is outside the valid range for IPv4 addresses. An IPv4 address has 4 parts, and each part must be separated by a period (.) delimiter, for example 24.194.231.8. Each part can contain an integer value in the range 0-255.

**User response:** Correct the IP address, and try the operation again.

---

**CTGIMJ117E** The *field\_name* field on the *tab\_name* tab contains an IP address that is outside the valid range for IPv4 addresses. The valid range for each part of an IP address is 0-255.

**Explanation:** At least one field contains an IP address that is outside the valid range for IPv4 addresses. An IPv4 address has 4 parts, and each part must be separated by a period (.) delimiter, for example 24.194.231.8. Each part can contain an integer value in the range 0-255.

**User response:** Correct the IP address, and try the operation again.

---

**CTGIMJ118E** The *field\_name* field contains an IPv6 address that is not valid.

**Explanation:** At least one IP version 6 (IPv6) field contains IP address information that is not valid. An IPv6 address is a 128 bit address in eight 16-bit hexadecimal parts. Each part is separated by a colon: xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx Each individual x represents a 4-bit hexadecimal value in the range 0-F. Example:  
5F05:2000:80AD:5800:0048:0800:2053:1D71

**User response:** Correct the IPv6 address, and try the operation again.

---

**CTGIMJ119E** The *field\_name* field on the *tab\_name* tab contains an IPv6 address that is not valid.

**Explanation:** At least one IP version 6 (IPv6) field contains IP address information that is not valid. An IPv6 address is a 128 bit address in eight 16-bit hexadecimal parts. Each part is separated by a colon: xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx Each individual x represents a 4-bit hexadecimal value in the range 0-F. Example:  
5F05:2000:80AD:5800:0048:0800:2053:1D71

**User response:** Correct the IPv6 address, and try the operation again.

---

**CTGIMJ120E** The format of a domain name in one or more fields is not valid.

**Explanation:** A domain name must begin with two backslashes (\).

**User response:** Ensure that the domain name is specified correctly and try the operation again. A domain name must begin with two backslashes and must not exceed a total length of 15 characters. The following characters cannot be used in a domain name: double quotation mark single quotation mark or apostrophe less than sign (<) greater than sign (>) forward slash backslash (except the backslashes used as part of the domain name syntax) square brackets colon semicolon vertical bar equal sign comma plus sign asterisk question mark

**Administrator response:** Ensure that the domain name meets the specification criteria and try the operation again.

---

**CTGIMJ121E** The *field\_name* field on the *tab\_name* tab contains a domain name that is not valid.

**Explanation:** A domain name must begin with two backslashes and must not exceed a total length of 15 characters. The following characters cannot be used in a domain name: double quotation mark single quotation mark or apostrophe less than sign (<) greater than sign (>) forward slash backslash (except the backslashes used as part of the domain name syntax) square brackets colon semicolon vertical bar equal sign comma plus sign asterisk question mark

**Administrator response:** Ensure that the domain name is specified correctly and try the operation again.

---

**CTGIMJ122E** The format of the e-mail address is not valid.

**Explanation:** At least one field requires an e-mail address in the format *user\_name*@*email\_address*.

**Administrator response:** Ensure that the e-mail

address is specified in the correct format, and try the operation again.

---

**CTGIMJ123E** The format of the e-mail address is not valid.

**Explanation:** At least one field requires an e-mail address in the format `user_name@email_address`.

**Administrator response:** Ensure that the e-mail address is specified in the correct format, and try the operation again.

---

**CTGIMJ124E** An e-mail field contains a user name as part of the e-mail address that is not valid.

**Explanation:** At least one e-mail field contains a user name that is not valid. The user name cannot start or end with an underscore (`_`) or a dash (`-`).

**User response:** Correct the user name in the e-mail address, and try the operation again.

---

**CTGIMJ125E** An e-mail field contains a user name as part of the e-mail address that is not valid.

**Explanation:** At least one e-mail field contains a user name that is not valid. The user name cannot start or end with an underscore (`_`) or a dash (`-`).

**User response:** Correct the user name in the e-mail address, and try the operation again.

---

**CTGIMJ126E** The *field\_name* field can contain only ASCII characters. Non-ASCII characters were found.

**Explanation:** The specified field contains one or more characters that cannot be processed, for example a line return character that cannot be printed. The following characters can be used: Numbers: 0 through 9 (no decimal values) Letters: A through Z (either lowercase or uppercase) Special characters: `~ ! @ # $ % ^ & * ( ) _ + - [ ] { } | ' : , . / < > ? \ SPACE`

**User response:** Ensure that all fields contain valid (printable) characters, and try the operation again. If you used a cut-paste operation to enter the characters, ensure that no invisible characters are included. Localization (type of language used) can also affect the validity of the characters. Non-US English characters are outside of the range for standard ASCII characters.

---

**CTGIMJ127E** The *field\_name* field on the *tab\_name* tab can contain only ASCII characters. Non-ASCII characters were found.

**Explanation:** The specified field contains one or more characters that cannot be processed, for example a line return character that cannot be printed. The following

characters can be used: Numbers: 0 through 9 (no decimal values) Letters: A through Z (either lowercase or uppercase) Special characters: `~ ! @ # $ % ^ & * ( ) _ + - [ ] { } | ' : , . / < > ? \ SPACE`

**User response:** Ensure that all fields contain valid (printable) characters, and try the operation again. If you used a cut-paste operation to enter the characters, ensure that no invisible characters are included. Localization (type of language used) can also affect the validity of the characters. Non-US English characters are outside of the range for standard ASCII characters.

---

**CTGIMJ128E** The *field\_name* field contains at least one character that is not an integer. Specify only integers in this field.

**Explanation:** At least one numeric field contains a value that is not a whole number (integer).

**User response:** Ensure that each numeric field that requires an integer value contains a whole number in the valid range for the field, and try the operation again.

---

**CTGIMJ129E** The *field\_name* field on the *tab\_name* tab contains at least one character that is not an integer. Specify only integers in this field.

**Explanation:** At least one numeric field contains a value that is not a whole number (integer).

**User response:** Ensure that each numeric field that requires an integer value contains a whole number in the valid range for the field, and try the operation again.

---

**CTGIMJ130E** The *field\_name* field contains at least one non-numeric character. Specify only numbers in this field.

**Explanation:** The specified numeric field contains a value that is not numeric.

**User response:** Ensure that each numeric field contains only a numeric value, and try the operation again.

---

**CTGIMJ131E** The *field\_name* field on the *tab\_name* tab contains at least one non-numeric character. Specify only numbers in this field.

**Explanation:** The specified numeric field contains a value that is not numeric.

**User response:** Ensure that each numeric field contains only a numeric value, and try the operation again.

---

**CTGIMJ132E** The number of characters in the *field\_name* field is less than the minimum number (*minimum\_value*) required.

**Explanation:** The specified field contains fewer characters than the minimum number of characters required.

**User response:** Ensure that each field contains a value in the valid range for the field and try the operation again.

---

**CTGIMJ133E** The number of characters in the *field\_name* field on the *tab\_name* tab is less than the minimum number (*minimum\_value*) required.

**Explanation:** The specified field contains fewer characters than the minimum number of characters required.

**User response:** Ensure that each field contains a value in the valid range for the field and try the operation again.

---

**CTGIMJ134E** The number of characters in the *field\_name* field is greater than the maximum number (*maximum\_value*) allowed.

**Explanation:** The specified field contains more characters than the maximum number of characters allowed.

**User response:** Ensure that each field contains a value in the valid range for the field and try the operation again.

---

**CTGIMJ135E** The number of characters in the *field\_name* field on the *tab\_name* tab is greater than the maximum number (*maximum\_value*) allowed.

**Explanation:** The specified field contains more characters than the maximum number of characters allowed.

**User response:** Ensure that each field contains a value in the valid range for the field and try the operation again.

---

**CTGIMJ136E** The number of lines in the *field\_name* field is greater than the maximum number (*maximum\_lines*) allowed.

**Explanation:** The specified field contains more lines than the maximum number of lines allowed.

**User response:** Reduce the number of lines in the field to a value that is less than or equal to the maximum value allowed, and try the operation again.

---

**CTGIMJ137E** The number of lines in the *field\_name* field on the *tab\_name* tab is greater than the maximum number (*maximum\_lines*) allowed.

**Explanation:** The specified field contains more lines than the maximum number of lines allowed.

**User response:** Reduce the number of lines in the field to a value that is less than or equal to the maximum value allowed, and try the operation again.

---

**CTGIMJ138E** No value is specified in the *field\_name* field. This field is required.

**Explanation:** The specified required field is missing a value.

**User response:** Ensure that all required fields have values, and try the operation again.

---

**CTGIMJ139E** No value is specified in the *field\_name* field on the *tab\_name* tab. This field is required

**Explanation:** The specified required field is missing a value.

**User response:** Ensure that all required fields have values, and try the operation again.

---

**CTGIMJ140E** The e-mail address in the *field\_name* field must contain an @ sign.

**Explanation:** The address field has an e-mail address that is not valid because it does not contain an @ character.

**User response:** Correct the address, and try the operation again.

---

**CTGIMJ141E** The e-mail address in the *field\_name* field on the *tab\_name* tab must contain an @ sign.

**Explanation:** The specified address field has an e-mail address that is not valid because it does not contain an @ character.

**User response:** Correct the address, and try the operation again.

---

**CTGIMJ142E** The *field\_name* field must contain at least one period delimiter (.) in the IP address.

**Explanation:** The specified field contains an IP address that is not valid because it does not include periods as address delimiters.

**User response:** Ensure that the field has a valid IP address, and try the operation again.

---

---

**CTGIMJ143E** The *field\_name* field on the *tab\_name* tab must contain at least one period delimiter (.) in the IP address.

**Explanation:** The specified field contains an IP address that is not valid because it does not include periods as address delimiters.

**User response:** Ensure that the field has a valid IP address, and try the operation again.

---

**CTGIMJ144E** The *field\_name* field cannot contain any spaces.

**Explanation:** The specified field contains a space character that is not allowed.

**User response:** Remove the space from the field, and try the operation again.

---

**CTGIMJ145E** The *field\_name* field on the *tab\_name* tab cannot contain any spaces.

**Explanation:** The specified field contains a space character that is not allowed.

**User response:** Remove the space from the field, and try the operation again.

---

**CTGIMJ146E** The value that is specified in the *field\_name* field is less than the allowed minimum value of *minimum\_value*.

**Explanation:** The specified field contains a value that is less than the allowable minimum value for that field.

**User response:** Specify a value within the allowable range for each numeric field, and try the operation again.

---

**CTGIMJ147E** The value that is specified in the *field\_name* field on the *tab\_name* tab is less than the allowed minimum value of *minimum\_value*.

**Explanation:** The specified field contains a value that is less than the allowable minimum value for that field.

**User response:** Specify a value within the allowable range for each numeric field, and try the operation again.

---

**CTGIMJ148E** The value that is specified in the *field\_name* field exceeds the allowed maximum value of *maximum\_value*.

**Explanation:** The specified numeric field contains a value that is greater than the allowable maximum value for that field.

**User response:** Specify a value within the allowable range for each numeric field, and try the operation again.

---

**CTGIMJ149E** The value that is specified in the *field\_name* field on the *tab\_name* tab exceeds the allowed maximum value of *maximum\_value*.

**Explanation:** The specified numeric field contains a value that is greater than the allowable maximum value for that field.

**User response:** Specify a value within the allowable range for each numeric field, and try the operation again.

---

**CTGIMJ150E** The *field\_name* field contains a DN that is not valid.

**Explanation:** The specified field contains a value that is not a DN.

**User response:** Correct the DN, and try the operation again.

---

**CTGIMJ151E** The *field\_name* field on the *tab\_name* tab contains a DN that is not valid.

**Explanation:** The specified field contains a value that is not a DN.

**User response:** Correct the DN, and try the operation again.



---

## Chapter 12. Import and export management messages

These messages contain information about import and export management. They are identified by the letter K.

---

**CTGIMK001E** The *container\_name* container cannot be found.

**Explanation:** The container which contains objects on the source system, is not present in the target system.

**Administrator response:** Create the same container hierarchy in the target system, as the source system, and then try to import.

---

**CTGIMK002E** The *index* index is used to retrieve an incorrect property.

**Explanation:** Bad Index used while retrieving a property in the code.

**Programmer response:** A property is being retrieved from the BasicDataObject without setting the property. Make sure the property is being set for successful retrieval.

---

**CTGIMK003E** The *object\_name* object of type *object\_type* cannot be found in the *container\_name* container.

**Explanation:** A dependent is not present which is being referred by another object.

**Administrator response:** Add the dependent object during export or add it manually to the target system.

---

**CTGIMK004E** The *profile\_name* profile cannot be found.

**Explanation:** A profile is not present which is being referred by another object.

**Administrator response:** Add the profile during export or install it manually to the target system.

---

**CTGIMK005E** An error occurred retrieving the directory context.

**Explanation:** Directory context could not be created while retrieving schema.

**Administrator response:** Verify that the connection to directory server exists.

---

**CTGIMK006E** An error occurred reading the *file\_name* property file.

**Explanation:** The property file is not found.

**Administrator response:** Add the property file to the system and then try the operation again.

---

**CTGIMK007E** Unable to retrieve the data.

**Explanation:** Communication with the ldap can't be established.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMK008E** Cannot add an Entity Profile

**Explanation:** Failed to create a new entity profile.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMK009E** Selected Entity Profile(s) has/have dependent data. Removal is not allowed

**Explanation:** Trying to delete profile(s) that has dependent data is not allowed.

**Administrator response:** Please make sure that there is no dependent data before deleting the profile(s).

---

**CTGIMK010E** An error occurred while processing the import.

**Explanation:** The import jar file may be corrupt or the contents may not be expected by the import process.

**Administrator response:** Verify the integrity of the import jar file, or run a clean export from a system that contains the configuration you wish to import, then try the import again using a clean export jar.

---

**CTGIMK011E** An error occurred while fetching the list of imports.

**Explanation:** The database may be down or the server may be unable to connect to it.

**Administrator response:** Verify that the server is able to get a connection to the database and run a basic database query, then refresh the list of imports.

---

**CTGIMK012E** An error occurred while fetching the list of imports.

**Explanation:** The database may be down or the server

may be unable to connect to it.

**Administrator response:** Verify that the server is able to get a connection to the database and to run a basic database query, then refresh the list of imports.

**CTGIMK013E An error occurred while deleting/removing the import process.**

**Explanation:** The database may be down or the server may be unable to connect to it.

**Administrator response:** Verify that the server is able to get a connection to the database and to run a basic database query, then try deleting the import process again.

**CTGIMK014E An error occurred while fetching the list of exports.**

**Explanation:** The database may be down or the server may be unable to connect to it.

**Administrator response:** Verify that the server is able to get a connection to the database and to run a basic database query, then refreshing the list of exports again.

**CTGIMK015E An error occurred while executing the export.**

**Explanation:** The export process connects to the directory and to the database, either one may be down or the server may be unable to connect.

**Administrator response:** Verify that the server is able to get a connection to the database and to the directory and to run a basic database query and/or directory lookup, then try executing the export again.

**CTGIMK016E An error occurred while downloading the export jar file.**

**Explanation:** The operation may have timed out or the server may be unable to connect to the database.

**Administrator response:** Verify that the server is able to get a connection to the database and to run a basic database query, then try downloading the export jar again.

**CTGIMK017E An error occurred while evaluating/resolving the dependencies of the export object.**

**Explanation:** The server may be unable to connect to the directory.

**Administrator response:** Verify that the server is able to get a connection to the directory and to run a basic lookup, then try adding the export object to the partial export list again.

**CTGIMK018E An error occurred while deleting the export.**

**Explanation:** The operation may have timed out or the server may be unable to connect to the database.

**Administrator response:** Verify that the server is able to get a connection to the database and to run a basic database query, then deleting the export again.

**CTGIMK019E An export is already in progress.**

**Explanation:** Export supports only single-thread operations. An export process is already in progress.

**Administrator response:** Click the Refresh button to view the most recent export processes. Wait until the active export is complete before you submit the export again.

**CTGIMK020E Access definition exists for the selected access type. Removal is not allowed.**

**Explanation:** Deletion of access type that has dependent data is not allowed.

**Administrator response:** Please make sure that there is no access definition under manage groups and manage roles tasks that is using this access type.

**CTGIMK021E Unable to create *access\_type\_name* access type, duplicate access type key exists.**

**Explanation:** Access types with identical key are not allowed by the system

**User response:** Please change the access type key and try the operation again.

**CTGIMK022E The role relationship cannot be created during import. The *parent\_role\_name* role is a descendent of the *child\_role\_name* role.**

**Explanation:** Cycles in the role hierarchy are not allowed, but the proposed import file would have created a cycle.

**User response:** Check the parent-child relationship for the roles that are in the target system, and compare it with the role relationship to be imported. Look for cycles that might be created by combining the two sets of role relationships.

**CTGIMK023E An import is already in progress.**

**Explanation:** Import supports only single-thread operations. An import process is already in progress.

**Administrator response:** Click the Refresh button to view the most recent import processes. Wait until the

active import is complete before you submit the import again.

---

**CTGIMK024E** Unable to create *ownership\_type\_name* ownership type, duplicate ownership type key exists.

**Explanation:** Ownership types with identical key are not allowed by the system

**User response:** Please change the ownership type key and try the operation again.

---

**CTGIMK025E** The access type cannot be deleted because it is not empty.

**Explanation:** The access type cannot be deleted if it contains one or more access type entities.

**User response:** Delete all the children access types, then try the operation again.

---

**CTGIMK026E** The combined access type key length for the *access\_type\_name* access type key exceeds the maximum character limit. The maximum number of characters for the combined access type key is 700.

**Explanation:** The value specified in the access type key field exceeds the maximum limit of 2048 characters. This field must contain fewer characters than the maximum or defined character limit.

**User response:** Please reduce the number of characters in the access type key field to the number allowed as defined and try the operation again.



---

## Chapter 13. Web client messages

These messages contain information about web client. They are identified by the letter L.

---

**CTGIML001E** The reconciliation property file cannot be edit. You must have the proper authorization to edit this file.

**Explanation:** The operation cannot complete because the user is not authorized to edit the reconciliation properties for the service.

**User response:** Verify that you are authorized to edit the reconciliation properties for this service.

---

**CTGIML002E** An error occurred while adding one or more reconciliation units.

**Explanation:** An internal processing error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIML003E** An error occurred while deleting one or more reconciliation units.

**Explanation:** An internal error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIML004E** An error occurred processing one or more reconciliation units.

**Explanation:** An internal error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIML005E** An error occurred adding one or more reconciliation queries.

**Explanation:** An internal error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIML006E** An error occurred deleting one or more reconciliation queries.

**Explanation:** An internal error occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIML007E** An error occurred modifying one or more reconciliation queries.

**Explanation:** The Search Filter on the Add Reconciliation Query page is incorrect. The field must contain an LDAP filter which is used to define what should and should not be included in the reconciliation.

**Administrator response:** Change the Search Filter field and try the operation again.

---

**CTGIML008E** The style sheet cannot be found.

**Explanation:** The IBM Security Privileged Identity Manager XSL style sheet cannot be found in the file system.

**Administrator response:** Verify that the installation program completed successfully and that all IBM Security Privileged Identity Manager directories were created. The style sheet is located in the xsl directory.

Validate the system folder structure integrity and that the xsl folder exists with its files.

---

**CTGIML009E** An error occurred during XSL processing.

**Explanation:** The IBM Security Privileged Identity Manager user interface transformation error occurred. The IBM Security Privileged Identity Manager console uses the style sheet to format the user interface pages.

The pages cannot be formatted correctly.

**Administrator response:** An internal processing error occurred, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The transformation error is probably a result of an unescaped special character.

#### CTGIML010E The URL cannot be accessed.

**Explanation:** The specified URL is not a valid address in this system.

**User response:** Verify that the URL is specified correctly and it is accessing the IBM Security Privileged Identity Manager server.

#### CTGIML011E The screen position in the sequence cannot be determined.

**Explanation:** An internal processing error occurred and the IBM Security Privileged Identity Manager server could not determine the screen position.

**Administrator response:** Try the operation again. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

Determine the steps where the system lost track of the screen sequence. Usually a work around is to repeat the operation

#### CTGIML012E No session has been established.

**Explanation:** There is no session that has been established for the current user. Either the session has expired or the user has not login.

**User response:** Log into the system again to establish a valid session.

#### CTGIML013E There is no session for the specified user. Establish another session to continue.

**Explanation:** A session cannot be found for the specified user. Either the current user session has expired or the user has not logged in.

**User response:** Log into the system to establish a valid session and continue.

This exception occurred when there is no valid session for the NameUtility to look up the name.

#### CTGIML014E The DN provided is null.

**Explanation:** An internal processing error occurred. The DN provided for the NameUtility to look up name is NULL.

**Administrator response:** Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

The DN selected is mishandled and become NULL.

#### CTGIML015E The name cannot be found.

**Explanation:** An internal processing error occurred. The NameUtility cannot find the matching name for the provided key.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

An exception occurred during the look up of name by NameUtility class. Check the IBM Security Privileged Identity Manager log file (trace.log) for the specific exception.

#### CTGIML016W A cached data cannot be found.

**Explanation:** This is an internal processing error. An error occurred trying to retrieve the cached data. The NameUtility could not find the cached data.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

#### CTGIML017W The business unit or organization container is not valid.

**Explanation:** The user does not have access to the container for the selected operation.

**Administrator response:** Make sure access is granted for the specific container.

#### CTGIML018E An exception occurred while performing an access check.

**Explanation:** An internal processing error occurred, when system performed an access check.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic Support for additional information

-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

There is an exception that occurred during access checking. Check the IBM Security Privileged Identity Manager log file (trace.log) for the specific exception.

---

**CTGIML019W An error occurred while processing your request.**

**Explanation:** An internal processing error occurred locating or using the system EJB.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic Support for additional information -www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

An exception occurred during EJB lookup. Check the IBM Security Privileged Identity Manager log file (trace.log) for the specific exception.

---

**CTGIML020E The DN is missing.**

**Explanation:** An internal processing error occurred providing an incorrect value for the DN.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic Support for additional information -www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

The DN for this operation is mishandled causing an error. Check for the sequence and the screen where this error occurred.

---

**CTGIML021E The object category is missing.**

**Explanation:** An internal error occurred processing the category. The category is not provided to complete the request.

**Administrator response:** Try the request again. If the problem persists, review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic Support for additional information -www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

The code might have mishandled the category. Determine which screen this data is lost.

---

**CTGIML023E An unknown error occurred.**

**Explanation:** An unanticipated error has occurred.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic

Support for additional information

-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

An exception occurred. Check the IBM Security Privileged Identity Manager log file (trace.log) for the specific exception.

---

**CTGIML024W The user ID does not exist. A valid user ID is needed to login.**

**Explanation:** The system does not recognized the user ID used to login.

**User response:** Ensure that the user ID being used is typed in correctly.

**Administrator response:** Make sure user ID exist in the system and the account is valid.

Check the IBM Security Privileged Identity Manager log file (trace.log) for the specific exception.

---

**CTGIML025E The browser is not cookie enabled. The browser must be enabled for cookies for IBM Security Privileged Identity Manager to work properly.**

**Explanation:** IBM Security Privileged Identity Manager requires that the browser being used is cookie enable.

**User response:** Use the browser tools to enable cookies.

---

**CTGIML026W There are no entries selected. Select one or more entries.**

**Explanation:** No entries were selected for the request.

**User response:** Select one or more entries for the request.

---

**CTGIML027W The DN is not valid.**

**Explanation:** The selected entries contain an incorrect DN.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Check IBM Electronic Support for additional information -www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.





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## Chapter 14. Authentication response messages

These messages contain information about authentication response. They are identified by the letter M.

---

**CTGIMM006E** The user ID cannot be found.

**Explanation:** The specified user ID does not exist. The login process cannot continue without a valid user ID.

**User response:** Verify that the user ID is typed correctly. Specify a valid user ID and password and click Login.

---

**CTGIMM007E** The user ID is missing. Enter your user ID to login.

**Explanation:** A valid user ID must be specified to login.

**User response:** Enter a valid user ID to login.

---

**CTGIMM008E** The information used to login is not correct.

---

**CTGIMM009E** The information used to login is not correct.

**Explanation:** See message.

**User response:** Specify a valid user ID and password.

---

**CTGIMM010E** The value entered for the password is incorrect. There are *pw\_attempts\_left* attempts left for entering a correct password.

**Explanation:** The value for the password is not correct. The invalid logon attempts property defines the number of times an incorrect password can be specified. Once the number of attempts exceeds this value the account will be suspended.

**User response:** Type in a valid password and submit the password again.

---

**CTGIMM011E** The user ID is missing. Type a valid user ID and password to login.

**Explanation:** A valid user ID must be specified to login.

**User response:** Enter a valid user ID and password to login.

---

**CTGIMM012E** A value for tenant is missing.

**Explanation:** A valid tenant id is must be specified to

login. This is only for a multi-tenant deployment.

**User response:** Make sure that the tenant id is specified along with the logon URL.

---

**CTGIMM013E** The password is missing. Type a valid password for the user ID specified.

**Explanation:** A valid password must be specified to login.

**User response:** Enter the password associated with the user ID.

---

**CTGIMM026E** The account is not active.

**Explanation:** The specified user account is suspended.

**User response:** Contact the system administrator to activate the account.

---

**CTGIMM027E** The tenant is not active.

**Explanation:** The tenant is not in an active state. This is only for a multi-tenant deployment.

**Administrator response:** Make sure to activate the tenant.

---

**CTGIMM028E** The directory server is not available.

**Explanation:** Communication with the directory server could not be established.

**Administrator response:** Verify that the directory server is available and there are no network outages.

---

**CTGIMM029E** Unable to login with the user ID.

**Explanation:** Either the user id provided is not correct or the system is unable to convert the Tivoli Access Manager user id to IBM Security Privileged Identity Manager user ID.

**Administrator response:** Make sure that the Tivoli Access Manager user ID is the same as IBM Security Privileged Identity Manager user ID or at least IBM Security Privileged Identity Manager with a different user ID.

---

**CTGIMM030E** The tenant cannot be found.

**Explanation:** The specified tenant ID is not valid.

**Administrator response:** Make sure that the tenant ID

specified in enRole.properties file is same as the one configured in the directory server.

---

**CTGIMM033E The class definition cannot be found.**

**Explanation:** The specified factory class name to create platform context is not found in the classpath.

**User response:** Make sure that the factory class name provided to create platform context is correct.

---

**CTGIMM034E Your password is no longer valid. Either the password has expired or you are required to change the password.**

**Explanation:** The specified password is no longer valid. Either the password is expired or your system administrator requires you to change the password.

**User response:** Change your password first.

---

**CTGIMM035E Your account is suspended due to maximum allowed invalid logon attempts are reached.**

**Explanation:** The account is currently suspended and cannot be accessed.

**User response:** Contact the system administrator to restore your account.

---

**CTGIMM036E The response is incorrect. Enter correct response.**

**Explanation:** The responses provided for the challenges are incorrect.

**User response:** Enter the correct responses and try again.

---

**CTGIMM037E The response is not correct. You have *invalid\_attempts\_left* attempts left to enter a valid response before your account is suspended.**

**Explanation:** The response to the challenge question is not correct. A correct response must be provided within the maximum number of attempts. If the maximum is reached without a correct response, the account is suspended.

**User response:** Enter the correct responses and try again.

---

**CTGIMM044E Your session has timed out. Enter your user ID and password to re-establish your session.**

**Explanation:** The current session exceed the maximum time limit for a session. When this occurs the session is ended. To continue, you must establish another session by logging in again.

**User response:** Enter the user ID and password on the login page to establish the session again.

---

**CTGIMM045E Your session has timed out. Enter your user ID and password to establish a new session.**

**Explanation:** The current session exceed the maximum time limit for a session. When this occurs the session is ended. To continue, you must establish another session by logging in again.

**User response:** Enter the user ID and password on the login page to establish the session again.

---

**CTGIMM046E There is no challenge response defined for this user.**

**Explanation:** There is no challenge response defined for this user. You should have already defined your challenge response to use this function.

**User response:** Login with your user ID and password. Once authenticated, you must define a challenge response.

---

**CTGIMM049E The password challenge response function is disabled. Contact the IBM Security Privileged Identity Manager administrator for more information.**

**Explanation:** The system administrator has disabled the password challenge response function.

**User response:** Contact system administrator to get the new password if you forgot the old password.

---

**CTGIMM050E The password challenges have changed. Contact your system administrator for assistance.**

**Explanation:** The administrator has changed the password challenges.

**User response:** Contact the system administrator.

---

**CTGIMM052E Enable the challenge response function to continue.**

**Explanation:** To configure challenge questions, the challenge response function must be enabled.

**User response:** Click the Enable challenge response field to continue with defining challenge questions.

---

**CTGIMM054E Select the challenge mode and click the link to define at least one challenge for each locale.**

**Explanation:** At least one challenge must be defined for each available locale for either PRE-DEFINED or USER-SELECTED or RANDOM-SELECTED challenge mode.

**Administrator response:** Enter at least one challenge for each available locale.

---

**CTGIMM055E** The maximum number of challenges for a pre-defined mode is 5. Click the link to define within the limit for each locale.

**Explanation:** The challenges defined for one or more available locale in PRE-DEFINED challenge mode is exceeding the maximum of 5.

**Administrator response:** Enter challenges for each available locale for a PRE-DEFINED challenge mode to be limited to a maximum of 5.

---

**CTGIMM057E** Each locale should have the same number of challenges defined.

**Explanation:** The number of challenges that are defined for each locale is not the same.

**Administrator response:** Enter the same number of challenges for each locale.

---

**CTGIMM058E** The value for the number of challenges the user must respond is not valid. Type an integer from one to five.

**Explanation:** When configuring the user-selected mode the number of challenges a user must respond must be an integer from 1 to 5.

**Administrator response:** Type a number of 1 to 5 in the Number of challenges the user must respond to field.

---

**CTGIMM059E** The value for the number of challenges the user must define is not valid. Type an integer from one to five.

**Explanation:** The value for the Number of challenges user must define field is not valid. The value for this field must be an integer one through five.

**Administrator response:** Change the value for the Number of challenges user must define on the Configure challenge/response page.

---

**CTGIMM060E** The value for the number of challenges the user must respond is not valid. Type a number between 1 and 10.

**Explanation:** When configuring the random-selected mode the number of challenges a user must respond must be an integer of 1 to 10.

**Administrator response:** Type a number of 1 to 10 in the Number of challenges the user must respond to gain system access field.

---

**CTGIMM061E** The value for the number of random challenges is not valid. Type a number between 1 and the value specified for the number of challenges a user must define.

**Explanation:** The number of random challenges must be at least one and does not exceed the number specified for the number of user-defined challenges.

**Administrator response:** Type a number that meets the above criteria.

---

**CTGIMM062E** The random number of challenges for a random-selected mode should always be greater than 0 and less than or equal to 5. Click the link to define within the limit.

**Explanation:** The number of random challenges must not exceed a maximum of 5.

**Administrator response:** Type a number that meets the above criteria.

---

**CTGIMM064E** The number of random challenges is greater than the number that is required to be answered. Reduce the number of random challenges.

**Explanation:** The random number of challenges cannot be greater than the number of challenges the user is required to respond.

**Administrator response:** Either reduce the value for the Number of challenge(s)/response(s) user must configure field or the Number of random challenge(s) user must respond to gain system access field.

---

**CTGIMM065E** The challenges defined for each locale cannot be less than the number of challenges the user must respond to.

**Explanation:** The value for number of challenges the user must respond to must always be less than the number of challenges defined for each locale.

**Administrator response:** Reduce the number of challenges.

---

**CTGIMM067E** The maximum number of challenge questions that can be defined is 100 for each locale.

**Explanation:** More than 100 challenge questions has been defined for one or more locales. This exceeds the maximum limit of 100 questions.

**Administrator response:** Remove the unnecessary questions to reduce the number of questions to 100 or below for each locale.

---

**CTGIMM068E** Type the Challenge question in the Challenge field.

**Explanation:** The Challenge field is empty.

**Administrator response:** To define a challenge question, type the question in the Challenge text field.

---

**CTGIMM069E** Select a challenge question from the list to modify the challenge.

**Explanation:** A challenge question must be highlighted to change it.

**Administrator response:** From the list of challenges, click the challenge question to be modified.

---

**CTGIMM070E** To modify a challenge, select one challenge question from the list.

**Explanation:** Only one challenge question can be highlighted to change it.

**Administrator response:** From the list of challenges, click only one challenge question to be modified.

---

**CTGIMM071E** Select one or more challenge questions from the challenges list to delete.

**Explanation:** A challenge question must be highlighted to delete it. Multiple challenge questions can be deleted at one time.

**Administrator response:** Select the challenge questions to be deleted and click delete.

---

**CTGIMM072E** The value for the number of challenges a user must respond must be an integer greater than zero.

**Explanation:** The value specified for the number of challenges a user must respond is not valid. The value for this field must be an integer value of one or greater. The value should not exceed the number of defined challenge questions.

**Administrator response:** Specify an integer value of one and above for the Number of challenges a user must respond to gain system access field.

---

**CTGIMM073E** The number of challenges a user must respond to cannot be empty.

**Explanation:** The value for the number of challenges a user must respond is missing. This field is required to continue.

**Administrator response:** Specify a value for the number of challenges.

---

**CTGIMM074E** Only positive integer values are allowed for random number of challenges.

**Explanation:** The value specified for the random number of challenges is not valid.

**Administrator response:** Enter a positive integer value.

---

**CTGIMM075E** The value for the random number of challenges is missing.

**Explanation:** A value is required for the random number of challenges.

**Administrator response:** Specify a value for the random number of challenges.

---

**CTGIMM076E** At least one challenge must be configured for the locale

**Explanation:** Each locale is required to have at least one challenge question defined.

**Administrator response:** Specify a challenge question for the each locale in the Challenge field.

---

**CTGIMM077E** Number of challenges the user must respond to for user-selected mode must be an integer between 1 and 5.

**Explanation:** The value entered for the number of challenge is not valid. The value must be an integer from 0 to 5.

**Administrator response:** Enter an integer of 0 to 5 for the Number of challenge field.

---

**CTGIMM078E** The number of challenges the user must respond to for random-selected mode must be an integer from 1 to 10.

**Explanation:** The value specified for the Number of challenge(s)/response(s) user must configure field is incorrect.

**Administrator response:** Specify a valid value.

---

**CTGIMM079E** The total number of challenges for pre-defined mode cannot be greater than 5.

**Explanation:** The maximum number of challenges for a PRE-DEFINED challenge mode is limited to 5.

**Administrator response:** Enter challenges within a limit of 5.

---

**CTGIMM080E** The number of random challenges must be an integer between 0 and 5.

**Explanation:** The value for the Number of random challenge(s) user must respond to gain system access is not valid.

**Administrator response:** Specify an integer greater than 0 and less than 5.

---

**CTGIMM081E** The challenge question exceeds the maximum length of 234 characters.

**Explanation:** A challenge question cannot exceed a length of 234 characters.

**Administrator response:** Reduce the number of characters in the Challenge field.

---

**CTGIMM082E** The format for the e-mail address is not valid.

**Explanation:** An e-mail address must be in the format: user\_id@server\_name.type.

**Administrator response:** Verify that the email is correct. Type the correct email and try the operation again.

---

**CTGIMM083E** One or more responses cannot be empty.

**Explanation:** The responses cannot be empty for one or more challenges.

**User response:** Enter responses for all the challenges provided.

---

**CTGIMM085E** One or more responses do not match.

**Explanation:** One or more responses provided do not match the confirmation response.

**User response:** Verify that the correct response as well as confirmation are specified for each challenge question. Make the necessary corrections and try again.

---

**CTGIMM087E** Select the required number of challenges from available list to user list and continue.

**Explanation:** The exact required number of challenges must be selected from the administrator-defined list to the user list.

**User response:** Select the required number of challenges from the available list to the user list.

---



---

**CTGIMM088E** Add the required number of challenges to the list and continue.

**Explanation:** The challenges are missing.

**User response:** Add the appropriate number of challenges.

---

**CTGIMM089E** Duplicate challenges not allowed. Enter another challenge question to add.

**Explanation:** The same challenge question cannot be added.

**User response:** Enter another challenge question to continue.

---

**CTGIMM090E** Either this is the first time you logged on, or your system administrator has changed password challenge question. Provide responses to the challenges.

**Explanation:** This is the first time that the user has logged on to the system after system administrator has setup initial password challenges or the system administrator has modified the challenge response configuration.

**User response:** Provide a response accordingly to the configuration set by the system administrator.

---

**CTGIMM091E** Unsuccessful login to WebSphere application server.

**Explanation:** Unable to login to application server with the given credentials.

**User response:** Make sure that the ejb user, ejb credential, url to the application server are correct.

---

**CTGIMM092E** Unsuccessful login to WebLogic application server.

**Explanation:** Unable to login to application server with the given credentials.

**User response:** Make sure that the ejb user, ejb credential, url to the application server are correct.

---

**CTGIMM093E** The challenge is empty.

**Explanation:** The challenge needs to exist.

**User response:** Make sure that the challenge exists.

---

**CTGIMM094E** One or more responses cannot be empty.

**Explanation:** The responses cannot be empty for one or more challenges.

**User response:** Enter responses for all the challenges provided.

---

---

**CTGIMM095E** The required number of challenges must be configured by the user.

**Explanation:** The user must configure the required number of challenges set by the administrator.

**User response:** Configure the required number of challenges and responses.

---

**CTGIMM096E** There are no administrator-defined challenges.

**Explanation:** There is no administrator-defined challenges for the user's locale.

**Administrator response:** Make sure to define challenges for the user's locale.

---

**CTGIMM097E** There is no change made by the user to update the challenge/response.

**Explanation:** User did not make any changes to his challenge/response.

**User response:** Make changes to the challenge/response to update.

---

**CTGIMM098E** One or more challenges do not belong to the administrator-defined challenges.

**Explanation:** The user challenges should be picked from a set of administrator-defined challenges.

**User response:** Make sure that challenges are picked from the administrator-defined list.

---

**CTGIMM099E** The user ID cannot be found.

---

**CTGIMM102E** The directory server is not available.

**Explanation:** The directory server is either stopped or not running.

**Administrator response:** Ensure that the directory server is running.

---

**CTGIMM103E** The WebSphere application security is not enabled.

**Explanation:** The WebSphere application security should be enabled.

**User response:** Contact the system administrator to enable WebSphere application security.

**Administrator response:** Enable WebSphere application security for IBM Security Privileged Identity Manager.

---

**CTGIMM104E** The WebSphere account repository is not set.

**Explanation:** The WebSphere account repository attribute under ITIM Service points to the managed service that contains the account login information. In order for the password to be changed or reset this attribute must be set.

**User response:** Navigate to the manage services tab for ITIM Service and set the WebSphere account repository. 1. Log in to IBM Security Privileged Identity Manager and click on Manage Services. 2. Type 'ITIM Service' in the search information and select Search by service. 3. Click Search. 4. Select ITIM Service. 5. Under WebSphere account repository click Search. 6. Enter in the search criteria or leave it blank if you do not know the name of the service. 7. Select a service from the search results and click OK. The service name is displayed under WebSphere account repository. 8. Click OK to save the changes. 9. The WebSphere account repository is now set and the error no longer occurs. If you do not have the authority or are unable to set the WebSphere account repository, contact the system administrator.

**Administrator response:**

---

## Chapter 15. Reporting messages

These messages contain information about reporting. They are identified by the letter N.

---

**CTGIMN001E** The Incremental Data Synchronizer processing could not locate the changelog needed to perform data synchronization.

**Explanation:** The changelog directory cannot be found. The Incremental Data synchronizer uses entries stored under the cn=changelog directory for synchronizing data. The change log feature must be available before starting incremental data synchronization.

**Administrator response:** Run a full data synchronization and then run the Incremental Data Synchronizer.

---

**CTGIMN002E** The report template cannot be found.

**Explanation:** An exception occurred while retrieving the report template.

**Administrator response:** Review the log files for additional information regarding the error.

---

**CTGIMN003E** An error occurred while saving a report template using the Crystal Reports designer.

**Explanation:** The report template could not be saved.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN004E** An error occurred while updating a report template that was created using the Crystal Reports designer.

**Explanation:** The report template could not be updated.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN005E** An error occurred while retrieving a custom report template.

**Explanation:** The report template cannot be retrieved.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN006E** The *column\_name* column in the report is not available for reporting.

**Explanation:** The specified column is not being used. The column cannot be specified in the report template.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN007E** The report query is not valid.

**Explanation:** Required values for the report query are not set properly.

**Administrator response:** Check if the report columns, report tables and report filters are being set properly.

---

**CTGIMN008E** The DataBaseFunctions.conf file is missing.

**Explanation:** The DataBaseFunctions.conf file contains user-defined database functions used in designing report templates. This file cannot be found.

**Administrator response:** Verify that the DataBaseFunctions.conf configuration file exists and is in the proper format.

---

**CTGIMN009E** An error occurred while parsing the report template files.

**Explanation:** A ZQL parser exception occurred while parsing the report template file. A coding error was detected in the files.

**Administrator response:** Review the log files for additional information regarding the error. Check the report template files for any syntax error.

---

**CTGIMN010E An error occurred while saving a custom report template.**

**Explanation:** The custom report template cannot be saved.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN011E An error occurred while updating a custom report template.**

**Explanation:** The custom report template cannot be updated.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN012E The data for a specified column in the report template is no longer available. Remove the column from the report template.**

**Explanation:** A column defined in the report template is no longer valid. The data contained in the column is not available.

**Administrator response:** Modify the report template to remove the column and save the report again.

---

**CTGIMN013W An error occurred while closing the resource.**

**Explanation:** The resource could not be closed.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN014E An error occurred while creating the report into PDF format.**

**Explanation:** The format of the report is PDF as defined by the Select Report Format field as one of the

report criteria. An error occurred creating the PDF of the report data.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN015E The generated report exceeds the maximum record count. The report is not generated.**

**Explanation:** The maximum number of records allowed in a report is configured in the enRole.properties system configuration file. The report being generated exceeds the maximum record count specified in the configuration file.

**Administrator response:** Change the value in the enRole.properties file to allow more records in the reports. Or, add more filter conditions to reduce the size of the report by making the data gathered more restricted.

---

**CTGIMN016E The column cannot be unmapped because the data is being used in a report.**

**Explanation:** The mapped attributes cannot be removed so that it is no longer available for reporting. Only attributes not used in any reports can be unmapped.

**Administrator response:** Delete all the reports using the attribute and try to unmap the column again.

---

**CTGIMN017W One of the tables to be listed in the report is not available for use in the report. The table has been moved from available to not available after the report was designed.**

**Explanation:** The report contains a table that is currently listed as not available for reports. This table was listed as available in the report designer when the report was initially designed but has since been removed. The table data will be displayed.

**Administrator response:** Change the report definition to remove the table.

---

**CTGIMN018E The reporttabledeny.properties file is missing. The file contains the list of tables that are not listed in the report designer.**

**Explanation:** The reporttabledeny.properties property file is missing. The file is added during installation and has been removed.



**Administrator response:** Check the product directory for the file. Review the IBM Security Privileged Identity Manager log files for additional information. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN019E An error occurred while parsing attributes of entity.**

**Explanation:** The incremental synchronizer encountered an error while analyzing the changes for an entity's attributes.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMN020E An error occurred while processing an LDAP operation.**

**Explanation:** An error occurred accessing the directory server or an LDAP search failed.

**Administrator response:** Verify that the directory server is active. Review the IBM Security Privileged Identity Manager log files for additional information regarding the error.

---

**CTGIMN021E One or more input parameters are not valid.**

**Explanation:** At least one of the parameters specified on the incremental data synchronization command is not correct. The command syntax is `startIncrementalSynchronizerCMD_WAS[.bat|.sh] userID passwd changelog_base_dn time_interval [runInBackground]`. The `time_interval` value must be specified in seconds.

**Administrator response:** Verify that all the required parameters are specified correctly and try the command again.

---

**CTGIMN022E The value for the time interval is not valid.**

**Explanation:** The value specified on the incremental data synchronization command for the time interval parameter is not correct.

**Administrator response:** Enter a valid time interval and try the command again.

---

**CTGIMN023E The operation specified for the entity is not valid.**

**Explanation:** The incremental synchronizer has detected that an operation performed for an entity (such as, Person and Account) and its attributes is not valid.

**Administrator response:** Check the attributes associated with the entity to verify they are correct. Make the appropriate changes and try the operation again.

---

**CTGIMN024E The field in the Crystal Report template is not valid.**

**Explanation:** An error exists with the Crystal Report template created by the report designer. The Crystal Report template needs to be updated to remove the error.

**Administrator response:** Import the report template file and try the operation again.

---

**CTGIMN025E One or more Crystal Report templates contain an error. Report contains an unsupported field or field type used in the report.**

**Explanation:** There is a problem with one or more Crystal report templates. The reason could be that field contains some unsupported data type.

**Administrator response:** Refer to log files to determine the type of unsupported field being used.

---

**CTGIMN026E The report template created using the Crystal Report designer cannot be accessed.**

**Explanation:** The report template cannot be accessed from the Crystal Report application server.

**Administrator response:** Check the status of the Crystal Report application server. It should be running.

---

**CTGIMN027E An error occurred during data synchronization**

**Explanation:** The data synchronization process could not complete because of an error detected during processing.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information regarding the error. Correct the problem, and try the operation again if necessary. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

**CTGIMN028E** Cannot map more than {0} single valued attributes for the entity {1} because of DB2 row size limitation. If the data synchronization fails, please unmap a few single valued attributes for this entity. Please note that certain attributes may be implicitly mapped because of object filters in ACIs.

**Explanation:** Data synchronization fails for DB2 database if more than 123 single valued attributes are mapped for an entity in schema designer.

**Administrator response:** The user cannot map more than 123 single valued attributes for an entity on the Schema designer UI. However if there are any object filters using the single valued attributes of this entity, then they will be mapped implicitly. If the data synchronization fails due to this error, please unmap a few single valued attributes for this entity in schema designer or delete the object filters and run data synchronization again.

---

**CTGIMN029E** An I/O error has occurred while importing a file.

**Explanation:** Probably file size exceeds the maximum limit for POST requests.

**Administrator response:** Check whether the right file is being imported.

---

**CTGIMN030E** One or more Crystal Report templates contain an error. Report contains nonsupported table used in the report.

**Explanation:** There is a problem with one or more Crystal report templates. The reason could be that report-related system tables are being used in the report.

**Administrator response:** Refer to log files to determine the type of unsupported entity name being used. Check whether the system tables used are included in the report template. Remove the tables, if used in the report template

---

**CTGIMN031E** The following error occurred while communicating with crystal server.Error:{0}

**Explanation:** An error occurred while communicating with server. Possible reason could be 1) Crystal server down. 2) Problem in establishing connection with crystal server.

**Administrator response:** An error occurred while communicating with server. Possible reason could be 1) Crystal server down. 2) Problem in establishing connection with crystal server. Check the connectivity with crystal server if it is up.

---

## Chapter 16. Common messages

These messages contain information about common errors. They are identified by the letter O.

---

**CTGIMO001E** An EJB error occurred. The transaction will roll back.

**Explanation:** An error occurred processing the transaction.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO002E** An unhandled error occurred. The following error occurred. **Error:** *error\_text*

**Explanation:** An earlier error occurred that was not reported or processed. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Check for system errors. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO003E** The *file\_name* file cannot be found.

**Explanation:** See message.

**Administrator response:** Check that the file exists. Create the file if necessary. If the file is an IBM Security Privileged Identity Manager file, check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO004E** The following JMS error occurred. **Error:** *error\_text*

**Explanation:** An earlier error occurred that was not reported or processed. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Check for system errors. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO005E** The following I/O error occurred. **Error:** *error\_text*

**Explanation:** An earlier error occurred that was not reported or processed. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Check for system errors. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO006E** The following SQL error occurred. **Error:** *error\_text* **SQL State:** *sql\_state*

**Explanation:** See message.

**Administrator response:** Check for database errors. Review the IBM Security Privileged Identity Manager and database log files for additional information about the error.

---

**CTGIMO007E** An error occurred while parsing the *entity\_name* entity located at line *line\_number* and column *column\_number*.

**Explanation:** The syntax for the entity contains an error.

**Administrator response:** Check the entity for syntax errors.

An SAX parsing error occurred

---

**CTGIMO008E** The following SAX error occurred. **Error:** *error\_text*

**Explanation:** An earlier error occurred that was not reported or processed. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Check for system errors. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO009E** An `InvocationTargetException` error occurred. The following error occurred. **Error:** *error\_text*

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO010E** An unexpected error occurred preventing future transaction services from proceeding. The following error occurred. **Error:** *error\_text*

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO011E** An error occurred while creating the EJB component. The following error occurred. Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO012E** The EJB component cannot be found. The following error occurred. Error: *error\_text*.

**Explanation:** The EJB component cannot be located.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO013E** An error occurred while deleting the EJB component. The following error occurred. Error: *error\_text*.

**Explanation:** The EJB component could not be removed.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO014E** Communication Failure. The directory server is not available. Error: *error\_text*

**Explanation:** A communication error occurred when the system attempted to access the directory server. This may be the result of the directory server is not available or overloaded with requests.

**Administrator response:** Verify that the directory server is available and that there are no network outages, and then try the operation again. Review the IBM Security Privileged Identity Manager log files for additional information about the error. If the problem persists, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO015E** An error occurred retrieving information from the directory server. The following JNDI configuration error occurred. Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Check that the LDAP directory server is available. Review the directory server log files for additional information about the error.

---

**CTGIMO016E** The JNDI limit has been exceeded. The following error occurred. Error: *error\_text*

**Explanation:**

**Administrator response:**

---

**CTGIMO017E** The following directory server schema violation occurred. Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional information about the error.

---

**CTGIMO018E** The following directory server error occurred. Error: *error\_text*

**Explanation:** The JNDI service is not available.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional information about the error.

---

**CTGIMO019E** The following LDAP error occurred. Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager and directory server log files for additional information about the error.

---

**CTGIMO020E** The transaction is rolled back. Detail: *detail\_info*

**Explanation:**

**Administrator response:**

---

**CTGIMO021E** The following unhandled error occurred. Error: *error\_text*

**Explanation:** An earlier error occurred that was not reported or processed. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Check for system errors. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO022E** The following unhandled error occurred. Error: *error\_text*

**Explanation:** An earlier error occurred that was not reported or processed. An attempt to recover from the error and continue with processing was unsuccessful.

**Administrator response:** Check for system errors. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO023E** The following definition error occurred. Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Review the error text for details. Make the necessary corrections and try the operation again.

---

**CTGIMO024E** The method or parameter is not supported.

**Explanation:** The method or parameter is not recognized. A parameter object may be null. A field of a parameter object may contain null or a non-supported value.

**Administrator response:** Check that the syntax is correct and the name is spelled correctly. Remove the non-supported method or parameter. In case, a parameter object or a field of a parameter object contains non-supported value or null, use valid values instead.

---

**CTGIMO025E** Unable to communicate with the operating system.

**Explanation:** A session with the operating system cannot be established.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO026E** A connection with the session bean cannot be established.

**Explanation:** An internal error occurred while establishing a session with the session bean.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO027E** There is no provisioning object implementation loaded.

**Explanation:** An internal error occurred while loading the provisioning object.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO028E** The JNDI bind object cannot be found. Error: *error\_text*

**Explanation:** An internal error occurred locating the bind object.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO030E** An error occurred while retrieving the encryption configuration properties.

**Explanation:** The encryption configuration properties could not be access.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO031E** The *cipher\_suite* encryption cipher is not valid for the installed encryption providers.

**Explanation:** The encryption cipher does not match what the encryption provider expects.

**Administrator response:** Check that the correct encryption cipher is being used. Make the necessary adjustments.

---

**CTGIMO032E** A JCE error occurred while initializing the encryption module.  
Error: *error\_text*

**Explanation:** An internal error occurred initializing the encryption module.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO033E** The encryption manager is not initialized.

**Explanation:** The encryption program is not started.

**Administrator response:** Check that the encryption program is started. Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMO034E** The UTF8 character set is not supported.

**Explanation:** An UnsupportedEncodingException error occurred using the UTF8 character set.

**Administrator response:** Check that the proper character set is being used.

---

**CTGIMO035E** The JCE does not support the specified hash algorithm. Encryption cipher: *cipher\_suite*

**Explanation:** An internal error occurred processing a JCE request for the encryption cipher.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMO036E** An error occurred while processing an encryption request. The following error occurred. Error: *error\_text*

**Explanation:** An internal error occurred processing an encryption or decryption request.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMO037E** An unexpected exception while processing an encryption request. The following error occurred. Error: *exception\_text*

**Explanation:** An internal error occurred processing an encryption or decryption request.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMO038E** The buffer size error: Encrypted data size: *data\_size* Buffer size value: *buffer\_size*.

**Explanation:** The size of the buffer for encryption data is not correct. The buffer is too small for the amount of data.

**Administrator response:** Increase the size of the buffer for encryption data.

---

**CTGIMO039E** A database connection error occurred.

**Explanation:** The JDBC error occurred. A connection with the database is stopped or cannot be established.

**Administrator response:** Review the IBM Security Privileged Identity Manager and database log files for additional information about the error.

---

**CTGIMO040E** An error occurred while auditing the following event. Event: *event\_action*  
Event category: *event\_category* Entity: *entity\_name* entity.

**Explanation:** The audit configuration or database is not correct.

**Administrator response:** Start the trace log for auditing exceptions. Review the log file for details.

---

**CTGIMO040W** The WebSphere global security is disabled.

**Explanation:** WebSphere global security option is off which allows the deployed EJB to be accessed by anyone.

**Administrator response:** To secure your applications, enable the security option.

---

**CTGIMO041E** An error occurred while auditing the following event. Event: *event\_action*  
Event category: *event\_category*

**Explanation:** The audit configuration or database is not correct.

**Administrator response:** Start the trace log for auditing exceptions. Review the log file for details.

---

**CTGIMO042E** An error occurred while creating the cipher keystore. Error: *error\_text*

**Explanation:** Either the cipher key could not be generated or the key could not be written to file.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Check IBM Electronic Support for additional information  
-www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman.

---

**CTGIMO043E** The specified keystore file already exists: *keystore*

**Explanation:** The keystore file already exists and will not be overwritten.

**Administrator response:** Specify a keystore file that does not exist.

---

**CTGIMO044E** The *class\_name* class cannot be found.

**Explanation:** See message.

**Administrator response:** Check that the class name is correct and that class exists in the java class path.

---

**CTGIMO045E** The *class\_name* class cannot be instantiated.

**Explanation:** The specified class is either an interface or an abstract class.

**Administrator response:** Check that the class name is correct and the class is neither an interface, nor an abstract class.

---

**CTGIMO046E** The definition of the *name* cannot be accessed.

**Explanation:** The currently executing method does not have access to the definition of the specified class, field, method or constructor.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMO101E** The JavaScript object is not valid.

**Explanation:** The JavaScript environment object is either empty or incorrect.

**Administrator response:** Check that the JavaScript exists and is coded correctly.

---

**CTGIMO102E** The Scope field value is not correct. The value must be an integer.

**Explanation:** The value for the Scope field is not an integer.

**Administrator response:** Ensure that an integer value is specified for the Scope.

---

**CTGIMO103E** The value for the Scope field must be 1 or 2.

**Explanation:** See message.

**Administrator response:** Ensure that the value specified for the Scope field is either 1 or 2.

---

**CTGIMO104E** An error occurred while either encrypting or decrypting data.

**Explanation:** An error occurred while attempt to either decrypt or encrypt data.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information.

---



---

**CTGIMO105E** The data object is empty.

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMO106E** The profile name is empty. The *svcProfileContext* property must be set.

**Explanation:** The service profile name is not found.

**Administrator response:** Specify a value for the *svcProfileContext* property.

---

**CTGIMO107E** The search context is not valid.

**Explanation:** The search logical context must be an organizational container.

**Administrator response:** Change the search context and try again.

---

**CTGIMO108E** An error occurred while creating a JavaScript object. The object is not created.

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMO109E** An error occurred while converting script object to a Java object.

**Explanation:** See message.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information.

---

**CTGIMO110E** The method is not supported by the *class\_name* class.

**Explanation:** This is an internal error. The class attempted to use a method that is not supported.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO111E** Fail to add or update schema for attribute [*attribute\_name*]. Reason: *details*.

**Explanation:** Fail to add or update attribute definition of LDAP schema. Review LDAP log for more detail.

**Administrator response:** Review the IBM Security Privileged Identity Manager and LDAP log files for

additional information. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO112E** Fail to update schema for object class[*class\_name*]. Reason: *details*.

**Explanation:** Fail to add or update class definition of LDAP schema. Review LDAP log for more detail.

**Administrator response:** Review the IBM Security Privileged Identity Manager and LDAP log files for additional information. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMO202W** WARNING! This utility will change the cipher key used for encryption, and migrate the encrypted data in the property files and in the LDAP server to the new key. Please ensure the following conditions have been met before running this utility: - It is strongly recommended that you backup the contents of your LDAP server, so that you can recover if a serious error occurs while running the utility. - The utility requires a fair amount of free disk space. Please ensure you have plenty of disk space before continuing (about 1 megabyte per 1000 LDAP users). - The Identity Manager application should be stopped on all servers and cluster members, but the servers should continue running, to ensure that the keystore file is distributed to managed nodes. Failing to stop the application may result in corruption of encrypted data, if the Identity Manager application concurrently updates the LDAP server while the utility is running. - There should be no pending transactions in the pending queue that involve encrypted data, such as a change password request.

---

**CTGIMO203W** WARNING! This utility will change the cipher key used for encryption, and migrate the encrypted data in the property files to the new key. This utility must first be run on the Network Deployment Manager, where a keystore file will be created. That keystore file must then be distributed to this node over the network, before running the utility on this node. To distribute the keystore file to this node, synchronize the file system on this node with the Network Deployment Manager using the Websphere administrative console.

---

**CTGIMO204W** WARNING! This will resume execution of the utility used to change cipher keys. The utility will be restarted from where it was before the error occurred.

---

**CTGIMO213W** WARNING! A previous invocation of this utility did not complete successfully. It is strongly recommended that you abort and restart the utility with the 'resume' flag.

---

**CTGIMO230E** An error occurred while initializing the utility. Error: *error\_text*

**Explanation:** The cipher migration utility could not be started because of an unexpected error.

**User response:** Review the exception details and the trace log for additional information about the error.

---

**CTGIMO231E** There is no prior state from which to resume the utility.

**Explanation:** The cipher migration utility cannot be resumed unless it failed during a previous invocation.

**User response:** Please check the command line syntax for the utility.

---

**CTGIMO232E** An error occurred while saving the state of the cipher utility. Error: *error\_text*

**Explanation:** The cipher migration utility saves its state to a file so that it can resume after an error occurs. An error prevented the utility from saving its state to a file.

**User response:** Check the file system to ensure that the utility has the permission, and disk space to create files in {ITIM\_HOME}\temp directory.

---



---

**CTGIMO233E** An error occurred while performing a file system operation **Error:** *error\_text*

**Explanation:** The cipher migration utility could not read or write from the file system.

**User response:** Check the file system to ensure that the utility has the necessary permissions and sufficient disk space to read or write from it. Check the trace log located in {ITIM\_HOME}\temp for more details.

---

**CTGIMO234E** The new keystore file has not been distributed to this node. Please synchronize this node with the Network Deployment Manager using the Websphere Administrative Console.

**Explanation:** After the cipher migration utility creates the keystore file at the Network Deployment Manager, it copies it into the Websphere config directory, so that it can be distributed to the managed nodes. This error indicates that Websphere has not distributed the keystore file to this managed node.

**User response:** Ensure the server is running on the managed node so that it can receive updates from the Network Deployment Manager. If necessary, synchronize this managed node with the Network Deployment Manager using the Websphere administrative console.

---

**CTGIMO235E** The specified keystore password does not match the password used to create the keystore at the Network Deployment Manager.

**Explanation:** The keystore password specified at the managed node does not match the password used at the Network Deployment Manager.

**User response:** Ensure that the password specified at the managed node matches the password used to create the keystore at the Network Deployment Manager.

---

**CTGIMO236E** An error occurred while communicating with the LDAP server **Error:** *error\_text*

**Explanation:** The cipher migration utility encountered an error while communicating with the LDAP server.

**User response:** Check the LDAP server to ensure that it is running. Check the trace log located in {ITIM\_HOME}\temp for more details.

---

**CTGIMO237E** A parsing error occurred while reading the temporary LDAP file **Line:** *line\_text*

**Explanation:** The cipher migration utility could not parse the temporary LDAP file, either because it's corrupted or contains invalid characters.

**User response:** Check the trace log located in {ITIM\_HOME}\temp for more details.

---

**CTGIMO238E** The cipher migration utility failed to decrypt a property with the current cipher settings. The property may have been previously encrypted with different cipher settings. To ignore these errors, run the utility with the '-skiperrors' flag. **Location:** *location\_text*  
**Property:** *property\_text*

**Explanation:** A property could not be decrypted with the current cipher settings. As a result, it cannot be migrated to the new cipher settings. This may have happened because the property's value got corrupted or the property was previously encrypted with different cipher settings.

**User response:** If the property is contained in a property file, ensure that the respective '\*.encrypted' flag in enRole.properties matches the state of the property. If the property is contained in LDAP, ensure that the values of 'password.attributes' in enRole.properties references only encrypted attributes. Run the utility with the '-skiperrors' flag to ignore these errors. Check the trace log located in {ITIM\_HOME}\temp for more details.

---

**CTGIMO239E** An error occurred while updating the property files **Error:** *error\_text*

**Explanation:** The cipher migration utility could not update the property files.

**User response:** Check the file system to ensure that the utility has the necessary permissions and sufficient disk space to read or write from it. Check the trace log located in {ITIM\_HOME}\temp for more details.

---

**CTGIMO240E** The cipher migration utility failed to decrypt the LDAP password, needed to connect to the LDAP server. The password may either be corrupt or incorrectly flagged as encrypted.

**Explanation:** The LDAP password could not be decrypted with the current cipher settings. This password is needed to successfully connect to the LDAP server.

**User response:** Ensure that the 'enrole.password.ldap.encrypted' flag in enRole.properties matches the state of the LDAP password. If necessary, set this flag to false and re-enter the LDAP password in clear text. Check the trace log located in {ITIM\_HOME}\temp for more details.

**CTGIMO241E** An error occurred while synchronizing the file system on the managed nodes. Please perform this task manually using the Websphere administrative console.

**Explanation:** The keystore file could not be distributed to the managed nodes, because the synchronization request failed to complete successfully.

**User response:** Check the trace log located in {ITIM\_HOME}\temp for more details. Manually perform this task using the Websphere administrative console.

---

**CTGIMO242E** The following credential vault error occurred. Error: *error\_text*

**Explanation:** See message.

**Administrator response:** Review the error text for details. Make the necessary corrections and try the operation again.

---

## Chapter 17. Installation and configuration messages

These messages contain information about installation and configuration. They are identified by the letter Q.

---

**CTGIMQ002W** The installation of *product\_name* completed. However, warnings were encountered.

**Explanation:** The `itim_install_activity.log` file shows at least one warning for the installation of IBM Security Privileged Identity Manager. It is likely that IBM Security Privileged Identity Manager will function normally.

**User response:** Review the `itim_install_activity.log` file and address the cause of the warnings.

---

**CTGIMQ003E** The installation of *product\_name* completed. However at least one nonfatal error was encountered.

**Explanation:** The `itim_install_activity.log` file shows at least one nonfatal error for the installation of IBM Security Privileged Identity Manager. It is likely that IBM Security Privileged Identity Manager installed successfully, but is not configured for use.

**User response:** You must address the cause of the nonfatal errors before IBM Security Privileged Identity Manager can be used. In most cases this indicates problems with the middleware. See the other logs in the `ITIM_HOME/install_logs` directory and the Problem Determination Guide for assistance.

---

**CTGIMQ004E** The installation of *product\_name* has failed!

**Explanation:** The `itim_install_activity.log` file shows at least one fatal error. The installation of IBM Security Privileged Identity Manager has failed.

**User response:** You must address the cause of the fatal errors before IBM Security Privileged Identity Manager can be used. See the other logs in the `ITIM_HOME/install_logs` directory and the Problem Determination Guide for assistance.

---

**CTGIMQ006W** The previous action resulted in a WARNING.

**Explanation:** The previous action in the `itim_install_activity.log` resulted in a warning.

**User response:** Review the previous action in the `itim_install_activity.log` and correct the problem. See the Installation and Configuration Guide and Problem Determination Guide for more information.

---

**CTGIMQ007E** The previous action resulted in a NONFATAL ERROR.

**Explanation:** The previous action in the `itim_install_activity.log` file resulted in a nonfatal error.

**User response:** Review the previous action in the `itim_install_activity.log` and take action to correct the problem. See the Installation and Configuration Guide and Problem Determination Guide for more information.

---

**CTGIMQ008E** The previous action resulted in a FATAL ERROR.

**Explanation:** The previous action in the `itim_install_activity.log` file resulted in a fatal error.

**User response:** Review the previous action in the `itim_install_activity.log` and take action to correct the problem. See the Installation and Configuration Guide and Problem Determination Guide for more information.

---

**CTGIMQ030W** *product\_name* is already deployed on the WebSphere Application Server.

**Explanation:** A deployed EAR file for IBM Security Privileged Identity Manager was found on the WebSphere Application Server. If this install was not an upgrade, then the installation may fail.

**User response:** See the Installation and Configuration Guide and Problem Determination Guide for more information.

---

**CTGIMQ035E** The *product\_name* EAR file failed to deploy to the WebSphere Application Server.

**Explanation:** The `setupEnrole` utility failed to deploy the EAR file to the WebSphere Application Server.

**User response:** See the other logs in the `ITIM_HOME/install_logs` directory and the Problem Determination Guide for assistance.

---

**CTGIMQ037E** Target operating system is supported..

**Explanation:** Installed operating system is not supported.

**User response:** Install IBM Security Privileged Identity

## CTGIMQ038W • CTGIMQ040E

Manager on a supported operating system. See the Installation and Configuration Guide for details.

---

### CTGIMQ038W Level of the target operating system is supported..

**Explanation:** Installed operating system is not at supported level.

**User response:** Install IBM Security Privileged Identity Manager on supported level of operating system. See the Installation and Configuration Guide for details.

---

### CTGIMQ039E WebSphere Application Server is not at the supported level.

**Explanation:** The installed version of WebSphere Application Server is not supported.

**User response:** WebSphere Application Server 7.0 with Fix pack 19 is required. Install IBM Security Privileged Identity Manager on supported WebSphere Application Server. See the Installation and Configuration Guide for details.

---

### CTGIMQ040E WebSphere Application Server is not at the required fix level.

**Explanation:** The installed fix pack level for WebSphere Application Server is not supported

**User response:** WebSphere Application Server 7.0 with Fix pack 19 is required. Install IBM Security Privileged Identity Manager on WebSphere Application Server with supported fix pack level. See the Installation and Configuration Guide for details.

---

## Chapter 18. Role management messages

These messages contain information about role management. They are identified by the letter R.

---

**CTGIMR001E** An error occurred while creating a role.

**Explanation:** The system was not able to create a role based on the provided input.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR002E** An error occurred while deleting a role.

**Explanation:** The system was able to delete the role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR003E** An error occurred while updating the role.

**Explanation:** The system was not able to update the role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR004E** An error occurred while retrieving detailed information for the role.

**Explanation:** The system was not able retrieve detailed information for the role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR005E** An error occurred while retrieving the members for the role.

**Explanation:** The system was not able to retrieve the members for the role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR006E** An error occurred while retrieving a role for the user.

**Explanation:** The system was not able to retrieve a role for the user.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR007E** The user already exists.

**Explanation:**

**Administrator response:**

---

**CTGIMR008E** An error occurred while adding members to the role.

**Explanation:** The system was not able to add members to the role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR009E** An error occurred while removing members from the role.

**Explanation:** The system was not able to remove members from the role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR010E** An error occurred while retrieving container of the role.

**Explanation:** The system was not able to retrieve the container of the role.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR011E** The static and dynamic roles cannot be deleted at the same time because only dynamic roles support scheduling.

**Explanation:** Dynamic roles need to be scheduled; therefore, you cannot delete dynamic roles with static roles.

**User response:** You cannot select both static and dynamic roles to be deleted. Select either static or dynamic roles.

---

**CTGIMR012E** There are IBM Security Privileged Identity Manager users assigned to the ITIM Groups.

**Explanation:** The ITIM Group has users assigned to the group.

**Administrator response:** Remove any unused users from the group.

---

**CTGIMR013E** The Identity Manager user already exists.

**Explanation:** The Identity Manager already exists in the ITIM Group.

**User response:** Check your selection and try again.

---

**CTGIMR014E** The ITIM group already exists.

**Explanation:** See message.

**Administrator response:** Do not create another ITIM group.

---

**CTGIMR015E** An error occurred while creating an ITIM Group.

**Explanation:** The system was not able to create an ITIM Group based on the provided input.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR016E** An error occurred while deleting an ITIM Group.

**Explanation:** The system was not able to remove the ITIM Group.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR017E** An error occurred while updating the ITIM Group.

**Explanation:** The system not able to update the ITIM Group.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR018E** An error occurred while retrieving detailed information of the ITIM group.

**Explanation:** The system was not able to retrieve detailed information for the ITIM group.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

---

**CTGIMR019E** An error occurred while retrieving ITIM user of the ITIM group.

**Explanation:** The system was not able to retrieve an ITIM user of the ITIM group.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR020E** An error occurred while adding one or more users to the ITIM Group.

**Explanation:** The system was not able to add users to the ITIM Group.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR021E** An error occurred while removing one or more users to the ITIM Group.

**Explanation:** The system was not able to remove users to the ITIM Group.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR022E** An error occurred while retrieving ITIM admin user from the ITIM group.

**Explanation:** The system was not able to retrieve ITIM admin user from the ITIM group.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR023E** An error occurred while creating an ITIM Group. Group *[group\_name]* already exists.

**Explanation:** The system was not able to create the ITIM group because the group for the given name already exists. Please use different name.

**User response:** Use different name for the group then try it again.

---

**CTGIMR024E** The specified view cannot be found. The view may have been deleted.

**Explanation:** The system was not able to provide the view because the view with the specified identifier does not exist.

**User response:** Try searching for the view name or description to verify that it exists.

---

---

**CTGIMR025E** The specified view cannot be deleted because it is in use.

**Explanation:** The system cannot delete the view if it is assigned to one or more groups.

**User response:** Remove all references to this view and try the operation again. To remove all references to a view, either 1) assign a different view to every group referencing it, or 2) remove every group that references the view.

---

**CTGIMR026E** The child roles specified in the input collection are not of the supported input types.

**Explanation:** The child roles must all be static organizational roles.

**User response:** Check the Java documentation for supported input parameter type.

---

**CTGIMR027E** The dynamic role *dynamic\_role\_name* is not supported within the role hierarchies.

**Explanation:** Only static roles can be added as children of a static role.

**User response:** Check that both the parent and child roles are static roles.

---

**CTGIMR028E** Failed to add child role *member\_role\_name* to *role\_name*.

**Explanation:** A cycle error occurred while trying to add the specified relationship to the role hierarchy.

**User response:** Check that the child role to be added is not already an ancestor of the parent role.

---

**CTGIMR029E** The role *role\_name* could not be deleted because it is in use by one or more separation of duty policies: *policy\_names*.

**Explanation:** The role is in use by one or more separation of duty policies. It cannot be deleted until the role is removed from the policies listed.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR030W** Child role *member\_role\_name* is already a descendant role of *role\_name*.

**Explanation:** The role to be added as a child role to the specified role is already a descendant.

---

**CTGIMR031W** Failed to add new role inheritance *role\_name\_1* -> *role\_name\_2*

**Explanation:** Make sure that the Identity Manager database is configured properly and connected.

---

**CTGIMR032W** Invalid Graph Implementation Class *class\_name* *role\_name\_2*

**Explanation:** Verify the Identity Manager configuration data.

---

**CTGIMR033E** The role *role\_name* could not be deleted because it is included as a role target in one or more recertification policies: *policy\_names*.

**Explanation:** The role is in use by one or more user recertification policies. It cannot be deleted until the role is removed from the policies listed.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMR034E** The role *role\_name* cannot be added as a child of *parent\_role* because it will cause the following separation of duty policy violations. Policy/rule violated: *sod\_name*

**Explanation:** If the child is added to the parent role, a separation of duty policy violation will occur.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the separation of duty policies that were violated.

---

**CTGIMR035E** The system could not create the role.

**Explanation:** The role that you are creating does not contain a valid container.

**User response:** Create the role again and specify a container. Either create a container or select an existing container for the role. The value cannot be null. A container can be an Organization, Organization Unit, Business Partner Organization, Location, or Admin Domain. If the problem persists, contact your system administrator.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

**Programmer response:** The container parameter cannot be null.

---

---

**CTGIMR036E** The system could not create the role.

**Explanation:** The scope for creating a dynamic role was not defined.

**User response:** Create the role again and specify the scope of the dynamic role. Refer to the IBM Security Privileged Identity Manager information center or Java documentation for possible scope values. If the problem persists, contact your system administrator.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

**Programmer response:** Set the erScope property of the role to one of the possible scope values.

person is not directly a member of assigned role specified. A role is authorized for a person if it is either directly assigned or is inherited from the parent roles.

**User response:** Use a valid role assignment attribute to set the value for a person. If necessary, contact a system administrator to add the attribute name to the list of assignment attributes for the role.

---

**CTGIMR040E** The role *role\_name* is not an authorized role for *person\_name*.

**Explanation:** The specified role is not an authorized role for the specified person. A role is authorized for a person if it is either directly assigned or is inherited from the parent roles.

---

**CTGIMR037E** The system cannot retrieve the requested role information.

**Explanation:** Either the attribute name or its value was not specified for the role information search. A null value cannot be used.

**User response:** Supply the missing information and try the search again. If the problem persists contact your system administrator.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

**Programmer response:** To search for a role, the attributeName and attributeValue parameters cannot be null.

---

**CTGIMR041E** The role either has members, or is referred by provisioning policies.

**Explanation:** You cannot delete a role that has members or is referred by provisioning policies.

**User response:** Remove all user members and child roles from the role, also remove the role from provisioning policies. Then try the operation again.

---

**CTGIMR038E** There are no tasks defined in the TASK\_TREE table.

**Explanation:** TASK\_TREE table either didn't get populated during installation time, or the data was wiped out for some reason.

**Administrator response:** The TASK\_TREE table is populated by the database configuration utility in the {ITIM\_HOME}/bin directory during the installation. There are two options to fix the problem: Try to run the DBConfig utility again. Note: this action will reverse the ITIM database to the out-of-box state. Extract the TASK\_TREE insert statements from {ITIM\_HOME}/config/rdbms/itim\_data.ddl into a ddl file and manually execute the file against the ITIM database.

---

**CTGIMR039E** The role assignment attribute *assignmentAttributeName\_*  
*definedRole\_assignedRole* is not valid for *person\_name*. The defined role and the assigned role are appended to the attribute name.

**Explanation:** The specified assignment attribute is not defined in any of authorized roles for a person or a



---

## Chapter 19. Container management messages

These messages contain information about container management. They are identified by the letter S.

---

**CTGIMS001E** At least one required attribute is missing.

**Explanation:** One or more required attributes are missing from the request.

**Administrator response:** Specify a value for each required attribute, and retry the operation.

---

**CTGIMS002E** At least one specified attribute violates the schema.

**Explanation:** The request contains one or more attribute values that are not allowed by the governing schema.

**Administrator response:** Ensure that all attributes are consistent with the restrictions of the schema, and try the operation again.

---

**CTGIMS003W** The search results exceed the maximum of *limit\_number* items. The results are truncated to the maximum amount.

**Explanation:** The number of items that meet the search criteria exceeds the maximum search limit. Only the items returned up to the limit are displayed.

**Administrator response:** Narrow your search criteria or reset the search limit to a higher value.

---

**CTGIMS004W** The search results exceed the maximum of *limit\_number* items. The list is truncated to the maximum amount.

**Explanation:** The number of items that meet the search criteria exceeds the maximum search limit. Only the items returned up to the limit are displayed in the list.

**Administrator response:** Narrow your search criteria or reset the search limit to a higher value.

---

**CTGIMS005E** The default administrator cannot be removed from the System Administrator group.

**Explanation:** The default administrator must always remain in the System Administrator group.

**User response:** A user-defined administrator can be removed from the System Administrator group.

---

**CTGIMS006E** You have specified yourself as your supervisor or sponsor. You must specify another user as your supervisor or sponsor.

**Explanation:** A user cannot set himself as his supervisor or sponsor.

**User response:** Specify another user as your supervisor or sponsor, and try the operation again.

---

**CTGIMS007E** The specified user cannot be found. The user might be deleted already.

**Explanation:** The user cannot be found in the directory server. The user might have been deleted before your request was completed.

**User response:** Verify that the user exists, and try the operation again. If the error occurs again, review the log files, beginning with the IBM Security Privileged Identity Manager logs.

---

**CTGIMS008E** You do not have the authority to perform this operation.

**Explanation:** An access control item does not allow you to perform the specified operation.

**User response:** Contact your system administrator to obtain the authority to perform the operation.

---

**CTGIMS009E** You do not have the authority to perform this operation.

**Explanation:** An access control item does not allow you to perform the specified operation.

**User response:** Contact your system administrator to obtain the authority to perform the operation.

---

**CTGIMS010E** Some of the selected users cannot be deleted.

**Explanation:** An access control item does not allow you to delete some of the specified users.

**User response:** Contact your system administrator to obtain the authority to delete the users that were not deleted.

---

**CTGIMS011E** Some of the selected users cannot be suspended.

**Explanation:** An access control item does not allow you to suspend some of the specified users.

**User response:** Contact your system administrator to obtain the authority to suspend the users that were not suspended.

**CTGIMS012E** Some of the selected users cannot be restored.

**Explanation:** An access control item does not allow you to restore some of the specified users.

**User response:** Contact your system administrator to obtain the authority to restore the users that could not be restored.

**CTGIMS013E** Some of the selected users cannot be transferred.

**Explanation:** An access control item does not allow you to transfer some of the specified users.

**User response:** Contact your system administrator to obtain the authority to transfer the users that were not be transferred.

**CTGIMS014E** You do not have the authority to change the organizational role of the user.

**Explanation:** An access control item does not allow you to change the role of the user.

**User response:** Contact your system administrator to obtain the authority to change the role of the user.

**CTGIMS015E** The organization or business unit is not selected.

**Explanation:** The specified request requires that you select an organization or business unit.

**User response:** Select an organization or a business unit, and try the operation again.

**CTGIMS016E** The following error occurred while checking for access authorization:  
*server\_error.*

**Explanation:** The request did not complete because an error occurred during processing.

**User response:** Try the operation again. If the problem persists, contact your system administrator.

**Administrator response:** Complete these steps: Using the error message that is displayed, try to correct the cause of the error. Try the operation again. If the problem persists, review the log files, beginning with the IBM Security Identity Manager logs.

**CTGIMS017W** You are about to perform an operation on the following IBM Security Privileged Identity Manager accounts that belong to one or more delegates. Do you want to continue?  
*itim\_account\_ids*

**Explanation:** You are about to delete or suspend accounts of users that are delegates for other users. If you continue, those other users cannot continue to delegate tasks to the users that own these accounts.

**User response:** You can continue or cancel the operation.

**CTGIMS018W** You are about to perform an operation on the following users who are delegates. Do you want to continue?  
*list\_of\_user\_names*

**Explanation:** You are about to delete or suspend users that are delegates for other users. If you continue, those other users cannot continue to delegate tasks to the users that you have specified to suspend or delete.

**User response:** You can continue or cancel the operation.

**CTGIMS019E** You do not have the authority to perform the specified operation on the following users: *user\_names.*

**Explanation:** An access control item does not allow you to perform the specified operation on the users that are displayed.

**User response:** Contact your system administrator to obtain the authority to perform the operation.

**CTGIMS020E** You do not have the authority to modify personal information.

**Explanation:** An access control item does not allow you to modify personal information.

**User response:** Contact your system administrator to obtain the authority to modify personal information.

**CTGIMS021E** The System Administrator cannot be deleted.

**Explanation:** The System Administrator is a mandatory user that cannot be deleted.

**User response:** Contact your system administrator to determine which user needs to be deleted.

**CTGIMS022E** You do not have the authority to transfer users to a selected business unit.

**Explanation:** An access control item does not allow

you to transfer the specified users to the selected business unit.

**User response:** Contact your system administrator to obtain the authority to transfer users to a business unit.

---

**CTGIMS023E** A class was not selected for the user that is being added.

**Explanation:** A class must be specified when adding a user to the system.

**User response:** Select a class for the new user, and try the operation again.

---

**CTGIMS024E** The syntax of the filter is invalid. Please correct the filter so that it is a valid LDAP search filter.

**Explanation:** The provided filter could not be saved or run because it does not conform to the syntax rules of an LDAP filter.

**User response:** Complete these steps: Verify that parenthesis are balanced, special characters are escaped, and other syntax rules are followed. Try the operation again. If the problem persists, review the log files, beginning with the IBM Security Identity Manager logs.

---

**CTGIMS025E** A user in *user\_organization\_name* organization cannot have *role\_name* role in different organization *role\_organization\_name*.

**Explanation:** If a user is in one organization then only the roles from the same organization can be assigned to this user.

**User response:** Complete these steps: Verify that the role is from the same organization where a user belongs to. Try not to assign a role from a different organization to a user. If the problem persists, review the log files, beginning with the IBM Security Identity Manager logs.

---

**CTGIMS026E** A user in *user\_organization\_name* organization cannot have *group\_name* group in different organization *group\_organization\_name*.

**Explanation:** If a user is in one organization then only the groups from the same organization can be assigned to this user.

**User response:** Complete these steps: Verify that the group is from the same organization where a user belongs to. Try not to assign a group from a different organization to a user. If the problem persists, review the log files, beginning with the IBM Security Identity Manager logs.

---

**CTGIMS101E** The end date cannot be earlier than the start date.

**Explanation:** The specified end date must be the same as or later than the specified start date.

**User response:** Ensure that the end date is the same as or later than the start date, and try the operation again.

---

**CTGIMS102E** The delegated user cannot be changed.

**Explanation:** Changing a delegated user is not allowed. To change delegates, delete the existing user as a delegate and specify another user as the new delegate.

**User response:** Delete the existing delegation, then specify the user that you want add as the new delegate.

---

**CTGIMS103E** The delegation period cannot overlap with an existing delegation period.

**Explanation:** Only one delegate can be specified for a given period of time. Delegation periods cannot overlap.

**User response:** Change the delegation period to ensure that it does not overlap with an existing delegation, and try the operation again.

---

**CTGIMS201E** An error occurred while retrieving the profile name of an organization entity.

**Explanation:** The profile name the organization entity associated with the request cannot be retrieved because an error occurred during processing.

**User response:** Try the operation again. If the problem persists, contact your system administrator.

**Administrator response:** Review the log files to determine the source of the error. If you cannot isolate the problem, check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMS202E** The business unit cannot be located. It might have been deleted by another user.

**Explanation:** The business unit associated with your request was not found. It might have been deleted by another user before this request completed.

**User response:** Ensure that the business unit still exists. If the business unit is still in the system, try the operation again. If the problem persists, contact your system administrator.

---

**CTGIMS203E An error occurred while trying to delete the business partner unit.**

**Explanation:** The business partner unit associated with your request cannot be deleted because an error occurred during processing. It might have been deleted by another user before this request completed.

**User response:** Ensure that the business partner unit still exists. If it is still in the system, try the operation again. If the problem persists, contact your system administrator.

**Administrator response:** Review the log files, beginning with the IBM Security Identity Manager logs. If you cannot isolate the problem, check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMS204E The organization or the business unit cannot be deleted because it is not empty.**

**Explanation:** The organization or the business unit cannot be deleted if it contains one or more users or other entities.

**User response:** Delete all the items in the organization or the business unit, then try the operation again.

---

**CTGIMS205E An error occurred while trying to create an organization or a business unit.**

**Explanation:** The specified organization or business unit cannot be created because an error occurred during processing.

**User response:** Try the operation again. If the problem persists, contact your system administrator.

**Administrator response:** Review the log files, beginning with the IBM Security Identity Manager logs. If you cannot isolate the problem, check IBM Electronic Support for additional information  
-[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMS206E The organization cannot be located. It might have been deleted by another user.**

**Explanation:** The organization associated with your request was not found. It might have been deleted by another user before this request completed.

**User response:** Ensure that the organization still exists. If the organization is still in the system, try the operation again. If the problem persists, contact your system administrator.

---

**CTGIMS207E An error occurred while processing your request.**

**Explanation:** A server error occurred while processing your request. The request did not complete.

**User response:** Try the operation again. If the problem persists, contact your system administrator.

---

## Chapter 20. Adapter management messages

These messages contain information about adapter management. They are identified by the letter T.

---

**CTGIMT001E** The following error occurred. Error:  
*error\_text*

**Explanation:** The IBM Tivoli Directory Integrator could not communicate with the target managed resource.

**Administrator response:** Verify that the target managed resource is accessible or operational.

---

**CTGIMT002E** The login credential is missing or incorrect.

**Explanation:** The adapter requires login credentials to connect to the managed resource. The credential is either invalid or missing in the request.

**Administrator response:** Verify that the login credential on the adapter service form is valid.

---

**CTGIMT003E** The account already exists.

**Explanation:** Accounts with the same name cannot be defined for the same managed resource.

**Administrator response:** Check that the account does exist on the managed resource. Start a reconciliation to synchronize the IBM Security Privileged Identity Manager and the managed resource accounts.

---

**CTGIMT004E** The adapter does not have permission to add an account: *no\_permission*

**Explanation:** The administrative user specified for the adapter does not have permission to add an account.

**Administrator response:** The adapter login credential may not have permission to add an account. Verify the adapter service login credential on the managed resource.

---

**CTGIMT005E** The required attributes are missing from the request. Attributes:  
*missing\_attributes*

**Explanation:** All of the required attributes were not supplied to the adapter

**Administrator response:** Verify that all of the required attributes to add an account are marked as required on the account form.

---

**CTGIMT006E** The *incorrect\_password* password is not valid.

**Explanation:** The managed resource did not accept the account password.

**Administrator response:** Verify the password policy on the managed resource and reflect it on the IBM Security Privileged Identity Manager server.

---

**CTGIMT007E** A system error occurred while adding an account. The account is not added.  
Error: *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about this error. The actual system error is provided in the error message.

---

**CTGIMT008W** The account was added, but some attributes failed. Attributes:  
*failed\_attributes*

**Explanation:** The account was added successfully, but the adapter failed to set optional attributes.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about this error. Verify that the adapter login credential has permission to set all attributes on the account. The actual system error is provided in the error message.

---

**CTGIMT009E** The *account\_name* cannot be modified because it does not exist.

**Explanation:** The requested account does not exist on the managed resource and cannot be modified.

**Administrator response:** Validate that the account does not exist on the managed resource. You may need to issue a reconciliation request to synchronize the IBM Security Privileged Identity Manager accounts and the managed resource accounts.

---

**CTGIMT010E** The adapter does not have permission to modify the account. *no\_permission*

**Explanation:** The administrative user specified for the adapter does not have permission to modify the account.

**Administrator response:** The adapter login credential may not have permission to modify an account. Verify the adapter service login credential on the managed resource.

---

**CTGIMT011E** There were no attributes passed to the adapter in the request.

**Explanation:** No attributes were supplied to the adapter in the request.

**Administrator response:** Review the trace.log file for additional information.

---

**CTGIMT012E** One or more required attributes are missing in the request. Attribute: *missing\_attributes*

**Explanation:** All of the required attributes were not supplied to the adapter.

**Administrator response:** Verify that all of the required attributes are marked as required on the account form.

---

**CTGIMT013E** A system error occurred while modifying the account. The account is not modified. Error: *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Review the adapter log file located on the IBM Tivoli Directory Integrator server.

---

**CTGIMT014W** The account was modified, but some attributes failed. *failed\_attributes* Error: *error\_text*

**Explanation:** The account was modified, but the adapter failed to set optional attributes.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about this error. Verify that the adapter login credential has permission to set all attributes on the account. The actual system error is supplied in the error message.

---

**CTGIMT015E** An error occurred while deleting the *account\_name* account because the account does not exist.

**Explanation:** The requested account does not exist on the managed resource and cannot be deleted.

**Administrator response:** Validate that the account does not exist on the managed resource. You may need to issue a reconciliation request to synchronize the IBM Security Privileged Identity Manager accounts and the managed resource accounts.

---

**CTGIMT016E** The adapter does not have permission to delete the account: *no\_permission*

**Explanation:** The administrative user specified for the adapter does not have permission to delete the account.

**Administrator response:** The adapter login credential may not have permission to delete an account. Verify the adapter service login credential on the managed resource.

---

**CTGIMT017E** One or more required attributes are missing in the request. Attributes: *missing\_attributes*

**Explanation:** All of the required attributes were not supplied to the adapter.

**Administrator response:** Verify that all of the required attributes to delete an account are specified in the service.def file.

---

**CTGIMT018E** A system error occurred while deleting an account. The account is not deleted. Error: *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT019W** The account was deleted successfully, but additional steps failed: *error\_text*

**Explanation:** The account was deleted successfully, but the adapter failed to perform the additional steps requested.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. Verify that the adapter login credential has permission to perform the additional steps. The actual system error is supplied in the error message.

---

**CTGIMT020E** The adapter does not have permission to search: *no\_permission*

**Explanation:** The administrative user specified for the adapter does not have permission to retrieve the account data.

**Administrator response:** The adapter login credential may not have permission to retrieve account data. Verify the adapter service login credential on the managed resource.

---

---

**CTGIMT021E The required attribute was not passed in the request:** *missing\_attributes*

**Explanation:** All of the required attributes were not supplied to the adapter.

**Administrator response:** Verify that all of the required attributes to delete are specified in the service.def file.

---

**CTGIMT022E The search failed due to a system error:** *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT023W The account is already suspended.**

**Explanation:** The account is already suspended on the managed resource.

**Administrator response:** The account is already suspended on the managed resource. Review the IBM Tivoli Directory Integrator log files for additional information about the error.

---

**CTGIMT024E The account was not suspended:** *error\_text*

**Explanation:** The adapter failed to suspend the account.

**Administrator response:** The adapter login credential may not have permission to suspend an account. Verify the adapter service login credential on the managed resource. The actual system error is supplied in the error message.

---

**CTGIMT025W The account is already restored.**

**Explanation:** The account is already restored on the managed resource.

**Administrator response:** The account is already restored on the managed resource. Review the IBM Tivoli Directory Integrator log files for additional information about the error.

---

**CTGIMT026E The account was not restored:** *error\_text*

**Explanation:** The adapter failed to restore the account.

**Administrator response:** The adapter login credential may not have permission to restore an account. Verify the adapter service login credential on the managed resource. The actual system error is supplied in the error message.

---

---

**CTGIMT027E Connector parameter *param\_name* has a value that is not valid:** *param\_value*

**Explanation:** The connector cannot operate using the value for the specified parameter. Change the parameter value.

**Administrator response:** Change the value for the specified parameter by providing a different value on the service or account form. See the adapter user guide for information about service and account form attributes. If you do not know which value to change, use the form designer to find the attribute name. Open the form for the service or account type used in the operation. Navigate through the tabs in the designer to look for an attribute name that closely matches the connector parameter name. The attribute indicates the form item that must be changed. Note that the attribute names in the form designer are all lower-case while the connector parameter name is mixed-case. Ignore the case differences.

---

**CTGIMT201E No login or an invalid credential was supplied in the request.**

**Explanation:** The adapter requires login credentials to connect to the managed resource. The credentials are either invalid or not included in the request.

**Administrator response:** Verify that the login credentials on the adapter service form are valid.

---

**CTGIMT202E The adapter failed to add the account:** *adapter\_error*

**Explanation:** The request failed and the account was not added.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT203E The required attributes were not passed in the request:** *missing\_attributes*

**Explanation:** All of the required attributes were not supplied to the adapter.

**Administrator response:** Verify that all of the required attributes are marked as required on the account form.

---

**CTGIMT204E The request failed due to an IBM Tivoli Directory Integrator error:** *idi\_error*

**Explanation:** The request failed due to an IBM Tivoli Directory Integrator error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

---

**CTGIMT205E The request failed due to a system error:** *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT206W The account was added, but some attributes failed:** *failed\_attributes; error\_text*

**Explanation:** The account was added successfully, but the adapter failed to set optional attributes.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. Verify that the adapter login credential has permission to set all attributes on the account. The actual system error is supplied in the error message.

---

**CTGIMT207E The adapter failed to modify the account:** *adapter\_error*

**Explanation:** The request failed at the adapter level.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT208E The required attribute(s) were not passed in the request:** *missing\_attributes*

**Explanation:** Not all of the required attributes were supplied to the adapter

**Administrator response:** Verify that all the required attributes to modify an account are marked as such on the account form.

---

**CTGIMT209E No attributes were passed in to the request.**

**Explanation:** No attributes were supplied to the adapter in the request.

**Administrator response:** The adapter could not detect any attributes in the request. View the trace.log file to validate.

---

**CTGIMT210E The request failed due to an IBM Tivoli Directory Integrator error:** *idi\_error*

**Explanation:** The request failed due to an IBM Tivoli Directory Integrator error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information

about the error. The actual system error is supplied in the error message.

---

**CTGIMT211E The account was not modified due to a system error:** *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT212W The account was modified, but some attributes failed:** *failed\_attributes; error\_text*

**Explanation:** The account was modified, but the Adapter failed to set optional attributes.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. Verify that the adapter login credential has permission to set all attributes on the account. The actual system error is supplied in the error message.

---

**CTGIMT213E The required attribute(s) were not passed in the request:** *missing\_attributes*

**Explanation:** Not all of the required attributes were supplied to the Adapter

**Administrator response:** Verify that all the required attributes to delete an account are specified in service.def file.

---

**CTGIMT214E The account was not deleted due to an IBM Tivoli Directory Integrator error:** *idi\_error*

**Explanation:** The account was not deleted due to an IBM Tivoli Directory Integrator error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT215E The account was not deleted due to a system error:** *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.



---

**CTGIMT216W The account was deleted successfully, but additional steps failed:**  
*error\_text*

**Explanation:** The account was deleted successfully, but the Adapter failed perform the additional steps requested.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. Verify the adapter login credential have enough permission to perform the additional steps. The actual system error is supplied in the error message.

---

**CTGIMT217E The required attribute(s) were not passed in the request:** *missing\_attributes*

**Explanation:** Not all of the required attributes were supplied to the Adapter

**Administrator response:** Verify that all the required attributes to delete an account are specified in service.def file.

---

**CTGIMT218E The search failed due to an IBM Tivoli Directory Integrator error:** *idi\_error*

**Explanation:** The request failed due to an IBM Tivoli Directory Integrator error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT219E Search filter error:** *filter\_error*

**Explanation:** The request failed due to an error from the filter component.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT220E Invalid search filter:** *filter\_error*

**Explanation:** The search filter entered on with the reconciliation request is invalid.

**Administrator response:** View and validate the search filter entered on with the reconciliation request.

---

**CTGIMT221E Search failed due to a system error:**  
*error\_text*

**Explanation:** The Adapter could not determine the managed resource error.

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT222W The account is already suspended.**

**Explanation:** The account is already suspended on the managed resource.

**Administrator response:** The account is already suspended on the managed resource. Review the IBM Tivoli Directory Integrator log files for additional information about the error.

---

**CTGIMT223E The account was not suspended:**  
*error\_text*

**Explanation:** The adapter failed to suspend the account.

**Administrator response:** The adapter login credential may not have permission to suspend an account. Verify the adapter service login credential on the managed resource. The actual system error is supplied in the error message.

---

**CTGIMT224W The account is already restored.**

**Explanation:** The account is already restored on the managed resource.

**Administrator response:** The account is already restored on the managed resource. Review the IBM Tivoli Directory Integrator log files for additional information about the error.

---

**CTGIMT225E The account was not restored:**  
*error\_text*

**Explanation:** The adapter failed to restore the account.

**Administrator response:** The adapter login credential may not have permission to restore an account. Verify the adapter service login credential on the managed resource. The actual system error is supplied in the error message.

---

**CTGIMT226E Failed to add the group due to system error:** *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT227W The group was added, but some attributes failed:** *failed\_attributes;*  
*error\_text*

**Explanation:** The group was added successfully, but the adapter failed to set optional attributes.

**Administrator response:** Verify that the adapter login

credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT228E Failed to modify the group due to a system error:** *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT229W The group was modified, but some attributes failed:** *failed\_attributes; error\_text*

**Explanation:** The account was modified, but the Adapter failed to set optional attributes.

**Administrator response:** Verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT230E Failed to delete the group due to a system error:** *error\_text*

**Explanation:** The adapter could not determine the managed resource error.

**Administrator response:** Verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT231W The group was deleted successfully, but additional steps failed:** *error\_text*

**Explanation:** The group was deleted successfully, but the Adapter failed perform the additional steps requested.

**Administrator response:** Verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT232E The group cannot be added because it already exists:** *error\_text*

**Explanation:** A group with the same name or ID already exists on the managed resource.

**Administrator response:** Verify that the group name was entered correctly. If it was not, enter the name and

try the operation again. If it was entered correctly, verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT233E The adapter does not have permission to add group:** *error\_text*

**Explanation:** The adapter does not have permission to add group

**Administrator response:** Grant the adapter login credential the necessary permissions to set all attributes on the group. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT234E The group cannot be added because a group with the GID {0} already exists:** *error\_text*

**Explanation:** The group cannot be added because a group with the same GID already exists

**Administrator response:** Verify that the group ID was entered correctly. If it was not, enter the ID and try the operation again. If it was entered correctly, verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT235E The adapter does not have permission to modify group:** *error\_text*

**Explanation:** The adapter does not have permission to modify groups

**Administrator response:** Grant the adapter login credential the necessary permissions to set all attributes on the group. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT236E Group {0} cannot be modified because it does not exist:** *error\_text*

**Explanation:** A group must already exist before the modify operation can be performed on it

**Administrator response:** Review the IBM Tivoli Directory Integrator log files for additional information about the error. Verify that the adapter login credential has permission to set all attributes on the account. The actual system error is supplied in the error message.

---

**CTGIMT237E Group {0} cannot be deleted because it does not exist:** *error\_text*

**Explanation:** A group must already exist before the delete operation can be performed on it

**Administrator response:** Verify that the group was entered correctly. If it was not, enter the group and try the operation again. If it was entered correctly, verify that the group exists on the managed resource. If it does not, no action is necessary. If it does, verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT238E The adapter does not have permission to delete group:** *error\_text*

**Explanation:** The adapter does not have permission to delete group

**Administrator response:** Verify that the group was entered correctly. If it was not, enter the group and try the operation again. If it was entered correctly, verify that the group exists on the managed resource. If it does not, no action is necessary. If it does, verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT239E Length of the group name is not valid:** *error\_text*

**Explanation:** A group name must conform to the length requirements of the resource. The group cannot be added because the group name length is not valid. See your resource system documentation for specific group name limitations.

**Administrator response:** Use a group name so that conforms to the resource requirements and perform the add operation again. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT240E Length of the group name is not valid:** *error\_text*

**Explanation:** A group name must conform to the length requirements of the resource. The group cannot be added because the group name length is not valid. See your resource system documentation for specific group name limitations.

**Administrator response:** Use a group name so that conforms to the resource requirements and perform the modify operation again. Review the IBM Tivoli Directory Integrator log files for additional information

about the error. The actual system error is supplied in the error message.

---

**CTGIMT241E Length of the group name is not valid:** *error\_text*

**Explanation:** A group name must conform to the length requirements of the resource. The group cannot be added because the group name length is not valid. See your resource system documentation for specific group name limitations.

**Administrator response:** Use a group name so that conforms to the resource requirements and perform the add operation again. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT242E Length of the group name is not valid:** *error\_text*

**Explanation:** A group name must conform to the length requirements of the resource. The group cannot be added because the group name length is not valid. See your resource system documentation for specific group name limitations.

**Administrator response:** Use a group name so that conforms to the resource requirements and perform the modify operation again. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT243E The group cannot be modified because a group with the GID already exists:** *error\_text*

**Explanation:** The group cannot be modified because a group with the same GID already exists

**Administrator response:** Verify that the group ID was entered correctly. If it was not, enter the ID and try the operation again. If it was entered correctly, verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional information about the error. The actual system error is supplied in the error message.

---

**CTGIMT244E The group cannot be modified because the new name exists:** *error\_text*

**Explanation:** A group with the same name or ID already exists on the managed resource.

**Administrator response:** Verify that the group name was entered correctly. If it was not, enter the name and try the operation again. If it was entered correctly, verify that the adapter login credential has permission to set all attributes on the account. Review the IBM Tivoli Directory Integrator log files for additional

information about the error. The actual system error is supplied in the error message.

---

**CTGIMT400E** An error occurred while loading the *agent\_name* agent. **Error:** *error\_text*

**Explanation:** The IBM Tivoli Directory Integrator cannot correctly load and bind the agent. The XML definition for the agent contains an error.

**Administrator response:** Review the error text for details. Check the XML definition for syntax and coding errors.

---

**CTGIMT401E** An error occurred while starting the *agent\_name* agent. **Error:** *error\_text*

**Explanation:** The IBM Tivoli Directory Integrator detected an unrecoverable error while starting the agent.

**Administrator response:** Ensure that the IBM Tivoli Directory Integrator instance is running with the correct configuration. Review the error text for details.

---

**CTGIMT402E** An error occurred while running the *agent\_name* agent. **Error:** *error\_text*

**Explanation:** The IBM Tivoli Directory Integrator detected an unrecoverable error starting the agent. The JavaScript contained in the agent may contain errors.

**Administrator response:** Ensure that the IBM Tivoli Directory Integrator instance is running with the correct configuration. Review the error text for details. Check that the JavaScript code in agent does not contain a syntax or coding errors.

---

**CTGIMT403E** The *id* ID used to obtain the continuation of requested search data is no longer valid. The data cannot be retrieved. Issue the search again.

**Explanation:** The search resulted in data that must be presented in segments. This message is the result of a long delay between receiving a segment of data and requesting the next segment of data. The ID used to retrieve the data is no longer available.

**Administrator response:** Verify that a reconciliation request to this adapter was idle for a long period of time.

---

**CTGIMT404E** The IBM Tivoli Directory Integrator cannot find the *agent\_name* agent in the current configuration.

**Explanation:** The configuration does not have the specified agent loaded. The provider should handle this error.

**Administrator response:** If the user sees this error, it points to a configuration error or a defect.

---

**CTGIMT405E** The operation cannot be completed because either the IBM Security Privileged Identity Manager server or the IBM Tivoli Directory Integrator server is being shutdown.

**Explanation:** New operations cannot be processed when a shutdown is in progress.

**Administrator response:** Ensure that no requests are received after a shutdown is called on the dispatcher.

---

**CTGIMT406E** The IBM Tivoli Directory Integrator detected the following error. **Error:** *error\_text*

**Explanation:** An internal error occurred.

**Administrator response:** Review the error text for details. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMT407E** The result returned by the *agent\_name* agent is not correct.

**Explanation:** The IBM Tivoli Directory Integrator detected an error with the agent. The agent does not function as expected for the resource.

**Administrator response:** Review the agent to ensure it meets the requirements for the managed resource. If the code is part of the product, an internal error exists. Check IBM Electronic Support for additional information -[www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGIMT408E** The filter specified with the request is invalid. The reported error is : *search\_filter*

**Explanation:** IBM Security Privileged Identity Manager supports a search filter that is compliant with the LDAP standards. Ensure that the filter is compliant with LDAP. The filter only supports equality filters on attributes.

**Administrator response:** Ensure that the filter complies with IBM Security Privileged Identity Manager specifications.

---

**CTGIMT600E** An error occurred while establishing communication with the Tivoli Directory Integrator server. **Error:** *error\_text*

**Explanation:** A connection with the Tivoli Directory Integrator server cannot be established.

**Administrator response:** Verify that the Tivoli Directory Integrator server instance is running with the correct configuration. Check the security configurations on the IBM Tivoli Directory Integrator server and the

adapter service form on the IBM Security Privileged Identity Manager server.

---

**CTGIMT601E An error occurred while uploading the agent to the IBM Tivoli Directory Integrator server. Error: *error\_text***

**Explanation:** The agent could not be loaded to the IBM Tivoli Directory Integrator server.

**Administrator response:** Verify that the IBM Tivoli Directory Integrator server instance is running with correct configuration and validate the adapter service form on the IBM Security Privileged Identity Manager server.

---

**CTGIMT602E The agent definition cannot be found in the LDAP directory.**

**Explanation:** The agent is not in the LDAP directory. Either the agent is not in the LDAP directory or a different error caused the problem.

**Administrator response:** Use an LDAP browser to locate the agent in the LDAP directory. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMT603E The agent was not uploaded to IBM Tivoli Directory Integrator.**

**Explanation:** The Remote Method Invocation provider failed to upload the agent to IBM Tivoli Directory Integrator.

**Administrator response:** Verify that the IBM Tivoli Directory Integrator instance is running with the correct configuration. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMT604E An error occurred while processing the *operation\_name* operation configuration. The operation is not valid.**

**Explanation:** The operation failed because of an operation configuration parsing error in the service.def file.

**Administrator response:** Correct the operation configuration in the adapter profile and import the adapter profile again.

---

**CTGIMT605E An error occurred while processing the *operation* operation on the IBM Tivoli Directory Integrator server. Error: *error\_text***

**Explanation:** The operation failed on IBM Tivoli Directory Integrator.

**Administrator response:** Verify that the IBM Tivoli

Directory Integrator instance is running with correct configuration. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMT606E The account name was not found.**

**Explanation:** The account name was not found for the entryDN in LDAP.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMT607W The account attributes were not found.**

**Explanation:** The account attributes were not found. Some attributes may be corrupt.

**Administrator response:** Verify that the account exists. Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMT608W A Remote Method Invocation dispatcher error occurred while processing a reconciliation.**

**Explanation:** The Remote Method Invocation dispatcher returned a null value as the search status so the reconciliation did not complete.

**Administrator response:** Review the Remote Method Invocation dispatcher log file located on the IBM Tivoli Directory Integrator.

---

**CTGIMT609E An error occurred while establishing SSL communication with the IBM Tivoli Directory Integrator server. The error is as follows: *reported\_exception***

**Explanation:** An SSL connection with the IBM Tivoli Directory Integrator server cannot be established.

**Administrator response:** Verify that the IBM Tivoli Directory Integrator server instance is running with the correct configuration. Check the security configurations on the IBM Tivoli Directory Integrator server and the adapter service form on the IBM Security Privileged Identity Manager server. Also ensure that the IBM Tivoli Directory Integrator server certificate is trusted by the IBM Security Privileged Identity Manager provider. If client authentication is enabled, also ensure that the IBM Security Privileged Identity Manager server certificate is trusted by the IBM Tivoli Directory Integrator server.



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## Chapter 21. Service center messages

These messages contain information about service center. They are identified by the letter W.

---

### CTGIMW001W File not found: *file\_name*

**Explanation:** The server was unable to find the requested file.

**Administrator response:** Review the ISPIM server logs for more details about the file that cannot be found.

---

### CTGIMW002E Error reading file: *file\_name*

**Explanation:** The server encountered an unexpected error while reading a requested file.

**User response:** The problem may be transient. Retry the operation. If the problem persists, contact your system administrator.

**Administrator response:** Review the ISPIM server logs to determine the file that caused the read error. Check the file to verify it is not a directory and has the appropriate security permissions.

---

### CTGIMW003E Unable to determine the location of the root directory for customized files.

**Explanation:** The server was unable to determine the location of the directory where customized files are found.

**Administrator response:** Customized versions of files are maintained under the config directory of the WebSphere Application Server cell. The location of the directory is determined using the `USER_INSTALL_ROOT` and `WAS_CELL` environment variables of the application server. Review the runtime environment for the server and verify that these environment variables are defined correctly.

---

### CTGIMW004E The *ruleName* Separation of Duty policy detected that these set of access or roles are conflicting: *accessorRoleName*.

**Explanation:** There is a conflict between the access requested or the existing roles that the person has.

**User response:** You can perform one of the following actions: Remove the conflicting access from the selection.

---

### CTGIMW005E An application error or communication error occurred. If the problem persists, contact your system administrator.

**Explanation:** An unexpected error occurred, either in the IBM Security Privileged Identity Manager application or in communicating with the WebSphere Application Server environment.

**Administrator response:** Verify that the WebSphere Application Server environment hosting IBM Security Privileged Identity Manager is started and available. Review the system and error logs for the WebSphere Application Server environment for additional error messages that indicate the root cause of the problem. If you cannot correct the problem, check IBM Electronic Support for additional information at [www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

### CTGIMW006E Unable to determine the location of the ITIM\_HOME directory.

**Explanation:** The server was unable to determine the location of the Identity Manager home directory.

**Administrator response:** Customized versions of some files are maintained in the data directory under the Identity Manager home directory. The Identity Manager server uses the Java classpath to determine the location of this directory. Make sure the `ITIM_HOME/data` directory is specified on the Java classpath of the WebSphere Application Server hosting Identity manager, and that there is a `Property.properties` file in the `ITIM_HOME/data` directory.

---

### CTGIMW008E Your session expired. You were logged out.

**Explanation:** For security reasons, a session is ended if its idle time exceeds the time out limit set on the system. Your session exceeded that limit.

**User response:** Log back into the Identity Service Center.

---

### CTGIMW009E You were logged off because your session became invalid.

**Explanation:** You logged in as separate users in the same browser. Identity Service Center cannot verify your credentials when you return to the user that you previously logged in as. For security reasons, you must reauthenticate.

**User response:** Log back into the Identity Service Center.

---

**CTGIMW010E** The new account information on {0} is not compliant for the following accesses: {1}.

**Explanation:** The new account request form has attributes that are not compliant.

**User response:** Open the Provide account information page and correct the attributes that are not compliant.

---

**CTGIMW011E** The new account information on {0} is not compliant, and contains validation errors for the following accesses: {1}.

**Explanation:** The new account request form has attributes that are not compliant and also has validation errors.

**User response:** Open the Provide account information page and correct the attributes for compliance and validation errors.

---

**CTGIMW012E** The new account information on {0} contains validation errors for the following accesses: {1}.

**Explanation:** The new account request form has attributes that contain validation errors.

**User response:** Open the Provide account information page and correct the attributes for validation errors.

---

**CTGIMW013E** The Provide required information page contains validation errors. The {0} field is required.

**Explanation:** One of the required fields does not contain any value in the Provide required information page.

**User response:** Enter the value for the field that is specified in the message text, and then submit the request again.

---

**CTGIMW014E** The Provide required information page contains validation errors for the access request on {0} and for the following accesses {1}. Select at least one account to proceed.

**Explanation:** You must select at least one account for the group membership access.

**User response:** Select one or more accounts to resolve the error in the request access.

---

**CTGIMW015E** A configuration issue occurred with the person card. The access request cannot proceed.

**Explanation:** The person card configuration is not correct due to one of the following reasons: Parsing

error in the person card customization file. The primary section of the person card does not contain a valid LDAP attribute (valid schema) for the profile of the selected user. The default attribute that is specified for a section does not cover all the person profiles.

**User response:** If the problem persists, contact your system administrator.

**Administrator response:** Open the person card customization file in a text editor to point and fix any JSON parsing errors. Provide the valid LDAP attributes for the person profile in the primary section.

---

**CTGIMW016E** The <b>{0}</b> activity is no longer valid because the requisite action is taken on this activity.

---

**CTGIMW017E** The <b>{0}</b> activity cannot be completed. The activity is locked by another user.

**Explanation:** The operation cannot complete because another user owns the activity. The activity is locked.

**Administrator response:** Wait until the activity is unlocked and try the operation again.

An error occurred while completing a locked activity for the activity management component. A message is written to the log file.

---

**CTGIMW018E** <b>{0}</b> out of <b>{1}</b> selected activities failed.

**Explanation:** The operation cannot complete for the failed activities.

**Administrator response:** Review the IBM Security Privileged Identity Manager server logs for more details.



---

## Chapter 22. Privileged identity management and data synchronization

These messages contain information about privileged identity management and data synchronization. They are identified by the letter X.

---

**CTGIMX001E** The service profile *profile\_name* could not be found.

**Explanation:** The service profile does not exist in the directory server.

**Programmer response:** Verify that the service profile name was spelled and entered correctly. If the service profile name was entered correctly, ensure that you have installed the service profile.

---

**CTGIMX002E** *cred\_name* on *service\_name* is currently checked out.

**Explanation:** You cannot remove a credential that is checked out.

**User response:** Check in the credential first, then remove it from the vault.

---

**CTGIMX003E** The *account\_name* account of *service\_name* is invalid for the vault.

**Explanation:** The system was unable to add the account to the vault because the account is inactive, orphan, individual, ISPIM account, or already in the vault.

---

**CTGIMX004E** *pool\_name* is referenced by shared access policies: *policy\_names*.

**Explanation:** You cannot delete a credential pool that is referenced by shared access policies.

**User response:** Remove the credential pool from the shared access policies first, then try the operation again.

---

**CTGIMX005E** You are not authorized to assign groups *group\_names* to pool *pool\_name* on *service\_name*.

**Explanation:** You need to be granted with Assign Group to Pool operation permission for the groups.

**User response:** Contact your system administrator to obtain the authority to assign the groups to the credential pool.

---

**CTGIMX006E** The organizational container of *poolName* has been modified. The pool needs to be removed, then recreated in the new container. You are not

authorized to remove the pool.

**Explanation:** To change the organizational container for a pool, you must have Remove permission for the existing pool, and Add permission to create the pool in the new container.

**User response:** Contact your system administrator to obtain the authority to remove the old pool and create the new pool.

---

**CTGIMX007E** The organizational container of *poolName* has been modified. The pool needs to be removed, and recreated in the new container. You are not authorized to create the pool in the new container.

**Explanation:** To change the organizational container for a pool, you must have Remove permission for the existing pool, and Add permission to create the pool in the new container.

**User response:** Contact your system administrator to obtain the authority to remove the old pool and create the new pool.

---

**CTGIMX008E** The following credentials and credential pools are not available under the current policy business unit scope: *entitlement\_names\_list*

**Explanation:** The credential or credential pool are not available under the current policy business unit scope setting.

**User response:** Complete these steps: Removed the specified credentials or credential pools from the entitlements and try the operation again. Or increase the policy business unit scope or change the business unit if possible. If the problem persists, contact your system administrator.

**Administrator response:** Complete these steps: Removed the specified credentials or credential pools from the entitlements and try the operation again. Or increase the policy business unit scope by making this policy available to the business and its subunits or change the business unit if possible. If the problem persists, review the log files, beginning with the IBM Security Identity Manager logs.

---

**CTGIMX009E** The organizational container of *policyName* has been modified. The policy needs to be removed, then recreated in the new container. You are not authorized to remove the policy.

**Explanation:** To change the organizational container for a policy, you must have Remove permission for the existing policy, and Add permission to create the policy in the new container.

**User response:** Contact your system administrator to obtain the authority to remove the old policy and create the new policy.

---

**CTGIMX010E** The organizational container of *policyName* has been modified. The policy needs to be removed, and recreated in the new container. You are not authorized to create the policy in the new container.

**Explanation:** To change the organizational container for a policy, you must have Remove permission for the existing policy, and Add permission to create the policy in the new container.

**User response:** Contact your system administrator to obtain the authority to remove the old policy and create the new policy.

---

**CTGIMX011E** The role *role\_name* could not be deleted because it is included as a role target in one or more shared access policies: *policy\_names*.

**Explanation:** The role is in use by one or more user shared access policies. It cannot be deleted until the role is removed from the policies listed.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX012E** *cred\_name* is referenced by shared access policies: *policy\_names*.

**Explanation:** You cannot delete a credential that is referenced by shared access policies.

**User response:** Remove the credential from the shared access policies first, then try the operation again.

---

**CTGIMX013E** You are not authorized to perform this operation: missing Write permission on attribute *attrName*.

**Explanation:** You must have Write permission for the attribute.

**User response:** Contact your system administrator to obtain the attribute permission.

---

**CTGIMX014E** The organizational container of the policy has been modified. The policy needs to be removed, and recreated in the new container. You are not authorized to create the policy in the new container: missing Write permission on attribute *attrName*.

**Explanation:** You must have Write permission for the attribute.

**User response:** Contact your system administrator to obtain the attribute permission.

---

**CTGIMX016E** The system does not support the specified time unit *time\_unit*.

**Explanation:** The supported time units are hour, day, and week.

**Administrator response:** Ensure that max.checkout.duration in pim.properties is set to one of the supported time units.

---

**CTGIMX017E** *userName* is not authorized to check in *credName*.

**Explanation:** To check in a credential, the user must be the current lease holder or must be authorized to check in the credential on behalf of other users.

**Administrator response:** Grant the user permission to check in the credential on behalf of other users.

---

**CTGIMX018E** An error occurred while checking in *credName*.

**Explanation:** Server encountered an error while checking in the credentials.

**User response:** Contact the IBM Security Privileged Identity Manager administrator.

**Administrator response:** Ensure that the workflow component is working properly. You can review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX019E** You are not authorized to check in the list of credentials specified.

**Explanation:** To check in a credential, you must be the current lease holder or must be authorized to check in on behalf of other users.

**User response:** Contact the IBM Security Privileged Identity Manager administrator to get the authorization.

---

**CTGIMX020E** You are not authorized to view the password without first checking out the credential.

**Explanation:** This type of credential requires that you must check out the credential in order to view the password.

**User response:** Check out this credential before trying to view the password. To check out the credential you must be authorized by the shared access policy.

---

**CTGIMX021E** The shared access policy does not authorize you to view the password.

**Explanation:** You must be authorized by the shared access policy to view the password.

**User response:** Contact your system administrator to obtain the authority to view the password.

**Administrator response:** Update the shared access policy to allow a requester to view the password of a credential.

---

**CTGIMX022E** You cannot view the password of a non-shared credential.

**Explanation:** If the credential is configured as a non-shared credential you cannot view the password.

**User response:** Contact your system administrator to obtain the authority to view the password.

**Administrator response:** Update the appropriate credential property to designate this credential as a shared credential. Next, update the shared access policy to allow authorized users to view the password.

---

**CTGIMX023W** Fail to change password at remote resources.

**Explanation:** The account has been added to credential vault, however there was a problem resetting the password on the remote resource.

**User response:** Check the availability of the remote resource. Use the register password function to reset the password on the remote resource.

**Administrator response:** Check if the remote service and network is functioning properly. You can review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX024E** Account *userId* is already in the credential vault.

**Explanation:** See message.

**User response:**

---

**CTGIMX025E** The business unit *buName* is not valid for the credential pool *poolName*.

**Explanation:** The business unit does not contain the service for the credential pool.

**User response:** Select a business unit that contains the service and try again.

---

**CTGIMX026W** Fail to reset the password at remote resources.

**Explanation:** The credential is not checked in because there was a problem resetting the password on the remote resource.

**User response:** Check the availability of the remote resource and try the operation again.

**Administrator response:** Check if the remote service and network is functioning properly. You can review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX027E** The account *userId* does not have an owner.

**Explanation:** You cannot check out an account that is an orphan.

**User response:** Assign the account to a person responsible for sharing. Or remove the credential from vault.

---

**CTGIMX028E** *userId* has credential in the vault.

**Explanation:** You cannot change the ownership type of an existing account in the vault to Individual.

**User response:** Select a non-individual ownership type during adoption.

---

**CTGIMX029E** Account *userId* on *serviceName* cannot be shared.

**Explanation:** The access mode of the credential must be set to Credential.AccessMode.NONSHARED.

**User response:** Set the access mode of the credential as non-shared.

**Programmer response:** Set the access mode of the credential as non-shared.

---

**CTGIMX030E** Credential *userId* on *serviceName* is already in the credential vault.

**Explanation:** You cannot add a credential with the same user ID on the same service to the credential vault more than once.

**User response:** You cannot have two credentials with the same user ID on the same service. You can either specify a different user ID for the credential or search

for the credential and update its information.

**Programmer response:** You cannot have two credentials with the same user ID on the same service. You can either specify a different user ID for the credential or search for the credential and update its information.

**CTGIMX031E** The service UID *serviceUID* is not valid for the credential.

**Explanation:** The specified unique identifier (UID) of the service is invalid for the credential. The service UID cannot contain any spaces and cannot be empty or null.

**User response:** You must specify a valid unique identifier for the service of the credential. Specify a valid unique identifier for the service and try again.

**Programmer response:** You must specify a valid unique identifier for the service of the credential. Specify a valid unique identifier for the service and try again.

**CTGIMX032E** Service UID *serviceUri* already exists. You are not authorized to modify the service information.

**Explanation:** The specified service UID already exists. You must either be granted Modify operation permission for the service information, or specify a different service UID.

**User response:** Specify a different service UID value or contact the system administrator to grant you the required permission.

**Administrator response:** Grant the user permission to modify the service info.

**CTGIMX033E** Service UID *serviceUri* already exists. You are not authorized to use the service information.

**Explanation:** The specified service UID already exists. You must either be granted Search operation permission for the service information, or specify a different service UID.

**User response:** Specify a different service UID value or contact the system administrator to grant you the required permission.

**Administrator response:** Grant the user permission to search the service info.

**CTGIMX034E** Service UID *serviceUri* already exists. You do not have Write permission for attribute *attrName*.

**Explanation:** The specified service UID already exists. The attribute value you specified is different from the existing value. You must either be granted Write

attribute permission for that attribute, or specify a different service UID.

**User response:** Specify a different service UID value or contact the system administrator to grant you the required permission.

**Administrator response:** Grant the user permission to modify the service info.

**CTGIMX035E** Credential *credential\_name* cannot be connected to account *account\_name*.

**Explanation:** The system was unable to connect the credential to the account because the account is inactive, or is an orphan or individual account or already in vault.

**CTGIMX036E** Credential Name *credential\_nameis* different from account user ID *account\_user\_id*; therefore, the credential cannot be connected to the account.

**Explanation:** The system was unable to connect the credential to the account because the credential name is different from the account user id.

**CTGIMX037E** Credential *credential\_nameis* already connected to the specified account.

**Explanation:** The credential is already connected.

**CTGIMX038E** Credential *credential\_nameis* not connected to any account.

**Explanation:** The credential is not connected to any account.

**CTGIMX039E** Credential *acctID* on *serviceName* already exists. You can connect the credential to the account.

**Explanation:** The credential already exists but not connected to the account. You can connect the credential to the account.

**User response:** Connect the existing credential to the account.

**CTGIMX040E** An invalid service type *service\_type* is specified for the resource of a credential *credential\_name*.

**Explanation:** An invalid service type is specified for the resource of a credential.

**User response:** Use a valid service type. A valid service type is the actual service type name such as LdapProfile, PosixAixProfile, PosixHpxProfile, PosixLinuxProfile, and PosixSolarisProfile.

---

**CTGIMX041E** **ISPIM Service or Hosted ISPIM service is not found in organization *orgName*.**

**Explanation:** To create a PIM user in an secondary organization, you need to define a hosted ISPIM service.

**User response:** Contact the system administrator.

---

**CTGIMX042E** **The following attribute(s) are invalid for PIM user: *attrNames*.**

**Explanation:** Invalid LDAP attribute names are specified for PIM user.

**User response:** Correct the attribute names.

---

**CTGIMX043E** **User ID *account\_name* is already used by an existing ISPIM user.**

**Explanation:** Either an ISPIM account with the specified user ID already exists, or it is being used as the preferred user ID of a person.

**User response:** Specify a different user ID.

---

**CTGIMX044E** **Administrative domain specified by *adminDomainName* is not found or is not administered by *userName*.**

**Explanation:** Domain may have been removed or is invalid or domain administrator may have been changed

**User response:** Contact the system administrator.

---

**CTGIMX200E** **The data synchronization could not connect to the synchronization target.**

**Explanation:** Either a connection to the target is not available or the target itself is not available.

**User response:** Check the IBM Security Privileged Identity Manager log file for more detailed information. (1) If the error comes from the IBM Security Privileged Identity Manager default data synchronization handler, check the database connection and the driver. (2) If the error comes from the custom data synchronization handler, check the provider for more detailed information.

---

**CTGIMX201E** **The data synchronization cannot update target repository while trying to perform: *sql***

**Explanation:** This error occurs because of a target error. For example, a network error occurs or the target is suddenly unavailable during the data synchronization.

**User response:** Check the IBM Security Privileged Identity Manager log file for more detailed information.

---

(1) If the error comes from the IBM Security Privileged Identity Manager default data synchronization handler, check the database connection and the driver. (2) If the error comes from the custom data synchronization handler, check the provider for more detailed information.

---

**CTGIMX202E** **The object is not found in the target repository: *dn***

**Explanation:** Either the object distinguished name is invalid, or the object might have been removed by another client.

**User response:** Check if the object distinguished name is correct.

---

**CTGIMX203E** **The search provider is not configured in *{ITIM\_HOME}/data/dataSynchronization.properties* for *enroleClass*.**

**Explanation:** The operation requires that the *{ITIM\_HOME}/data/dataSynchronization.properties* file specify the search provider for object category.

**User response:** Contact the IBM Security Privileged Identity Manager administrator to add a property in this format:  
search.*{enroleClass}*={searchProviderClassName}

---

**CTGIMX204E** **You are not authorized to check out *credName*.**

**Explanation:** You are not granted the roles to access the credentials or credential pools.

**User response:** Contact the IBM Security Privileged Identity Manager administrator to get the authorization.

---

**CTGIMX205E** **The account *userID* is suspended.**

**Explanation:** You cannot check out a suspended account.

**User response:** Restore the account first and then try it again.

---

**CTGIMX206E** **The account *userID* does not have a password registered in the credential vault.**

**Explanation:** You cannot check out an account without a password.

**User response:** Register the password for the account first and then try it again.

---

---

**CTGIMX207E** The account *userId* is currently checked out by another user.

**Explanation:** You cannot check out an account that is used by other users.

**User response:** Try to check out again later.

---

**CTGIMX208E** The pool *poolName* does not have any members.

**Explanation:** The credential vault does not contain any accounts that meet the pool rule definition.

**User response:** Contact the IBM Security Privileged Identity Manager administrator to add accounts to the vault.

---

**CTGIMX209E** The pool *poolName* does not have any members available for checkout at this time.

**Explanation:** The pool members might have been checked out by other users. Or, they might be suspended or do not have passwords registered.

**User response:** Try to check out later again. If the problem persists, contact the IBM Security Privileged Identity Manager administrator.

---

**CTGIMX210E** The Pool *credName* does not have rule definition.

**Explanation:** The pool members cannot be resolved without rule definition.

**User response:** Contact the IBM Security Privileged Identity Manager administrator to specify the rule for the pool.

---

**CTGIMX211E** The checkout operation *operation\_name* is not a supported operation.

**Explanation:** An internal error occurred during checkout. The checkout operation could not be found or is not supported.

**User response:** Define a global life cycle operation with an operation name to invoke the checkout workflow extension. Verify that the checkout operation name set in the Default Credential Settings matches the name of the operation defined.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX212E** The data synchronization component failed to create the following object:  
**Object class:** *objType* **dn:** *attrVals*  
**Attribute values:** *attrVals*

**Explanation:** A database error occurred when creating

the object during data synchronization.

**User response:** Refer to the IBM Security Privileged Identity Manager Problem and Recovery documentation to recover the lost data in the target database for each object class.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX213E** The data synchronization component failed to update the following object:  
**Object class:** *objType* **dn:** *attrVals*  
**Attribute values:** *attrVals*

**Explanation:** A database error occurred when updating the object during data synchronization.

**User response:** Refer to the IBM Security Privileged Identity Manager Problem and Recovery documentation to recover the lost data in the target database for each object class.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX214E** The data synchronization component failed to delete the following object:  
**Object class:** *objType* **dn:** *attrVals*  
**Attribute values:** *attrVals*

**Explanation:** A database error occurred when deleting the object during data synchronization.

**User response:** Refer to the IBM Security Privileged Identity Manager Problem and Recovery documentation to recover the lost data in the target database for each object class.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error.

---

**CTGIMX215E** Failed to create object (DN=*obj\_dn*, name=*obj\_name*) in the database. This object is out of sync between LDAP and the database.

**Explanation:** Failed to create object in the database when synchronizing data from LDAP to the database.

**Administrator response:** This error is logged in the dataSynchronizationErr.log file. You can manually log on to the administrative console and update this object to trigger data synchronization.

---

**CTGIMX216E** Failed to update object (DN=*obj\_dn*, name=*obj\_name*) in the database. The attributes listed (*modified\_attributes*) might be out of sync between LDAP and the database.

**Explanation:** Failed to update attribute values of object in the database when synchronizing data from LDAP to the database.

**Administrator response:** This error is logged in dataSynchronizationErr.log file. You can manually log on to the administrative console and update this object to trigger data synchronization.

---

**CTGIMX217E Failed to obtain object profile for object (DN=*obj\_dn*, name=*obj\_name*) during data synchronization.**

**Explanation:** Failed to obtain object profile information.

**Administrator response:** This is not an expected error. This error is most likely caused by un-supported operations added to the server via custom extensions. Contact Identity Manager Support to further troubleshoot the issue.

---

**CTGIMX218E Failed to release update lock for object (DN=*obj\_dn*).**

**Explanation:** Failed to release update lock for an object.

**Administrator response:** You can connect to the database and manually delete the object entry in the SYNCH\_OBJECT\_LOCK table, and you can look up the object by its distinguished name.





---

## Chapter 23. Web services messages

These messages contain information about web services. They are identified by the letter Y.

---

**CTGIMY001E** The specified session identifier does not match the one stored in web services context.

**Explanation:** The specified session identifier does not match the one stored in web services context.

---

**CTGIMY002E** An application exception occurred during the search of the authorized shared access.

**Explanation:** An internal error occurred. Review the IBM Security Privileged Identity Manager log file, trace.log, for additional information about the error.

---

**CTGIMY003E** Login Failure. The following error occurred: Error: *msg\_text*.

**Explanation:** Login authentication failed. The specified user ID and password are not valid, have expired, or have been disabled.

---

**CTGIMY004E** An internal error occurred while checking in the credentials.

**Explanation:** Review the IBM Security Privileged Identity Manager log file, trace.log, for additional information about the error.

---

**CTGIMY005E** An internal error occurred while getting the credential.

**Explanation:** Review the IBM Security Privileged Identity Manager log file, trace.log, for additional information about the error.

---

**CTGIMY006E** An internal error occurred while getting credential attributes.

**Explanation:** Review the IBM Security Privileged Identity Manager log file, trace.log, for additional information about the error.

---

**CTGIMY007E** An internal error occurred while checking out the credential.

**Explanation:** Review the IBM Security Privileged Identity Manager log file, trace.log, for additional information about the error.

---

**CTGIMY008E** The service cannot be found by *serviceURI\_or\_serviceDN*.

**Explanation:** The service cannot be found because the specified unique resource identifier or the distinguished name is not valid.

---

**CTGIMY101E** The class *class\_name* is not found.

**Explanation:** Review the IBM Security Privileged Identity Manager log file, trace.log, for additional information about the error.

---

**CTGIMY102E** A name exception has occurred while resolving the Java Naming and Directory Interface (JNDI) cache name.

**Explanation:** Review the IBM Security Privileged Identity Manager log file, trace.log, for additional information about the error.

---

**CTGIMY106E** The session is invalid. Web services cannot execute the *ws\_operation\_name* operation.

**Explanation:** The session ID does not match with any of the available session ID's.

**Administrator response:** Login and try the execute the operation again.

---

**CTGIMY111E** Account modify request ignored for account *accountDN* : No changes were found.

**Explanation:** The list of WSAAttributes given to the modify or update operation on the specified account, does not contain any changes.

**Administrator response:** Specify the WSAAttributes to modify the specified account, and retry the operation.

---

**CTGIMY112E** Class specified in *SearchResultsWrapper* ( *search\_wrapper\_class\_name* ) and serialized results object's class ( *resultMO\_class\_name* ) does not match.

**Explanation:** The current method is passed an instance of SearchResultsWrapper. The results class expected through this SearchResultsWrapper, has a different value than the cached searchResults.

**Administrator response:** Set the right value of the results class in the SearchResultsWrapper; and retry the operation.

---

## Chapter 24. IBM Security Privileged Identity Manager REST services messages

These messages contain information about IBM Security Privileged Identity Manager REST services messages. They are identified by the letter Z.

---

**CTGIMZ001E** An internal server error occurred while performing the task. The error is *error*

**Explanation:** An unexpected error occurred on the server while performing the operation.

**Administrator response:** Check the log files for detailed error information.

---

**CTGIMZ002E** An error occurred while connecting to the remote server.

**Explanation:** The requested task cannot be performed because of an error connecting to the Identity Manager server.

**Administrator response:** Check the log files for detailed error information.

---

**CTGIMZ003E** An exception occurred while parsing the URI. The error is *error*

**Explanation:** An exception occurred while parsing the URI. This might occur if the URI is not valid or corrupt.

**Administrator response:** Check the log files for detailed error information.

---

**CTGIMZ004E** A general failure occurred while searching through the repository. The error is *error*

**Explanation:** The repository failed to perform the search operation either because the repository is down or the request was not valid.

**Administrator response:** Check log files for detailed error information.

---

**CTGIMZ011E** The identifier reference in the URI is either corrupt or not valid.

**Explanation:** The identifier reference in the URI is either corrupt or not valid.

**Administrator response:** Verify that the URI is submitted exactly as it was received.

---

**CTGIMZ012E** A valid value is required for the HTTP header X-HTTP-Method-Override.

**Explanation:** Either no value was specified, or an incorrect value was specified for this HTTP header.

**Administrator response:** Check the documentation and verify that the correct value is specified for this HTTP header.

---

**CTGIMZ013E** The category reference in the URI is either corrupt or not valid.: *parameter*

**Explanation:** The category reference in the URI is either corrupt or not valid.

**Administrator response:** Verify that the category reference in the URI contains a valid value.

---

**CTGIMZ014E** The filter parameter is either not formatted correctly or contains an invalid value.: *parameter*

**Explanation:** The filter parameter is either not formatted correctly or contains an invalid value.

**Administrator response:** Verify that the filter parameter syntax is correct and has a valid value.

---

**CTGIMZ015E** The query parameter is missing: *parameter*

**Explanation:** The required query parameter is missing from the URI.

**Administrator response:** Verify that the URI contains the required query parameter and has a valid value.

---

**CTGIMZ016E** The query parameter either is not formatted correctly or contains an invalid value.: *parameter*

**Explanation:** The query parameter either is not formatted correctly or contains an invalid value.

**Administrator response:** Verify that the query parameter syntax is correct and has a valid value.

---

**CTGIMZ017E** A parameter was missing from the body of the HTTP request.: *parameter*

**Explanation:** The HTTP request requires that a parameter be included in the PUT or POST body.

**Administrator response:** Verify that the PUT or POST body of the HTTP request is formatted correctly.

---

**CTGIMZ018E** The value specified for the old password is not correct.

**Explanation:**

**Administrator response:** Verify the old password and provide a valid value.

---

**CTGIMZ019E** The password change request did not complete successfully.

**Explanation:** The password change request was submitted, but did not complete successfully.

**Administrator response:** Check the request status to find the reason why the password change did not succeed.

---

**CTGIMZ020E** The header parameter is missing:  
*parameter*

**Explanation:** The required header parameter is missing from the HTTP request.

**Administrator response:** Verify that the HTTP request contains the required header parameter and has a valid value.

---

**CTGIMZ021E** The search sort parameter is not valid or exceeds the maximum number of sorting fields: *parameter*

**Explanation:** The search sort parameter is not valid or exceeds the maximum number of sorting fields.

**Administrator response:** Verify that the number of specified sorting fields does not exceed the maximum limit.

---

**CTGIMZ022E** The search range parameter is either formatted incorrectly or does not fall within a valid range: *parameter*

**Explanation:** The specified range parameter is either formatted incorrectly or does not fall within a valid range.

**Administrator response:** Verify that the search range parameter syntax is correct and is within the scope of search results.

---

**CTGIMZ023E** The search limit parameter is either formatted incorrectly or exceeds the maximum limit: *parameter*

**Explanation:** The search limit parameter is either formatted incorrectly or exceeds the maximum limit.

**Administrator response:** Verify that the search limit parameter syntax is correct and does not exceed the maximum limit.

---

**CTGIMZ024E** The search filter is missing the requestee parameter.

**Explanation:** The requestee parameter is required in the search filter.

**Administrator response:** Verify that the HTTP request contains the required requestee in the filter parameter with a valid value.

---

**CTGIMZ025E** The header parameter either is not formatted correctly or contains an invalid value: *parameter*

**Explanation:** The header parameter either is not formatted correctly or contains an invalid value.

**Administrator response:** Verify that the header parameter syntax is correct and has a valid value.

---

**CTGIMZ051E** HTTP POST request data has an invalid data structure for field *parameter*.

**Explanation:** The HTTP POST request data has an invalid data structure.

**Administrator response:** Verify that body of the HTTP POST request is formatted correctly.

---

**CTGIMZ052E** HTTP POST request data has a missing data for required field *parameter*.

**Explanation:** The HTTP POST request data has a missing data value.

**Administrator response:** Verify that the body of the HTTP POST request is formatted correctly.

---

## Chapter 25. Shared access messages

These messages contain information about shared access. These messages are identified by the letters SA.

---

**CTGSAA001E** The account for credential *userId* could not be found.

**Explanation:** The system could not locate the account for the credential when connecting the credential to the identity provider.

**Administrator response:** Review the IBM Security Privileged Identity Manager log files for additional information about the error. Fix the error and try connecting the credential to an identity provider again.

---

**CTGSAA002E** You are not authorized to remove *resourceName*.

**Explanation:** You do not have the authority to remove the resource. Contact the system administrator to grant you the required permissions.

**Administrator response:** Grant the user permission to remove a resource.

---

**CTGSAA003E** The resource *resourceName* cannot be deleted because it has existing credential or entity associations.

**Explanation:** The resource cannot be deleted if it contains associations with existing credentials or other entities.

**Administrator response:** Remove the credential or other entity dependencies that are associated with the resource, then try the operation again.

---

**CTGSAA004E** Members of the access *accessName* cannot be modified directly.

**Explanation:** Members of an access can only be added or removed directly if the access is assigned by owner or by request.

**Administrator response:** If the access is assigned by rule, modify the LDAP rule to add or remove members.

---

**CTGSAA005E** The entitlement *entitlementName* should not have any criteria.

**Explanation:** A filter entitlement that is set to include all credentials or credential pools should not specify target name, resource name, or resource tag.

**Administrator response:** Remove the criteria and try the operation again.

---

**CTGSAA006E** The entitlement *entitlementName* should have some criteria.

**Explanation:** A filter entitlement that is not set to include all credentials or credential pools should specify target name, resource name, or resource tag.

**Administrator response:** Specify some filter criteria and try the operation again.

---

**CTGSAA007E** A filter entitlement should have a name.

**Explanation:** The "name" attribute is compulsory for a filter type entitlement.

**Administrator response:** Specify the entitlement name and try the operation again.

---

**CTGSAA008E** One or more characters appear too many times in the password.

**Explanation:** At least one character in the password appears more than the password rule defining the maximum occurrence of each character. From the Manage Password page, click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Ensure the number of occurrence of each characters in the password is not more than the number specified in the password rule and submit the password again.

---

**CTGSAA009E** The password does not contain enough nonalphanumeric characters:  
~!@#%&^&\* \_-+=`|\0{}[];<>.,?/.

**Explanation:** The number of nonalphanumeric characters in the specified password is fewer than the password rule defining the minimum number of nonalphanumeric characters. From the Manage Password page, click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Increase the number of nonalphanumeric characters in the password to the number required as defined in the password rule and submit the password again.

---

**CTGSAA010E** The password is not acceptable for the following reason: *validationError*

**Explanation:** A custom password validation rule has been configured, and the specified password does not meet the rule's requirements.

**User response:** Modify the password to make it comply to the specified reason and submit the password again.

---

**CTGSAA011E The password does not meet the custom validation criteria.**

**Explanation:** A custom password validation rule has been configured, and the specified password does not meet the rule's requirements. Your administrator has not set a reason to be displayed upon validation failure.

**User response:** Check the password rule with your administrator and submit the password again.

---

**CTGSAB001E object is not found: id.**

**Explanation:** The specified object is not found. The object either does not exist or you do not have the authority to look up the object.

**Programmer response:** Make sure the object identifier is correct and you have the the authority to look up the object.

---

**CTGSAB002E ISPIM account is not found for userName.**

**Explanation:** Either the ISPIM account does not exist, or you don't have the authority to look up the ISPIM account.

**Programmer response:** Make sure you have the the authority to look up the ISPIM account.

---

**CTGSAB003E The requested attribute attributeName is not valid.**

**Explanation:** The object type in this request does not have the specified attribute.

**Programmer response:** Make sure you have specified the correct attribute list in the request.

---

**CTGSAC001E Your session expired.**

**Explanation:** Your session has been idle for too long and has expired.

**User response:** Log in again to the Identity Service Center.

---

**CTGSAC002E File not found: file\_name**

**Explanation:** The server was unable to find the requested file.

**Administrator response:** Review the ISPIM server logs for more details on the missing file.

---

**CTGSAC003E Error reading file: file\_name**

**Explanation:** The server encountered an unexpected error while reading a requested file.

**User response:** The problem may be transient. Retry the operation. If the problem persists, contact your system administrator.

**Administrator response:** Review the ISPIM server logs to determine the file error. Verify that the file is not a directory and has the necessary security permissions.

---

**CTGSAC004E Unable to determine the location of the root directory for customized files.**

**Explanation:** The server was unable to determine the location of the directory where customized files are found.

**Administrator response:** Customized versions of files are maintained under the config directory of the WebSphere Application Server cell. The location of the directory is determined using the USER\_INSTALL\_ROOT and WAS\_CELL environment variables of the application server. Review the runtime environment for the server and verify that these environment variables are defined correctly.

---

**CTGSAC005E An application error or communication error occurred. If the problem persists, contact your system administrator.**

**Explanation:** An unexpected error occurred, either in the IBM Security Privileged Identity Manager application or in communicating with the WebSphere Application Server environment.

**Administrator response:** Verify that the WebSphere Application Server environment hosting IBM Security Privileged Identity Manager is started and available. Review the system and error logs for the WebSphere Application Server environment for additional error messages that indicate the root cause of the problem. If you cannot correct the problem, check IBM Electronic Support for additional information at [www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman](http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman).

---

**CTGSAC006E Unable to determine the location of the ITIM\_HOME directory.**

**Explanation:** The server was unable to determine the location of the Identity Manager home directory.

**Administrator response:** Customized versions of some files are maintained in the data directory under the Privileged Identity Manager home directory. The Privileged Identity Manager server uses the Java classpath to determine the location of this directory. Make sure the ITIM\_HOME/data directory is specified on the Java classpath of the WebSphere Application

Server hosting Identity manager, and that there is a Property.properties file in the ITIM\_HOME/data directory.

---

**CTGSAC007E Login ID {0} already exist for resource {1}.**

**Explanation:** The specified login ID already exist in the credential vault for the resource.

**User response:** Specify a login ID that is unique for the resource in the credential vault.

---

**CTGSAC008W The resource name {0} for an existing credential was modified. If there are other credentials that are associated with the resource, the resource name for these credentials will also be updated.**

**Explanation:** The existing shared access policy for the resource will not be effective if the resource name is modified.

**User response:** The shared access policy needs to be updated to reference the modified resource name.

---

**CTGSAC013W The connection to the identity provider cannot be established successfully. Verify the information, and try again.**

**Explanation:** The connection to the identity provider cannot be established with the information provided.

---

**CTGSAC024E Resource name {0} already exist with in this domain.**

**Explanation:** The specified resource name already exist in this domain.

**User response:** Specify a resource name that is unique with in this domain.

---

**CTGSAC027E Application {0} cannot be found.**

**Explanation:** The application may have been deleted or the user may not have the permission to view and modify the application.

---

**CTGSAC032E Application instance {0} cannot be found.**

**Explanation:** The application instance may have been deleted or the user may not have the permission to view and modify the application instance.

---

**CTGSAC033E The file must be in CSV format and have .csv extension.**

**Explanation:** The file for batch upload must contain comma-separated values and its file name must end with .csv extension.

---

**CTGSAC038E The password does not contain enough lowercase characters.**

**Explanation:** The number of lowercase characters in the specified password is fewer than the password rule defining the minimum number of lowercase characters. From the Manage Password page, click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Increase the number of lowercase characters in the password to the number required as defined in the password rule and submit the password again.

---

**CTGSAC039E The password does not contain enough uppercase characters.**

**Explanation:** The number of uppercase characters in the specified password is fewer than the password rule defining the minimum number of uppercase characters. From the Manage Password page, click the icon under the Rule column for the appropriate service to view the password rules associated with the service.

**User response:** Increase the number of uppercase characters in the password to the number required as defined in the password rule and submit the password again.

---

**CTGSAD001E The presented Access Token is invalid.**

**Explanation:** The presented access token cannot be recognized or may have expired.

**User response:** Check that the correct access token for the application instance is used in the login request.

---

**CTGSAD002E The presented Refresh Token is invalid.**

**Explanation:** The presented refresh token cannot be recognized.

**User response:** Check that the correct refresh token for the application instance is used in the login request. Check that the refresh token has not been used before.

---

**CTGSAD003E The presented fingerprint does not match the server's record.**

**Explanation:** Some features in the application instance fingerprint does not match the registered features.

**User response:** Check that the application instance and its running environment has not changed. If the application instance or its environment has changed, re-register the instance.

---

**CTGSAD004E** The application instance is suspended.

**Explanation:** The requested operation is not allowed because the application instance is suspended.

**User response:** To allow the application instance to get credentials, restore the instance.

---

**CTGSAD005E** The application instance cannot be found.

**Explanation:** The application instance name may be incorrect or the instance may have been deleted.

**User response:** Check that the application instance name is correct.

---

**CTGSAD006E** The OAuth authentication failed.

**Explanation:** A problem occurred while processing the OAuth authentication request.

**User response:** Check the Identity server logs for additional information about the problem.

---

**CTGSAD007E** The OAuth authentication failed because the OAuth endpoint returns *statusCode*.

**Explanation:** A problem occurred while processing the OAuth authentication request.

**User response:** Check the Identity server logs for additional information about the problem.

---

**CTGSAD008E** The server failed to create an OAuth client for the application instance.

**Explanation:** A problem occurred while processing the OAuth client creation request.

**User response:** Check the Identity server logs for additional information about the problem.

---

**CTGSAD009E** The request for OAuth tokens failed because the resource owner cannot be authenticated.

**Explanation:** The username or password of the user is incorrect.

**User response:** Check that the username and password is entered correctly. Check the Identity server logs for additional information about the problem, which may be related to the user realm configuration.

---

**CTGSAD010E** The referenced entity is not an application.

**Explanation:** The requested operation can only be performed on an application.

**User response:** Provide the correct entity reference for

---

an application and retry the operation.

---

**CTGSAD011E** The credential with the specified login ID and resource UID cannot be found.

**Explanation:** There is no credential that matches the specified login ID and resource UID.

**User response:** Provide the correct login ID and resource UID and retry the operation.

---

**CTGSAD012E** The value {0} specified for the attribute {1} is invalid.

**Explanation:** The value specified for the attribute has a wrong format or invalid value.

**User response:** Provide a value in the correct format for the attribute.

---

**CTGSAD013E** The CSV file cannot be saved into the database.

**Explanation:** The bulk load request failed because the server is not able to save the CSV file into the database.

**User response:** Check the database connection.

---

**CTGSAD014E** The CSV file cannot be loaded from the database.

**Explanation:** The bulk load request failed because the server is not able to load the CSV file from the database.

**User response:** Check the database connection.

---

**CTGSAE001E** The SSL keystore password is not correct.

**Explanation:** The client cannot save the SSL certificate of the server in the keystore because the stored or specified keystore password is not correct.

**User response:** Use the correct password in the command line or use the install-certificate command to reinstall your SSL certificate.

---

**CTGSAE002E** The specified server URL cannot be resolved or reached.

**Explanation:** The client failed to communicate with the server because the server address cannot be resolved or the network connectivity is lost.

**User response:** Ensure that the server name and port is correct and check the network connectivity.

---



---

**CTGSAE003E The client cannot validate the SSL certificate of the server.**

**Explanation:** The communication with the server is cancelled because the client does not receive the SSL certificate of the server.

**User response:** Check the SSL configuration of the server.

---

**CTGSAE004E The SSL keystore path is not correct.**

**Explanation:** The client cannot save the SSL certificate of the server because the stored or specified keystore cannot be opened.

**User response:** Use the correct path in the command line or use the install-certificate command to reinstall the SSL certificate of the server.

---

**CTGSAE005E Invalid parameters are passed to the command.**

**Explanation:** Some parameters are not applicable for the command or they contain invalid values.

**User response:** Check the parameters that you have passed to the command. See the command line usage: AppID <command> -?.

---

**CTGSAE006E The SSL certificate cannot be saved to the keystore.**

**Explanation:** The SSL keystore file might be corrupted.

**User response:** Delete the SSL keystore file and use the install-certificate command to reinstall your SSL certificate.

---

**CTGSAE007E The SSL keystore path or password is not correct.**

**Explanation:** The client cannot save the SSL certificate of the server because the specified keystore cannot be opened.

**User response:** Ensure that the SSL keystore path and password that you specified are correct.

---

**CTGSAE008E The Java trust manager cannot be initialized.**

**Explanation:** SSL communication failed because the Java trust manager cannot be initialized.

**User response:** Ensure that a supported version of Java runtime is correctly installed in the system.

---

---

**CTGSAE009E The server cannot be reached.**

**Explanation:** The client failed to communicate with the server because the server address cannot be resolved or the network connectivity is lost.

**User response:** Ensure that the server name and port is correct and check the network connectivity.

---

**CTGSAE010E The specified user name or password is not correct.**

**Explanation:** The server rejects the specified Privileged Identity Manager user name and password.

**User response:** Specify the correct user name and password.

---

**CTGSAE011E The app instance {0} cannot be authenticated.**

**Explanation:** The server rejects the app instance authentication request, either because the stored access token is invalid, or the app instance is inactive.

**User response:** Check that the app instance name is correct and that the account is active.

---

**CTGSAE012E The app instance {0} cannot be created.**

**Explanation:** The request to create the app instance has failed. More information may be available when verbose option is enabled.

**User response:** Check that the specified inputs are valid and that the app instance name has not been used.

---

**CTGSAE013E Access token refresh failed.**

**Explanation:** The server rejects the access token refresh request, either because the stored refresh token is invalid, or the app instance fingerprint is different from the registered one.

**User response:** Check that the app instance and the environment have not been modified.

---

**CTGSAE014E Admin Domain ID of {0} cannot be retrieved.**

**Explanation:** The client cannot get the unique ID of the Privileged Identity Manager administrative domain, which is required to register an app instance.

**User response:** Check that the user is a domain administrator.

---

---

**CTGSAE015E** Saving the token store file to {0} failed.

**Explanation:** The client cannot store the received tokens from the server into the specified location, either because it does not have write permission, or it is an invalid path.

**User response:** Check that the path is correct and the user has write permission to the folder.

---

**CTGSAE016E** The operation failed. Refer to the log at {0}.

**Explanation:** An unknown error has occurred. More information may be available in the log file.

**User response:** Check the log file.

---

**CTGSAE017E** The client cannot get the list of credential entitlements from the server.

**Explanation:** The server returned an error when the client attempted to list the credential entitlements.

**User response:** Check the Shared Access configuration.

---

**CTGSAE018E** There are no credential entitlements that can be used.

**Explanation:** The client is only able to retrieve shared credentials that do not require check-out and are not in a credential pool.

**User response:** Check the Shared Access configuration.

---

**CTGSAE019E** The requested credential cannot be retrieved.

**Explanation:** The server returned an error when the client attempted to retrieve the shared credential.

**User response:** Check the Shared Access configuration.

---

**CTGSAE020E** The request status cannot be checked.

**Explanation:** An asynchronous request has been submitted to the server, but the client received an error while attempting to check if the request had been fulfilled.

**User response:** Check the server logs for errors.

---

**CTGSAE021E** The {0} application already exists.

**Explanation:** An application with the requested name already exists.

**User response:** If you are registering the first instance of the application, choose a different application name. If you intend to register an additional instance of an

existing application, use the register-additional-instance command.

---

**CTGSAE022E** The {0} application does not exist.

**Explanation:** There is no registered application with the given name.

**User response:** If you are registering an additional instance of an existing application, verify that the application name is correct. If you are registering the first instance of the application, use the register-first-instance command.

---

**CTGSAE023E** The operation failed because of a data conversion error.

**Explanation:** An internal data conversion error has occurred. More information may be available in the log file.

**User response:** Check the log file.

---

**CTGSAE024E** The operation failed because of an encryption error.

**Explanation:** An internal encryption error has occurred. More information may be available in the log file.

**User response:** Check the log file.

---

**CTGSAE025E** The SSL certificate cannot be installed.

**Explanation:** The SSL communication with the server is cancelled because the client cannot store the SSL certificate of the server in the specified keystore.

**User response:** Check if you have permission to write to the SSL keystore path.

---

**CTGSAE026E** The log file cannot be initialized.

**Explanation:** The client cannot write runtime logs.

**User response:** Check that the user has write permission to the system temporary folder.

---

**CTGSAE027E** Class {0} cannot be found in jar file {1}.

**Explanation:** The specified class has to be the main class of the jar file.

**User response:** Specify the main class name in the fully qualified format, for example: com.ibm.sample.App.

---

**CTGSAE028E** The access token cannot be retrieved from the server.

**Explanation:** The server returned an error when the client attempted to retrieve the access token for the registered app instance.

**User response:** Check that the Application Identity Manager feature is correctly activated in the server.

---

**CTGSAE029E** Token file cannot be found.

**Explanation:** The access token for the app instance cannot be found in the specified folder.

**User response:** Check that the path is correct and the user has read permission on the folder.

---

**CTGSAE030E** The input for option {0} is invalid.

**Explanation:** The specified option switch is correct, but its value is invalid.

**User response:** Check the correct syntax by running the command line tool with -? switch.

---

**CTGSAE031E** Some required parameters are missing.

**Explanation:** Silent mode is enabled but some of the required parameters for the command are not specified.

**User response:** Check the required parameters by running the command line tool with -? switch.

---

**CTGSAE032E** The host name does not match the actual server information.

**Explanation:** The server host name specified in the URL does not match the host name in the server's SSL certificate.

**User response:** Use the correct host name for the server based on its SSL certificate.

---

**CTGSAE033E** The server does not allow application instance creation.

**Explanation:** Application Identity Management feature in the server is not activated.

**User response:** Use the Application Identity Management license key to activate the feature in the Virtual Appliance console.

---

**CTGSAE034E** The service management agent cannot get the configuration tasks from the server.

**Explanation:** The service management agent encountered an error while attempting to get the configuration tasks.

**User response:** Check the server logs for more information about the error.

---

**CTGSAE035E** The service management agent failed to perform the configuration tasks.

**Explanation:** The service management agent encountered an error while attempting to perform the configuration tasks.

**User response:** Check the log file for more information about the error.

---

**CTGSAE036E** The service management agent cannot report the configuration task results.

**Explanation:** The service management agent encountered an error while attempting to report the configuration task results.

**User response:** Check the server logs for more information about the error.

---

**CTGSAE037E** The service management agent cannot discover services.

**Explanation:** The service management agent encountered an error while attempting to discover services.

**User response:** Check that the user account used to run the service management agent has the necessary privileges to perform service discovery. Check the log file for more information about the error.

---

**CTGSAE038E** The configuration task failed because of a system error.

**Explanation:** The service management agent encountered a system error while performing a configuration task.

**User response:** Check the log file for more information.

---

**CTGSAE039E** The service {0} is not found in host {1}.

**Explanation:** There is no service with the specified short name in the host.

**User response:** Check that the service short name is specified correctly. Open the service properties dialog in Windows Services Management Console to find the correct name.

---

**CTGSAE040E** The configuration task failed because it involves services with circular dependencies.

**Explanation:** Two or more services depend on each other in a way that there is no order that can be followed to restart them.

**User response:** Correct the service dependencies in Windows Registry.

---

**CTGSAE041E The service {0} is disabled.**

**Explanation:** Disabled services cannot be reconfigured.

**User response:** Enable the service or remove it from the list of managed application services.

---

**CTGSAE042E The service {0} failed to start, with error code {1}.**

**Explanation:** The service management agent has reconfigured the account for the service, but it failed to start the service.

**User response:** Check the troubleshooting guide for the possible causes based on the error code.

---

**CTGSAE043E The credential for {0} could not be updated, with error code {1}.**

**Explanation:** The service management agent could not reconfigure the account for the service.

**User response:** Check the troubleshooting guide for the possible causes based on the error code.

---

**CTGSAE044E The service {0} does not accept stop requests.**

**Explanation:** The service indicates that it does not process stop requests. The service management agent can only restart services that accept a stop command, because it will not force terminate processes.

**User response:** Set this service not to be restarted after reconfiguration. If you can modify the service, ensure that the service sets the SERVICE\_ACCEPT\_STOP flag after initializing.

---

**CTGSAE045E The service {0} failed to stop, with error code {1}.**

**Explanation:** The service accepts the stop request but it does not stop correctly.

**User response:** Verify that the service's process is not hung. If required, terminate the process manually.

---

**CTGSAE046E The service management agent failed to connect to {0}, with error code {1}.**

**Explanation:** Either the service endpoint host name cannot be resolved or the network address is unreachable.

**User response:** Verify that the service endpoint host name is specified correctly.

---

**CTGSAE047E The client receives an invalid response from the server.**

**Explanation:** The server may not be running correctly, or the versions may mismatch.

**User response:** Check the server status from the Virtual Appliance dashboard. Verify that the server supports this version of the ISPIM for Applications client toolkit.

---

**CTGSAF001E Internal authentication mechanism error occurred.**

**Explanation:** An unexpected error occurred while the authentication mechanism was trying to authenticate the user.

**User response:** Provide debug logs for troubleshooting.

---

**CTGSAF002E The authentication mechanism has been misconfigured, or some configuration parameters are missing.**

**Explanation:** The PIM servers that are to be used for authentication must be provided via the Server URLs property of the authentication mechanism.

**User response:** Ensure that at least one PIM server URL has been specified.

---

**CTGSAF003E An error occurred while communicating with the PIM server.**

**Explanation:** The client failed to communicate with the server because the server address cannot be resolved or other network related issues occurred.

**User response:** Ensure that the server name and port is correct and check the network route from the ISAM appliance to the PIM server.

---

**CTGSAF004E Unable to obtain the email address or mobile number of the authenticated user.**

**Explanation:** After authentication, the REST call to obtain the user's email address or mobile number failed.

**User response:** Ensure that the PIM server is configured to expose the REST API, and that the user's email address and mobile number has been set.

---

**CTGSAF005E Authentication failed for the given username and password.**

**Explanation:** The PIM server rejected the provided username and password.

**User response:** Ensure that the user is allowed to log into the PIM server.

---

**CTGSAG001E Privileged Session Gateway does not support the requested action.**

**Explanation:** Privileged Session Gateway did not respond with the action links that the session manager requires to fulfil the request.

**User response:** Verify that the Privileged Session Gateway URL is correct.

---

**CTGSAG002E Privileged Session Gateway cannot fulfil the connection order.**

**Explanation:** Privileged Session Gateway did not provide the expected response when the session manager submitted a connection order.

**User response:** Verify that the Privileged Session Gateway URL is correct and check the Privileged Session Gateway logs.

---

**CTGSAG003E The resource cannot be connected because there is no alias or target defined in the system.**

**Explanation:** A resource can be connected via Privileged Session Gateway using a resource alias, or a defined resource target. The information is missing in the resource, therefore, connection cannot be done.

**User response:** Contact domain administrator to add aliases or define a target for the resource.

---

**CTGSAG004E Privileged Session Gateway cannot be reached.**

**Explanation:** The system failed to connect to the target because the Privileged Session Gateway cannot be reached.

**User response:** Verify that the Privileged Session Gateway URL is correct.

---

**CTGSAG005E The requested action can only be performed by the session provider.**

**Explanation:** The request is authenticated as a regular user. Only the session provider may perform the requested action.

**User response:** Verify that the request contains the required authorization token.

---

**CTGSAG006E An error occurred while you are ending the selected sessions.**

**Explanation:** The system failed to end the selected sessions.

**User response:** Refresh the page and retry.

---

---

**CTGSAG007E You have to check out the credential to use it in a session.**

**Explanation:** The credential selected to launch a session requires check out.

**User response:** Check out the credential and retry the task.

---

**CTGSAG008E Session cannot be started because the credential lease has expired.**

**Explanation:** Your lease on the selected credential has expired.

**User response:** Check in and check out the credential to renew the lease, and retry the task.

---

**CTGSAG009E Session cannot be started because the selected credential is no longer available.**

**Explanation:** Either the credential have been removed from the credential vault, or you are no longer authorized to use it.

**User response:** Select another credential to start a session.

---

**CTGSAG010E Privileged Session Gateway encountered an error: *gatewayError***

**Explanation:** Privileged Session Gateway responded with an error.

**User response:** Check the explanation for the Privileged Session Gateway error code.

---

**CTGSAG011E Failed to terminate the Privileged Session Gateway session.**

**Explanation:** Privileged Session Gateway did not provide the expected response when the session manager requested to end the session.

**User response:** Check the Privileged Session Gateway logs.

---

**CTGSAG012E Privileged Session Gateway requires a Client ID to be provided.**

**Explanation:** Privileged Session Gateway enforces Client ID checking but the session manager is not configured to provide one.

**Administrator response:** Regenerate a client ID for use with the Privileged Session Gateway in the Virtual Appliance console.

---

---

**CTGSAG013E Privileged Session Gateway did not accept the Client ID.**

**Explanation:** Either the Virtual Appliance Client ID has not been registered with the Privileged Session Gateway, or the configured load balancer (for clustered deployment) or host name (for single node) does not match the origin that has been registered for the Client ID.

**Administrator response:** Verify that the Client ID and origin have been registered correctly in the Privileged Session Gateway startup response file.

---

**CTGSAH001E The key management system does not support the requested action.**

**Explanation:** The key management system did not respond with the action links that the credential manager requires to fulfil the request.

**User response:** Verify that the key management system is running.

---

**CTGSAH002E The key pair for the credential is missing.**

**Explanation:** The key pair referenced by the credential does not exist in the database.

**User response:** The database may be corrupted and need to be restored from a backup.

---

**CTGSAH003E The key pair for the credential is unreadable.**

**Explanation:** The key pair referenced by the credential cannot be retrieved correctly. Note that the key database of one key management system cannot be read by another system.

**User response:** The database may be corrupted and need to be restored from a backup.

---

**CTGSAH004E The key export for the credential is missing.**

**Explanation:** The key export referenced by the credential does not exist in the database.

**User response:** The database may be corrupted and need to be restored from a backup.

---

**CTGSAH005E An error occurred while performing the key export operation.**

**Explanation:** The key management system encounters an unexpected error while performing the key export.

**User response:** Check the key management system logs.

---

---

**CTGSAH006E The endpoint for the identity provider is missing.**

**Explanation:** The endpoint referenced by the identity provider does not exist in the database.

**User response:** The database may be corrupted and need to be restored from a backup.

---

**CTGSAH007E The account for the credential is missing.**

**Explanation:** The account referenced by the credential does not exist in the database.

**User response:** The database may be corrupted and need to be restored from a backup.

---

**CTGSAH008E An error occurred while performing the database operation.**

**Explanation:** The key management system encounters an unexpected error while performing the database operation.

**User response:** Check the key management system logs.

---

**CTGSAH009E An authorization error occurred while performing the SSH command.**

**Explanation:** The key management system encounters an authorization error while performing the SSH operation.

**User response:** Check the key management system logs.

---

**CTGSAH099E An error occurred while performing the key management operation.**

**Explanation:** The key management system encounters an unexpected error.

**User response:** Check the key management system logs.

---

**CTGSAH101E The key is in a format that is not supported by the key management system.**

**Explanation:** The key management system accepts keys in OpenSSH (legacy and new), PKCS#1 (PEM), and PKCS#8 formats.

**User response:** Convert the key to one of the supported formats.

---

---

**CTGSAH102E** The key is encrypted using an algorithm that is not supported by the key management system.

**Explanation:** The key management system accepts keys that are encrypted with AES, DES, Triple DES, and Camellia ciphers.

**User response:** Convert the key to be protected with one of the supported ciphers.

---

**CTGSAH103E** The key belongs to a public key encryption algorithm that is not supported by the key management system.

**Explanation:** The key management system accepts keys for RSA, ECDSA, Ed25519, and DSA ciphers.

**User response:** Generate another key pair for one of the supported algorithms.

---

**CTGSAH104E** The key is encrypted but no passphrase is specified.

**Explanation:** The key management system requires the passphrase of an encrypted key.

**User response:** Provide the passphrase for the key.

---

**CTGSAH105E** The specified key passphrase is incorrect.

**Explanation:** The specified passphrase cannot decrypt the key correctly.

**User response:** Provide the correct passphrase for the key.

---

**CTGSAH106W** The key is not encrypted but a passphrase is specified.

**Explanation:** The specified passphrase was not used because the key is not encrypted.

---

**CTGSAH107E** The specified keys do not form a valid key pair.

**Explanation:** The specified private key cannot decrypt data that is encrypted using the public key.

**User response:** Provide the correct keys.

---

**CTGSAH108E** Private key is required.

**Explanation:** The private key of the key pair is always required.

**User response:** Provide the private key of the key pair.

---

**CTGSAH109E** Public key is required.

**Explanation:** The specified private key does not contain public key information and the public key is not specified.

**User response:** Provide the public key of the key pair.

---

**CTGSAH110E** Failed to login to the SSH server using the specified authenticator.

**Explanation:** The specified authenticator does not have the correct details to log in to the SSH server.

**User response:** Provide the correct authenticator details.

---

**CTGSAH111E** The requested format for the key export is not supported.

**Explanation:** The key management system supports PuTTY and OpenSSH format for key export.

**User response:** Request for another key export with the supported format.

---

**CTGSAH112E** The key uses an algorithm that is not supported by the requested format.

**Explanation:** The requested key export format does not support the algorithm of the key.

**User response:** Request for another key export with the format supported by the algorithm of the key.

---

**CTGSAH113E** The endpoint still has accounts referencing to it.

**Explanation:** The endpoint that the key management system is trying to manage still has accounts referencing to it.

**User response:** Provide an endpoint that does not have accounts referencing to it.

---

**CTGSAH114E** The account is already managed by an endpoint.

**Explanation:** A request is made to manage an account that has already been managed by an endpoint.

**User response:** Provide an account that has not been managed by any endpoint.

---

**CTGSAH115E** The values of the parameters are incompatible.

**Explanation:** The request contains URL parameters that are not compatible with each other.

**User response:** Provide the compatible parameter values.

---

---

**CTGSAH116E** The value is not valid for this attribute.

**Explanation:** The attribute contains an invalid value.

**User response:** Provide the valid attribute value.

---

**CTGSAH117E** One of the required attribute is not specified.

**Explanation:** A required attribute is missing in the request.

**User response:** Provide the required attribute in the request.

---

**CTGSAH118E** One of the required URL parameter is not specified.

**Explanation:** A required URL parameter is missing in the request.

**User response:** Provide the required URL parameter in the request.

---

**CTGSAH201E** Failed to communicate with the key management service.

**Explanation:** The key management service is not responding to the request.

**User response:** Restart the key management service.

---

**CTGSAH202E** Timed out when connecting to the SSH server.

**Explanation:** The SSH service at the server endpoint is not responding to the request.

**User response:** Ensure that the SSH service is operational at the target SSH server.

---

**CTGSAH203E** Socket connection error occurred while communicating with the SSH server.

**Explanation:** The SSH server is not responding to the request.

**User response:** Ensure that the SSH server endpoint is operational.

---

**CTGSAH204E** An error occurred while performing the SSH operation with the SSH server.

**Explanation:** The key management system encounters an error while performing the SSH operation with the SSH server.

**User response:** Ensure that the SSH service is operational at the target SSH server.

---

---

**CTGSAH205E** The SSH connection is closed while communicating with the SSH server.

**Explanation:** The SSH server closed the connection.

**User response:** Check the SSH service logs at the target SSH server.

---

**CTGSAH206E** Failed to communicate with the key management database server.

**Explanation:** The key management system is unable to connect to the database server.

**User response:** Ensure that the database server is operational.

---

**CTGSAH207E** The key management system database connection is rejected.

**Explanation:** The database server rejected the key management system connection request.

**User response:** Check the database logs at the database server.

---



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## Chapter 26. Privileged Session Gateway messages

These messages contain information about Privileged Session Gateway. These messages are identified by the letters SG.

---

**CTGSG001W The session was ended by IBM Security Privileged Identity Manager.**

**Explanation:** The session was ended remotely by the PIM resource owner or administrator.

**Administrator response:** Check whether the credential was checked-in.

---

**CTGSG003E The connection cannot be established.**

**Explanation:** Connection to the target host cannot be established. It could mean either the host name, port, user name, or password is incorrect.

**Administrator response:** Check your server settings and ensure that the host name, port, user name, and password are correct.

---

**CTGSG004W The session will expire at *endTime*.**

**Explanation:** The session will end once the time limit is reached.

---

**CTGSG006E Privileged Session Gateway cannot be reached.**

**Explanation:** The connection is unavailable. Check the server log or network.

**Administrator response:** Check the server log or network.

---

**CTGSG007W This session was ended because you have another active connection.**

**Explanation:** Only one active connection is allowed. Another active connection with the same URL is open, causing the current session to end.

---

**CTGSG008E The session has ended unexpectedly.**

**Explanation:** The session ended unexpectedly.

**Administrator response:** Check the Privileged Session Gateway server log for any reasons or errors.

---

**CTGSG009E IBM Security Privileged Identity Manager cannot be reached.**

**Explanation:** IBM Security Privileged Identity Manager cannot be reached. Check the server log or network.

**Administrator response:** Check the Privileged Session Gateway server log or network. Alternatively, check the IBM Security Privileged Identity Manager server log.

---

**CTGSG010E The connection was aborted. Check the server log.**

**Explanation:** Privileged Session Gateway cannot establish a connection. Check the server log.

**Administrator response:** Check the Privileged Session Gateway server logs, such as the `guacd` log.



---

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