

# **Troubleshooting 1: Error Messages**

## **GroupWise 2012**

August 2014

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# About This Guide

This *GroupWise 2012 Troubleshooting 1: Error Messages* guide covers error messages that appear in ConsoleOne, GroupWise agents, and GroupWise clients, along with possible causes and suggested actions to resolve the problem.

- ♦ [Part I, “GroupWise Engine Error Codes,” on page 9](#)
- ♦ [Part II, “Agent Error Messages,” on page 193](#)
- ♦ [Part III, “Administration Error Messages,” on page 241](#)
- ♦ [Part IV, “Client Error Messages,” on page 271](#)
- ♦ [Appendix A, “Documentation Updates,” on page 281](#)

Other sources of troubleshooting assistance include:

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)

To search the GroupWise documentation from the Novell Support Web site, click *Advanced Search*, select *Documentation* in the *Search In* drop-down list, select *GroupWise* in the *Products* drop-down list, type the search string, then click *Search*.

- ♦ [GroupWise Support Forums \(http://forums.novell.com/forumdisplay.php?f=356\)](http://forums.novell.com/forumdisplay.php?f=356)
- ♦ [GroupWise Support Community \(http://www.novell.com/support/products/groupwise\)](http://www.novell.com/support/products/groupwise)
- ♦ [GroupWise Cool Solutions \(http://www.novell.com/cool solutions/gwmag/index.html\)](http://www.novell.com/cool solutions/gwmag/index.html)

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise error codes and error messages. It lists those for which solutions are readily available from GroupWise engineers and testers. You can search other sources to locate additional solutions that have been documented as specific customer issues are resolved.

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## Audience

This guide is intended for network administrators who install and administer GroupWise.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation.

## Additional Documentation

For additional GroupWise documentation, see the following guides at the [GroupWise 2012 Documentation Web site \(http://www.novell.com/documentation/groupwise2012\)](http://www.novell.com/documentation/groupwise2012):

- ♦ *Installation Guide*
- ♦ *Server Migration Guide*
- ♦ *Administration Guide*

- ♦ *Multi-System Administration Guide*
- ♦ *Interoperability Guide*
- ♦ *Troubleshooting Guides*
- ♦ *GroupWise User Frequently Asked Questions (FAQ)*
- ♦ *GroupWise User Guides*
- ♦ *GroupWise User Quick Starts*



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# GroupWise Engine Error Codes

GroupWise engine code underlies all aspects of GroupWise, including the GroupWise client, the agents, and the GroupWise snap-ins to ConsoleOne. An engine error code can be displayed from any GroupWise component.

This part of *Troubleshooting 1: Error Messages* helps you resolve engine error codes in any GroupWise component. For more information, see the following sections:

- ♦ “0xxx Engine Error Codes” on page 11
- ♦ “8xxx Engine Error Codes” on page 13
- ♦ “9xxx Engine Error Codes” on page 43
- ♦ “Axxx Engine Error Codes” on page 47
- ♦ “Bxxx Engine Error Codes” on page 57
- ♦ “Cxxx Engine Error Codes” on page 59
- ♦ “Dxxx Engine Error Codes” on page 85
- ♦ “Exxx Engine Error Codes” on page 149
- ♦ “Fxxx Engine Error Codes” on page 171

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/coolsolutions/gwmag>)

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# 1 0xxx Engine Error Codes

- ♦ “0002 Unexpected error” on page 11
- ♦ “0003 Encryption password failed verification process” on page 11
- ♦ “0004 Encryption password too long” on page 11
- ♦ “0005 Unexpected error” on page 11
- ♦ “0006 Unexpected error” on page 12
- ♦ “0007 Unexpected error” on page 12
- ♦ “0008 Unexpected error” on page 12
- ♦ “000x Unexpected error” on page 12

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## 0002 Unexpected error

Source: GroupWise engine; encryption.

Action: See “000x Unexpected error” on page 12.

## 0003 Encryption password failed verification process

Source: GroupWise engine; encryption.

Explanation: Wrong encryption password.

Action: Enter the correct password.

## 0004 Encryption password too long

Source: GroupWise engine; encryption.

Explanation: Password too long.

Action: Reduce the password length.

## 0005 Unexpected error

Source: GroupWise engine; encryption.

Action: See “000x Unexpected error” on page 12

### **0006 Unexpected error**

Source: GroupWise engine; encryption.

Action: See [“000x Unexpected error” on page 12](#)

### **0007 Unexpected error**

Source: GroupWise engine; encryption.

Action: See [“000x Unexpected error” on page 12](#)

### **0008 Unexpected error**

Source: GroupWise engine; encryption.

Action: See [“000x Unexpected error” on page 12](#)

### **000x Unexpected error**

Source: GroupWise engine; encryption.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.

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# 2 8xxx Engine Error Codes

- ♦ “81xx Errors” on page 13
- ♦ “82xx Errors” on page 14
- ♦ “85xx Errors” on page 24
- ♦ “88xx Errors” on page 28
- ♦ “89xx Errors” on page 29
- ♦ “8Bxx Errors” on page 39
- ♦ “8Cxx Errors” on page 39
- ♦ “8Fxx Errors” on page 40
- ♦ “8xxx Unexpected Error” on page 41

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## 2.1 81xx Errors

- ♦ “8101 Memory error” on page 13

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### 8101 Memory error

Source: GroupWise engine; memory management.

Explanation: Memory function failure. Invalid memory handle.

Possible Cause: If this error occurs when starting the GroupWise client, the user might have exceeded the limit of viewable 65,000 items per folder. Remember that Trash is considered a folder.

Action: Delete items or move them to a different folder. Empty the Trash.

Possible Cause: If this error occurs when manually addressing a message to multiple external recipients, the user might have typed one or more addresses incorrectly in such a way that the client exceeded available memory trying to resolve the erroneous external addresses. For example, leaving out the at sign (@) can cause this problem.

- Action: Users should select recipients from the Address Book whenever possible. If users must type external addresses, care should be used to type the addresses correctly, especially in cases where the number of recipients is large.
- Possible Cause: If this error occurs in the GroupWise client in Remote mode, GroupWise might not be installed correctly on the remote computer.
- Action: Reinstall GroupWise on the remote computer. See the platform-specific setup instructions for using Remote mode in “[GroupWise Client Modes](#)” in “[Client](#)” in the *GroupWise 2012 Administration Guide*.
- Possible Cause: This error can occasionally be caused by damaged databases.
- Action: Check, and, if necessary, repair databases accessed by the user who is receiving the error. See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 2.2 82xx Errors

- ♦ “8200 File I/O error” on page 14
- ♦ “8201 Access to file denied” on page 15
- ♦ “8202 Cannot access required file” on page 16
- ♦ “8203 Cannot copy file or directory” on page 17
- ♦ “8204 Disk full” on page 17
- ♦ “8205 End of file” on page 18
- ♦ “8206 Cannot open file” on page 18
- ♦ “8207 Cannot locate file” on page 19
- ♦ “8208 Cannot modify file” on page 19
- ♦ “8209 Path not found” on page 19
- ♦ “820B Path too long” on page 21
- ♦ “820E Cannot lock file” on page 22
- ♦ “8210 Cannot create path” on page 22
- ♦ “8211 Cannot rename file” on page 23
- ♦ “8212 Password incorrect” on page 23
- ♦ “8214 Unsupported encryption level” on page 23
- ♦ “8215 Path root error” on page 23
- ♦ “8219 Cannot connect to remote network resource” on page 24
- ♦ “821A Access to a critical file denied” on page 24

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise error codes. It lists error codes for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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### 8200 File I/O error

Source: GroupWise engine; file input/output.

- Explanation: Generic file I/O error. Any file I/O error that cannot be mapped to a more specific file I/O error message.
- Possible Cause: A GroupWise database has been damaged so it is unrecognizable as a GroupWise database, for example, having a size of 0 KB or 2 GB.
- Action: Restore the damaged databases from backup. For the locations of GroupWise databases in domains and post offices, see [“Domain Directory”](#) and [“Post Office Directory”](#) in [“Directory Structure Diagrams”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: One or more of the GroupWise databases might have an invalid owner or no owner.
- Action: Check the ownership of the GroupWise databases. If necessary, change the ownership to a valid user such as the system administrator.
- Possible Cause: If this error occurs when users are trying to log in to GroupWise through the GWIA from a POP3 mail client, the post office link information needed by the GWIA might be incorrect.
- Action: Check the post office link set up for the GWIA. In ConsoleOne, browse to and select the Domain object where the GWIA is installed. Right-click the GWIA object, then click *Properties*. Click *Post Office Links*, select the post office, then click *Edit Link*. Make sure the IP address and TCP port for the POA are specified correctly in the Client/Server Access box. See [“Internet Agent”](#) in the *GroupWise 2012 Administration Guide*.

## 8201 Access to file denied

- Source: GroupWise engine; file input/output.
- Explanation: Access denied. The program tried to access or open a file that did not have or allow sharing. The program might also have tried to create a file that already exists.
- Possible Cause: If this error occurs from the POA, the POA might not have access to a required file.
- Action: Start the POA including the [--rights](#) switch to determine the specific problem the POA is encountering.
- Possible Cause: If this error occurs when creating a post office, you might not be connected to the domain in which you are trying to create the post office.
- Action: Connect to the domain where you want the post office located. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: If this error occurs when trying to access the account of a new user, some required files might be missing from the post office directory.
- Action: Make sure all required files are present in the post office directory, especially the [\\*.dc](#) files, which are required for creating new user and message databases. If [\\*.dc](#) files are missing, copy them from another post office or from the [po](#) subdirectory of the software distribution directory.
- Possible Cause: If this error occurs for a user who has previously been able to access GroupWise successfully, the user’s Novell eDirectory object might have become damaged.
- Action: Delete the user object from eDirectory, then re-create it. Do not delete the user’s GroupWise account, because this would delete the user’s mailbox as well.

- Possible Cause: If this error occurs when users exit the GroupWise client, the users might have the archive directory set to a location where they do not have sufficient rights.
- Action: In the GroupWise client, check the users' path to the archive directory. Look up "archive, directory" in GroupWise client Help. Make sure users have sufficient rights to create and modify files there. Or have users change their archive directory to a location where they already have sufficient rights.
- Possible Cause: If this error occurs when users exit the GroupWise client, the user database (`userxxx.db`) might be damaged.
- Action: Check and, if necessary, repair the user database. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Action: Run GWCheck. See "[Stand-Alone Database Maintenance Programs](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: If this error occurs when a user is running in Caching mode or Remote mode, the user's local databases might be damaged.
- Action: Repair the user's Caching or Remote mailbox. See "[Tools for Analyzing and Correcting GroupWise Client Problems](#)" in "[Client](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: If this error occurs when a user is trying to access his or her archive, the archive might be read only. This can occur if the user copied the archive to a CD.
- Action: Make sure that the archive directory and all its contents are marked read/write.
- Possible Cause: The GroupWise databases might be owned by an invalid user.
- Action: Check the ownership of the GroupWise databases. If necessary, change the ownership to a valid user such as the system administrator. For the locations of GroupWise databases in domains and post offices, see "[Domain Directory](#)" and "[Post Office Directory](#)" in "[Directory Structure Diagrams](#)" in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: Another program might already have the required file open with exclusive access.
- Action: Check the open/lock activity on GroupWise databases and other files. You might find that a backup program or virus scanner is holding the file open.
- Action: Use backup software that interacts properly with GroupWise file locking, as described in "[Backing Up GroupWise Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: The GroupWise client has been installed on the local drive, so the program can still run, but the network connection to the post office has been lost.
- Action: When the network connection to the post office is reestablished, the GroupWise client will function normally again. Reboot the server. If the post office still cannot be accessed, resolve those network problems.

## 8202 Cannot access required file

- Source: GroupWise engine; file input/output.
- Explanation: Bad file handle.
- Possible Cause: GroupWise is no longer able to access a required file.
- Action: Exit and then restart the GroupWise program that displayed the error.



Possible Cause: An invalid or old (closed) file handle was passed to a file I/O function.

Action: Perform the action again. If the same error occurs, exit and then restart the GroupWise program that displayed the error.

## 8203 Cannot copy file or directory

Source: GroupWise engine; file input/output.

Explanation: Copy error.

Possible Cause: If this error occurs when trying to rebuild a post office database, the domain or the post office might not contain the correct files.

Action: For the required contents of domains and post offices, see “[Domain Directory](#)” and “[Post Office Directory](#)” in “[Directory Structure Diagrams](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*. Make sure the post office you are trying to rebuild and the domain it belongs to contain the correct files (especially \*.dc files).

Possible Cause: If this error occurs in the GroupWise client in Remote mode, there might be a problem with the structure or content of the Remote mailbox. For example, copying a GroupWise client installation from one laptop to another might introduce this problem.

Action: Delete the [rofddata](#) directory on the remote computer, then request all information from the master mailbox again.

Action: Reinstall the GroupWise client on the remote computer. See the platform-specific setup instructions for using Remote mode in “[GroupWise Client Modes](#)” in “[Client](#)” in the *GroupWise 2012 Administration Guide*.

## 8204 Disk full

Source: GroupWise engine; file input/output.

Explanation: Disk full.

Possible Cause: There is no space left on a disk when writing and/or creating a file.

Action: Create space on disk by deleting unwanted or unnecessary files.

Possible Cause: One or more of the GroupWise databases might have an invalid owner or no owner.

Action: Check the ownership of the GroupWise databases. If necessary, change the ownership to a valid user such as the system administrator. For the locations of GroupWise databases in domains and post offices, see “[Domain Directory](#)” and “[Post Office Directory](#)” in “[Directory Structure Diagrams](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Possible Cause: The owner of a GroupWise database has a space restriction on the volume where the database resides and that limit has been reached, so that the database cannot grow any larger.

Action: Check the ownership of these databases and make sure that owner does not have disk space restrictions.

Action: If disk space is available and database ownership is correct, the disk itself might need repair.

Possible Cause: If this error occurs from the POA, there might be a problem with its input queue.

Action: Stop the POA. Rename the [wpcout](#) directory in the post office. Restart the POA. This re-creates the wpcout directory structure for the post office. If the POA now runs without the error, copy message files from the subdirectories of the original wpcout structure into the corresponding subdirectories of the newly created wpcout directory so the POA can process them.

## 8205 End of file

Source: GroupWise engine; file input/output.

Explanation: End of file was reached unexpectedly.

Possible Cause: The [ngwguard.db](#) file has been damaged.

Action: Check the size of the [ngwguard.rfl](#) file (roll forward log). If it is less than 24 KB, it is considered empty. Make backup copies of the [ngwguard.db](#), [ngwguard.rfl](#), and [ngwguard.fbk](#) files. Delete the [ngwguard.db](#) file, then copy [ngwguard.fbk](#) to [ngwguard.db](#). Be sure to copy it; do not rename it. See also "[Information Stored in the Post Office](#)" in "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: One or more of the GroupWise databases might have an invalid owner or no owner. For the locations of critical GroupWise databases in domains and post offices, see "[Domain Directory](#)" and "[Post Office Directory](#)" in "[Directory Structure Diagrams](#)" in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Action: Check the ownership of the GroupWise databases. If necessary, change the ownership to a valid user such as the system administrator.

## 8206 Cannot open file

Source: GroupWise engine; file input/output.

Explanation: File open error.

Possible Cause: GroupWise cannot copy the specified file. During an explicit file copy function, failure to create the destination file generates this error. If the destination file exists and is read only, this error might occur.

Action: Check destination file name specified and ensure it is unique.

Possible Cause: If this error occurs the first time a user tries to archive messages, the user might not have sufficient rights to the archive location.

Action: Check the user's rights to the archive location. Grant the user the rights necessary to create the archive, or suggest a location where the user already has sufficient rights to create the archive.

Possible Cause: If this error occurs when updating the GroupWise client software, users might be running the client software.

Action: Perform the update when no one is using the GroupWise client, or send a broadcast message asking all users to exit so you can update the software. Check the open/lock activity on the GroupWise program files.

Possible Cause: If this error occurs from the POA, the POA might not have access to a required file.

Action: Start the POA including the [--rights](#) switch to determine the specific problem the POA is encountering.

## 8207 Cannot locate file

Source: GroupWise engine; file input/output.

Explanation: File seek error.

Possible Cause: A failure occurred when positioning file pointers during an explicit file copy function. Cannot open the specified file or directory.

Possible Cause: If this error occurs when a specific user starts the GroupWise client, that user database ([userxxx.db](#)) might be damaged.

Action: Check and, if necessary, repair the database. See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See “[Stand-Alone Database Maintenance Programs](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 8208 Cannot modify file

Source: GroupWise engine; file input/output.

Explanation: File modify error.

Possible Cause: Cannot move or rename the file. An error occurred when renaming or moving a file to another location.

Action: Check to see if another file with the same name exists (the file name must be unique). If so, rename that file, or move or rename the current file.

## 8209 Path not found

Source: GroupWise engine; file input/output.

Explanation: Drive or path not found.

Possible Cause: GroupWise cannot find the specified drive or path.

Action: Use Browse to find the correct path.

Possible Cause: The file you are trying to perform an action on does not exist.

Action: Enter a valid file name.

Possible Cause: If this error occurs shortly after starting the GroupWise client, the path to the archive directory might not be correct.

Action: In the GroupWise client, verify that the path to the archive directory exists and that you have sufficient rights to create and modify files. Look up “archive, directory” in GroupWise client Help.

Action: If the path to the archive directory is valid and this is the first time the user has tried to archive items, make sure the [ngwguard.dc](#) file exists in the post office. If it is missing, the databases required for archiving cannot be created. To restore the [ngwguard.dc](#) file if it is missing, copy it from the [po](#) directory in the software distribution directory to the post office directory.

Possible Cause: If this error occurs in the GroupWise client when trying to retrieve items from a restore area, the restore area might not be valid.

Action: Make sure that the restore area is a valid full backup of a post office. See “[Setting Up a Restore Area](#)” in “[Databases](#)” in the *GroupWise 2012 Installation Guide*.

- Possible Cause: If this error occurs from the POA, the POA might not have access to a required file.
- Action: Start the POA including the `--rights` switch to determine the specific problem the POA is encountering.
- Possible Cause: If this error occurs from the MTA, the MTA might not have access to one or more of the post offices in the domain.
- Action: Verify that the list of post offices belonging to the domain is correct. To view the list in ConsoleOne, browse to and right-click the Domain object, then click *Properties*. Click *GroupWise > Post Offices*. Check the properties of each Post Office object to make sure that the post office directory for each post office exists. Make sure that the post office path is correctly defined in the Post Office object. In ConsoleOne, right-click the Post Office object to display the post office Identification page. Also make sure the MTA has access to the post office.
- Possible Cause: If this error occurs when importing a document into GroupWise, there might be a problem with the library.
- Action: Check and, if necessary, fix the library. See “[Maintaining Library Databases and Documents](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*. Then synchronize the library. See “[Synchronizing Database Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.
- Action: If documents are being stored at the post office, make sure the `docs` subdirectory exists for the library.
- Action: If documents are being stored in a remote document storage area, make sure that the POA can access the location of the document storage area. In ConsoleOne, browse to and right-click the Library object, then click *Properties*. Click *GroupWise > Storage Areas*. Select a storage area, then click *Edit*. Check the location to make sure the required library directory structure exists. The structure of a remote document storage area is the same as the `gwdms` directory in the post office.
- Possible Cause: If this error occurs when trying to access a document in a library, the BLOB file containing the document might no longer exist.
- Action: You can determine what BLOB file the document was in from the GroupWise client. Right-click the document reference, then click *Properties > Activity Log*. If file names are not currently displayed, right-click the menu bar, then click *Filename* to display the file name in the activity log. If the document is needed, you can restore the BLOB file from backup. See “[Restoring Archived Documents](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide*.
- If the document is not needed, you can delete it from the library to eliminate the error.
- Action: Have the original sender of the message resend the attachment.
- Possible Cause: Some applications, such as Corel WordPerfect 7, MS Word 95, and Excel 95, need a blank file stored in the `c:\windows\shellnew` directory. For example, Corel WordPerfect 7 needs a file named `wordpfct.wpd` to exist in the shellnew directory in order to create a new file when called from GroupWise. If this error occurs when creating a new document in the GroupWise client, the blank template file for the application might be missing.

- Action: Check the shellnew directory for the existence of a blank file for the application in use from GroupWise. If the blank file is missing, start the application independently, then save an empty file under the required name in the shellnew directory. You should then be able to create new documents using that application from GroupWise.
- Possible Cause: A directory required for the normal flow of GroupWise messages could be missing.
  - Action: Verify the existence, ownership, and rights of the directories involved with message flow (domain, post office, and MTA local directory). See [“Message Transfer/Storage Directories”](#) in [“Directory Structure Diagrams”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: A required file or subdirectory could be missing from the directory structure of the user’s post office.
  - Action: Verify the existence, ownership, and rights of the files and subdirectories in the user’s post office. See [“GroupWise User Rights”](#) in [“Security Administration”](#) in the *GroupWise 2012 Administration Guide*. See [“Post Office Directory”](#) in [“Directory Structure Diagrams”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: If this error occurs when trying to add users to a post office or when trying to rebuild a user database, a required file might be missing from the post office directory.
  - Action: Make sure the `ngwguard.dc` file exists in the post office directory. If it does not, copy it from the `po` subdirectory of your software distribution directory. For the specific location of this file, see [“Post Office Directory”](#) and [“GroupWise Software Distribution Directory”](#) in [“Directory Structure Diagrams”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*. New user databases (`userxxx.db` files) and message databases (`msgnnn.db` files) cannot be created for new users if this file is missing.

## 820B Path too long

- Source: GroupWise engine; file input/output.
- Explanation: Path too long.
- Possible Cause: The file system cannot build or modify a path because the specified path contains too many characters.
  - Action: Shorten the path name to a length that is valid for the operating system. If a file name will be appended to the path name, include the file name in the total length.
- Possible Cause: If this error occurs when you are trying to create a new GroupWise system, you might have mapped the drive where you are creating the GroupWise system to an object in the eDirectory tree, instead of to the correct volume on the server. For example, if you used Windows Explorer or Network Neighborhood to map the drive, you might have browsed under the tree icon, rather than under the server icon.
  - Action: Make sure you have mapped the drive where you are creating the GroupWise system to the correct volume on the server, not to an object in the eDirectory tree.

## 820E Cannot lock file

Source: GroupWise engine; file input/output.

Explanation: File lock error.

Possible Cause: An attempt to lock a file failed.

Action: Verify that the file is not currently locked by another process that has terminated.

Possible Cause: You cannot open the specified file because another user might have the file open.

Action: Ask the other user to close the file.

Action: Retry the action later.

Action: If no valid user or process has the file open, delete the connection to unlock the file.

Possible Cause: You cannot open the specified file because you might not have rights to open the file.

Action: Obtain rights to the file.

Possible Cause: If this error occurs from the POA when rebuilding a database, a user might still have the database open. The POA requires exclusive access to databases when rebuilding them.

Action: Make sure no users associated with the database to be rebuilt are currently running the GroupWise client. If none are and the database is still locked, break the connection to unlock the file.

Action: Exit, then restart the POA.

## 8210 Cannot create path

Source: GroupWise engine; file input/output.

Explanation: Path create failed. An attempt by the file system to create a unique file failed.

Possible Cause: If the error occurs as the user is exiting the GroupWise client, the client might be encountering a problem archiving messages. GroupWise might not be able to archive messages if the original sender's message database is damaged.

Action: Manually archive any items that are old enough to be archived. You can use a filter to display only items that are older than a specified number of days. Look up "archive, item" and "filters, creating" in GroupWise client Help.

Action: If errors occur during manual archiving, determine the user who sent the problem items. If that user is not experiencing any problems with GroupWise, you can delete the problem items. If the sending user is also having problems, check and, if necessary, repair the message database (*msgnnn.db*) of the user who sent the problem items. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Action: In the GroupWise client, open the archive, then use the Repair Mailbox feature to repair the archive. See "[Enabling GroupWise Check in the Windows Client](#)" in "[Client](#)" in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck on the archive. See "[Stand-Alone Database Maintenance Programs](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*. GWCheck provides additional repair options compared to the Repair Mailbox feature in the GroupWise client.

Possible Cause: If this error occurs from the POA, the POA might not have access to a required location.

Action: Start the POA including the `--rights` switch to determine the specific problem the POA is encountering.

## 8211 Cannot rename file

Source: GroupWise engine; file input/output.

Explanation: File rename failed.

Possible Cause: Attempt by the file system to rename a file failed.

Action: Make sure the specified file name is unique.

Possible Cause: A directory required for the normal flow of GroupWise messages might be missing.

Action: Verify the existence, ownership, and rights of the directories involved with message flow (domain, post office, and MTA local directory). See “[Message Transfer/Storage Directories](#)” in “[Directory Structure Diagrams](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

## 8212 Password incorrect

Source: GroupWise engine; file input/output.

Explanation: Invalid file password.

Possible Cause: The password entered by the user does not match the one stored in the encrypted file.

Action: Reenter the password.

## 8214 Unsupported encryption level

Source: GroupWise engine; file input/output.

Explanation: Unsupported encryption level in file.

Possible Cause: Attempted to decrypt a file using an encryption level that is no longer supported.

Action: The file you are trying to open was created in a newer version of GroupWise and cannot be opened in an older version. Update to the latest version of GroupWise. To check the date of the GroupWise client you are using, click *Help > About GroupWise*. For technical services and file updates, see [Novell Support \(http://support.novell.com\)](http://support.novell.com).

Action: Make sure the archive directory is not locked to an unusable location. In ConsoleOne, browse to and select the post office the user belongs to, then click *Tools > GroupWise Utilities > Client Options > Environment > File Location*. Check the setting in the Archive Directory field and check whether or not it is locked.

## 8215 Path root error

Source: GroupWise engine; file input/output.

Explanation: At path root.



Possible Cause: If this error occurs as the GroupWise client starts, the user might have specified an archive path that does not exist.

Action: In the GroupWise client, verify the path to the archive directory exists and the user has sufficient rights to create and modify files there. Look up “archive, directory” in GroupWise client Help.

## 8219 Cannot connect to remote network resource

Source: GroupWise engine; file input/output.

Explanation: The POA cannot access a document storage area located on a remote server.

Possible Cause: If this error occurs when running the Windows agents, the user’s user name and password on the server where the POA is running are different from the user name and password on the server where the document storage area is located.

Action: Use the same user name and password on the server where the POA is running and the server where the document storage area is located.

Action: Use the [/user](#) and [/password](#) switches to provide the login information for the server where the document storage area is located.

Action: In ConsoleOne, specify the login information in the Remote File Server Settings box on the Post Office Settings page of the Post Office object.

## 821A Access to a critical file denied

Source: GroupWise engine; file input/output.

Explanation: The POA cannot access a required file.

Possible Cause: The required file is locked by another program, for example, a backup program.

Action: Implement a backup process that does not lock files in your live GroupWise system. See “[Backing Up GroupWise Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: If necessary, restart the server to reset all file locks.

## 2.3 85xx Errors

- ♦ [“8502 Cannot initialize protocol” on page 25](#)
- ♦ [“8503 Cannot connect to specified IP address” on page 25](#)
- ♦ [“8509 Cannot access TCP/IP services” on page 25](#)
- ♦ [“850F Connection no longer valid” on page 25](#)
- ♦ [“8555 Port in use” on page 25](#)
- ♦ [“8562 Client/server request packet contained invalid identifier” on page 26](#)
- ♦ [“8563 Client/server request packet contained invalid identifier” on page 26](#)
- ♦ [“8567 Data not in BCEF format” on page 26](#)
- ♦ [“8568 HTTP port already in use” on page 27](#)
- ♦ [“8569 SSL login required for this post office” on page 27](#)
- ♦ [“856A IMAP port already in use” on page 27](#)
- ♦ [“856B SOAP port already in use” on page 27](#)



- ♦ “856D LDAP port already in use” on page 28
- ♦ “856E POP port already in use” on page 28
- ♦ “856F Calendar Publishing port already in use” on page 28

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## 8502 Cannot initialize protocol

Source: GroupWise engine; general communication.

Explanation: Cannot open protocol.

Action: See “8901 Cannot use TCP/IP services” on page 30.

## 8503 Cannot connect to specified IP address

Source: GroupWise engine; general communication.

Explanation: Cannot open connection to specified address.

Action: See “8908 Cannot connect to specified address” on page 31.

## 8509 Cannot access TCP/IP services

Source: GroupWise engine; general communication.

Explanation: TCP/IP bind failed.

Possible Cause: TCP/IP is not loaded on the server or is not loaded correctly. The TCP port is already in use by another process.

## 850F Connection no longer valid

Source: GroupWise engine; general communication.

Explanation: Connection was broken while in use.

Possible Cause: A client or server machine has crashed, or the process was forced to close without shutting down. The machine might have been exited while connections were active.

Action: Exit and restart GroupWise when the machine is back up.

## 8555 Port in use

Source: GroupWise engine; general communication.

Explanation: Port in use.

Possible Cause: The POA defaults to TCP/IP communication, but the necessary TCP/IP information is not configured in ConsoleOne. The default TCP port used by the POA (1667) is in use by another program.

- Action: To enable TCP/IP communication, configure the POA for ConsoleOne. See [“Using Client/Server Access to the Post Office”](#) in [“Configuring the POA”](#) in the [GroupWise 2012 Administration Guide](#).
- Action: To disable TCP/IP communication, use the `--notcpip` switch when starting the POA. See [“Using POA Startup Switches”](#) in [“Post Office Agent”](#) in the [GroupWise 2012 Administration Guide](#).
- Possible Cause: You are trying to run two POAs on the same server in client/server mode and you have not given them unique TCP port numbers.
- Action: Check the TCP port for each POA object. See [“Using Client/Server Access to the Post Office”](#) in [“Configuring the POA”](#) in the [GroupWise 2012 Administration Guide](#). Change the TCP port for one of the POAs.
- Possible Cause: You are trying to run two POAs on the same server in client/server mode and you haven’t created a second POA object in ConsoleOne.
- Action: In ConsoleOne, create a second POA object in the post office. Make sure you give it a unique TCP port number, different from what the first POA is using. Use the `--name` switch when starting each POA. You might want to create a separate startup file for each POA. See [“Creating a POA Object in eDirectory”](#) in [“Post Office Agent”](#) in the [GroupWise 2012 Administration Guide](#).

## 8562 Client/server request packet contained invalid identifier

- Source: GroupWise engine; general communication.
- Explanation: Client/server request packet contained an invalid identifier.
- Possible Cause: Someone is trying to forge packets to break into the system.
- Action: Check your system security.
- Possible Cause: The server was shut down and brought back up while GroupWise clients were attached.
- Action: Exit and restart the GroupWise clients.
- Possible Cause: A TCP/IP packet was damaged in transit.
- Action: None.

## 8563 Client/server request packet contained invalid identifier

- Source: GroupWise engine; general communication.
- Action: See [“8562 Client/server request packet contained invalid identifier”](#) on page 26

## 8567 Data not in BCEF format

- Source: GroupWise engine; general communication.
- Explanation: A packet of information received by an agent was not in the expected format.
- Possible Cause: The packet was damaged somewhere between the source and the destination of the data.
- Action: Use packet trace software to identify the source of the problem. It could be something like a bad network card or a problem with dial-up software.

## 8568 HTTP port already in use

Source: GroupWise engine; general communication.

Explanation: The HTTP port used by the POA for its Web console is already in use by another program on the server.

Possible Cause: You are trying to run two POAs on the same server and you have not given them unique HTTP port numbers.

Action: Check the HTTP port for each POA object. See [“Setting Up the POA Web Console”](#) in [“Monitoring the POA”](#) in the *GroupWise 2012 Administration Guide*. Change the HTTP port for one of the POAs.

## 8569 SSL login required for this post office

Source: GroupWise engine; general communication.

Explanation: Starting with GroupWise 6.5, the POA can be configured to require SSL connections with clients.

Possible Cause: Users of clients earlier than GroupWise 6.5 are trying to log in to the post office.

Action: Have users update their GroupWise client software. See [“Updating Users’ GroupWise Windows Clients”](#) in [“Update”](#) in the *GroupWise 2012 Installation Guide*.

Action: Configure the POA so that SSL is enabled rather than required, so that the older GroupWise clients can connect to the post office. See [“Securing the Post Office with SSL Connections to the POA”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## 856A IMAP port already in use

Source: GroupWise engine; general communication.

Explanation: The IMAP port used by the POA to communicate with IMAP email clients is already in use by another program on the server.

Possible Cause: You are trying to run two POAs on the same server and you have not given them unique IMAP port numbers.

Action: Check the IMAP port for each POA object. See [“Supporting IMAP Clients”](#) in [“Configuring the POA”](#) in the *GroupWise 2012 Administration Guide*. Change the IMAP port for one of the POAs.

## 856B SOAP port already in use

Source: GroupWise engine; general communication.

Explanation: The SOAP port used by the POA to communicate with SOAP clients is already in use by another program on the server.

Possible Cause: You are trying to run two POAs on the same server and you have not given them unique SOAP port numbers.

Action: Check the SOAP port for each POA. See [“Supporting SOAP Clients”](#) in [“Configuring the POA”](#) in the *GroupWise 2012 Administration Guide*. Change the SOAP port for one of the POAs.

## 856D LDAP port already in use

Source: GroupWise engine; general communication.

Explanation: The LDAP port used by the POA is already in use by another program on the server.

Possible Cause: You are trying to run two POAs on the same server and you have not given them unique LDAP port numbers.

Action: Check the LDAP port for each POA object. See [“Providing LDAP Authentication for GroupWise Users”](#) in [“Configuring the POA”](#) in the *GroupWise 2012 Administration Guide*. Change the LDAP port for one of the POAs.

## 856E POP port already in use

Source: GroupWise engine; general communication.

Explanation: The POP port used by the GWIA is already in use by another program on the server.

Possible Cause: You are trying to run two GWIAs on the same server and you have not given them unique POP port numbers.

Action: Check the POP port for each GWIA object. See [“Configuring POP3/IMAP4 Services”](#) in [“Internet Agent”](#) in the *GroupWise 2012 Administration Guide*. Change the LDAP port for one of the POAs.

## 856F Calendar Publishing port already in use

Source: GroupWise engine; general communication.

Explanation: The Calendar Publishing port used by the POA is already in use by another program on the server.

Possible Cause: You are trying to run two POAs on the same server and you have not given them unique Calendar Publishing port numbers.

Action: Check the Calendar Publishing port for each POA object. See [“Configuring a POA for Calendar Publishing”](#) in [“Installing the GroupWise Calendar Publishing Host”](#) in the *GroupWise 2012 Installation Guide*. Change the Calendar Publishing port for one of the POAs.

## 2.4 88xx Errors

- ♦ [“8809 Unexpected error”](#) on page 29
- ♦ [“880B Unexpected error”](#) on page 29
- ♦ [“880C Unexpected error”](#) on page 29

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## 8809 Unexpected error

Source: GroupWise engine; inter- or intra-process communication

Action: See [“8xxx Unexpected error” on page 41](#).

## 880B Unexpected error

Source: GroupWise engine; inter- or intra-process communication

Action: See [“8xxx Unexpected error” on page 41](#).

## 880C Unexpected error

Source: GroupWise engine; inter- or intra-process communication

Action: See [“8xxx Unexpected error” on page 41](#).

## 2.5 89xx Errors

- ♦ [“8901 Cannot use TCP/IP services” on page 30](#)
- ♦ [“8902 Cannot load TCP/IP services” on page 30](#)
- ♦ [“8903 Cannot use TCP/IP services” on page 30](#)
- ♦ [“8906 Cannot use TCP/IP services” on page 30](#)
- ♦ [“8907 Cannot use TCP/IP services” on page 31](#)
- ♦ [“8908 Cannot connect to specified address” on page 31](#)
- ♦ [“8909 Cannot use TCP/IP services” on page 31](#)
- ♦ [“890A Cannot listen on specified port” on page 31](#)
- ♦ [“890B Cannot accept incoming connection” on page 32](#)
- ♦ [“890F Connection no longer valid” on page 32](#)
- ♦ [“8910 TCP/IP read failed on an established connection” on page 32](#)
- ♦ [“8911 Cannot write on connection” on page 32](#)
- ♦ [“8912 Cannot read on connection; timed out” on page 33](#)
- ♦ [“8913 Cannot write on connection; timed out” on page 33](#)
- ♦ [“8915 The server or the client machine is running out of memory” on page 33](#)
- ♦ [“8916 Cannot use TCP/IP services” on page 34](#)
- ♦ [“8917 TCP/IP name lookup failed” on page 34](#)
- ♦ [“8918 UDP send failed” on page 34](#)
- ♦ [“8919 Attempt to bind to a non-existent IP address” on page 34](#)
- ♦ [“891A TCP/IP data is not ready for reading” on page 35](#)
- ♦ [“891B No SSL certificate supplied” on page 35](#)
- ♦ [“891C Bad SSL certificate” on page 35](#)
- ♦ [“891D Bad SSL private key or password” on page 35](#)
- ♦ [“891E Insufficient memory for SSL” on page 36](#)
- ♦ [“891F Invalid SSL certificate” on page 36](#)

- ♦ “8920 SSL certificate and private key do not match” on page 36
- ♦ “8921 SSL accept failure” on page 37
- ♦ “8922 SSL connect failure” on page 37
- ♦ “8923 Insufficient memory for SSL” on page 37
- ♦ “8924 SSL handshake timeout failure” on page 37
- ♦ “8925 Connection refused” on page 38
- ♦ “8926 Unknown host” on page 38
- ♦ “8927 Host not reachable” on page 38

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## **8901 Cannot use TCP/IP services**

Source: GroupWise engine; TCP/IP communication.

Explanation: A fundamental TCP/IP call failed.

Possible Cause: TCP/IP services couldn't be used. It is possible that TCP/IP is loaded incorrectly on this server.

Possible Cause: Cannot load WINSOCK (Windows only), or the WINSOCK that did load is not supported. DNS is not loaded and you are trying to resolve DNS names.

Action: Correctly configure TCP/IP on the server.

## **8902 Cannot load TCP/IP services**

Source: GroupWise engine; TCP/IP communication.

Explanation: TCP/IP load failed because a required file was missing.

Possible Cause: Unable to load TCP/IP services because one or more of the required files is missing: `winsock.dll`, `wsoc32.dll`, or `tcipip.nlm`.

Action: Make sure that you have the required files, and that they are in the search path.

Action: Correctly configure TCP/IP on the server.

## **8903 Cannot use TCP/IP services**

Source: GroupWise engine; TCP/IP communication.

Action: See “8901 Cannot use TCP/IP services” on page 30.

## **8906 Cannot use TCP/IP services**

Source: GroupWise engine; TCP/IP communication.

Action: See “8901 Cannot use TCP/IP services” on page 30.

## 8907 Cannot use TCP/IP services

Source: GroupWise engine; TCP/IP communication.

Action: See [“8901 Cannot use TCP/IP services” on page 30](#).

## 8908 Cannot connect to specified address

Source: GroupWise engine; TCP/IP communication.

Explanation: Connection to the specified address failed.

Possible Cause: Unable to load TCP/IP services because one or more of the required files is missing: `winsock.dll`, `wsoc32.dll`, or `tcpip.nlm`.

Action: Make sure that you have the required files, and that they are in the search path.

Action: Correctly configure TCP/IP on the server. Make sure you are using a current IP stack. If you must use an older IP stack, try specifying the IP address in dotted numeric format (172.16.5.18), rather than as a hostname that requires resolution, when setting the `--ipa` switch.

Action: When using direct mode rather than client/server, the GroupWise client still requires a valid `winsock.dll` to be available on the search path. Make sure a current, valid `winsock.dll` file is available on the workstation where the problem is occurring.

Possible Cause: The GroupWise client cannot establish a TCP/IP connection with the POA.

Action: Check the IP address for the POA. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Check the status of the POA server and the load on the network.

Possible Cause: If this error appears in the Message Transfer Status box of the POA, the MTA to which it is transferring messages is not running.

Action: Check the status of the MTA for the domain. Restart the MTA if necessary.

Possible Cause: If this error occurs from the GWIA, the GWIA might not be able to establish a TCP/IP connection to the POA.

Action: Check the post office link set up for the GWIA. In ConsoleOne, click the domain where the GWIA is installed. Right-click the GWIA object, then click *Properties*. Click *Post Office Links*, select the post office, then click *Edit Link*. Make sure the IP address and TCP port for the POA are specified correctly in the Client/Server box.

Action: Use a UNC or mapped link between the GWIA and the POA, rather than a TCP/IP link.

## 8909 Cannot use TCP/IP services

Source: GroupWise engine; TCP/IP communication.

Action: See [“8901 Cannot use TCP/IP services” on page 30](#).

## 890A Cannot listen on specified port

Source: GroupWise engine; TCP/IP communication.

Explanation: Listen failed.

Possible Cause: Unable to listen on the specified port. It is possible the specified port is in use by another process. For example, two GroupWise agents might be running on the same server where both were configured for the same port.

Action: Verify that the IP address and port provided in ConsoleOne are correct. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## 890B Cannot accept incoming connection

Source: GroupWise engine; TCP/IP communication.

Explanation: Acceptance failed.

Possible Cause: Hardware is overloaded.

Action: Upgrade the hardware.

## 890F Connection no longer valid

Source: GroupWise engine; TCP/IP communication.

Explanation: Connection was broken while in use.

Possible Cause: A client or server machine has crashed, or the process was forced to close without shutting down. The machine might have been exited while connections were active.

Action: Make sure the POA is running. Check the IP address for the POA. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The GroupWise client is trying to use client/server mode to connect with the POA, but the POA is not set up for client/server processing.

Action: Configure the POA for client/server processing to match the needs of the client. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error appears in the Message Transfer Status box of the POA, the MTA to which it is transferring messages is not running.

Action: Check the status of the MTA for the domain. Restart the MTA if necessary.

## 8910 TCP/IP read failed on an established connection

Source: GroupWise engine; TCP/IP communication.

Explanation: The other end of the connection has stopped responding.

Action: Retry the operation.

Action: Make sure that the program at the other end of the connection is running.

## 8911 Cannot write on connection

Source: GroupWise engine; TCP/IP communication.

Explanation: Cannot write on connection; the receiver isn't responding.



Possible Cause: A client or server machine has crashed, or the process was forced to close without shutting down. The machine might have been exited while connections were active.

Action: Restart the GroupWise client.

Possible Cause: If this error occurs from the POA, the server where the POA runs might not have the most current version of TCP/IP.

Action: Install the latest TCP/IP. For technical services and file updates, see [Novell Support \(http://support.novell.com\)](http://support.novell.com).

## **8912 Cannot read on connection; timed out**

Source: GroupWise engine; TCP/IP communication.

Explanation: Cannot read on connection. The sender isn't writing the required information to GroupWise.

Possible Cause: A client or server machine has crashed, or the process was forced to close without shutting down. The machine might have been exited while connections were active.

Action: Restart the GroupWise client when the machine is back up.

Possible Cause: If this error appears in the Message Transfer Status box of the POA, the MTA to which it is transferring messages might be restarting.

Action: Check the status of the MTA for the domain. If the MTA is restarting, the message transfer status should change to Open after the restart is completed.

## **8913 Cannot write on connection; timed out**

Source: GroupWise engine; TCP/IP communication.

Explanation: Cannot write on connection because it is no longer available.

Possible Cause: A client or server machine has crashed, or the process was forced to close without shutting down. The machine might have been exited while connections were active.

Action: Restart the GroupWise client to reestablish the connection.

## **8915 The server or the client machine is running out of memory**

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise program failed to establish a connection because insufficient memory is available for creating the connection.

Possible Cause: Another program was temporarily using a very large amount of memory on the machine.

Action: Wait and try the operation again.

Possible Cause: Too many programs are currently running on the machine.

Action: Stop some programs that are running on the machine in order to free up some memory.

Possible Cause: The machine where the GroupWise program is running has insufficient memory for proper functioning.

Action: Run the GroupWise program on a more powerful machine.

## 8916 Cannot use TCP/IP services

Source: GroupWise engine; TCP/IP communication.

Explanation: No network error.

Possible Cause: TCP/IP services couldn't be used. It is possible that TCP/IP isn't loaded correctly on the server.

Possible Cause: GroupWise has encountered unusually long timeouts while trying to retrieve names from DNS. This probably occurred in Windows where the workstation is not connected to the network.

Action: Check the network connections for the workstation.

## 8917 TCP/IP name lookup failed

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise agent or client cannot ping the specified IP address.

Possible Cause: The agent or client was passed an invalid IP address.

Action: Ping the IP address manually to see if it responds. If it does not respond, correct the problem with the server associated with that IP address.

Action: Determine what the correct IP address should be.

## 8918 UDP send failed

Source: GroupWise engine; TCP/IP communication.

Explanation: The GroupWise agent cannot write to the specified UDP socket (port).

Possible Cause: The server that the agent is running on is not functioning normally.

Action: Restart the server.

## 8919 Attempt to bind to a non-existent IP address

Source: GroupWise engine; TCP/IP communication.

Explanation: The GroupWise agent cannot locate the specified IP address to set up an exclusive bind on it.

Possible Cause: The agent is configured to bind to an IP address but that IP address is not available on the server where the agent is running.

Action: Determine what IP addresses are available on the server where the agent is running, then configure the agent to use a valid IP address. See the following sections of the *GroupWise 2012 Administration Guide*, depending on which agent is encountering the problem:

- ♦ [“Binding the POA to a Specific IP Address”](#)
- ♦ [“Binding the MTA to a Specific IP Address”](#)
- ♦ [“Binding the GWIA to a Specific IP Address”](#)

## 891A TCP/IP data is not ready for reading

Source: GroupWise engine; TCP/IP communication.

Explanation: The TCP/IP connection is blocked.

Possible Cause: The data has been delayed by SSL encryption.

Action: None. TCP/IP services will continue to try to read the data.

Action: If the problem persists, check the line connection and the NIC card on the server.

## 891B No SSL certificate supplied

Source: GroupWise engine; TCP/IP communication.

Explanation: You have configured an agent for SSL, but the agent cannot locate the SSL certificate.

Possible Cause: In ConsoleOne, you enabled SSL on the Agent object Network Address page but did not provide the certificate information on the SSL Settings page.

Action: Finish configuring the agent for SSL. See the following sections of the [GroupWise 2012 Administration Guide](#), depending on which agent is encountering the problem:

- ♦ [“Securing the Post Office with SSL Connections to the POA”](#) in [“Post Office Agent”](#)
- ♦ [“Securing the Domain with SSL Connections to the MTA”](#) in [“Message Transfer Agent”](#)
- ♦ [“Securing GWIA Connections with SSL”](#) in [“Internet Agent”](#)

## 891C Bad SSL certificate

Source: GroupWise engine; TCP/IP communication.

Explanation: You have configured an agent for SSL, but the agent cannot read the SSL certificate.

Possible Cause: The SSL certificate is not in the required format.

Action: Obtain an SSL certificate in the proper format. See [“Encryption and Certificates”](#) in [“Security Administration”](#) in the [GroupWise 2012 Administration Guide](#).

Possible Cause: The SSL certificate has been damaged.

Action: Replace the bad SSL certificate with a valid SSL certificate.

## 891D Bad SSL private key or password

Source: GroupWise engine; TCP/IP communication.

Explanation: You have configured an agent for SSL, but the agent cannot read the private key file or the password.

Possible Cause: The SSL certificate that accompanies the private key file is not in the required format.

Action: Obtain an SSL certificate in the proper format. See [“Encryption and Certificates”](#) in [“Security Administration”](#) in the [GroupWise 2012 Administration Guide](#).

Possible Cause: The password you provided on the agent object SSL Settings page in ConsoleOne does not match the password in the private key file.

Action: Correct the password information in ConsoleOne. See the following sections of the *GroupWise 2012 Administration Guide*, depending on which agent is encountering the problem:

- ♦ “[Securing the Post Office with SSL Connections to the POA](#)” in “[Post Office Agent](#)”
- ♦ “[Securing the Domain with SSL Connections to the MTA](#)” in “[Message Transfer Agent](#)”
- ♦ “[Securing GWIA Connections with SSL](#)” in “[Internet Agent](#)”

## 891E Insufficient memory for SSL

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise agent failed to establish an SSL connection because insufficient memory is available for creating the connection.

Possible Cause: Another program was temporarily using a very large amount of memory on the server.

Action: Wait and try the operation again.

Possible Cause: Too many programs are currently running on the server.

Action: Stop some programs that are running on the server in order to free up some memory.

Possible Cause: The server where the agent is running has insufficient memory for proper functioning.

Action: Run the agent on a more powerful server.

## 891F Invalid SSL certificate

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise agent cannot establish an SSL connection because the SSL certificate file is not usable.

Possible Cause: The certificate file is damaged.

Action: Obtain a usable certificate file. See “[Server Certificates and SSL Encryption](#)” in “[Security Administration](#)” in the *GroupWise 2012 Administration Guide*.

## 8920 SSL certificate and private key do not match

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise agent cannot establish an SSL connection because the SSL certificate file and the public key file cannot be used together.

Possible Cause: One of the files is damaged.

Possible Cause: You are trying to use a certificate file and a public key file that were not generated for use together.

Action: Obtain usable files. See “[Server Certificates and SSL Encryption](#)” in “[Security Administration](#)” in the *GroupWise 2012 Administration Guide*.

## 8921 SSL accept failure

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise agent cannot establish an SSL connection because the handshake negotiation between the two servers failed.

Possible Cause: Both servers might have identical certificate files.

Action: Obtain a new certificate file for one of the servers. See [“Server Certificates and SSL Encryption”](#) in [“Security Administration”](#) in the *GroupWise 2012 Administration Guide*.

## 8922 SSL connect failure

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise agent cannot establish an SSL connection because the other server failed to connect.

Possible Cause: The other server is down.

Action: Restart the other server.

Possible Cause: The certificate file is damaged.

Action: Obtain a usable certificate file. See [“Server Certificates and SSL Encryption”](#) in [“Security Administration”](#) in the *GroupWise 2012 Administration Guide*.

## 8923 Insufficient memory for SSL

Source: GroupWise engine; TCP/IP communication.

Explanation: A GroupWise agent failed to establish an SSL connection because insufficient memory is available for creating the connection.

Possible Cause: Another program was temporarily using a very large amount of memory on the server.

Action: Wait and try the operation again.

Possible Cause: Too many programs are currently running on the server.

Action: Stop some programs that are running on the server in order to free up some memory.

Possible Cause: The server where the agent is running has insufficient memory for proper functioning.

Action: Run the agent on a more powerful server.

## 8924 SSL handshake timeout failure

Source: GroupWise engine; TCP/IP communication.

Explanation: You have configured an agent for SSL, but the agent failed to establish the SSL connection. The agent will try again on the next SSL connection request and might be successful.

Possible Cause: If the agent repeatedly fails to establish the SSL connection, the SSL certificate file or key file might be damaged.

Action: Obtain a new SSL certificate and key file. See [“Encryption and Certificates”](#) in [“Security Administration”](#) in the *GroupWise 2012 Administration Guide*.

## 8925 Connection refused

Source: GroupWise engine; TCP/IP communication.

Explanation: An agent that is configured for TCP/IP attempted to contact another agent and the connection was refused.

Possible Cause: The agent is not communicating on the right TCP port number.

Action: Determine the configuration of the target agent and make sure the initiating agent is using the correct port number. See the following sections of the *GroupWise 2012 Administration Guide*, depending on which agent is refusing the connection:

- ♦ [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#)
- ♦ [“Using TCP/IP Links between a Domain and its Post Offices”](#) in [“Message Transfer Agent”](#)
- ♦ [“Changing the Link Protocol between the GWIA and the MTA”](#) in [“Internet Agent”](#)

Possible Cause: If you are running GroupWise Mobile Server (GMS), the POA might not be able to communicate with it on the default TCP port of 8191.

Action: Make sure that GMS is using port 8191.

Possible Cause: If you are using a third-party application that communicates with a GroupWise agent, the agent might not be able to communicate with it on the exported TCP port.

Action: Make sure that the third-party application and the GroupWise agent are configured to use the desired TCP port.

## 8926 Unknown host

Source: GroupWise engine; TCP/IP communication.

Explanation: The IP address or DNS hostname cannot be resolved to a host in the network.

Possible Cause: An incorrect IP address was specified.

Action: Verify the IP address.

Possible Cause: If a DNS hostname was specified, the DNS name server might not be running.

Action: Make sure that the DNS name server is running.

Action: Specify the IP address instead of the DNS hostname.

## 8927 Host not reachable

Source: GroupWise engine; TCP/IP communication.

Explanation: An agent that is configured for TCP/IP attempted to contact another agent and no route could be found on the network to contact the specified host.

Possible Cause: A firewall is interfering with the connection.

Action: Contact the administrator of the firewall to obtain the external IP address for use outside the firewall.

Possible Cause: A router is down.

Action: Make sure that all routers are running.

## 2.6 8Bxx Errors

- ♦ [“8B02 Unexpected error” on page 39](#)

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### 8B02 Unexpected error

Source: GroupWise engine; named memory.

Action: See [“8xxx Unexpected error” on page 41](#).

## 2.7 8Cxx Errors

- ♦ [“8C04 Unexpected error” on page 39](#)
- ♦ [“8C09 Unexpected error” on page 39](#)
- ♦ [“8C0A Unexpected error” on page 39](#)
- ♦ [“8C88 Unexpected error” on page 40](#)

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### 8C04 Unexpected error

Source: GroupWise engine; process control.

Action: See [“8xxx Unexpected error” on page 41](#).

### 8C09 Unexpected error

Source: GroupWise engine; process control.

Action: See [“8xxx Unexpected error” on page 41](#).

### 8C0A Unexpected error

Source: GroupWise engine; process control.

Action: See [“8xxx Unexpected error” on page 41](#).

## 8C88 Unexpected error

Source: GroupWise engine; process control.

Action: See [“8xxx Unexpected error” on page 41](#).

## 2.8 8Fxx Errors

- ♦ [“8F03 Invalid configuration option” on page 40](#)
- ♦ [“8F12 Document conversion exceeded time limit” on page 40](#)
- ♦ [“8F13 Document conversion exceeded size limit” on page 40](#)
- ♦ [“8F14 Document caused worker process abend” on page 41](#)
- ♦ [“8F15 Document error requiring restart of worker process” on page 41](#)
- ♦ [“8F16 Document conversion error: document cannot be read” on page 41](#)
- ♦ [“8F17 Document conversion error: unable to convert document” on page 41](#)

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### 8F03 Invalid configuration option

Source: GroupWise engine; server toolkit.

Explanation: Invalid switch specified when starting one of the agents.

Action: Check the switches in use for the agent reporting the error. For lists of switches, see [“Using POA Startup Switches”](#) in *“Post Office Agent”* and [“Using MTA Startup Switches”](#) in *“Message Transfer Agent”* in the *GroupWise 2012 Administration Guide*.

### 8F12 Document conversion exceeded time limit

Source: GroupWise engine; Document Conversion Agent.

Explanation: The Document Conversion Agent was unable to convert the document in the maximum allowable time for processing a single document.

Possible Cause: The document was damaged.

Action: None. The document cannot be converted, and therefore cannot be indexed by the POA.

### 8F13 Document conversion exceeded size limit

Source: GroupWise engine; Document Conversion Agent.

Explanation: The Document Conversion Agent was unable to convert the document because the document was too large.

Possible Cause: The document was too large or was damaged.

Action: None. The document cannot be converted, and therefore cannot be indexed by the POA.



## 8F14 Document caused worker processabend

Source: GroupWise engine; Document Conversion Agent.

Explanation: The Document Conversion Agent was unable to convert the document.

Possible Cause: The document was damaged.

Action: None. The document cannot be converted, and therefore cannot be indexed by the POA.

## 8F15 Document error requiring restart of worker process

Source: GroupWise engine; Document Conversion Agent.

Explanation: The Document Conversion Agent was unable to convert the document.

Possible Cause: The document was damaged.

Action: See the [mmdddca.nnn](#) log file for more information.

## 8F16 Document conversion error: document cannot be read

Source: GroupWise engine; Document Conversion Agent.

Explanation: The Document Conversion Agent was unable to convert the document.

Possible Cause: The document was damaged.

Action: See the [mmdddca.nnn](#) log file for more information.

## 8F17 Document conversion error: unable to convert document

Source: GroupWise engine; Document Conversion Agent.

Explanation: The Document Conversion Agent was unable to convert the document.

Possible Cause: The document was damaged.

Possible Cause: The document was an unsupported file type.

Action: See the [mmdddca.nnn](#) log file for more information.

## 2.9 8xxx Unexpected Error

- ♦ [“8xxx Unexpected error” on page 41](#)

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### 8xxx Unexpected error

Source: GroupWise engine.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.



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# 3 9xxx Engine Error Codes

- ♦ “90xx Errors” on page 43
- ♦ “93xx Errors” on page 44
- ♦ “9xxx Unexpected Error” on page 45

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## 3.1 90xx Errors

- ♦ “9007 Client not set up for SSL” on page 43
- ♦ “9008 Server does not support SSL” on page 43

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### 9007 Client not set up for SSL

Source: GroupWise engine; client/server.

Explanation: The POA is configured to require SSL communicate with the GroupWise client, but the client is not capable of SSL communication.

Possible Cause: SSL communication was introduced for the GroupWise client in GroupWise 6.5. You are running an older GroupWise client against a post office that has been updated to GroupWise 6.5 or later.

Action: Update the client to GroupWise 6.5 or later.

Action: Reconfigure the POA so that SSL is enabled rather than required. See “[Securing the Post Office with SSL Connections to the POA](#)” in “[Configuring the POA](#)” in the *GroupWise 2012 Administration Guide*.

### 9008 Server does not support SSL

Source: GroupWise engine; client/server.

Explanation: The GroupWise client is trying to use an SSL connection to the POA but the POA is not configured for SSL.

Possible Cause: The POA has been reconfigured without SSL since the client logged in.

Action: Restart the GroupWise client. It does not try to use SSL when it detects that the POA is not configured for SSL.

## 3.2 93xx Errors

- ♦ [“9302 Unexpected error” on page 44](#)
- ♦ [“9304 Unexpected error” on page 44](#)
- ♦ [“9305 Unexpected error” on page 44](#)
- ♦ [“9307 Unexpected error” on page 44](#)
- ♦ [“9308 Unexpected error” on page 44](#)
- ♦ [“9309 Unexpected error” on page 44](#)

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### 9302 Unexpected error

Source: GroupWise engine; loadable language resource.

Action: See [“9xxx Unexpected error” on page 45](#).

### 9304 Unexpected error

Source: GroupWise engine; loadable language resource.

Action: See [“9xxx Unexpected error” on page 45](#).

### 9305 Unexpected error

Source: GroupWise engine; loadable language resource.

Action: See [“9xxx Unexpected error” on page 45](#).

### 9307 Unexpected error

Source: GroupWise engine; loadable language resource.

Action: See [“9xxx Unexpected error” on page 45](#).

### 9308 Unexpected error

Source: GroupWise engine; loadable language resource.

Action: See [“9xxx Unexpected error” on page 45](#).

### 9309 Unexpected error

Source: GroupWise engine; loadable language resource.

Action: See [“9xxx Unexpected error” on page 45](#).

## 3.3 9xxx Unexpected Error

- ♦ “9xxx Unexpected error” on page 45

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### 9xxx Unexpected error

Source: GroupWise engine; loadable language resource.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.



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# 4 Axxx Engine Error Codes

- ♦ “A0xx Errors” on page 47
- ♦ “A5xx Errors” on page 47
- ♦ “A6xx Errors” on page 48
- ♦ “A8xx Errors” on page 48
- ♦ “AAxx Errors” on page 49
- ♦ “ACxx Errors” on page 50
- ♦ “ADxx Errors” on page 51
- ♦ “Axxx Unexpected Error” on page 55

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## 4.1 A0xx Errors

- ♦ “A001 Unexpected error” on page 47

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### A001 Unexpected error

Source: GroupWise engine; sized string manipulation.

Action: See “Axxx Unexpected error” on page 55.

## 4.2 A5xx Errors

- ♦ “A501 Unexpected error” on page 48
- ♦ “A502 Unexpected error” on page 48
- ♦ “A504 Unexpected error” on page 48

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### **A501 Unexpected error**

Source: GroupWise engine; data array management.

Action: See [“Axxx Unexpected error” on page 55](#).

### **A502 Unexpected error**

Source: GroupWise engine; data array management.

Action: See [“Axxx Unexpected error” on page 55](#).

### **A504 Unexpected error**

Source: GroupWise engine; data array management.

Action: See [“Axxx Unexpected error” on page 55](#).

## **4.3 A6xx Errors**

- ♦ [“A602 Unexpected error” on page 48](#)

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### **A602 Unexpected error**

Source: GroupWise engine; data list management.

Action: See [“Axxx Unexpected error” on page 55](#).

## **4.4 A8xx Errors**

- ♦ [“A801 Auto-Date formula too long” on page 49](#)
- ♦ [“A802 Auto-Date formula has incorrect syntax” on page 49](#)
- ♦ [“A803 Auto-Date formula not specified” on page 49](#)
- ♦ [“A804 Auto-Date formula generates too many occurrences” on page 49](#)

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### **A801 Auto-Date formula too long**

Source: GroupWise engine; Auto-Date.

Explanation: Formula is too long.

Possible Cause: The user either entered formula text that was too large (4 KB is maximum), or the user selected from the graphical Auto-Date window and the generated formula was too large.

Action: Enter a shorter formula or reduce the number of days selected in the Auto-Date window. Look up “auto-dates” in GroupWise client Help.

### **A802 Auto-Date formula has incorrect syntax**

Source: GroupWise engine; Auto-Date.

Explanation: Formula is invalid.

Possible Cause: The user entered a formula which did not follow the correct syntax for Auto-Dates.

Action: Enter the correct formula by checking the syntax in your Auto-Date formula, or using the Dates tab to specify the dates you want to include. Look up “auto-dates” in GroupWise client Help.

### **A803 Auto-Date formula not specified**

Source: GroupWise engine; Auto-Date.

Explanation: Formula is empty.

Possible Cause: An attempt might have been made to switch from the Auto-Date formula mode to graphical mode; however, no formula was entered.

Action: Enter a formula in the formula window, or exit and reenter the send window. This generates a default formula, which does not give the above error. Look up “auto-dates” in GroupWise client Help.

### **A804 Auto-Date formula generates too many occurrences**

Source: GroupWise engine; Auto-Date.

Explanation: Auto-Date occurrences truncated.

Possible Cause: This error occurs when a user specifies a range for an Auto-Date that generates more than 365 occurrences. The first 365 instances will be generated.

Action: If the user does not want to see the warning, the range over which the given Auto-Date spans needs to be shortened. The user can then regenerate additional occurrences for the same Auto-Date for another subrange of his or her original range. Look up “auto-dates” in GroupWise client Help.

## **4.5 AAxx Errors**

- ♦ [“AA01 Unexpected error” on page 50](#)
- ♦ [“AA02 Unexpected error” on page 50](#)
- ♦ [“AA04 Unexpected error” on page 50](#)

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### **AA01 Unexpected error**

Source: GroupWise engine; ASCII strings.

Action: See [“Axxx Unexpected error” on page 55](#).

### **AA02 Unexpected error**

Source: GroupWise engine; ASCII strings.

Action: See [“Axxx Unexpected error” on page 55](#).

### **AA04 Unexpected error**

Source: GroupWise engine; ASCII strings.

Action: See [“Axxx Unexpected error” on page 55](#).

## **4.6 ACxx Errors**

- ♦ [“AC01 Zipped file has unsupported version number” on page 50](#)
- ♦ [“AC02 Zipped file has incorrect format” on page 50](#)
- ♦ [“AC03 Zipped file damaged” on page 50](#)

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### **AC01 Zipped file has unsupported version number**

Source: GroupWise engine; zip/compression.

Explanation: The zipped file has an unsupported version number.

Action: None. GroupWise cannot unzip the file.

### **AC02 Zipped file has incorrect format**

Source: GroupWise engine; zip/compression.

Explanation: The zipped file is not formatted correctly.

Action: None. GroupWise cannot unzip the file.

### **AC03 Zipped file damaged**

Source: GroupWise engine; zip/compression.

Explanation: The zipped file failed a checksum test.

Action: None. GroupWise cannot unzip the file.

## 4.7 ADxx Errors

- ♦ “AD01 No LDAP Support” on page 51
- ♦ “AD06 The LDAP server information passed in is not valid” on page 51
- ♦ “AD08 No username or password specified for logging into the LDAP server” on page 52
- ♦ “AD09 The password for the LDAP user has expired” on page 52
- ♦ “AD0C No connection could be made to the LDAP server” on page 52
- ♦ “AD10 SSL certificate was not found” on page 52
- ♦ “AD11 SSL could not be initialized” on page 53
- ♦ “AD20 The attribute specified in the request does not exist in the entry” on page 53
- ♦ “AD21 The attribute specified in the request does not exist in the LDAP server’s schema” on page 53
- ♦ “AD25 The object DN passed in is invalid because the target object cannot be found” on page 54
- ♦ “AD29 The security (TLS versus plain) surrounding this request is not valid for the request” on page 54
- ♦ “AD2D The LDAP server is busy, unavailable, has timed out, or is down” on page 54
- ♦ “AD2E A dynamic memory allocation function failed when calling an LDAP function” on page 54
- ♦ “AD2F The LDAP server cannot process the request because of server-defined restrictions” on page 55

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### AD01 No LDAP Support

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Linux GroupWise Installation program requires that LDAP be running on the server during installation. This requirement is not being met.

Possible Cause: LDAP is not available on the Linux server where you are trying to install the GWIA.

Action: Set up LDAP on the Linux server.

Action: Install the GWIA on a Linux server where LDAP is already set up.

### AD06 The LDAP server information passed in is not valid

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Installation program cannot communicate with the LDAP server because it is using incorrect information.

Possible Cause: Required LDAP information includes an IP address for the LDAP server, a port number, a user name (in LDAP format) and a password. You have provided incorrect information.

Action: Review “[Linux Installation Options: LDAP Information, Automatic Startup, and Clustering](#)” in “[Installing the GroupWise Internet Agent](#)” in the *GroupWise 2012 Installation Guide* for details about the information that the Installation program requires, then provide the correct information.

Action: Make sure that the LDAP Server object is correctly configured in ConsoleOne.

## **AD08 No username or password specified for logging into the LDAP server**

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Installation program cannot log in to the LDAP server.

Possible Cause: You have not supplied a user name or password.

Action: Supply the required information.

## **AD09 The password for the LDAP user has expired**

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Installation program cannot log in to the LDAP server.

Possible Cause: The password you supplied is no longer valid.

Action: Update the password information for the user on the LDAP Server object.

Action: Specify a user whose password has not expired.

## **AD0C No connection could be made to the LDAP server**

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Installation program cannot communicate at all with the LDAP server you specified.

Possible Cause: The LDAP server is down.

Action: Check the status of the LDAP server and bring it up if necessary.

Possible Cause: Network problems are preventing communication between the Installation program and the LDAP server.

Action: Use the ping command to attempt to contact the LDAP server. If there is no response, resolve the network problem.

## **AD10 SSL certificate was not found**

Source: Internet Agent Installation program or WebAccess Installation program on Linux

- Explanation: You selected to use an SSL connection with the LDAP server, but the Installation program cannot establish an SSL connection.
- Possible Cause: You did not provide the correct SSL certificate file information to the Installation program.
- Action: Review “[Linux Installation Options: LDAP Information, Automatic Startup, and Clustering](#)” in “[Installing the GroupWise Internet Agent](#)” in the *GroupWise 2012 Installation Guide* for details about the SSL certificate file, then provide the correct information.
- Possible Cause: The LDAP Server object in ConsoleOne is not properly configured for SSL.
- Action: Make sure that the LDAP Server object is configured with the correct SSL certificate information in ConsoleOne.

## **AD11 SSL could not be initialized**

- Source: Internet Agent Installation program or WebAccess Installation program on Linux
- Explanation: You selected to use an SSL connection with the LDAP server, but the Installation program cannot establish an SSL connection.
- Possible Cause: The LDAP Server object in ConsoleOne is not properly configured for SSL.
- Action: Make sure that the LDAP Server object is configured with the correct SSL certificate information in ConsoleOne.

## **AD20 The attribute specified in the request does not exist in the entry**

- Source: Internet Agent Installation program on Linux
- Explanation: The Installation program is trying to create an Agent object but eDirectory is not providing the necessary attribute.
- Possible Cause: The eDirectory schema has not yet been extended to accommodate GroupWise objects.
- Action: Extend the schema, as described in “[Check eDirectory Schema](#)” in “[System](#)” in the *GroupWise 2012 Administration Guide*.
- Action: Run the Installation program again, as described in “[Setting Up a Basic GroupWise System](#)” in the *GroupWise 2012 Installation Guide*.

## **AD21 The attribute specified in the request does not exist in the LDAP server's schema**

- Source: Internet Agent Installation program on Linux
- Explanation: The Installation program is trying to create an Agent object, but the LDAP server is not configured for the necessary attribute.
- Possible Cause: The eDirectory schema has not yet been extended to accommodate GroupWise objects.
- Action: Extend the schema, as described in “[Check eDirectory Schema](#)” in “[System](#)” in the *GroupWise 2012 Administration Guide*.
- Action: Run the Installation program again, as described in “[Setting Up a Basic GroupWise System](#)” in the *GroupWise 2012 Installation Guide*.

## **AD25 The object DN passed in is invalid because the target object cannot be found**

Source: Internet Agent Installation program on Linux

Explanation: The Installation program is trying to create an Agent object, but the context you specified does not exist.

Possible Cause: You typed the context incorrectly.

Action: Browse to and select the context.

Possible Cause: You typed the context correctly, but the context does not exist.

Action: In ConsoleOne, create the container object you want to use, then browse to and select it in the Installation program.

Possible Cause: You typed an alias rather than a valid distinguished name.

Action: Check for the correct distinguished name in ConsoleOne.

## **AD29 The security (TLS versus plain) surrounding this request is not valid for the request**

Source: Internet Agent Installation program on Linux

Explanation: The Installation program is trying to create an Agent object, but it does not have the necessary rights in eDirectory.

Possible Cause: The LDAP server is not configured to accept clear text passwords.

Action: In ConsoleOne, configure the LDAP Server object to accept clear text passwords.

Possible Cause: The LDAP server is not properly configured for SSL.

Action: Configure the LDAP server for SSL and make sure that the correct root certificate is used.

## **AD2D The LDAP server is busy, unavailable, has timed out, or is down**

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Installation program made initial contact with the LDAP server, but the LDAP server is no longer responding. Therefore, the Installation program cannot create an Agent object.

Action: Resolve the problem with the LDAP server.

Action: Restart the LDAP server.

## **AD2E A dynamic memory allocation function failed when calling an LDAP function**

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Installation program cannot function in the current environment.

Possible Cause: Insufficient memory.

Action: Stop some programs that are running on the server in order to free up some memory.

## **AD2F The LDAP server cannot process the request because of server-defined restrictions**

Source: Internet Agent Installation program or WebAccess Installation program on Linux

Explanation: The Installation program cannot function in the current environment.

Possible Cause: The add entry request violates the server's structure rules.

Possible Cause: The modify attribute request specifies attributes that users cannot modify.

Possible Cause: Password restrictions prevent the action.

Possible Cause: Connection restrictions prevent the action.

Action: Make sure that the user who is running the installation has sufficient rights to modify objects.

Action: Make sure that the user who is running the installation does not have any login restrictions.

## **4.8 Axxx Unexpected Error**

- ♦ ["Axxx Unexpected error" on page 55](#)

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### **Axxx Unexpected error**

Source: GroupWise engine.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.





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# 5 Bxxx Engine Error Codes

- ♦ “B300 File transmission failed” on page 57
- ♦ “B309 Port already in use” on page 57
- ♦ “B30A No peer listening for connection” on page 57

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## B300 File transmission failed

Source: GroupWise engine; Message Transfer Protocol.

Explanation: The POA was not able to transfer a message file to the MTA.

Possible Cause: The MTA restarted during transmission of the file.

Possible Cause: The network experienced a slow-down, causing the MTA to time out while waiting for the rest of the file.

Action: None. The POA automatically resends the message until the message is sent successfully.

## B309 Port already in use

Source: GroupWise engine; Message Transfer Protocol.

Explanation: The specified port is already in use.

Possible Cause: You have set up the POA to communicate with the MTA by way of TCP/IP but the TCP port you have chosen for the Message Transfer Protocol (MTP) link between them is already in use by another program.

Action: The message transfer port configured for the POA should be the same port number as the MTA is using to listen on. Make sure the MTA is set up correctly for TCP/IP links. Make sure the POA is configured with the message transfer port number matching the port number of the MTA. See “[Changing the Link Protocol between the Post Office and the Domain](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

## B30A No peer listening for connection

Source: GroupWise engine; Message Transfer Protocol.

Explanation: The POA is attempting to communicate with the MTA by way of TCP/IP but the MTA is not responding.

Possible Cause: The MTA is not running.

Action: Start the MTA.

Possible Cause: The server where the MTA is running is overloaded so the MTA cannot respond to the POA in a timely manner.

Action: Check the load on the server where the MTA is running. If necessary, stop some other programs or upgrade the server so adequate resources are available for the MTA to function properly.

Possible Cause: The MTA is not configured for TCP/IP links.

Action: Reconfigure the MTA for TCP/IP links. See [“Changing the Link Protocol between Domains”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

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# 6 Cxxx Engine Error Codes

- ♦ “C00x Errors” on page 59
- ♦ “C01x Errors” on page 62
- ♦ “C02x Errors” on page 65
- ♦ “C03x Errors” on page 68
- ♦ “C04x Errors” on page 71
- ♦ “C05x Errors” on page 74
- ♦ “C06x Errors” on page 76
- ♦ “C07x Errors” on page 79
- ♦ “C08x Errors” on page 81
- ♦ “C0xx Unexpected Error” on page 83

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## 6.1 C00x Errors

- ♦ “C003 Invalid object name has been passed in” on page 60
- ♦ “C005 Invalid container has been selected for the GW objects” on page 60
- ♦ “C006 Record, key, or key reference not found” on page 60
- ♦ “C007 Database error” on page 61
- ♦ “C008 Database error” on page 61
- ♦ “C009 Database error” on page 61
- ♦ “C00A Database error” on page 61
- ♦ “C00B Database error” on page 61
- ♦ “C00C Field type mismatch” on page 61
- ♦ “C00D Database error” on page 61
- ♦ “C00E Invalid index number” on page 61
- ♦ “C00F Invalid password” on page 62

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## C003 Invalid object name has been passed in

- Source: Internet Agent Installation program or WebAccess Installation program on Linux
- Explanation: The Installation program cannot create an Agent object with the name you specified.
- Possible Cause: You did not specify the object name in the correct format.
- Action: Use the following format:
- `cn=user_name,ou=organizational_unit,o=organization`
- Possible Cause: An object by the name you specified already exists.
- Action: Specify a different object name.

## C005 Invalid container has been selected for the GW objects

- Source: Internet Agent Installation program or WebAccess Installation program on Linux
- Explanation: The Installation program cannot create an Agent object in the context you specified.
- Possible Cause: The container object you specified was not a GroupWise Domain object, an Organizational Unit object, or an Organization object.
- Action: Specify an appropriate container for the Agent object.

## C006 Record, key, or key reference not found

- Source: GroupWise engine; database services.
- Explanation: A record or key was not found.
- Possible Cause: In the GroupWise client, the user dragged away all the column headings.
- Action: Restore the column headings. Right-click the bar where the column headings belong, then select the column headings such as *From*, *Subject*, and *Date*, from the drop-down list.
- Possible Cause: If this error occurs when creating a post office, you might not be connected to the correct domain.
- Action: If you try to create a post office in a secondary domain while connected to a different domain, you might not have sufficient rights to create the post office correctly. It might show up in the GroupWise View but not have a Novell eDirectory object created for it. Connect to the secondary domain. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*. Then graft the post office into the correct domain. See [“GW / eDirectory Association”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: If this error occurs when deleting a Library object representing a remote document storage area, the remote document storage area and its directory might have already been deleted.
- Action: In ConsoleOne, display the GroupWise View. Right-click the Library object, then click *Properties*. Remove the path to the document storage area that no longer exists. Select *Store Documents in Post Office*, then click OK. Then delete the library object from the GroupWise View.

## C007 Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## C008 Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## C009 Database error

Source: GroupWise engine; database services.

Action: [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## C00A Database error

Source: GroupWise engine; database services.

Action: [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## C00B Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## C00C Field type mismatch

Source: GroupWise engine; database services.

Explanation: Invalid field type in record being added.

Possible Cause: If this error occurs when rebuilding a database, you might not be connected to the correct GroupWise system.

Action: Connect to the GroupWise system where the database is located. See [“Select Domain”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*. Then perform the rebuild again.

## C00D Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## C00E Invalid index number

Source: GroupWise engine; database services.

Explanation: Invalid index number.

Possible Cause: When converting a post office from 5.x to 6.x, the post office database (wphost.db) was missing in the post office.

Action: Restore the [wphost.db](#) file to the post office. Although the conversion does not actually use the old wphost.db file, it does attempt to access a file by that name in order to rename it.

## C00F Invalid password

Source: GroupWise engine; database services.

Explanation: Invalid password specified on database open.

Possible Cause: If this error occurs when a user has been moved to a different post office, the update to the post office database might not have completed.

Action: Move the user back to the original post office. Verify the user's password. Make sure the agents are running. Repeat the move user procedure. See ["Moving GroupWise Accounts"](#) in ["Users"](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs when rebuilding a database, you might not be connected to the correct GroupWise system.

Action: Connect to the GroupWise system where the database is located. See ["Connecting to a Domain"](#) in ["Domains"](#) in the *GroupWise 2012 Administration Guide*. Then perform the rebuild again.

Possible Cause: The password information in the user database ([userxxx.db](#)) has been damaged.

Action: Check and, if necessary, repair the database. See ["Maintaining User/Resource and Message Databases"](#) in ["Databases"](#) in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See ["Stand-Alone Database Maintenance Programs"](#) in ["Databases"](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs in the GroupWise client when accessing archived messages, the archive might be damaged.

Action: In the GroupWise client, open the archive, then use the Repair Mailbox feature to repair the archive. See ["Enabling GroupWise Check in the Windows Client"](#) in ["Client"](#) in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck on the user's archive. See ["Stand-Alone Database Maintenance Programs"](#) in ["Databases"](#) in the *GroupWise 2012 Administration Guide*.

## 6.2 C01x Errors

- ♦ ["C010 Database error"](#) on page 63
- ♦ ["C011 Database being modified"](#) on page 63
- ♦ ["C012 Database error"](#) on page 63
- ♦ ["C013 Index full"](#) on page 63
- ♦ ["C014 Database error"](#) on page 64
- ♦ ["C015 Database error"](#) on page 64
- ♦ ["C016 Database error"](#) on page 64
- ♦ ["C017 Database error"](#) on page 64
- ♦ ["C018 Database error"](#) on page 64
- ♦ ["C019 Database error"](#) on page 64

- ♦ “C01A Database error” on page 64
- ♦ “C01B Database error” on page 64
- ♦ “C01C Database error” on page 64
- ♦ “C01D Database error” on page 64
- ♦ “C01E Database error” on page 65
- ♦ “C01F Database error” on page 65

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## C010 Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (Support assistance recommended)” on page 82.

## C011 Database being modified

Source: GroupWise engine; database services.

Explanation: Read encountered a modified block.

Possible Cause: A read operation encountered a block in the database that was being modified by another user. The read is unable to continue because transaction logging has been disabled for the database.

Action: Perform the operation again. This is a temporary condition and usually corrects itself. As a general rule, transaction logging should never be disabled on GroupWise databases.

Action: If transaction logging has been disabled on the database, the only way to re-enable it is to rebuild the database. See “[Maintaining Domain and Post Office Databases](#)” and “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## C012 Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (general database repair strategies)” on page 82.

## C013 Index full

Source: GroupWise engine; database services.

Explanation: B-tree is full.

Possible Cause: One of the B-trees in the database is full, which means either an index area or a record area in the database is full.

Action: Delete some items from the mailbox (messages, trash, and so on) to free up space in the database.

### **C014 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C015 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C016 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C017 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C018 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C019 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C01A Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C01B Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

### **C01C Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C01D Database error**

Source: GroupWise engine; database services.



Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C01E Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C01F Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## **6.3 C02x Errors**

- ♦ [“C020 Database error”](#) on page 65
- ♦ [“C021 Database error”](#) on page 65
- ♦ [“C022 Database damaged”](#) on page 66
- ♦ [“C023 Database error”](#) on page 67
- ♦ [“C024 Database dictionary damaged”](#) on page 67
- ♦ [“C026 Database error”](#) on page 67
- ♦ [“C027 Database error”](#) on page 67
- ♦ [“C028 Database error”](#) on page 67
- ♦ [“C029 Database version unsupported”](#) on page 67
- ♦ [“C02A Cannot access database dictionary file”](#) on page 67
- ♦ [“C02B Database error”](#) on page 68
- ♦ [“C02C Database error”](#) on page 68
- ♦ [“C02D Database error”](#) on page 68
- ♦ [“C02E Database error”](#) on page 68
- ♦ [“C02F Database error”](#) on page 68

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### **C020 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C021 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## C022 Database damaged

Source: GroupWise engine; database services.

Explanation: The integrity of an item or structure in the database has been compromised.

Action: Check and, if necessary, repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If this error occurs on a message database (`msgnnn.db`) or user database (`userxxx.db`), run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The `ngwguard.db` file has been damaged.

Action: Check the size of the `ngwguard.rfl` file (roll forward log). If it is less than 24 KB, it is considered empty. Make backup copies of the `ngwguard.db`, `ngwguard.rfl`, and `ngwguard.fbk` files. Delete the `ngwguard.db` file, then copy `ngwguard.fbk` to `ngwguard.db`. Be sure to copy it; do not rename it. See [“Information Stored in the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs when administering GroupWise, a domain database (`wpdomain.db`) or post office database (`wphost.db`) might be damaged.

Action: Validate and rebuild the domain or post office database. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If this error occurs from the POA after you have already rebuilt databases, restart the POA.

Possible Cause: If this error occurs in the GroupWise client in Remote mode, there might be a problem with the structure or content of the Remote mailbox. For example, copying a GroupWise client installation from one laptop to another might introduce this problem.

Action: Delete the `rofddata` directory on the remote computer, then request all information from the master mailbox again.

Action: Reinstall the GroupWise client on the remote computer. See the platform-specific setup instructions for using Remote mode in [“Setting Up GroupWise Client Modes and Accounts”](#) in [“Client”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs in the GroupWise client when accessing the archive or during auto-archiving, there might be a problem with the structure or content of the archive.

Action: Repair the GroupWise archive, as described in [“Repairing Your Mailbox”](#) in [“Maintaining GroupWise”](#) in the *GroupWise 2012 Windows Client User Guide*.

Possible Cause: The hard disk where the GroupWise databases are stored is damaged.

Action: Scan the hard disk for damage. Correct any problems with the hard disk.

Action: Repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If the database cannot be repaired, you must restore it from backup. See [“Restoring GroupWise Databases from Backup”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: In ConsoleOne, you can set the proper user rights for all users in a post office or for an individual user. See [“GroupWise User Rights”](#) in [“Security Administration”](#) in the *GroupWise 2012 Administration Guide*.

## **C023 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## **C024 Database dictionary damaged**

Source: GroupWise engine; database services.

Explanation: Database dictionary compromised.

Possible Cause: The database dictionary (\*.dc file) has been damaged.

Action: Make sure the [ngwguard.dc](#) file exists in the post office directory. If it does not, copy it from the [po](#) subdirectory of your software distribution directory.

Action: If this does not solve the problem, check and repair the database. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **C026 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## **C027 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## **C028 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

## **C029 Database version unsupported**

Source: GroupWise engine; database services.

Explanation: Unsupported version of database.

Possible Cause: The database was created with an older version of GroupWise and cannot be opened by the current version.

## **C02A Cannot access database dictionary file**

Source: GroupWise engine; database services.

Explanation: Dictionary file access error.

Possible Cause: In the GroupWise client, this error usually indicates there was a file I/O error accessing one of the database dictionary (\*.dc) files which are used to create databases.

Action: Check for any problems accessing the disk where the dictionary files reside. To determine the standard locations for the various database dictionary files, see “Domain Directory” and “Post Office Directory” in “Directory Structure Diagrams” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Action: Make sure the `ngwguard.dc` file exists in the post office directory. If it does not, copy it from the `po` subdirectory of your software distribution directory.

Action: The network might have gone down, or there might be some other transitory problem with the disk. The problem might go away simply by retrying.

## C02B Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (database dictionary file)” on page 83.

## C02C Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (database dictionary file)” on page 83.

## C02D Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (database dictionary file)” on page 83.

## C02E Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (database dictionary file)” on page 83.

## C02F Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (database dictionary file)” on page 83.

## 6.4 C03x Errors

- ♦ “C032 Database error” on page 69
- ♦ “C033 Database error” on page 69
- ♦ “C034 Database error” on page 69
- ♦ “C035 Database error” on page 69
- ♦ “C037 Memory error” on page 69
- ♦ “C038 Memory error” on page 69

- ♦ “C03A Database requires newer version” on page 69
- ♦ “C03B Database error” on page 70
- ♦ “C03C Database error” on page 70
- ♦ “C03D Unexpected error” on page 70
- ♦ “C03F Database error” on page 70

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## **C032 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## **C033 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## **C034 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(database dictionary file\)”](#) on page 83.

## **C035 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## **C037 Memory error**

Source: GroupWise engine; database services.

Action: See [“C0xx Memory error”](#) on page 83.

## **C038 Memory error**

Source: GroupWise engine; database services.

Action: See [“C0xx Memory error”](#) on page 83.

## **C03A Database requires newer version**

Source: GroupWise engine; database services.

Explanation: Newer database error.

Possible Cause: GroupWise cannot access the database because it was created using a newer version of GroupWise.

Action: Make sure you are running a current version of the GroupWise software. For technical services and file updates, see [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### C03B Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### C03C Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

### C03D Unexpected error

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

### C03F Database error

Source: GroupWise engine; database services.

Explanation: GroupWise tried to open a file that could not be recognized as a valid GroupWise database.

Action: Check and, if necessary, repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If this error occurs on a message database ([msgnnn.db](#)) or user database ([userxxx.db](#)), run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*. It can sometimes be helpful to run GWCheck multiple times, because as some errors are fixed, others are uncovered.

Action: If the damaged database cannot be repaired successfully, restore it from backup.

Action: If a damaged user database cannot be repaired or restored, it can be rebuilt. First, archive all personal appointments, tasks, and notes. Make a backup copy of the user database. Then, re-create the user database. See [“Re-creating a User Database”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If this error occurs in Caching mode, delete your [Caching mailbox](#) and create a new one, as described in [“Setting Up Your Caching Mailbox”](#) in [“Caching and Remote Modes”](#) in the *GroupWise 2012 Windows Client User Guide*.

Possible Cause: If this error occurs each time the user exits the GroupWise client, the archive database might be damaged.

Action: In the GroupWise client, open the archive, then use the Repair Mailbox feature to repair the archive. See [“Enabling GroupWise Check in the Windows Client”](#) in [“Client”](#) in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck on the archive. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 6.5 C04x Errors

- ♦ “C040 Database error” on page 71
- ♦ “C042 Database being modified” on page 71
- ♦ “C043 Database error” on page 72
- ♦ “C044 Database error” on page 72
- ♦ “C045 Unexpected error” on page 72
- ♦ “C046 Database error” on page 72
- ♦ “C047 Database error” on page 72
- ♦ “C048 Unexpected error” on page 72
- ♦ “C04A Unexpected error” on page 72
- ♦ “C04B Database error” on page 72
- ♦ “C04C Database error” on page 72
- ♦ “C04D Memory error” on page 72
- ♦ “C04E Database error” on page 73
- ♦ “C04F Database checksum error” on page 73

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### C040 Database error

Source: GroupWise engine; database services.

Action: See “C0xx Database error (Support assistance recommended)” on page 82.

### C042 Database being modified

Source: GroupWise engine; database services.

Explanation: Read consistent view of record not available.

Possible Cause: A read operation encountered data that was being modified by another concurrent program. The read operation needs to see a prior version of the data; however, no prior version is available. This error should be handled by the GroupWise engine in most cases. If it finally does come through to the end user, it might indicate there is a problem with the database. However, it might also indicate the update activity on the database is currently very high.

Action: Generally, the error is transitory and goes away when the operation is retried. Make sure that others are not doing updates to the database, and retry the action. If the problem persists, validate and rebuild the database as necessary. See “[Maintaining Domain and Post Office Databases](#)” and “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: If this error occurs on a message or user database, run GWCheck. See “[Stand-Alone Database Maintenance Programs](#)” in the *GroupWise 2012 Administration Guide*.

### **C043 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

### **C044 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C045 Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

### **C046 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

### **C047 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C048 Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

### **C04A Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

### **C04B Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C04C Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)”](#) on page 82.

### **C04D Memory error**

Source: GroupWise engine; database services.



Action: See [“C0xx Memory error”](#) on page 83.

## C04E Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## C04F Database checksum error

Source: GroupWise engine; database services.

Explanation: Checksum error reading database.

Action: Check and, if necessary, repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

If the error returns, check for bad network cards on workstations from which the GroupWise client updates the databases.

Action: If this error occurs on a message database (`msgnnn.db`) or user database (`userxxx.db`), run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The guardian database (`ngwguard.db`) is damaged.

Action: Stop the POA. Make backup copies of the `ngwguard.db`, `ngwguard.rfl`, and `ngwguard.fbk` files. Delete the `ngwguard.db` file, then create a new, empty file named `ngwguard.db`.

Start the POA. The POA will recognize the invalid `ngwguard.db` file and rebuild it from the `ngwguard.fbk` file, merging in transactions from the `ngwguard.rfl` file.

See also [“Information Stored in the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs in the GroupWise client in Remote mode, there might be a problem with the structure or content of the Remote mailbox.

Action: Delete the `rofdata` directory on the remote computer, then request all information from the master mailbox again.

Action: Reinstall GroupWise on the remote computer. See the platform-specific setup instructions for using Remote mode in [“Setting Up GroupWise Client Modes and Accounts”](#) in [“Client”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs in the GroupWise client in the Find Results dialog box, the POA has not indexed the documents yet and might not be running.

Action: Start the POA. Check its indexing cycle. See [“Regulating Indexing”](#) in [“Optimizing the POA”](#) in the *GroupWise 2012 Administration Guide*.

After the documents have been indexed, the user will be able to use the Find feature in the GroupWise client to access them.

## 6.6 C05x Errors

- ♦ “C050 Transaction aborted” on page 74
- ♦ “C055 Unexpected error” on page 74
- ♦ “C057 Database maintenance in progress; please exit” on page 74
- ♦ “C059 Database file already exists” on page 75
- ♦ “C05D Cannot open database file” on page 75
- ♦ “C05E Unexpected error” on page 76

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### C050 Transaction aborted

Source: GroupWise engine; database services.

Explanation: Attempted operation after critical error; transaction aborted.

Possible Cause: If this error occurs during domain-related activities, such as adding users or synchronizing domains, the domain database has been damaged.

Action: Check and, if necessary, repair the domain database. See “[Maintaining Domain and Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

### C055 Unexpected error

Source: GroupWise engine; database services.

Action: See “[C0xx Unexpected error](#)” on page 83.

### C057 Database maintenance in progress; please exit

Source: GroupWise engine; database services.

Explanation: Maintenance in progress error.

Possible Cause: Database maintenance in progress (one of the databases is being recovered or rebuilt).

Action: Exit GroupWise and try again later. Depending on the size of the database, the maintenance could take from a few seconds to several minutes.

Possible Cause: If the condition continues for an extended period and no GroupWise maintenance is being performed, another program might already have the required file open with exclusive access.

Action: Check the open/lock activity on GroupWise databases and other files. You might find that a backup program is holding the file open.

Possible Cause: If this error occurs constantly from the POA, a damaged message file might be blocking its processing.

Action: Check the priority subdirectories of the `/wpcout/ofs` directory. See “[Post Office Directory](#)” in “[Directory Structure Diagrams](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*. Move message files out to a temporary location until the damaged message file is eliminated. Undamaged message files can then be returned to their original subdirectories for processing.

## C059 Database file already exists

Source: GroupWise engine; database services.

Explanation: GroupWise attempted to create a user file, message file, or library file, but it could not create the file because the file already existed.

Possible Cause: The `ngwguard.db` file has been renamed or deleted. When the POA detects the guardian database is missing, it creates a new one. The original guardian database contained a catalog of dependent databases (user, messages, library, and so on). The new guardian database lacks this catalog, so the POA attempts to create the needed dependent databases, but it cannot because they already exist. The POA does not overwrite existing files. See also “[Information Stored in the Post Office](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

Action: Restore the original `ngwguard.db` file from backup. If the original guardian database is not available, seek assistance. For technical services, see [Novell Support \(http://support.novell.com\)](http://support.novell.com).

Possible Cause: A user was moved to a different post office and then moved back to the original post office. When the user is moved back to the original post office, the POA attempts to create the user database. If the user database was not deleted when the user was moved out, the POA cannot create the new user database.

Action: Delete the residual user database, then move the user back into the post office. See “[Moving GroupWise Accounts](#)” in “[Users](#)” in the *GroupWise 2012 Administration Guide*.

## C05D Cannot open database file

Source: GroupWise engine; database services.

Explanation: Store file not found.

Possible Cause: GroupWise cannot open a file associated with a multi-file database. For example, one of the dependent databases listed in `ngwguard.db` has been deleted.

Action: Restore the missing database from backup.

Possible Cause: If this error occurs when users send mail, the message database (`msgnnn.db`) to which the users belong might be missing.

Action: If the message database cannot be restored from backup, perform a structural rebuild on the user(s) experiencing the problem. See “[Performing a Structural Rebuild of a User Database](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*. This will create a new, empty message database. Old messages will no longer be available to the affected users.

Possible Cause: If the message occurs for only a single user, that user’s user database (`userxxx.db`) might be missing.

- Action: If the user database cannot be restored from backup, re-create the user database. See [“Re-creating a User Database”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: A library database is missing.
- Action: Library databases must be restored from backup. They cannot be re-created.
- Possible Cause: If this message occurs from the POA when starting its indexing cycle, a library directory structure might have been deleted without deleting the library object.
- Action: Run GWCheck to perform a structural rebuild on the `dmsh.db` file in the post office, then verify the library. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Then delete the library. See [“Deleting a Library”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: If this message occurs in the GroupWise client in Remote mode, a database might be missing from the Remote mailbox.
- Action: Delete the `rofddata` directory on the remote computer, then request all information from the master mailbox again.

## C05E Unexpected error

- Source: GroupWise engine; database services.
- Action: See [“C0xx Unexpected error”](#) on page 83.

## 6.7 C06x Errors

- ♦ [“C060 Unexpected error”](#) on page 77
- ♦ [“C061 Unexpected error”](#) on page 77
- ♦ [“C062 Unexpected error”](#) on page 77
- ♦ [“C063 Database error”](#) on page 77
- ♦ [“C066 Unexpected error”](#) on page 77
- ♦ [“C067 Database error”](#) on page 77
- ♦ [“C068 Database error”](#) on page 77
- ♦ [“C069 Database error”](#) on page 78
- ♦ [“C06A Database error”](#) on page 78
- ♦ [“C06B Database error”](#) on page 78
- ♦ [“C06C Database error”](#) on page 78
- ♦ [“C06D Database error”](#) on page 78
- ♦ [“C06E Unexpected error”](#) on page 78
- ♦ [“C06F Store number mismatch”](#) on page 79

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## C060 Unexpected error

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error” on page 83](#).

## C061 Unexpected error

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error” on page 83](#).

## C062 Unexpected error

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error” on page 83](#).

## C063 Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(Support assistance recommended\)” on page 82](#).

## C066 Unexpected error

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error” on page 83](#).

## C067 Database error

Source: GroupWise engine; database services.

Explanation: Invalid store number.

Possible Cause: The post office database (`wphost.db`) has been damaged.

Action: Check and, if necessary, repair the database. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs when a new user starts the GroupWise client, there might be a problem with the user database (`userxxx.db`).

Action: Perform a structural rebuild on the user. See [“Performing a Structural Rebuild of a User Database”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Reset the client options for that user. See [“Resetting Client Options to Default Settings”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs when new users exit GroupWise or try to archive items, the archive might be damaged.

Action: Copy a new `ngwguard.dc` file from the `po` subdirectory of the software distribution directory into the post office directory. Delete new users' archive directories, because they haven't been able to archive anything yet.

## C068 Database error

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82

## **C069 Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(database dictionary file\)”](#) on page 83.

## **C06A Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## **C06B Database error**

Source: GroupWise engine; database services.

Explanation: Server not defined.

Possible Cause: The platform-specific definition needed by the database to identify the location of the database files is either missing or invalid.

Action: Check and repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **C06C Database error**

Source: GroupWise engine; database services.

Explanation: Driver not found.

Possible Cause: The platform-specific definition needed by the database to identify the location of the database files is either missing or invalid.

Action: Check and repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **C06D Database error**

Source: GroupWise engine; database services.

Explanation: Bad driver path.

Possible Cause: The platform-specific definition needed by the database to identify the location of the database files is either missing or invalid.

Action: Check and repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **C06E Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

## C06F Store number mismatch

Source: GroupWise engine; database services.

Explanation: The store number in a database does not match the store number recorded in the store catalog.

Possible Cause: The database is damaged.

Action: Check and, if necessary, repair the database. See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See “[Stand-Alone Database Maintenance Programs](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: The database has been renamed to another valid database name (for example, renaming msg7.db to msg8.db). This circumstance could indicate tampering by a user attempting to access another user’s messages.

Action: Restore the original database. See “[Restoring GroupWise Databases from Backup](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*. For information about databases in the post office, see “[Post Office Directory](#)” in “[Directory Structure Diagrams](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

## 6.8 C07x Errors

- ♦ “[C071 Unexpected error](#)” on page 79
- ♦ “[C072 Database error](#)” on page 80
- ♦ “[C073 Unexpected error](#)” on page 80
- ♦ “[C076 Unexpected error](#)” on page 80
- ♦ “[C077 Unexpected error](#)” on page 80
- ♦ “[C078 Unexpected error](#)” on page 80
- ♦ “[C079 Unexpected error](#)” on page 80
- ♦ “[C07A Unexpected error](#)” on page 80
- ♦ “[C07B Database error](#)” on page 80
- ♦ “[C07C Unexpected error](#)” on page 80
- ♦ “[C07D Unexpected error](#)” on page 81
- ♦ “[C07E Unexpected error](#)” on page 81
- ♦ “[C07F Unexpected error](#)” on page 81

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### C071 Unexpected error

Source: GroupWise engine; database services.

Action: See “[C0xx Unexpected error](#)” on page 83.

## **C072 Database error**

Source: GroupWise engine; database services.

Explanation: Guardian transaction active.

Possible Cause: Attempted to synchronize a dependent database dictionary file. However, the parent database dictionary file, which contains the definitions, was locked by another process. See [“Information Stored in the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Retry the operation.

## **C073 Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

## **C076 Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

## **C077 Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

## **C078 Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

## **C079 Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

## **C07A Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error”](#) on page 83.

## **C07B Database error**

Source: GroupWise engine; database services.

Action: See [“C0xx Database error \(general database repair strategies\)”](#) on page 82.

## **C07C Unexpected error**

Source: GroupWise engine; database services.



Action: See [“C0xx Unexpected error” on page 83](#).

### **C07D Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error” on page 83](#).

### **C07E Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error” on page 83](#).

### **C07F Unexpected error**

Source: GroupWise engine; database services.

Action: See [“C0xx Unexpected error” on page 83](#).

## **6.9 C08x Errors**

- ♦ [“C080 Index not found” on page 81](#)
- ♦ [“C081 Attachment missing” on page 81](#)
- ♦ [“C0xx Database error \(Support assistance recommended\)” on page 82](#)
- ♦ [“C0xx Database error \(general database repair strategies\)” on page 82](#)
- ♦ [“C0xx Database error \(database dictionary file\)” on page 83](#)
- ♦ [“C0xx Memory error” on page 83](#)
- ♦ [“C0xx Unexpected error” on page 83](#)

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### **C080 Index not found**

Source: GroupWise engine; database services.

Explanation: A QuickFinder index is missing.

Action: Repair the indexes in the post office database (`wphost.db`). See [“Rebuilding Database Indexes”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### **C081 Attachment missing**

Source: GroupWise engine; database services.

Explanation: An attachment file that should be available under `offiles` in the post office directory is missing.

- Possible Cause: Files have been inadvertently removed from the offiles directory.
- Action: Restore the files from backup.
- Possible Cause: The post office has been copied to a new location and not all files in the offiles directory were copied successfully.
- Action: Make sure that all files from the offiles directory are available in the new location.
- Possible Cause: The user has archived the message with the attachment and the archive directory is not currently available.
- Action: Check the current archive location. In the GroupWise client, click *Tools > Options > Environment > File Location*.
- Possible Cause: A document in a GroupWise library is not accessible.
- Action: Repair the library. See [“Maintaining Library Databases and Documents”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#). Under the Analyze/Fix action, select the following:
- ♦ Verify Library
  - ♦ Fix Document/Version/Element
  - ♦ Verify Document Files
  - ♦ Validate All Document Security

## **C0xx Database error (Support assistance recommended)**

- Source: GroupWise engine; database services.
- Explanation: Generic database error.
- Action: Typically, database errors in this group require assistance from Support. However, you might want to try to repair the database yourself before contacting Support. See [“C0xx Database error \(general database repair strategies\)”](#) on [page 82](#).

## **C0xx Database error (general database repair strategies)**

- Source: GroupWise engine; database services.
- Explanation: Generic database error.
- Action: Check and, if necessary, repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).
- Action: If this error occurs on a message database ([msgnnn.db](#)) or user database ([userxxx.db](#)), run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).
- Action: If the damaged database cannot be repaired successfully, restore it from backup.
- Action: If a damaged user database cannot be repaired or restored, it can be rebuilt. First, archive all personal appointments, tasks, and notes. Make a backup copy of the user database. Then, re-create the user database. See [“Re-creating a User Database”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).

## C0xx Database error (database dictionary file)

Source: GroupWise engine; database services.

Explanation: Problem with a database dictionary (\*.dc) file.

Action: Copy the [ngwguard.dc](#) file from the [po](#) subdirectory of the software distribution directory to the post office directory.

## C0xx Memory error

Source: GroupWise engine; database services.

Explanation: Generic memory error.

Action: Retry the operation that caused the error. If it occurs again, restart GroupWise. If it occurs again, it might be necessary to run GroupWise in an environment with more available memory.

## C0xx Unexpected error

Source: GroupWise engine; database services.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.

## 6.10 C0xx Unexpected Error

- ♦ [“C0xx Unexpected error” on page 83](#)

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## C0xx Unexpected error

Source: GroupWise engine; database services.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.



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# 7 Dxxx Engine Error Codes

- ♦ “D00x Errors” on page 86
- ♦ “D01x Errors” on page 88
- ♦ “D02x Errors” on page 91
- ♦ “D03x Errors” on page 93
- ♦ “D04x Errors” on page 94
- ♦ “D05x Errors” on page 96
- ♦ “D06x Errors” on page 100
- ♦ “D07x Errors” on page 103
- ♦ “D10x Errors” on page 107
- ♦ “D11x Errors” on page 112
- ♦ “D12x Errors” on page 115
- ♦ “D20x Errors” on page 115
- ♦ “D50x Errors” on page 116
- ♦ “D70x Errors” on page 117
- ♦ “D71x Errors” on page 120
- ♦ “D9xx Errors” on page 122
- ♦ “DA0x Errors” on page 123
- ♦ “DA1x Errors” on page 124
- ♦ “DB0x Errors” on page 125
- ♦ “DB1x Errors” on page 129
- ♦ “DB2x Errors” on page 131
- ♦ “DB3x Errors” on page 134
- ♦ “DB4x Errors” on page 137
- ♦ “DB5x Errors” on page 141
- ♦ “DB6x Errors” on page 145
- ♦ “DExx Errors” on page 146
- ♦ “DFxx Errors” on page 146
- ♦ “Dxxx Unexpected Error” on page 148

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## 7.1 D00x Errors

- ♦ “D001 Unexpected error” on page 86
- ♦ “D002 Folder not empty” on page 86
- ♦ “D004 Database error” on page 86
- ♦ “D005 Settings field list is not valid” on page 86
- ♦ “D006 Unexpected error” on page 87
- ♦ “D009 Cannot use group name in distribution list” on page 87
- ♦ “D00A Syntax error in address” on page 87
- ♦ “D00B Missing closing quotation mark (”)” on page 87
- ♦ “D00C Unexpected error” on page 87
- ♦ “D00D Cannot match parentheses” on page 88
- ♦ “D00E Distribution list contains nested groups” on page 88
- ♦ “D00F Remote mail error” on page 88

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### D001 Unexpected error

Source: GroupWise engine.

Action: See “Dxxx Unexpected error” on page 148.

### D002 Folder not empty

Source: GroupWise engine.

Explanation: Folder not empty.

Action: Delete all items in the folder before attempting to delete it.

### D004 Database error

Source: GroupWise engine.

Explanation: Database error. Attempt to read or modify settings failed.

Possible Cause: The user database (`userxxx.db`) contains inconsistent information.

Action: Check and, if necessary, repair the user database. See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

### D005 Settings field list is not valid

Source: GroupWise engine.

Possible Cause: The post office database (`wphost.db`) is damaged.

Action: Rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **D006 Unexpected error**

Source: GroupWise engine.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## **D009 Cannot use group name in distribution list**

Source: GroupWise engine.

Explanation: A group has been included in a Workflow.

Possible Cause: A group name was entered in the distribution list for a routed item. Groups are not supported in a workflow step.

Action: Delete the group name, then provide the names of the individual users in the group.

## **D00A Syntax error in address**

Source: GroupWise engine.

Explanation: Syntax error.

Possible Cause: A syntax error was detected in the distribution list. One of the following conditions exists:

- ♦ There is a colon (:), at-sign (@), or a period (.) inside a parenthesized list.
- ♦ There are parentheses with nothing between them () or an opening parenthesis followed by a comma (, in the distribution list. There must be a user ID between the parenthesis and the comma.
- ♦ There is a comma followed by a closing parenthesis ,) in the distribution list. There must be a user ID between the comma and the parenthesis.
- ♦ There is a colon (:) somewhere after a closing parenthesis.

Action: Locate the syntax error in the distribution list. A pointer indicates where the error is. Correct the syntax error, then retry the operation.

## **D00B Missing closing quotation mark (")**

Source: GroupWise engine.

Explanation: No closing quotation mark.

Possible Cause: A closing quotation mark (") is missing in a distribution list.

Action: Type the closing quotation mark, then retry the operation.

## **D00C Unexpected error**

Source: GroupWise engine.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## D00D Cannot match parentheses

Source: GroupWise engine.

Explanation: Problem with parentheses.

Possible Cause: Cannot match the parentheses in the distribution list. While processing the To:, BC:, and CC: buffers of a send window, a problem was found matching up parentheses. See also [“D00A Syntax error in address” on page 87](#).

Action: Check the distribution list for incorrect usage of parentheses and resend.

## D00E Distribution list contains nested groups

Source: GroupWise engine.

Explanation: Groups are nested too deep.

Possible Cause: The distribution list contains groups that are nested more than five levels deep or it might contain a circular reference. For example, if a personal group contains a recipient with the same name as the personal group, a circular reference is created.

Action: Edit the groups to remove the circular reference, or include the contents of one of the subgroups in a higher level group to reduce the levels in the structure.

## D00F Remote mail error

Source: GroupWise engine.

Explanation: Invalid remote mail request.

Possible Cause: Remote mail error. This error is displayed whenever a more specific error is not available. The most common cause is a request for items that have already been deleted.

Action: Check and repair the databases of the master mailbox. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: In Remote mode, the GroupWise client should automatically repair any problems with the remote databases. If the client is unable to repair the problem, you can delete the `rofddata` directory on the remote computer, then request all information from the master mailbox again.

## 7.2 D01x Errors

- ♦ [“D017 Too many users in address” on page 89](#)
- ♦ [“D018 Unexpected error” on page 89](#)
- ♦ [“D019 Password incorrect” on page 89](#)
- ♦ [“D01A Password too long” on page 89](#)
- ♦ [“D01B Access to GroupWise denied” on page 89](#)
- ♦ [“D01C Remote mail error” on page 90](#)



- ♦ “D01E Cannot execute rule” on page 90
- ♦ “D01F Archive path not specified” on page 90

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## D017 Too many users in address

Source: GroupWise engine.

Explanation: Reply buffer full.

Possible Cause: When Reply to All is selected, personal groups and public distribution lists are expanded into a complete list of users. If the expanded list exceeds 6 KB, this error occurs. If the reply is sent, some of the users included in the original groups might not receive the reply.

Action: To reply to all the users, create a personal group that contains the users and send the reply to that group. If replying to these groups is common, the personal groups could be made into public distribution lists and selected manually when replying to all users.

## D018 Unexpected error

Source: GroupWise engine.

Action: See “Dxxx Unexpected error” on page 148

## D019 Password incorrect

Source: GroupWise engine.

Explanation: Invalid password.

Action: Type the correct password. Passwords are case sensitive.

Possible Cause: The password information in the post office database ([wphost.db](#)) has been damaged.

Action: Rebuild the post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: If rebuilding the post office database does not resolve the problem, rebuild the domain database ([wpdomain.db](#)).

## D01A Password too long

Source: GroupWise engine.

Explanation: The password is too long. Passwords can contain a maximum of 64 characters.

Action: Type a password with fewer than 64 characters.

## D01B Access to GroupWise denied

Source: GroupWise engine.

- Explanation: Access to the user database required for this operation has not been granted.
- Possible Cause: You are trying to proxy to a user's mailbox, or perform an action as a proxy on another user's mailbox, but the mailbox owner has not granted you sufficient rights.
- Action: Ask the owner to grant you the necessary rights. The user should add your user ID to his or her access list to grant proxy access. Look up "proxy, rights" and "access" in GroupWise client Help.
- Possible Cause: You are trying to perform an action in a shared folder, but you do not have rights to perform the requested operation.
- Action: Ask the owner of the shared folder to grant you the necessary rights. Look up "shared folders" in GroupWise client Help.

## D01C Remote mail error

- Source: GroupWise engine.
- Explanation: Invalid remote mail request.
- Possible Cause: Remote mail error. This error is displayed whenever a more specific error is not available. The most common cause is a request for items that have already been deleted.
- Action: Check and repair the databases of the master mailbox. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Action: Run GWCheck. See "[Stand-Alone Database Maintenance Programs](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Action: In Remote mode, the GroupWise client should automatically repair any problems with the remote databases. If the client is unable to repair the problem, you can delete the `rofddata` directory on the remote computer, then request all information from the master mailbox again.

## D01E Cannot execute rule

- Source: GroupWise engine.
- Explanation: Invalid rule action.
- Possible Cause: An archive rule was given an invalid execution type. GroupWise does not allow you to create a rule that automatically archives messages when they are received.
- Action: Edit the rule and select a valid execution type. Look up "rules" in GroupWise client Help.

## D01F Archive path not specified

- Source: GroupWise engine.
- Explanation: No archive path.
- Possible Cause: No archive path specified in the GroupWise client.
- Action: Specify the archive path before attempting to archive items. Look up "archive, directory, setting up" in GroupWise client Help.

## 7.3 D02x Errors

- ♦ “D020 Rule caused infinite loop” on page 91
- ♦ “D021 Cannot deliver message” on page 91
- ♦ “D023 User ID expired” on page 91
- ♦ “D024 Rule cannot forward, reply, accept, or delegate personal item” on page 92
- ♦ “D025 Users not specified” on page 92
- ♦ “D026 Missing opening brace in distribution list” on page 92
- ♦ “D027 Missing closing brace in distribution list” on page 92
- ♦ “D028 Lost attachment” on page 92
- ♦ “D029 Recipient not specified” on page 93
- ♦ “D02A Name for group not specified” on page 93
- ♦ “D02F Database error” on page 93

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### D020 Rule caused infinite loop

Source: GroupWise engine.

Explanation: Rule hop count exceeded.

Possible Cause: The execution of a rule has caused a message to be sent, which caused the execution of a rule, and so on. To prevent the possibility of infinite looping, the rule execution has been terminated.

Action: Edit the rule to correct the looping condition. Look up “rules” in GroupWise client Help.

### D021 Cannot deliver message

Source: GroupWise engine.

Explanation: Remote send requested with no agents present.

Possible Cause: A message cannot be delivered to a user in a different post office because the POA and MTA are not available.

Action: Set up the POA for the post office. See “[Setting Up the GroupWise Agents](#)” in the *GroupWise 2012 Installation Guide*.

Action: Set up the MTA for the domain. See “[Setting Up the GroupWise Agents](#)” in the *GroupWise 2012 Installation Guide*.

### D023 User ID expired

Source: GroupWise engine.

Explanation: User account is expired.

Action: You can extend or remove the user's expiration date. See "[Expiring a GroupWise Account](#)" in "[Users](#)" in the *GroupWise 2012 Administration Guide*.

## **D024 Rule cannot forward, reply, accept, or delegate personal item**

Source: GroupWise engine.

Explanation: Action not valid for personal item.

Action: Edit the conditions of the rule so that personal items are not included. Look up "rules" in GroupWise client Help.

## **D025 Users not specified**

Source: GroupWise engine.

Explanation: No users specified.

Possible Cause: No users have been specified in the distribution list.

Action: Type the names of users, or select users from the Address Book to include in the distribution list.

Possible Cause: If this message occurs from the POA, it might be attempting to process a damaged message file.

Action: Check the priority subdirectories of the `/wpcsout/ofs` directory in the post office. Check the POA log to determine the offending message file. Delete the offending message file so that subsequent messages can be processed.

## **D026 Missing opening brace in distribution list**

Source: GroupWise engine.

Explanation: No opening brace.

Possible Cause: Mismatched braces in the distribution list. While processing the To:, CC:, and BC: addresses in a message, the end of the input buffer was reached before finding the closing brace.

Action: Check the address for incorrect use of braces, then resend the message.

## **D027 Missing closing brace in distribution list**

Source: GroupWise engine.

Explanation: No closing brace.

Possible Cause: Mismatched braces in the distribution list. While processing the To:, CC:, and BC: addresses in a message, the end of the input buffer was reached before finding the closing brace.

Action: Check the address for incorrect use of braces, then resend the message.

## **D028 Lost attachment**

Source: GroupWise engine.

Explanation: Attachment could not be associated with a message.

Possible Cause: The attachment pointer was damaged.

Action: Resend the message.

## D029 Recipient not specified

Source: GroupWise engine.

Explanation: No distribution list for a delegate rule.

Possible Cause: No recipient has been specified in a delegate rule. The delegate rule must contain a valid user ID to which to delegate the item. This error might indicate the user who sees the message, or some other user, has an incorrect delegate rule.

Action: Make sure the delegate rule contains a valid distribution list. Look up “rules” in GroupWise client Help.

## D02A Name for group not specified

Source: GroupWise engine.

Explanation: No group name.

Possible Cause: No name has been specified for the distribution list.

Action: Enter a unique group name.

## D02F Database error

Source: GroupWise engine.

Explanation: No document record number (DRN) for status.

Possible Cause: The domain database ([wpdomain.db](#)) or post office database ([wphost.db](#)) might be damaged.

Action: Rebuild the post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: If rebuilding the post office database does not resolve the problem, rebuild the domain database.

## 7.4 D03x Errors

- ♦ “[D030 Missing post office number for status](#)” on page 93
- ♦ “[D039 Missing attachment](#)” on page 94
- ♦ “[D03F Database error](#)” on page 94

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### D030 Missing post office number for status

Source: GroupWise engine.

Explanation: Necessary information cannot be accessed.

Possible Cause: Inconsistent database information.

Action: Check and, if necessary, repair the database. See “[Maintaining Domain and Post Office Databases](#)” and “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See “[Stand-Alone Database Maintenance Programs](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## D039 Missing attachment

Source: GroupWise engine.

Explanation: An attachment for a message can no longer be found.

Possible Cause: If this error occurs in the GroupWise client in Remote mode, there might be a problem with the structure or content of the Remote mailbox.

Action: Delete the `rofddata` directory on the remote computer, then request all information from the master mailbox again.

## D03F Database error

Source: GroupWise engine.

Explanation: No item type.

Possible Cause: The user database (`userxxx.db`) and/or message database (`msgnnn.db`) for the user have been damaged.

Action: Check and, if necessary, repair the user and/or message databases. See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See “[Stand-Alone Database Maintenance Programs](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 7.5 D04x Errors

- ♦ “[D040 Cannot delete folder used in rule](#)” on page 95
- ♦ “[D041 No recipients in post office](#)” on page 95
- ♦ “[D043 Inconsistent distribution list](#)” on page 95
- ♦ “[D044 Auto-rebuild disabled](#)” on page 95
- ♦ “[D049 Error reported from Novell NDS](#)” on page 96
- ♦ “[D04A Unexpected error](#)” on page 96
- ♦ “[D04B Unexpected error](#)” on page 96
- ♦ “[D04F Unexpected error](#)” on page 96

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## D040 Cannot delete folder used in rule

Source: GroupWise engine.

Explanation: Folder being used in a rule.

Possible Cause: User cannot delete the folder because it is referenced in a rule.

Action: Change or delete the rule, then delete the folder. Look up “rules” in GroupWise client Help.

## D041 No recipients in post office

Source: GroupWise engine.

Explanation: Insufficient recipient information.

Possible Cause: A Remote user sent a message using a personal group that exists in the user’s master mailbox but has not been downloaded to Remote.

Action: Download the personal group.

## D043 Inconsistent distribution list

Source: GroupWise engine.

Explanation: Information in the distribution list does not match information elsewhere in the system.

Possible Cause: Outdated information in a distribution list, a damaged distribution list, or a damaged message file could cause this error from the POA.

Action: Check the priority subdirectories of the [/wpcout/ofs](#) directory in the post office. Check the POA log file to determine the offending message file. See “Using POA Log Files” in “Post Office Agent” in the *GroupWise 2012 Administration Guide*. Determine the originator of the offending message. Check and, if necessary, repair the user database ([userxxx.db](#)) for that user. See “Maintaining User/Resource and Message Databases” in “Databases” in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See “Stand-Alone Database Maintenance Programs” in “Databases” in the *GroupWise 2012 Administration Guide*.

Possible Cause: The POA has been started with the [--norecover](#) switch and damage to a user or message database has been detected.

Action: Repair the database. See “Maintaining User/Resource and Message Databases” in “Databases” in the *GroupWise 2012 Administration Guide*.

Action: Start the POA without the [--norecover](#) switch so that the POA can automatically recover any databases where damage is detected.

## D044 Auto-rebuild disabled

Source: GroupWise engine.

Explanation: Automatic recovery of damaged databases by the POA has been turned off.

Possible Cause: The POA has been started with the [--norecover](#) switch and damage has been detected in a database.

Action: Repair the database. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Start the POA without the `--norecover` switch so that the POA can automatically recover any databases where damage is detected.

## D049 Error reported from Novell NDS

Source: GroupWise engine.

Explanation: The GroupWise Administrator snap-in to ConsoleOne was unable to retrieve information from Novell eDirectory.

Possible Cause: You might be running ConsoleOne with insufficient Browse, Read, or Compare rights to the required eDirectory object.

Action: Check the rights to the GroupWise user, post office, and agent objects in eDirectory.

## D04A Unexpected error

Source: GroupWise engine.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## D04B Unexpected error

Source: GroupWise engine.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## D04F Unexpected error

Source: GroupWise engine.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## 7.6 D05x Errors

- ♦ [“D050 Cannot connect to specified post office”](#) on page 97
- ♦ [“D051 Cannot connect to specified post office”](#) on page 97
- ♦ [“D054 Cannot connect to specified post office”](#) on page 97
- ♦ [“D055 Cannot connect to specified post office”](#) on page 98
- ♦ [“D057 Cannot connect to any post office”](#) on page 98
- ♦ [“D058 Version mismatch on GroupWise client/POA/post office”](#) on page 98
- ♦ [“D059 Recursion limit exceeded during delivery”](#) on page 98
- ♦ [“D05A User database access denied”](#) on page 99
- ♦ [“D05D Post office intruder lockout is enforced”](#) on page 99
- ♦ [“D05E Message size exceeds limit”](#) on page 100
- ♦ [“D05F Box size limit exceeded”](#) on page 100



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## D050 Cannot connect to specified post office

Source: GroupWise engine.

Explanation: No TCP/IP services.

Possible Cause: The GroupWise client cannot connect to the specified post office in client/server mode because an IP address has not been provided. The POA in a remote post office is required for cross-post office proxy and library access.

Action: Set up the IP address for the POA. See “[Using Client/Server Access to the Post Office](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: The GroupWise client cannot connect to the specified post office in client/server mode because the POA in that post office is not running. The POA in a remote post office is required for cross-post office proxy and library access.

Action: Make sure the POA is running in the remote post office. See “[Monitoring the POA](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

Action: Make sure the POA in the remote post office is configured with the correct IP address and TCP port.

Action: Make sure the POA in the remote post office is configured to allow TCP/IP connections. Make sure it has not been started with the `--notcpip` switch.

## D051 Cannot connect to specified post office

Source: GroupWise engine.

Explanation: TCP/IP not allowed.

Possible Cause: An attempt to connect to a post office by way of a direct or mapped mode was rejected. No IP address information is available to attempt a client/server connection. The administrator hasn't set up the client/server addressing.

Action: Set up the IP address for the POA. See “[Using Client/Server Access to the Post Office](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

## D054 Cannot connect to specified post office

Source: GroupWise engine.

Explanation: Missing path for direct mode connection.

Possible Cause: The post office rejected the client/server mode connection but is allowing direct mode. The path might be set up, but not for this platform.

Action: Set up the path for the specified post office in the post office Identification page in ConsoleOne.

Action: To start the GroupWise client in direct mode, use the `/ph` switch to provide the path to the post office.

Action: If you want to use client/server mode, you can set up an additional POA to handle client/server communication. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## D055 Cannot connect to specified post office

Source: GroupWise engine.

Explanation: Cannot use direct (mapped) connection.

Possible Cause: The post office rejected the direct mode connection but is allowing client/server mode.

Action: Make sure the IP address for the POA is set up correctly. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## D057 Cannot connect to any post office

Source: GroupWise engine.

Explanation: TCP/IP default address failed.

Possible Cause: An attempt to connect to a post office using the GroupWise IP address defaults (NGWNAMESESERVER and NGWNAMESESERVER2) was unsuccessful.

Possible Cause: No client/server or direct information was specified or available.

Action: Make sure the GroupWise name server is properly set up and running. See [“Simplifying Client/Server Access with a GroupWise Name Server”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The GroupWise name server cannot locate any post offices.

Action: Make sure the network connections to the servers where post offices reside are functioning properly.

## D058 Version mismatch on GroupWise client/POA/post office

Source: GroupWise engine.

Explanation: The post office directory, with its associated user databases ([userxxx.db](#)) and message databases ([msgnnn.db](#)) was created by a version of GroupWise that is older than the version of the GroupWise client that is accessing the post office.

Possible Cause: A user is running the latest version of the GroupWise client, but the post office has not yet been updated.

Action: Update the post office. See [“Update”](#) in the *GroupWise 2012 Installation Guide*.

Possible Cause: The post office has been updated, but the latest version of the POA has not yet been installed and started.

Action: Update the POA. See [“Updating Post Offices”](#) in [“Update”](#) in the *GroupWise 2012 Installation Guide*.

## D059 Recursion limit exceeded during delivery

Source: GroupWise engine.

- Explanation: The POA received a message that contained more than 36 levels of encapsulation. The POA could not deliver the message.
- Possible Cause: This can be caused by rule forwarding loops that include one hop to an external user, or by some Internet chain letters.
- Action: Check the rule configuration of the GroupWise recipient. Disable any rules that forward mail to an external user who might be forwarding the mail back into GroupWise. Look up "rules" in GroupWise client Help.

## D05A User database access denied

- Source: GroupWise engine.
- Explanation: The GroupWise client cannot start because it cannot access the user's user database (`userxxx.db`).
- Possible Cause: The user tried to access a mailbox that does not have a password using the wrong network user ID, in a post office with security set to high.
- Action: Set a password on the user's mailbox. See "[Creating or Changing a Mailbox Password](#)" in "[Users](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: The user's current login ID, either from eDirectory or Windows, does not match the network login ID stored in the GroupWise user database.
- Action: Make sure the user is using the correct login ID.
- Possible Cause: Password information in the user database might be damaged.
- Action: Check and, if necessary, repair the database, including resetting user options to reset the password. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Action: Run GWCheck. See "[Stand-Alone Database Maintenance Programs](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: The post office database (`wphost.db`) might be damaged.
- Action: Rebuild the index of the post office database. See "[Rebuilding Database Indexes](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Action: If rebuilding the index is not sufficient to resolve the problem, validate the database, then take the appropriate actions to either recover or rebuild the database. See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: The IP address of the POA has changed, but GroupWise client users are still trying to start the client using old `/ipa` and `/ipp` client switch settings.
- Action: Update the information in users' `/ipa` and `/ipp` switch settings with the current IP address information.
- Action: Remove the `/ipa` and `/ipp` switches and let the client and/or the POA resolve the address. See "[Simplifying Client/Server Access with a GroupWise Name Server](#)" in "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

## D05D Post office intruder lockout is enforced

- Source: GroupWise engine.
- Explanation: The POA has detected a possible intruder. The user has been locked out.

Action: You have several options for handling the situation. See [“Enabling Intruder Detection”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## D05E Message size exceeds limit

Source: GroupWise engine.

Explanation: A user tried to send a message that exceeded the user’s message size limit as set by the administrator.

Possible Cause: The user is not aware that there is a message size limit on his or her mailbox.

Action: Notify the user of the message size limit so that the user can send messages of appropriate size.

Possible Cause: The administrator has set a message size limit that is too restrictive. Increase the message size limit.

Action: Increase the maximum message size for the user. See [“Send Options: Disk Space Management”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

## D05F Box size limit exceeded

Source: GroupWise engine.

Explanation: A user’s GroupWise mailbox exceeds the size limit set by the administrator

Possible Cause: The user is not aware that there is a size limit on his or her mailbox.

Action: Notify the user of the mailbox size limit so that the user can delete unneeded messages from the mailbox.

Possible Cause: The administrator has set a mailbox size limit that is too restrictive. Increase the message size limit.

Action: Increase the maximum mailbox size for the user. See [“Send Options: Disk Space Management”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

## 7.7 D06x Errors

- ♦ [“D060 Message size exceeds threshold limit”](#) on page 101
- ♦ [“D061 Status denied to external Internet user”](#) on page 101
- ♦ [“D062 Busy Search denied for external Internet user”](#) on page 101
- ♦ [“D065 Attempt to purge item that has not been backed up”](#) on page 101
- ♦ [“D066 Attempt to purge an item from a user that has not been backed up”](#) on page 102
- ♦ [“D069 Attempt to open invalid backup location”](#) on page 102
- ♦ [“D06A Inform the remote client to retry the login”](#) on page 102
- ♦ [“D06B LDAP failure detected”](#) on page 103
- ♦ [“D06E Lockout of older GroupWise clients being enforced”](#) on page 103
- ♦ [“D06F This GroupWise client doesn’t match the user’s license”](#) on page 103

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## **D060 Message size exceeds threshold limit**

Source: GroupWise engine.

Explanation: A user's GroupWise mailbox is close to exceeding the size limit set by the administrator

Possible Cause: The user is not aware that there is a size limit on his or her mailbox.

Action: Notify the user of the mailbox size limit so that the user can delete unneeded messages from the mailbox.

Possible Cause: The administrator has set a mailbox size limit that is too restrictive. Increase the message size limit.

Action: Increase the maximum mailbox size for the user. See "[Send Options: Disk Space Management](#)" in "[Users](#)" in the *GroupWise 2012 Administration Guide*.

## **D061 Status denied to external Internet user**

Source: GroupWise engine.

Explanation: The local GroupWise system is configured so that users outside the local GroupWise system cannot receive status information about messages.

Action: To permit access to status information by external users, enable Allow External Status Tracking. See "[System Preferences](#)" in "[System](#)" in the *GroupWise 2012 Administration Guide*.

## **D062 Busy Search denied for external Internet user**

Source: GroupWise engine.

Explanation: The local GroupWise system is configured so that users outside the local GroupWise system cannot perform Busy Searches on local users.

Action: To permit Busy Search access by external users, enable Allow External Busy Search. See "[System Preferences](#)" in "[System](#)" in the *GroupWise 2012 Administration Guide*.

## **D065 Attempt to purge item that has not been backed up**

Source: GroupWise engine.

Explanation: Client Cleanup options are set so that items cannot be purged from users' mailboxes until they have been backed up. A user has tried to purge an item that has not yet been backed up.

Action: You can allow users to purge items that have not yet been backed up. See "[Environment Options: Cleanup](#)" in "[Users](#)" in the *GroupWise 2012 Administration Guide*. See also "[GroupWise Time Stamp Utility](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

## D066 Attempt to purge an item from a user that has not been backed up

Source: GroupWise engine.

Explanation: Client Cleanup options are set so that items cannot be purged from users' mailboxes until they have been backed up. A process has tried to purge an item that has not yet been backed up.

Action: You can allow purging of items that have not yet been backed up. See ["Environment Options: Cleanup"](#) in ["Users"](#) in the *GroupWise 2012 Administration Guide*. See also ["GroupWise Time Stamp Utility"](#) in ["Databases"](#) in the *GroupWise 2012 Administration Guide*.

## D069 Attempt to open invalid backup location

Source: GroupWise engine.

Explanation: The user attempted to open a backup location that did not contain a valid backup of a GroupWise post office or mailbox.

Possible Cause: The user is unsure of the backup location.

Action: Make sure users know where their backed-up messages have been restored. See ["Restoring Deleted Mailbox Items"](#) in ["Databases"](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The backup location path includes a directory name that has more than eight characters.

Action: Rename any long directory names to eight characters maximum, then make matching changes to the restore area information in ConsoleOne. See ["Setting Up a Restore Area"](#) in ["Databases"](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The restore area is in a location where the Windows POA does not have the necessary rights to access it.

Action: If the restore area is on a different server from where the POA is running, provide a user name and password for the POA to use to access the remote location. You can provide this information in ConsoleOne in the Remote File Server Settings box on the Post Office Settings page of the Post office object or in the POA startup file using the [/user](#) and [/password](#) switches.

## D06A Inform the remote client to retry the login

Source: GroupWise engine.

Explanation: The POA is currently out of threads for service Caching users.

Possible Cause: The POA is very busy.

Action: Increase the number of client/server processing threads, as described in ["Adjusting the Number of POA Threads for Client/Server Processing"](#) in ["Post Office Agent"](#) in the *GroupWise 2012 Administration Guide*.

Action: Increase the maximum number of threads for priming and moves, as described in ["Supporting Forced Mailbox Caching"](#) in ["Post Office Agent"](#) in the *GroupWise 2012 Administration Guide*, if this configuration option pertains to your GroupWise system.

Action: Wait until the POA has threads available for servicing your Caching mailbox.

## D06B LDAP failure detected

Source: GroupWise engine.

Explanation: GroupWise was unable to authenticate using LDAP.

Action: Make sure your LDAP server is functioning correctly.

## D06E Lockout of older GroupWise clients being enforced

Source: GroupWise engine.

Explanation: The POA is not allowing GroupWise client users with older versions of the client software to access the post office.

Possible Cause: The administrator does not want older versions of the GroupWise client to access the post office. The client version can be controlled as described in [“Checking What GroupWise Clients Are in Use”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*

Action: GroupWise client users must update their client software before they can access the post office. See [“Updating Users’ GroupWise Windows Clients”](#) in [“Update”](#) in the *GroupWise 2012 Installation Guide*.

## D06F This GroupWise client doesn’t match the user’s license

Source: GroupWise engine.

Explanation: The GroupWise administrator has restricted client users to the WebAccess client and a user is attempting to access his or her mailbox using the Windows client.

Action: Explain to the user that he or she must use the WebAccess client.

Action: Allow the user to use the Windows client. See [“Setting Client Options”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

## 7.8 D07x Errors

- ♦ [“D071 LDAP authentication failed because the password has expired”](#) on page 104
- ♦ [“D072 Changing the LDAP password has been disabled”](#) on page 104
- ♦ [“D073 Attempting to log in trusted without SSL”](#) on page 104
- ♦ [“D074 Invalid key for trusted application”](#) on page 104
- ♦ [“D075 Invalid IP address for trusted application”](#) on page 105
- ♦ [“D076 Missing trusted application name”](#) on page 105
- ♦ [“D077 The problem file is being rebuilt”](#) on page 105
- ♦ [“D078 LDAP SSL key file not found”](#) on page 105
- ♦ [“D07B Mailbox is full”](#) on page 106
- ♦ [“D07C Invalid content in user’s rule”](#) on page 106
- ♦ [“D07E Sending to more recipients than allowed by your administrator. Remove some users.”](#) on page 106
- ♦ [“D07F Sending with attachment types that are restricted by your administrator Remove the illegal attachments.”](#) on page 106



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## **D071 LDAP authentication failed because the password has expired**

Source: GroupWise engine.

Explanation: The GroupWise client was attempting to authenticate using LDAP, but the user's LDAP password has expired.

Action: The user needs to contact the administrator of the LDAP server and get the password reset.

## **D072 Changing the LDAP password has been disabled**

Source: GroupWise engine.

Explanation: A user tried to change his or her LDAP password from the GroupWise client but the administrator has disabled that capability for the user's post office.

Action: Enable LDAP password changes in ConsoleOne. See [“Providing LDAP Authentication for GroupWise Users”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Show the user what application he or she needs to use to change the LDAP password.

## **D073 Attempting to log in trusted without SSL**

Source: GroupWise engine.

Explanation: A trusted application tried to log in to the POA and was not successful because an SSL connection could not be established.

Possible Cause: The POA is not configured to support SSL connections.

Action: Enable SSL for the POA that the trusted application needs to log in to. See [“Securing the Post Office with SSL Connections to the POA”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **D074 Invalid key for trusted application**

Source: GroupWise engine.

Explanation: A trusted application tried to log in to the POA and was not successful because the key was invalid.

Possible Cause: The private key offered by the application did not match the private key the POA was configured to accept.

Action: Verify the private key that the POA is configured to accept. See [“Securing the Post Office with SSL Connections to the POA”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.



## D075 Invalid IP address for trusted application

Source: GroupWise engine.

Explanation: A trusted application tried to log in to the POA and was not successful because the POA was configured for a specific IP address and the trusted application was not running there.

Possible Cause: The trusted application is running on a different server from where it was designed to run.

Action: Run the trusted application on the server with the IP address that the POA is expecting.

Possible Cause: The POA is configured with an incorrect IP address for the trusted application.

Action: In eDirectory, change the expected IP address to the IP address of the server where the trusted application is running. See [“Trusted Applications”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## D076 Missing trusted application name

Source: GroupWise engine.

Explanation: A trusted application tried to log in to the POA and was not successful because no application name was provided.

Possible Cause: The trusted application is not providing an application name.

Action: Add an application name to the trusted application.

Possible Cause: The POA is configured with an incorrect application name for the trusted application.

Action: In eDirectory, change the expected application name to the application name that the trusted application is providing. See [“Trusted Applications”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## D077 The problem file is being rebuilt

Source: GroupWise engine.

Explanation: The database you want to repair cannot be accessed.

Possible Cause: You are trying to perform database maintenance on a database that is currently being repaired.

Action: None. Your database maintenance request will be deferred until the build is completed.

## D078 LDAP SSL key file not found

Source: GroupWise engine.

Explanation: The POA is configured to use SSL on its LDAP connection, but it cannot locate the SSL key file.

Possible Cause: The SSL key file has not been specified or has been specified incorrectly.

Action: Provide the full path to a valid SSL key file. See [“Providing LDAP Authentication for GroupWise Users”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*. See also [“Server Certificates and SSL Encryption”](#) in [“Security Administration”](#) in the *GroupWise 2012 Administration Guide*.

## **D07B Mailbox is full**

Source: GroupWise engine.

Explanation: The mailbox exceeds the size limit set by the GroupWise administrator. While this conditions exists, the user can receive messages but cannot send them.

Possible Cause: The user has received an unexpectedly large number of very large messages or attachments.

Possible Cause: The user has not emptied the Trash in a very long time.

Possible Cause: The GroupWise administrator has set the mailbox size limit unreasonably small.

Action: The user can remove items from the mailbox, especially emptying the Trash.

Action: The GroupWise administrator can make the mailbox size limit larger, as described in [“Setting Mailbox Size Limits”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*.

## **D07C Invalid content in user’s rule**

Source: GroupWise engine.

Explanation: A rule cannot be executed because it does not work.

Possible Cause: The user has constructed the rule incorrectly.

Action: See [“Rules”](#) in the *GroupWise 2012 Windows Client User Guide*

## **D07E Sending to more recipients than allowed by your administrator. Remove some users.**

Source: GroupWise engine.

Explanation: A user has been prevented from sending a message because the number of recipients exceeds the allowed number.

Possible Cause: The user wants to send the message to an unreasonable large number of recipients.

Possible Cause: The maximum number of recipients has been set too low and is hampering users from sending messages to a reasonable number of recipients.

Action: The user can send the message multiple times to different subsets of the desired set of recipients.

Action: You can increase the number of recipients that users can send a single message to. See [“Maximum Recipients Allowed”](#) in [“Client”](#) in the *GroupWise 2012 Administration Guide*.

## **D07F Sending with attachment types that are restricted by your administrator Remove the illegal attachments.**

Source: GroupWise engine.

Explanation: A user has been prevented from sending a message because the message has illegal attachments.

Possible Cause: The user is not aware of what attachment types are illegal.

Possible Cause: The current set of illegal attachment types is hampering users from sending messages with attachments that need to be sent.

Action: Notify users about illegal attachment types.

Action: Allow additional attachment types. See “[Restricted Attachment Extensions](#)” in “[Client](#)” in the *GroupWise 2012 Administration Guide*.

## 7.9 D10x Errors

- ♦ “D101 User not found” on page 107
- ♦ “D102 Ambiguous user ID” on page 109
- ♦ “D103 Post office not found during login” on page 109
- ♦ “D104 Ambiguous post office” on page 109
- ♦ “D105 Directory Services data missing” on page 109
- ♦ “D106 Database error” on page 110
- ♦ “D107 Record not found” on page 110
- ♦ “D108 Unexpected error” on page 110
- ♦ “D109 Bad parameter” on page 110
- ♦ “D10A Unexpected error” on page 111
- ♦ “D10B Database needs to be repaired” on page 111
- ♦ “D10C Unexpected error” on page 111
- ♦ “D10D Cannot open any more mailboxes” on page 111

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### D101 User not found

Source: GroupWise engine; database interface.

Explanation: User not found.

Possible Cause: The GroupWise user ID is not found in the post office database during login.

Action: If using switches, check the [/ph](#) switch to make sure the path to the post office is correct.

Action: Start the GroupWise client using the [/@u](#) or [/la](#) startup option to specify the GroupWise user ID.

Possible Cause: The user is not yet set up as a GroupWise user.

Action: Set the user up as a GroupWise user. See “[Creating GroupWise Accounts](#)” in “[Users](#)” in the *GroupWise 2012 Administration Guide*.

- Possible Cause: The user ID provided when the user was set up as a GroupWise user is not correct.
- Action: Check the GroupWise user information in ConsoleOne. Make sure the common name (CN) of the user is provided. No additional information is needed in the Network ID field.
- Possible Cause: User information has not replicated from the domain to the post office the user is trying to access.
- Action: Wait for replication to take place. Make sure the MTA is running. Check the current scan cycles of the MTA. See [“Adjusting MTA Polling of Input Queues in the Domain, Post Offices, and Gateways”](#) in [“Message Transfer Agent”](#) in the [GroupWise 2012 Administration Guide](#).
- Action: Synchronize the user manually. See [“Synchronizing Individual Users or Resources”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).
- Possible Cause: The user is logging into a specific server, rather than into the tree, causing the network ID information not to match.
- Action: Log in to the tree rather than to a specific server.
- Possible Cause: If this error occurs when a user sends a message to a group, the group might contain user IDs that have been deleted from the system.
- Action: Recreate the group, selecting users from the Address Book to ensure they are valid GroupWise users.
- Possible Cause: If this error occurs when the user tries to delete users from the Subscribe to Notify window, the users might no longer exist in the GroupWise system.
- Action: Check the Address Book to see if the users are still valid. If they are not, repair the user database (`userxxx.db`). See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).
- Action: Run GWCheck on the post office database (`wphost.db`). See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).
- Possible Cause: The user was not found in the post office database (`wphost.db`) during the parsing of To: line or group.
- Action: Find the user in the To: line or Group. Either delete the user, or find the correct user ID in the Address Book.
- Possible Cause: If this error occurs for all users in a post office, the post office database might be damaged.
- Action: Rebuild the post office database (`wphost.db`). See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).
- Possible Cause: If this error occurs in systems where new users are added from multiple administrator workstations, preferences might be set differently on different administrator workstations.
- Action: On each workstation where users are added in ConsoleOne, click *Tools > GroupWise System Operations > System Preferences*. Make sure that the *When Creating or Modifying Objects, For Network ID Use* setting is the same on all workstations. If some workstations are set to *Full Distinguished Name* and some are set to *Common Name*, users will be set up differently depending on which workstation they were created from, causing problems when users access GroupWise.

Possible Cause: If this error occurs only when using the GroupWise client in Remote mode, the user ID might be specified incorrectly under Remote Options.

Action: Check the user ID specified in the GroupWise client. Look up “Remote, specifying user and system information” in GroupWise client Help. Make sure the user ID specified is correct.

## D102 Ambiguous user ID

Source: GroupWise engine; database interface.

Explanation: The GroupWise user ID is ambiguous.

Possible Cause: There is more than one user with same user ID in the same post office.

Action: Select the correct user ID in the pop-up list or select the user in the Address Book.

Possible Cause: If this error occurs when a user starts the GroupWise client, the user’s information in the post office database might not be correct.

Action: Check the information provided for the GroupWise user in ConsoleOne. Correct the information as needed. See “[Creating GroupWise Accounts for eDirectory Users](#)” in “[Users](#)” in the *GroupWise 2012 Administration Guide*.

Action: Even if the information in the user record looks correct, make a change somewhere so the record is written out again.

Action: If the problem persists, rebuild the post office database ([wphost.db](#)). See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## D103 Post office not found during login

Source: GroupWise engine; database interface.

Explanation: Post office not found.

Action: If using switches, check the [/ph](#) switch to make sure the path to the post office is correct. If it is incorrect, enter the correct [/ph](#) switch.

Action: If the path is correct, the post office was not found during parse of the To: line buffer. In that case, find the post office in To: line. Delete the post office qualifier, or select the user from the Address Book.

## D104 Ambiguous post office

Source: GroupWise engine; database interface.

Explanation: The post office is ambiguous.

Possible Cause: There are multiple post offices in the same domain.

Action: The GroupWise client pops up a list so the user can correct the ambiguity manually. Select the correct user in the pop-up list, or use the Address Book to find the user.

## D105 Directory Services data missing

Source: GroupWise engine; database interface.

Explanation: Directory Services error.

Possible Cause: Domain or post office not found during user or post office lookup.

Action: Check the [/ph](#) switch when starting the GroupWise client to make sure it specifies the correct path to the user's post office. Also check the [/@u](#) switch to make sure it specifies a valid user in the specified post office.

## D106 Database error

Source: GroupWise engine; database interface.

Explanation: General database error.

Possible Cause: The index is not synchronized with the data.

Action: Check and repair the database. See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

## D107 Record not found

Source: GroupWise engine; database interface.

Explanation: Record not found.

Possible Cause: Relational integrity problem.

Possible Cause: The user database ([userxxx.db](#)) and/or message database ([msgnnn.db](#)) is damaged.

Action: Check and, if necessary, repair the database. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See "[Stand-Alone Database Maintenance Programs](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: A user tried to read an attachment for which the corresponding file has already been deleted from the [offiles](#) directory in the post office.

Action: None, unless you want to restore the contents of the offiles directory from a backup.

## D108 Unexpected error

Source: GroupWise engine; database interface.

Action: See "[Dxxx Unexpected error](#)" on page 148.

## D109 Bad parameter

Source: GroupWise engine; database interface.

Explanation: A GroupWise program passed invalid information to another GroupWise program.

Possible Cause: The user's mailbox contains a damaged message.

Action: Run a structural rebuild on the user database ([userxxx.db](#)) and message database ([msgnnn.db](#)). See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: A delay in Directory replication is preventing the user from logging in to the GroupWise client.

Action: Start the client using the `/@u-?` switch to bypass eDirectory authentication.

Action: Wait for eDirectory replication to complete.

Possible Cause: The user's Client Options settings have been damaged.

Action: Reset the user's Client Options setting back to the default. See "[Resetting Client Options to Default Settings](#)" in "[Client](#)" in the *GroupWise 2012 Administration Guide*.

## D10A Unexpected error

Source: GroupWise engine; database interface.

Action: See "[Dxxx Unexpected error](#)" on page 148.

## D10B Database needs to be repaired

Source: GroupWise engine; database interface.

Explanation: Database invalid or damaged.

Possible Cause: A record is no longer valid.

Action: Validate the database, then take the appropriate actions to either recover or rebuild the database. See "[Maintaining Domain and Post Office Databases](#)" and "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See "[Stand-Alone Database Maintenance Programs](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs when running the GroupWise client under Windows for Workgroups, the user login name might be incorrect.

Possible Cause: Check the user login name on the station where the error occurs. In Windows for Workgroups, click *Main > Control Panel > Network > Login Name*. The login name must match the user's GroupWise ID.

## D10C Unexpected error

Source: GroupWise engine; database interface.

Action: See "[Dxxx Unexpected error](#)" on page 148.

## D10D Cannot open any more mailboxes

Source: GroupWise engine; database interface.

Explanation: Maximum databases open.

Possible Cause: The maximum number of databases that can be opened at one time has been exceeded. The maximum number is approximately 12.

Action: Shut down some databases by removing proxies. Look up "proxy, deleting users from Access List" in GroupWise client Help.

## 7.10 D11x Errors

- ♦ “D110 Unexpected error” on page 112
- ♦ “D113 Open database maximum exceeded” on page 112
- ♦ “D114 Group not found” on page 112
- ♦ “D115 Database error” on page 112
- ♦ “D116 File not database” on page 113
- ♦ “D117 GroupWise version too old” on page 113
- ♦ “D118 Database error” on page 113
- ♦ “D119 Unexpected error” on page 114
- ♦ “D11B Too many items in mailbox” on page 114
- ♦ “D11C Cannot use group name” on page 114
- ♦ “D11D GroupWise version newer than database” on page 114

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### D110 Unexpected error

Source: GroupWise engine; database interface.

Action: See “Dxxx Unexpected error” on page 148.

### D113 Open database maximum exceeded

Source: GroupWise engine; database interface.

Explanation: The current operation has attempted to open more than the maximum number of databases allowed.

Possible Cause: You are proxied to too many users in direct mapped mode.

Action: Close some mailboxes that are currently proxied, then try the operation again. Look up “proxy, deleting users from Access List” in GroupWise client Help.

### D114 Group not found

Source: GroupWise engine; database interface.

Explanation: Bad personal group or public distribution list.

Action: Check the spelling of the group name, or select the group in the Address Book.

### D115 Database error

Source: GroupWise engine; database interface.

Explanation: Invalid database.

Possible Cause: Attempted to open an invalid database.



- Action: Check and repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: Run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: This could represent a security breach of unauthorized, foreign packets being introduced into your GroupWise system.
- Action: Check your system security.

## D116 File not database

- Source: GroupWise engine; database interface.
- Explanation: Attempt to open a DOS file as a GroupWise database.
- Possible Cause: The database is damaged.
- Action: Check and, if necessary, repair the user database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: Run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: If a user database cannot be repaired, you can rename the existing user database, then recreate it. See [“Re-creating a User Database”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: If the database cannot be recreated, you must restore it from backup. See [“Restoring GroupWise Databases from Backup”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## D117 GroupWise version too old

- Source: GroupWise engine; database interface.
- Explanation: Old program version.
- Possible Cause: An attempt was made to open a database with an older version of GroupWise software. You are running an older version of the GroupWise client. Your post office has been updated to a newer version.
- Action: Reinstall GroupWise with the version of the software that matches the database. See in [“Installing the GroupWise Client”](#) in the *GroupWise 2012 Installation Guide*.

## D118 Database error

- Source: GroupWise engine; database interface.
- Explanation: Field not found.
- Possible Cause: Unable to find the field in the database.
- Action: Check and repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: Run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## D119 Unexpected error

Source: GroupWise engine; database interface.

Action: See [“Dxxx Unexpected error” on page 148](#).

## D11B Too many items in mailbox

Source: GroupWise engine; database interface.

Explanation: Too many records.

Possible Cause: There are more than 5,000 items in your mailbox. Only the first 5,000 items are displayed. When you delete messages, additional items are displayed.

Action: Have users clean out their mailboxes. You might want to run a statistics check on the mailboxes. [“Gathering Mailbox Statistics”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Users could move items to different folders.

Action: Users could archive items. See [“archive, items”](#) in GroupWise client Help.

## D11C Cannot use group name

Source: GroupWise engine; database interface.

Explanation: Groups cannot be listed as users here.

Possible Cause: A group name was used where a user name was expected. For example, the startup option `/@u-group_name` was used, or a group name was used in a domain where there is no entry in the Address Book for this group.

Action: Check your Address Book for correct addressing syntax. If the syntax is correct, you might want to add the group to the Address Book.

Possible Cause: The user has specified a distribution list in another post office that has visibility set to none.

Action: Change the visibility of the distribution list so that users in other post offices can use it. For information about visibility, see [“Creating and Managing Distribution Lists”](#) in [“Distribution Lists, Groups, and Organizational Roles”](#) in the *GroupWise 2012 Administration Guide*.

## D11D GroupWise version newer than database

Source: GroupWise engine; database interface.

Explanation: New program version.

Possible Cause: The GroupWise client has been installed on a workstation where the GroupWise demo that comes with the PerfectOffice Suite 3.0 had already been installed. The GroupWise demo creates a post office database (`wphost.db`) on the local workstation, which can interfere with the functioning of the full GroupWise client.

Action: Search the workstation for a local `wphost.db` file. If found, rename or delete it.

Possible Cause: The GroupWise client and agents were updated, but ConsoleOne was not. As a result, the database dictionary (`*.dc`) files do not get updated.

Action: Copy the \*.dc files from the [domain](#) and [po](#) subdirectories of the new distribution media to the domain and post office directories of your GroupWise system.

Possible Cause: The version of GroupWise you are running is newer than the database. The software cannot do an auto-upgrade on the older database.

## 7.11 D12x Errors

- ♦ [“D124 Access to user denied” on page 115](#)

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### D124 Access to user denied

Source: GroupWise engine; database interface.

Explanation: Access rights failure. A required field was not found.

Possible Cause: Moving a resource causes the resource owner to lose access to the resource.

Action: In ConsoleOne, browse to and select the Resource object, then click *Tools > GroupWise Utilities > Mailbox/Library Maintenance*. Select *Reset Client Options* in the Action drop-down list.

## 7.12 D20x Errors

- ♦ [“D201 Unexpected error” on page 115](#)
- ♦ [“D202 General printing error” on page 115](#)

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### D201 Unexpected error

Source: GroupWise engine; mail/calendar import and print services.

Action: See [“Dxxx Unexpected error” on page 148](#).

### D202 General printing error

Source: GroupWise engine; mail/calendar import and print services.

Explanation: You have attempted to print an item that is missing information.

Possible Cause: The user workstation is missing its temporary directory, or there is insufficient disk space available to create the temporary files needed to print the item.

Action: Check for the existence of the temporary directory on the user workstation.

Action: Check for available disk space.

Possible Cause: The link to the item to print has been damaged.

Action: Check and, if necessary, repair the message database ([msgnnn.db](#)). See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 7.13 D50x Errors

- ♦ “[D506 Security violation](#)” on page 116
- ♦ “[D507 Administrator record not found in database](#)” on page 116
- ♦ “[D508 Transaction failed](#)” on page 117

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### D506 Security violation

Source: GroupWise engine; administration services.

Explanation: No authentication.

Possible Cause: An administration command was received that did not contain the proper authentication. This command might have originated outside the system, or the administration database ([wpdomain.db](#) or [wphost.db](#)) at the destination domain/post office has been replaced with an invalid version.

Action: Monitor and log the source of the command. Rebuild the domain or post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs after a configuration change (for example, after changing which domain is the primary domain of your GroupWise system), the configuration change might not have replicated throughout the system in time to support a following change (for example, adding a user).

Action: Wait for replication to complete, then synchronize the object that caused the error. See “[Synchronizing Database Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: If you do not want to wait for replication to complete, you can rebuild the secondary domain database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs when synchronizing domains or post offices, the databases might be damaged.

Action: Rebuild the databases, then synchronize the databases.

### D507 Administrator record not found in database

Source: GroupWise engine; administration services.

Explanation: No administrator record found in database.

Possible Cause: An agent has attempted to send a message to the defined administrator; however, no administrator record was found in the database.

Action: To receive these messages, define an administrator for the domain. See [“Notifying the Domain Administrator”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

## D508 Transaction failed

Source: GroupWise engine; administration services.

Explanation: The transaction failed.

Possible Cause: The database was locked by another process and could not be updated.

Action: None. The message will be retried automatically.

Possible Cause: One or more of the GroupWise databases might have an invalid owner or no owner.

Action: Check the ownership of the GroupWise databases. If necessary, change the ownership to a valid user such as the system administrator. For the locations of GroupWise databases in domains and post offices, see [“Domain Directory”](#) and [“Post Office Directory”](#) in [“Directory Structure Diagrams”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Possible Cause: The database has been damaged.

Action: If the ownership on the problem database is correct or you are unable to reset it, repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 7.14 D70x Errors

- ♦ [“D701 Unexpected error”](#) on page 118
- ♦ [“D704 Unexpected error”](#) on page 118
- ♦ [“D705 Unexpected error”](#) on page 118
- ♦ [“D706 Unexpected error”](#) on page 118
- ♦ [“D707 Unexpected error”](#) on page 118
- ♦ [“D708 Directory entry record not found”](#) on page 118
- ♦ [“D709 Unexpected error”](#) on page 119
- ♦ [“D70A Memory error”](#) on page 119
- ♦ [“D70B Database inconsistency detected”](#) on page 119
- ♦ [“D70D Unexpected error”](#) on page 119
- ♦ [“D70E Duplicate entry in database”](#) on page 119
- ♦ [“D70F Unexpected error”](#) on page 119

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## D701 Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error” on page 148](#).

## D704 Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error” on page 148](#).

## D705 Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error” on page 148](#).

## D706 Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error” on page 148](#).

## D707 Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error” on page 148](#).

## D708 Directory entry record not found

Source: GroupWise engine; directory services access.

Explanation: Requested record not found.

Possible Cause: The directory entry record was not found. This can occur if multiple processes are updating the database at the same time.

Action: Cancel the current operation, refresh the listing, then select again from the available items.

Possible Cause: The database is damaged.

Action: Rebuild the problem database. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The path to the software distribution directory might be incorrect.

Action: Make sure the post office where the problem is occurring has a software distribution directory assigned. See [“Editing Post Office Properties”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*.

Action: Check the current path to the software distribution directory. See [“Software Directory Management”](#) in [“System”](#) in the [GroupWise 2012 Administration Guide](#). Correct the path as needed. Make sure the specified software distribution directory actually exists.

## D709 Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## D70A Memory error

Source: GroupWise engine; directory services access.

Explanation: Memory error.

Possible Cause: Unable to lock or allocate memory.

Action: The GroupWise client user should exit and restart GroupWise.

## D70B Database inconsistency detected

Source: GroupWise engine; directory services access.

Explanation: Database invalid or damaged.

Possible Cause: The directory services database ([wpdomain.db](#) or [wphost.db](#)) is inconsistent. The identifier used to identify which domain or post office owns this database has been lost.

Action: If the database is a primary domain, restore it from backup; otherwise, rebuild the database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).

## D70D Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## D70E Duplicate entry in database

Source: GroupWise engine; directory services access.

Explanation: Duplicate entry found in database.

Possible Cause: You provided a non-unique entry in a field that requires a unique entry.

Action: Provide a new, unique value in the field.

Possible Cause: The database is damaged.

Action: Check and, if necessary, repair the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).

## D70F Unexpected error

Source: GroupWise engine; directory services access.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## 7.15 D71x Errors

- ♦ [“D710 Incompatible platform”](#) on page 120
- ♦ [“D712 Post office currently disabled”](#) on page 120
- ♦ [“D713 Database dictionary not found”](#) on page 121
- ♦ [“D714 User database temporarily disabled”](#) on page 121
- ♦ [“D715 User has failed in too many login attempts, login disabled”](#) on page 121
- ♦ [“D716 The System Address Book needs to be refreshed”](#) on page 121
- ♦ [“D717 You are trying to use a distribution list that you do not have rights to use”](#) on page 122

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### D710 Incompatible platform

Source: GroupWise engine; directory services access.

Explanation: Requested platform path not found.

Possible Cause: In a multiple-platform environment, a path was requested for a given platform but none was found.

Action: This is not an error. It is a notification by the program of the return value.

Possible Cause: If this error occurs when the POA is trying to start, a path to a document storage area might be incorrect.

Action: Check the location and existence of any document storage areas for libraries associated with the post office. To list the available libraries, see [“Editing Post Office Properties”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*.

To check the path to a document storage area, see [“Managing Document Storage Areas”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*. Correct any incorrect path, then try to start the POA.

### D712 Post office currently disabled

Source: GroupWise engine; directory services access.

Explanation: Post office is disabled.

Possible Cause: The system administrator has disabled the post office.

Action: This is not an error. It is a notification by the program of the return value. To enable the post office, deselect Disable Logins in the post office Identification page in ConsoleOne. See [“Disabling a Post Office”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs when the Disable Logins option is not selected, the flag might be set improperly on the post office database.



Action: After making sure the Disable Logins option is not selected, stop and restart the POA. See [“Setting Up the GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

Action: Rebuild the post office database ([wphost.db](#)). See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## D713 Database dictionary not found

Source: GroupWise engine; directory services access.

Explanation: Dictionary not found.

Possible Cause: A database create request was made and the corresponding database dictionary file was not found.

Action: Make sure the [ngwguard.dc](#) file exists in the post office directory. If it does not, copy it from the [po](#) subdirectory of your software distribution directory.

## D714 User database temporarily disabled

Source: GroupWise engine; directory services access.

Explanation: The administrator has temporarily disabled GroupWise login for a specific user.

Possible Cause: The user is being moved from GroupWise 5.x to 8.

Action: Wait for the move to be completed.

Action: If the problem persists, rebuild the user database ([userxxx.db](#)). See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## D715 User has failed in too many login attempts, login disabled

Source: GroupWise engine; directory services access.

Explanation: The Intruder Lockout feature is preventing the user from logging in.

Possible Cause: A valid user is using an incorrect password or an intruder is attempting to gain access without having a valid password.

Action: Try again after the lockout period has passed. The default lockout period is 30 minutes.

Action: Manually enable the user’s account. See [“Disabling and Enabling GroupWise Accounts”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

## D716 The System Address Book needs to be refreshed

Source: GroupWise engine; directory services access.

Explanation: The Address Book updates that the Remote or Caching client is expecting to find in the post office database ([wphost.db](#)) are not available.

Possible Cause: The delta records that the client needs have already been removed from the post office database as part of scheduled maintenance to control the size of the post office database. You can control how often delta records are removed, as described in [“Controlling Address Book Synchronization for Caching and Remote Client Users”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The post office database has been rebuilt, as described in “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*. The rebuild process removes all delta sync records.

Action: Manually download the complete Address Book from the post office. In the GroupWise Windows client, open the Address Book, then click *View > Retrieve System Address Book*.

## **D717 You are trying to use a distribution list that you do not have rights to use**

Source: GroupWise engine; directory services access.

Explanation: The user has selected a distribution list that he or she has not been granted access to.

Possible Cause: The user does not know that access to the distribution list is restricted.

Possible Cause: Needed access has not yet been granted to the user.

Action: If the user needs access to the distribution list, grant the necessary access. See “[Controlling Access to a Distribution List](#)” in “[Distribution Lists, Groups, and Organizational Roles](#)” in the *GroupWise 2012 Administration Guide*.

## **7.16 D9xx Errors**

- ♦ “[D901 Unexpected error](#)” on page 122
- ♦ “[D902 Unexpected error](#)” on page 122
- ♦ “[D904 Unexpected error](#)” on page 122
- ♦ “[D90A Unexpected error](#)” on page 123
- ♦ “[D90B Unexpected error](#)” on page 123
- ♦ “[D912 Cannot process message file](#)” on page 123

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### **D901 Unexpected error**

Source: GroupWise engine; messaging services.

Action: See “[Dxxx Unexpected error](#)” on page 148.

### **D902 Unexpected error**

Source: GroupWise engine; messaging services.

Action: See “[Dxxx Unexpected error](#)” on page 148.

### **D904 Unexpected error**

Source: GroupWise engine; messaging services.

Action: See “[Dxxx Unexpected error](#)” on page 148.

## D90A Unexpected error

Source: GroupWise engine; messaging services.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## D90B Unexpected error

Source: GroupWise engine; messaging services.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## D912 Cannot process message file

Source: GroupWise engine; messaging services.

Explanation: The message file has been opened too many times. It has been moved to the problem directory.

Possible Cause: The POA might be attempting to process a damaged message file and is unable to move it to the [problem](#) directory.

Action: Check the priority subdirectories of the [/wpcsout/ofs](#) directory. Check the POA log file to determine the offending message file. See [“Using POA Log Files”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*. Delete the offending message file so that subsequent messages can be processed.

## 7.17 DA0x Errors

- ♦ [“DA0C Incorrect DLL version”](#) on page 123
- ♦ [“DA0D Cannot create directory in post office”](#) on page 123
- ♦ [“DA0E Path to post office database not specified”](#) on page 124

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### DA0C Incorrect DLL version

Source: GroupWise engine; Post Office Agent.

Explanation: Wrong DLL.

Possible Cause: The DLL being used with the POA executable is either an older or a newer version. The DLL cannot be used with the executable.

Action: Make sure the POA executable is the same version as the POA DLL. For a list of agent files, see [“Windows MTA, POA, and DVA Installation Directory”](#) in [“Directory Structure Diagrams”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

### DA0D Cannot create directory in post office

Source: GroupWise engine; Post Office Agent.

Explanation: Post office directory structure problem.

Possible Cause: A required post office directory could not be created or one or more database dictionary files is missing.

Action: Make sure all of the database dictionary files are present. For file locations, see *"Post Office Directory"* in *"Directory Structure Diagrams"* in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

## DA0E Path to post office database not specified

Source: GroupWise engine; Post Office Agent.

Explanation: No post office path.

Possible Cause: The path to the post office database (`wphost.db`) was not specified.

Action: Use the `--home` switch to specify the location of the post office database.

## 7.18 DA1x Errors

- ♦ *"DA10 Cannot read post office configuration information" on page 124*
- ♦ *"DA12 Invalid application configuration name" on page 124*
- ♦ *"DA13 /name switch required" on page 125*
- ♦ *"DA17 /user and /password switches required for this configuration" on page 125*

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### DA10 Cannot read post office configuration information

Source: GroupWise engine; Post Office Agent.

Explanation: Error reading post office configuration information.

Possible Cause: An error was detected while reading POA configuration information from the post office database (`wphost.db`). The post office database might be in an inconsistent state.

Action: Start the POA with `/noconfig`, and validate the post office database. See *"Maintaining Domain and Post Office Databases"* in *"Databases"* in the *GroupWise 2012 Administration Guide*.

### DA12 Invalid application configuration name

Source: GroupWise engine; Post Office Agent.

Explanation: Invalid application name.

Possible Cause: The eDirectory distinguished name (DN) specified on the command line when starting the POA was invalid. The DN might be misspelled.

Action: Specify a valid DN. A list of valid DNs for a given post office can be obtained by failing to specify one on the POA command line (with the `--name` switch) when the system is configured so that one is required. You can then choose one from

the list. A DN must be specified in a system that has been configured to run more than one POA process for a single post office. In that case, the DN is used by the POA to find configuration information for a specific POA process (such as TCP/IP address, port, and other configuration information).

### DA13 /name switch required

Source: GroupWise engine; Post Office Agent.

Explanation: Ambiguous application name.

Possible Cause: An eDirectory distinguished name (DN) was not specified where one is required. Your system is configured in a way that requires the `--name` switch to be specified when starting the POA.

Possible Cause: This post office has been configured to run more than one POA process for it. The DN is used by the POA to identify the configuration information and options that it should use when running.

Action: The `--name` switch should be used in conjunction with one of the DNs specified in the error message.

### DA17 /user and /password switches required for this configuration

Source: GroupWise engine; Post Office Agent.

Explanation: The `/user` and `/password` switches are required when the Windows POA must log into a remote server.

Possible Cause: The POA needs to log in to a remote server where a document storage area is located, but it does not have the necessary user and password information to log in with.

Action: Add the `/user` and `/password` switches to the POA startup file.

Action: In ConsoleOne, specify the login information in the Remote File Server Settings box on the Post Office Settings page of the Post Office object.

Possible Cause: You have renamed the server where a document storage area is located. The Windows POA can no longer access the original document storage area location, so the POA cannot start.

Action: First, provide the new location of the document storage area. See [“Moving a Document Storage Area”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

Next, start the POA using the `/noconfig`, `/user`, and `/password` switches so the POA can start and process the administrative message containing the new storage location without accessing the old storage location. Finally, exit, then restart the POA with its typical configuration.

## 7.19 DB0x Errors

- ♦ [“DB01 Operation cancelled” on page 126](#)
- ♦ [“DB02 Database access error” on page 126](#)
- ♦ [“DB03 Operation pending; cannot modify” on page 126](#)
- ♦ [“DB04 Owner not valid user” on page 126](#)

- ♦ “DB05 Invalid path” on page 127
- ♦ “DB08 Non-unique name” on page 127
- ♦ “DB09 User owns resource” on page 127
- ♦ “DB0A Record not found” on page 127
- ♦ “DB0B Required field empty” on page 128
- ♦ “DB0C Cannot close database” on page 128
- ♦ “DB0E Insufficient memory to initialize database” on page 128
- ♦ “DB0F Domain not found” on page 128

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## **DB01 Operation cancelled**

Source: GroupWise engine; administration engine.

Explanation: Operation cancelled.

Possible Cause: Operation cancelled by user.

Action: None.

## **DB02 Database access error**

Source: GroupWise engine; administration engine.

Explanation: Database access error.

Possible Cause: Cannot complete the requested operation because the database is being updated.

Action: Retry the operation later. If you still cannot access the database, check file activity using your network administration utilities.

Action: Rebuild the database. See “[Maintaining Domain and Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## **DB03 Operation pending; cannot modify**

Source: GroupWise engine; administration engine.

Explanation: Unsafe record modification.

Possible Cause: This record has a pending operation and cannot be modified. A remote operation has been requested for this record.

Action: Wait for the MTA or POA to complete the pending operation, or undo the operation. See “[Pending Operations](#)” in “[System](#)” in the *GroupWise 2012 Administration Guide*.

## **DB04 Owner not valid user**

Source: GroupWise engine; administration engine.

Explanation: Invalid owner.

Possible Cause: The owner you specified is not a valid user in the same post office as the resource.

Action: Select an owner for the resource from among the users in the same post office as the resource. See [“Changing a Resource’s Owner”](#) in [“Resources”](#) in the *GroupWise 2012 Administration Guide*.

Action: Create a new user in the post office to function as the owner of the resource. See [“Creating GroupWise Accounts”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

## DB05 Invalid path

Source: GroupWise engine; administration engine.

Explanation: Invalid path specified.

Possible Cause: The specified path exists; however, it is not a directory.

Action: Enter a new path, or remove the invalid path.

## DB08 Non-unique name

Source: GroupWise engine; administration engine.

Explanation: Non-unique name.

Possible Cause: The specified name (*object.po.domain*) conflicts with an existing user, resource, group, or nickname.

Action: Specify a new, unique name.

## DB09 User owns resource

Source: GroupWise engine; administration engine.

Explanation: User owns a resource.

Possible Cause: The specified user cannot be deleted or moved because he or she owns a resource.

Action: Remove the resource. See [“Deleting a Resource”](#) in [“Resources”](#) in the *GroupWise 2012 Administration Guide*.

Action: Reassign the resource to another owner. See [“Changing a Resource’s Owner”](#) in [“Resources”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If this error occurs after removing resources from a user to be deleted or moved, the change might not yet have replicated through the system.

Action: Wait for replication to occur or manually synchronize the resource(s) and user. See [“Synchronizing Database Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Rebuild the post office database (*wphost.db*). See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## DB0A Record not found

Source: GroupWise engine; administration engine.

Explanation: Record not found.

Possible Cause: Cannot find a record that was previously in the database. The record might have been deleted.

Action: Check Pending Operations to see if the command is still awaiting execution. See [“Pending Operations”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

Action: Retry the command.

Action: Make sure the record was replicated throughout the system. See [“Synchronizing Database Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **DB0B Required field empty**

Source: GroupWise engine; administration engine.

Explanation: Required field empty.

Possible Cause: A required field has no value.

Action: Supply a value for all required fields.

## **DB0C Cannot close database**

Source: GroupWise engine; administration engine.

Explanation: Error closing database.

Possible Cause: An error was encountered while attempting to close the database.

Action: Check the network connection to the database location.

## **DB0E Insufficient memory to initialize database**

Source: GroupWise engine; administration engine.

Explanation: Database initialization failure.

Possible Cause: The database failed to initialize because of insufficient memory. ConsoleOne requires at least 500 KB of available RAM.

Action: Check the amount of available memory and reconfigure your system if necessary.

## **DB0F Domain not found**

Source: GroupWise engine; administration engine.

Explanation: Domain not found.

Possible Cause: Cannot find the specified domain.

Action: Make sure that the domain exists and that the domain name is correct. In ConsoleOne, browse to and right-click the Domain object, then click *Properties*.

Possible Cause: If this error occurs from the POA, the post office database ([wphost.db](#)) might be damaged so that valid domain information is not available.

Action: Check and, if necessary, repair the database. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.



## 7.20 DB1x Errors

- ♦ “DB10 Post office not found” on page 129
- ♦ “DB11 Unexpected error” on page 129
- ♦ “DB12 Maximum number of objects per post office reached” on page 129
- ♦ “DB17 Domain already exists in specified directory” on page 130
- ♦ “DB19 Local post office not found” on page 130
- ♦ “DB1A Insufficient administrative rights to perform operation” on page 130
- ♦ “DB1B Message Transfer Agent not installed” on page 130
- ♦ “DB1C Invalid object name” on page 130
- ♦ “DB1D Cannot delete post office” on page 130
- ♦ “DB1F Cannot delete current domain” on page 131

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### DB10 Post office not found

Source: GroupWise engine; administration engine.

Explanation: Post office not found.

Possible Cause: Cannot find the specified post office.

Action: Make sure that the post office exists and that the post office name is correct. In ConsoleOne, browse to and right-click the Post Office object, then click *Properties*.

### DB11 Unexpected error

Source: GroupWise engine; administration engine.

Action: See “Dxxx Unexpected error” on page 148.

### DB12 Maximum number of objects per post office reached

Source: GroupWise engine; administration engine.

Explanation: No more file ID combinations exist for the post office.

Possible Cause: The maximum user limit has been reached for this post office. The maximum number of FID combinations is approximately 46,000 per post office.

Action: Delete obsolete users. See “[Removing GroupWise Accounts](#)” in “[Users](#)” in the *GroupWise 2012 Administration Guide*.

Action: Remove unneeded resources. See “[Deleting a Resource](#)” in “[Resources](#)” in the *GroupWise 2012 Administration Guide*.

Action: Create additional post offices. See “[Creating a New Post Office](#)” in “[Post Offices](#)” in the *GroupWise 2012 Administration Guide*.

## DB17 Domain already exists in specified directory

Source: GroupWise engine; administration engine.

Explanation: Directory exists.

Possible Cause: A domain already exists in the specified directory.

Action: Specify a new domain directory or remove the existing domain. See [“Deleting a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## DB19 Local post office not found

Source: GroupWise engine; administration engine.

Explanation: No local post office record found.

Possible Cause: GroupWise was unable to find a local post office. The post office database (`wphost.db`) might have been damaged.

Action: Validate the post office database and rebuild if necessary. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## DB1A Insufficient administrative rights to perform operation

Source: GroupWise engine; administration engine.

Explanation: No administrative rights to perform action.

Possible Cause: The current domain has no administrative rights to perform the specified action for the selected record.

Action: Connect to the GroupWise system that owns this record. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## DB1B Message Transfer Agent not installed

Source: GroupWise engine; administration engine.

Explanation: The MTA is not installed.

Possible Cause: The MTA is not installed, or the MTA record is missing from the database.

Action: Set up the MTA. See [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

## DB1C Invalid object name

Source: GroupWise engine; administration engine.

Explanation: Invalid object.

Possible Cause: An invalid object name was specified for an administrator, group name, or other object.

Action: Make sure the specified object ID is correct.

## DB1D Cannot delete post office

Source: GroupWise engine; administration engine.

Explanation: Error deleting post office.

Possible Cause: You do not have sufficient rights to perform the operation.

Action: Make sure you have rights to delete files and directories by checking rights for file and directory removal.

Possible Cause: The post office directory or files in that directory are in use by another user.

Action: Check the open/lock activity on files.

## DB1F Cannot delete current domain

Source: GroupWise engine; administration engine.

Explanation: Error deleting current domain.

Possible Cause: The attempt to delete the current domain failed.

Action: Connect to the primary domain. See “[Connecting to a Domain](#)” in “[Domains](#)” in the *GroupWise 2012 Administration Guide*. Then delete the secondary domain from the primary domain. See “[Deleting a Domain](#)” in “[Domains](#)” in the *GroupWise 2012 Administration Guide*.

Action: If the current domain is the primary domain, you cannot delete it unless you delete all secondary domains first (meaning that you want to delete your entire GroupWise system) or you designate a different domain as the primary domain. See “[Converting a Secondary Domain to a Primary Domain](#)” in “[Domains](#)” in the *GroupWise 2012 Administration Guide*.

## 7.21 DB2x Errors

- ♦ “[DB20 Unexpected error](#)” on page 132
- ♦ “[DB21 Database inconsistency detected](#)” on page 132
- ♦ “[DB23 Password incorrect](#)” on page 132
- ♦ “[DB24 Invalid link](#)” on page 132
- ♦ “[DB25 Duplicate domain name](#)” on page 132
- ♦ “[DB26 Secondary domains exist](#)” on page 132
- ♦ “[DB29 Invalid character](#)” on page 133
- ♦ “[DB2A Invalid name](#)” on page 133
- ♦ “[DB2B Non-unique entry](#)” on page 133
- ♦ “[DB2C Invalid post office database](#)” on page 133
- ♦ “[DB2D Platform error](#)” on page 133
- ♦ “[DB2E Link record not found](#)” on page 134
- ♦ “[DB2F Correct database type not found](#)” on page 134

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## DB20 Unexpected error

Source: GroupWise engine; administration engine.

Action: See [“Dxxx Unexpected error”](#) on page 148.

## DB21 Database inconsistency detected

Source: GroupWise engine; administration engine.

Explanation: Database invalid or damaged.

Possible Cause: The database is invalid.

Action: Rebuild the database. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## DB23 Password incorrect

Source: GroupWise engine; administration engine.

Explanation: Invalid password.

Action: Enter the correct password.

## DB24 Invalid link

Source: GroupWise engine; administration engine.

Explanation: A link between domains is invalid.

Action: Select a valid link type and link protocol for the domain link. See [“Editing a Domain Link”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## DB25 Duplicate domain name

Source: GroupWise engine; administration engine.

Explanation: Duplicate domain name.

Possible Cause: The name of the external domain being merged conflicts with the name of an existing local domain. The names of all primary and secondary domains must be unique in both systems when merging systems.

Action: Remove one of the duplicate domains. See [“Deleting a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## DB26 Secondary domains exist

Source: GroupWise engine; administration engine.

Explanation: Secondary domains exist.

Possible Cause: Multiple local domains were found in an external domain being merged.

Action: Release all secondary domains from the domain to be merged, or release the domain to be merged from its owning primary domain. See [“Merging GroupWise Systems”](#) in the *GroupWise 2012 Multi-System Administration Guide*.

## DB29 Invalid character

Source: GroupWise engine; administration engine.

Explanation: Invalid character.

Possible Cause: Invalid character in a domain, post office, or object name.

Action: Check the contents of the name strings for invalid characters. Do not use any of the following characters in GroupWise object names:

Space  
Period .  
At-sign @  
Asterisk (\*)  
Comma ,  
Colon :  
Double quote  
Parentheses ( )  
Braces { }  
ASCII characters 0-31

## DB2A Invalid name

Source: GroupWise engine; administration engine.

Explanation: Invalid name.

Possible Cause: An invalid or restricted name has been specified.

Action: Enter a valid name.

## DB2B Non-unique entry

Source: GroupWise engine; administration engine.

Explanation: Non-unique entry.

Possible Cause: A new entry conflicts with an existing entry in an index that must be unique. This can occur with a user's network ID.

Action: Check the network ID for uniqueness on the post office where the user will reside.

## DB2C Invalid post office database

Source: GroupWise engine; administration engine.

Explanation: Invalid post office database ([wphost.db](#)).

Action: Rebuild the post office database. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

## DB2D Platform error

Source: GroupWise engine; administration engine.

Explanation: Wrong platform.

Possible Cause: No valid path could be found for the current platform type.

Action: Enter a path for the current platform.

## DB2E Link record not found

Source: GroupWise engine; administration engine.

Explanation: No link record exists.

Possible Cause: No link record has been defined between an external domain to be merged and any local domain.

Action: Define a link record between an external domain to be merged and any local domain. See “[Merging GroupWise Systems](#)” in the *GroupWise 2012 Multi-System Administration Guide*.

## DB2F Correct database type not found

Source: GroupWise engine; administration engine.

Explanation: No database exists.

Possible Cause: Specified database type does not exist in the specified directory.

Action: Check the domain path. In ConsoleOne, browse to and right-click the Domain object, then click *Properties*.

Action: Check the setting of the `--home` switch in the MTA startup file.

## 7.22 DB3x Errors

- ♦ “DB30 Gateway directory not found” on page 135
- ♦ “DB31 Required field missing or empty” on page 135
- ♦ “DB32 Required field missing” on page 135
- ♦ “DB33 Cannot open all post offices” on page 135
- ♦ “DB34 Time zone definition not found” on page 135
- ♦ “DB35 No pending operation for record” on page 135
- ♦ “DB37 Cannot delete current domain” on page 136
- ♦ “DB38 Cannot delete domain that has post offices” on page 136
- ♦ “DB39 Domain database not found” on page 136
- ♦ “DB3A Cannot delete domain that has links” on page 136
- ♦ “DB3B Remote management message sent” on page 137
- ♦ “DB3C Domain database in use” on page 137
- ♦ “DB3D Database sorting language changed” on page 137
- ♦ “DB3F Cannot delete required field” on page 137

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## DB30 Gateway directory not found

Source: GroupWise engine; administration engine.

Explanation: Gateway directory does not exist.

Action: Check the specified gateway directory path and make sure the requested gateway is installed. For a list of gateways, see [GroupWise Gateways \(http://www.novell.com/documentation/gwgateways\)](http://www.novell.com/documentation/gwgateways).

## DB31 Required field missing or empty

Source: GroupWise engine; administration engine.

Explanation: A required field is missing or empty.

Action: Provide a value for the required field(s).

## DB32 Required field missing

Source: GroupWise engine; administration engine.

Explanation: A required field is missing.

Action: Check the record for a missing required field.

## DB33 Cannot open all post offices

Source: GroupWise engine; administration engine.

Explanation: Unable to open all post offices.

Possible Cause: There are more post offices defined than the operating system file handles allow.

Action: All directory synchronized commands will be performed through the MTA for the closed post offices.

Possible Cause: The link to the post office has been lost.

Action: Reestablish the link to the post office. See “[Strategies for Message Delivery Problems](#)” in *GroupWise 2012 Troubleshooting 2: Solutions to Common Problems*.

## DB34 Time zone definition not found

Source: GroupWise engine; administration engine.

Explanation: No time zone defined.

Possible Cause: Unable to find a time zone definition for the current domain or post office.

Action: Select a time zone in the Identification page for the current domain or post office in ConsoleOne. See “[Time Zones](#)” in “[System](#)” in the *GroupWise 2012 Administration Guide*

## DB35 No pending operation for record

Source: GroupWise engine; administration engine.

Explanation: No pending operation for record.

Possible Cause: The pending operation has been completed.

Action: Refresh the list of pending operations. See [“Pending Operations”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

### **DB37 Cannot delete current domain**

Source: GroupWise engine; administration engine.

Explanation: Cannot delete the current domain.

Action: Connect to the primary domain. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*. Then delete the secondary domain from the primary domain. See [“Deleting a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

Action: If the current domain is the primary domain, you cannot delete it unless you delete all secondary domains first (meaning that you want to delete your entire GroupWise system) or you designate a different domain as the primary domain. See [“Converting a Secondary Domain to a Primary Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

### **DB38 Cannot delete domain that has post offices**

Source: GroupWise engine; administration engine.

Explanation: Post offices exist for this domain.

Possible Cause: An attempt was made to delete a domain that has post offices assigned to it.

Action: Move the post offices to another domain. See [“Moving a Post Office”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*. Then delete the domain after it is empty. See [“Deleting a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

Action: Delete the post offices. See [“Deleting a Post Office”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*. Then delete the domain after it is empty. See [“Deleting a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

### **DB39 Domain database not found**

Source: GroupWise engine; administration engine.

Explanation: Database is not available. No domain database (`wppdomain.db`) was found; however, a `recover.ddb` file was found.

Possible Cause: The database is currently being rebuilt.

Action: Allow the rebuild operation to finish.

Possible Cause: A database rebuild failed.

Action: Rename `recover.ddb` to `wppdomain.db` in the domain directory, then rerun the rebuild. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### **DB3A Cannot delete domain that has links**

Source: GroupWise engine; administration engine.

Explanation: Domain has indirect links.



Possible Cause: Cannot delete the domain because it is used in indirect routing.

Action: Reconfigure domain links before deleting the domain. See [“Editing a Domain Link”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

### **DB3B Remote management message sent**

Source: GroupWise engine; administration engine.

Explanation: Remote management message sent.

Action: None. This is not an error. It is a notification by the program that the operation to be performed has been sent to the parent domain.

### **DB3C Domain database in use**

Source: GroupWise engine; administration engine.

Explanation: Exclusive open error.

Possible Cause: An exclusive open for a domain to be merged or released failed because the domain is already in use.

Action: Have all administrators exit the domain database (`wpdomain.db`) before running the merge or release.

Action: Stop the MTA in the domain to be merged or released.

### **DB3D Database sorting language changed**

Source: GroupWise engine; administration engine.

Explanation: Database language has changed.

Action: Rebuild the database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### **DB3F Cannot delete required field**

Source: GroupWise engine; administration engine.

Explanation: Cannot remove a required field.

Action: You must supply valid data for all required fields.

## **7.23 DB4x Errors**

- ♦ [“DB40 Cannot delete gateway used in link” on page 138](#)
- ♦ [“DB41 Database does not match domain or post office” on page 138](#)
- ♦ [“DB42 Information lost during recovery” on page 138](#)
- ♦ [“DB43 Maximum number of open post offices reached” on page 138](#)
- ♦ [“DB45 GroupWise system not found” on page 139](#)
- ♦ [“DB46 Path too long” on page 139](#)
- ♦ [“DB47 Invalid area” on page 139](#)
- ♦ [“DB48 Cannot delete domain that has links” on page 139](#)

- ♦ “DB49 Cannot use limited visibility distribution list as administrator” on page 139
- ♦ “DB4A Cannot delete Internet domain name that is still referenced” on page 140
- ♦ “DB4C Database recovery required to update database structure” on page 140
- ♦ “DB4D Cannot delete default gateway” on page 140
- ♦ “DB4E Cannot delete POA that performs message transfer” on page 140
- ♦ “DB4F External sync message from unknown system” on page 141

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### **DB40 Cannot delete gateway used in link**

Source: GroupWise engine; administration engine.

Explanation: Gateway links exist.

Possible Cause: The gateway you are attempting to delete is used in a gateway link.

Action: Reconfigure the links before deleting the gateway. See “[Editing a Domain Link](#)” in “[Domains](#)” in the *GroupWise 2012 Administration Guide*.

### **DB41 Database does not match domain or post office**

Source: GroupWise engine; administration engine.

Explanation: Incorrect database path

Possible Cause: The database found at the specified path does not match the specified domain/post office name.

Action: Enter the correct path.

### **DB42 Information lost during recovery**

Source: GroupWise engine; administration engine.

Explanation: Information lost.

Possible Cause: Some records were lost during the recover operation.

Action: You might want to rebuild the database at this time. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

### **DB43 Maximum number of open post offices reached**

Source: GroupWise engine; administration engine.

Explanation: Maximum number of post offices are opened.

Possible Cause: You have tried to open too many post offices.

Action: Close one or more post offices. See “[Disabling a Post Office](#)” in “[Post Offices](#)” in the *GroupWise 2012 Administration Guide*.

## DB45 GroupWise system not found

Source: GroupWise engine; administration engine.

Explanation: No system found.

Action: Verify the path to the domain database ([wpdomain.db](#)).

Action: Make sure you are logged in to the server where the GroupWise system resides.

## DB46 Path too long

Source: GroupWise engine; administration engine.

Explanation: Path too long.

Action: You can map a drive to a lower level.

## DB47 Invalid area

Source: GroupWise engine; administration engine.

Explanation: Invalid BLOB area specified.

Possible Cause: ConsoleOne is unable to copy the GroupWise client view files from the software distribution directory into the post office directory structure.

Action: Make sure the software distribution directory has been created in your GroupWise system. See [“Software Directory Management”](#) in [“System”](#) in the [GroupWise 2012 Administration Guide](#) and [“GroupWise Software Distribution Directory”](#) in [“Directory Structure Diagrams”](#) in [GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure](#).

## DB48 Cannot delete domain that has links

Source: GroupWise engine; administration engine.

Explanation: System link exists.

Possible Cause: You are trying to delete a domain that is specified as the link domain for an external system.

Action: Remove the external system or specify a different external domain as the link for the system. See [“Using Direct Links”](#) in [“Connecting to Other GroupWise Systems”](#) in the [GroupWise 2012 Multi-System Administration Guide](#).

Possible Cause: You are trying to delete a domain that is set up for external system synchronization.

Action: Remove the external system synchronization entry, then delete the domain. See [“Using Direct Links”](#) in [“Connecting to Other GroupWise Systems”](#) in the [GroupWise 2012 Multi-System Administration Guide](#).

## DB49 Cannot use limited visibility distribution list as administrator

Source: GroupWise engine; administration engine.

Explanation: The selected distribution list cannot be used for the administrator because it is not visible to all users in your GroupWise system.

Action: Create a new distribution list to use as the administrator that contains only users that can be visible throughout your GroupWise system. For information about changing distribution list properties, see [“Creating and Managing Distribution Lists”](#) in [“Distribution Lists, Groups, and Organizational Roles”](#) in the *GroupWise 2012 Administration Guide*.

Action: Change the visibility of the selected distribution list to system so that all users can see it.

## **DB4A Cannot delete Internet domain name that is still referenced**

Source: GroupWise engine; administration engine.

Explanation: The specified Internet domain name is being referenced in a system, domain, post office, or user.

Possible Cause: You are trying to delete an Internet domain record that is still in use.

Action: Change or delete the Internet domain association. See [“Configuring Internet Addressing”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## **DB4C Database recovery required to update database structure**

Source: GroupWise engine; administration engine.

Explanation: The database needs to be recovered.

Possible Cause: The database dictionaries (\*.dc files) are newer than the current database, so a recover is needed to update the database.

Action: The admin thread of the POA or MTA should take care of this recovery automatically. If not, perform the recovery manually. See [“Recovering Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **DB4D Cannot delete default gateway**

Source: GroupWise engine; administration engine.

Explanation: The gateway is used in default routing.

Possible Cause: You are trying to delete a GWIA object that is used as the default gateway for routing Internet messages.

Action: Select a different GWIA as the default gateway for Internet messages. See [“Configuring Internet Addressing”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## **DB4E Cannot delete POA that performs message transfer**

Source: GroupWise engine; administration engine.

Explanation: The POA is used as the message transfer recipient for its post office.

Possible Cause: You are trying to delete a POA that is part of the TCP/IP link between the post office and domain through which messages arrive in the post office.

Action: Set up a different POA to provide the link to the domain MTA. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*. After another POA has been set up to provide the link with the MTA, the original POA can be deleted.

## DB4F External sync message from unknown system

Source: GroupWise engine; administration engine.

Explanation: An external synchronization message was received from a system that the local GroupWise system cannot identify.

Possible Cause: The local GroupWise system is not set up to synchronize with the system that sent the synchronization message.

Action: Configure the local GroupWise system for external synchronization with that system. See [“Exchanging Information Between Systems”](#) in [“Connecting to Other GroupWise Systems”](#) in the *GroupWise 2012 Multi-System Administration Guide*.

Possible Cause: The external synchronization record in the domain database has been damaged.

Action: Delete the external synchronization record. In ConsoleOne, click *Tools > GroupWise System Operations > External System Synchronization*. Select an external system, then click *Delete > Close*. Exit and restart the MTA and POA. Re-create the external synchronization record. See [“Exchanging Information Between Systems”](#) in [“Connecting to Other GroupWise Systems”](#) in the *GroupWise 2012 Multi-System Administration Guide*.

## 7.24 DB5x Errors

- ♦ [“DB51 Required network address information is missing”](#) on page 142
- ♦ [“DB52 Required path information is missing”](#) on page 142
- ♦ [“DB53 No message transfer POA has been selected”](#) on page 142
- ♦ [“DB55 No POA is available for client/server”](#) on page 142
- ♦ [“DB56 Specified e-mail address conflicts with the address of an existing gateway alias”](#) on page 143
- ♦ [“DB57 Specified e-mail address conflicts with the address of an existing user”](#) on page 143
- ♦ [“DB58 Specified e-mail address conflicts with an address from a post office alias record”](#) on page 143
- ♦ [“DB59 This GroupWise administration version is older than the minimum allowed by the system administrator”](#) on page 143
- ♦ [“DB5A The LDAP server is being used for eDirectory synchronization”](#) on page 144
- ♦ [“DB5B The signature information is too large”](#) on page 144
- ♦ [“DB5C The software area is being referenced”](#) on page 144
- ♦ [“DB5D Following a database rebuild the ownership of the target file has been changed. The file uid.run must be deleted manually.”](#) on page 144
- ♦ [“DB5E Invalid preferred EMail ID”](#) on page 144
- ♦ [“DB5F Incompatible visibility”](#) on page 145

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## **DB51 Required network address information is missing**

Source: GroupWise engine; administration engine.

Explanation: An action cannot be completed because of insufficient configuration information.

Possible Cause: An agent has not been properly configured with an IP address or TCP port.

Action: The POA is not properly configured. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: The MTA is not properly configured. See [“Changing the Link Protocol between Domains”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: The GWIA is not properly configured. In ConsoleOne, browse to and right-click the GWIA object, then click *Properties*. Click *Post Office Links*, then correct the link information as needed. See [“Internet Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **DB52 Required path information is missing**

Source: GroupWise engine; administration engine.

Explanation: An action cannot be completed because of insufficient configuration information.

Possible Cause: A domain or post office has not been properly configured with the path to the directory where the domain or post office is located.

Action: Check the UNC path information provided for the domain or post offices. See [“Editing Domain Properties”](#) in [“Domains”](#) or [“Editing Post Office Properties”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*.

## **DB53 No message transfer POA has been selected**

Source: GroupWise engine; administration engine.

Explanation: An action cannot be completed because of insufficient configuration information.

Possible Cause: A post office has been configured with a TCP/IP link to its domain, but no POA has been selected to provide the link to the MTA.

Action: Configure the link between the POA and the MTA. See [“Editing a Post Office Link”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## **DB55 No POA is available for client/server**

Source: GroupWise engine; administration engine.

Explanation: An action cannot be completed because of incorrect configuration.

Possible Cause: A post office has been configured for client/server access mode, but no POA has been configured for client/server processing.

Action: Configure a POA for client/server mode. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the [GroupWise 2012 Administration Guide](#).

### **DB56 Specified e-mail address conflicts with the address of an existing gateway alias**

Source: GroupWise engine; administration engine.

Possible Cause: You are creating or modifying a gateway alias in such a way that its new name conflicts with an existing gateway alias.

Action: Choose a different name for the new gateway alias. Check for existing names first. See [“Email Address Lookup”](#) in [“System”](#) in the [GroupWise 2012 Administration Guide](#).

### **DB57 Specified e-mail address conflicts with the address of an existing user**

Source: GroupWise engine; administration engine.

Possible Cause: You are creating, modifying, or moving a user in such a way that its new name conflicts with an existing user name.

Action: Choose a different name for the new user. Check for existing names first. See [“Email Address Lookup”](#) in [“System”](#) in the [GroupWise 2012 Administration Guide](#).

### **DB58 Specified e-mail address conflicts with an address from a post office alias record**

Source: GroupWise engine; administration engine.

Possible Cause: You are creating or modifying a post office alias in such a way that its new name conflicts with an existing post office alias.

Action: Choose a different name for the new post office alias. Check for existing names first. See [“Email Address Lookup”](#) in [“System”](#) in the [GroupWise 2012 Administration Guide](#).

### **DB59 This GroupWise administration version is older than the minimum allowed by the system administrator**

Source: GroupWise engine; administration engine.

Explanation: Although you can start ConsoleOne, the GroupWise snap-ins are out of date.

Possible Cause: In ConsoleOne, the *Lock Out Older GroupWise Administration Snapins* option has been selected under *Tools > GroupWise System Operations > System Preferences > Admin Lockout Settings* and you are trying to run ConsoleOne with a version of the snap-ins that is too old.

Action: Update the GroupWise snap-ins. See [“ConsoleOne”](#) in [“Installing a Basic GroupWise System”](#) in the [GroupWise 2012 Installation Guide](#).

## **DB5A The LDAP server is being used for eDirectory synchronization**

Source: GroupWise engine; administration engine.

Explanation: An MTA that performs eDirectory user synchronization obtains its eDirectory information from a server that is also being used in your GroupWise system as an LDAP server.

Possible Cause: You are trying to delete an LDAP server that is being used for eDirectory user synchronization as well as for LDAP.

Action: Reconfigure eDirectory synchronization. See [“Using eDirectory User Synchronization”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*. Then delete the LDAP server.

## **DB5B The signature information is too large**

Source: GroupWise engine; administration engine.

Explanation: ConsoleOne cannot save the global signature you have created because it exceeds 2.43 MB.

Possible Cause: You have tried to create a global signature that is larger than 2.43 MB.

Action: Remove some text or objects from the global signature.

## **DB5C The software area is being referenced**

Source: GroupWise engine; administration engine.

Explanation: The software distribution area is still in use by one or more post offices.

Possible Cause: You are trying to delete a software distribution area that is still in use.

Action: Configure the post offices to use other software distribution directories. In ConsoleOne, display the Post Office Settings property page of each Post Office object, then select a different software distribution directory. When no post offices reference the software distribution directory, it can be deleted.

## **DB5D Following a database rebuild the ownership of the target file has been changed. The file uid.run must be deleted manually.**

Source: GroupWise engine; administration engine.

Explanation: After it rebuilds a domain or post office database, ConsoleOne tries to delete the uid.run file that specifies the user that the agent runs as, so that user information can be reestablished from the uid.conf file.

Possible Cause: ConsoleOne was unable to delete the uid.run file.

Action: Delete the uid.run file from the domain or post office directory. The agent generates a new one based on the uid.conf file when it starts running against the rebuilt database.

## **DB5E Invalid preferred EMAIL ID**

Source: GroupWise engine; administration engine.

Explanation: The preferred email ID allows you to customize users' email addresses, but it must consist of valid characters.



Possible Cause: You have included a character in the preferred email ID for a user that is not RFC compliant.

Action: Use only the following characters in the preferred email ID:

Numbers 0-9

Uppercase letters A-Z

Lowercase letters a-z

Plus sign +

Hyphen -

Underscore \_

Tilde ~

## DB5F Incompatible visibility

Source: GroupWise engine; administration engine.

Explanation: You have assigned an administrative user to a distribution list under conditions where the user cannot see the distribution list.

Possible Cause: The distribution list has limited visibility in the selected administrative user's post office.

Action: Adjust the visibility for the distribution list. For information about distribution list visibility, see [“Creating a New Distribution List”](#) in [“Distribution Lists, Groups, and Organizational Roles”](#) in the *GroupWise 2012 Administration Guide*.

Action: Select a distribution list administrative user in a post office where the distribution list is visible. See [“Enabling Users to Modify a Distribution List”](#) in [“Distribution Lists, Groups, and Organizational Roles”](#) in the *GroupWise 2012 Administration Guide*

## 7.25 DB6x Errors

- ♦ [“DB60 Name conflicts with parent object's name”](#) on page 145
- ♦ [“DB61 Invalid extended character”](#) on page 145

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### DB60 Name conflicts with parent object's name

Source: GroupWise engine; administration engine.

Explanation: You tried to create a GroupWise object with a name that already exists.

Possible Cause: You tried to create a GroupWise object with the same name as its parent object.

Action: Specify a unique object name.

### DB61 Invalid extended character

Source: GroupWise engine; administration engine.

Explanation: You tried to create a GroupWise object with a name that includes an invalid character.

Possible Cause: Your language includes characters that are not valid in GroupWise object names.

Action: See the following sections of the *GroupWise 2012 Administration Guide* for lists of valid characters:

- ♦ “Choosing the Domain Name”
- ♦ “Choosing the Post Office Name”
- ♦ “Creating a New Resource”
- ♦ “Creating a New Distribution List”

## 7.26 DExx Errors

- ♦ “DE02 Cannot perform delayed action request” on page 146
- ♦ “DE05 Unexpected error” on page 146

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### DE02 Cannot perform delayed action request

Source: GroupWise engine; data store and deferment.

Explanation: Error in the defer routine. Unable to perform delayed action request.

Possible Cause: Insufficient memory.

Action: Wait and retry the operation later.

### DE05 Unexpected error

Source: GroupWise engine; data store and deferment.

Action: See “Dxxx Unexpected error” on page 148.

## 7.27 DFxx Errors

- ♦ “DF10 Required file or directory missing” on page 147
- ♦ “DF15 Records lost during rebuild” on page 147
- ♦ “DF17 Cannot create required directory” on page 147
- ♦ “DF1C Document storage area definitions are not identical” on page 148
- ♦ “DF27 Invalid NGWCHECK.DB database migration level” on page 148
- ♦ “DF28 Failure using the NGWCHECK.DB database” on page 148

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## DF10 Required file or directory missing

Source: GroupWise engine; mailbox/library maintenance.

Explanation: Path error.

Possible Cause: If this error occurs from the POA, the path specified by the `--home` switch might be incorrect.

Action: Check the `--home` setting in the POA startup file. Make sure the specified path exists. Make sure the path is provided in the format required for the platform on which the POA is running.

Possible Cause: The `ngwguard.dc` file is missing from the post office directory.

Action: Copy the `ngwguard.dc` file from another post office or from the `po` subdirectory of the software distribution directory.

Possible Cause: Mailbox/Library Maintenance or GWCheck has been run more than 26 times in less than 2 weeks, so all possible temporary file names are already used and a new backup file cannot be created.

Action: Check for backup user databases (`userxxx.db`) files with extensions `*.dba` through `*.dbz`. If found, move these backup databases to another directory, then try Mailbox/Library Maintenance or GWCheck again.

If no `userxxx.db` file exists (that is, only backup files exist), rename the most recent backup (for example, `userxxx.dbz`) to `userxxx.db`.

## DF15 Records lost during rebuild

Source: GroupWise engine; mailbox/library maintenance.

Explanation: The POA has been unable to rebuild a database.

Possible Cause: An administrative message requesting a rebuild in the POA input queue is damaged.

Action: Rename POA input queue (`wpcout`). Start the POA. This recreates the input queue. Repair the database again. See “[Maintaining Domain and Post Office Databases](#)” and “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## DF17 Cannot create required directory

Source: GroupWise engine; mailbox/library maintenance.

Explanation: The POA cannot create one or more directories required for processing messages.

Possible Cause: The POA has insufficient rights to create the directory.

Action: Start the POA including the `--rights` switch to determine the specific problem the POA is encountering.

## DF1C Document storage area definitions are not identical

Source: GroupWise engine; mailbox/library maintenance.

Explanation: The location of the document storage area, as stored in the post office database ([wphost.db](#)), does not match the guardian database ([ngwguard.db](#)). The error message includes the conflicting locations.

Action: Modify the UNC path to the document storage area as needed so that the post office database and the guardian database are both updated with the same current information. If the information looks correct as is, simply delete and retype one character so that the correct information is written out to all affected databases. See “[Managing Document Storage Areas](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide*.

## DF27 Invalid NGWCHECK.DB database migration level

Source: GroupWise engine; mailbox/library maintenance.

Explanation: The GWCheck database ([ngwcheck.db](#)) contains invalid information.

Action: Delete the GWCheck database, then rerun GWCheck or Mailbox/Library Maintenance.

## DF28 Failure using the NGWCHECK.DB database

Source: GroupWise engine; mailbox/library maintenance.

Explanation: The GWCheck database ([ngwcheck.db](#)) cannot be accessed by GWCheck.

Action: Delete the GWCheck database, then rerun GWCheck or Mailbox/Library Maintenance.

## 7.28 Dxxx Unexpected Error

- ♦ “[Dxxx Unexpected error](#)” on page 148

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### Dxxx Unexpected error

Source: GroupWise engine.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client

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# 8 Exxx Engine Error Codes

- ♦ “E50x Errors” on page 149
- ♦ “E51x Errors” on page 151
- ♦ “E52x Errors” on page 153
- ♦ “E7xx Errors” on page 155
- ♦ “E80x Errors” on page 156
- ♦ “E81x Errors” on page 158
- ♦ “E82x Errors” on page 159
- ♦ “E84x Errors” on page 160
- ♦ “EA0x Errors” on page 161
- ♦ “EA1x Errors” on page 166
- ♦ “Exxx Unexpected Error” on page 168

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## 8.1 E50x Errors

- ♦ “E501 Document version not available” on page 150
- ♦ “E503 Unexpected error” on page 150
- ♦ “E507 Unexpected error” on page 150
- ♦ “E508 Unexpected error” on page 150
- ♦ “E50A Unexpected error” on page 150
- ♦ “E50B Unexpected error” on page 150
- ♦ “E50C Unexpected error” on page 150
- ♦ “E50D Maximum number of libraries per post office reached” on page 151
- ♦ “E50E Unexpected error” on page 151

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## E501 Document version not available

Source: GroupWise engine; document management.

Explanation: Document version not available.

Possible Cause: The document is currently in use.

Action: Have the user who retrieved the document version close it.

Possible Cause: The document is currently checked out.

Action: Have the user who checked it out check it back in. Look up “documents, checking in” in GroupWise client Help.

Possible Cause: The document is neither in use nor checked out, but is erroneously marked as such. This situation can arise because:

- ♦ A user opened the document with a non-integrated application. A non-integrated application cannot check the document back into the GroupWise library when the user closes the document.
- ♦ A user’s workstation went down while the document was open.

Action: Manually reset the document status. Look up “document, status” in GroupWise client Help.

## E503 Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## E507 Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## E508 Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## E50A Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## E50B Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## E50C Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## **E50D Maximum number of libraries per post office reached**

Source: GroupWise engine; document management.

Explanation: Maximum libraries reached.

Possible Cause: The maximum number of libraries allowed per post office has been reached. Each post office can have as many as 256 libraries. A user attempted to create the 257th library.

Action: Delete any unnecessary libraries on the post office. Then create the new library. See [“Creating and Managing Libraries”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

Action: Create the new library on another post office.

## **E50E Unexpected error**

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## **8.2 E51x Errors**

- ♦ [“E511 Document version available” on page 151](#)
- ♦ [“E512 Invalid user ID” on page 152](#)
- ♦ [“E513 Unexpected error” on page 152](#)
- ♦ [“E514 Document version must be checked out and in by same user” on page 152](#)
- ♦ [“E515 Cannot delete last version of document” on page 152](#)
- ♦ [“E516 Unexpected error” on page 152](#)
- ♦ [“E517 Unexpected error” on page 153](#)
- ♦ [“E51B Access to feature denied” on page 153](#)
- ♦ [“E51C Disk space limit exceeded” on page 153](#)

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### **E511 Document version available**

Source: GroupWise engine; document management.

Explanation: Version is available.

Possible Cause: The user is attempting to check in a document version that is not checked out, or to end access to a version that is not in use.

Action: Do not attempt to check in or end access to a version that is already available.

## E512 Invalid user ID

Source: GroupWise engine; document management.

Explanation: The user ID on a document is not valid.

Possible Cause: User information on the document has been damaged.

Action: Repair the document information in the library. See [“Maintaining Library Databases and Documents”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Run GWCheck on the library. See [“Stand-Alone Database Maintenance Programs”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: A user tried to start the GroupWise client as a resource, that is, using the [/@u-userID](#) switch and specifying a resource rather than a user.

Action: None. You cannot start the GroupWise client as a resource. You must use a valid user ID.

## E513 Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error”](#) on page 168.

## E514 Document version must be checked out and in by same user

Source: GroupWise engine; document management.

Explanation: User IDs do not match.

Possible Cause: The user is attempting to check in or close a document version using a different user ID than the one used to check it out. A document version must be checked in or closed by same user who checked it out or opened it.

Action: Log in to GroupWise as the user who checked out or opened the document version, then check in or close the document. Look up [“documents, checking in”](#) in GroupWise client Help. You can find out who originally checked out or opened the document by checking its activity log. Look up [“activity logs”](#) in GroupWise client Help.

## E515 Cannot delete last version of document

Source: GroupWise engine; document management.

Explanation: Cannot delete last version.

Action: Delete the entire document, not just the version. Look up [“documents, deleting”](#) in GroupWise client Help.

## E516 Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error”](#) on page 168.



## E517 Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## E51B Access to feature denied

Source: GroupWise engine; document management.

Explanation: Access to requested feature denied.

Possible Cause: The user is attempting to use a document management feature that is not available to this user on this library.

Action: If the user should be allowed to use this feature, grant the appropriate library membership rights. See [“Managing Library Access”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

## E51C Disk space limit exceeded

Source: GroupWise engine; document management.

Explanation: The user has exceeded his or her limit of disk space in the library.

Possible Cause: The user is trying to add or modify a document and has run out of space in the library.

Action: The user must delete some documents or versions in order to free up disk space.

## 8.3 E52x Errors

- ♦ [“E520 Unexpected error” on page 153](#)
- ♦ [“E522 Library not empty” on page 154](#)
- ♦ [“E523 Document not modified” on page 154](#)
- ♦ [“E524 Document not available for synchronization to server” on page 154](#)
- ♦ [“E525 Cannot delete lookup table; it is not empty” on page 154](#)
- ♦ [“E526 Cannot delete lookup table; it is in use” on page 154](#)
- ♦ [“E527 Cannot create library; record already exists” on page 155](#)
- ♦ [“E528 Cannot transfer data to server” on page 155](#)
- ♦ [“E529 All document blob areas full” on page 155](#)
- ♦ [“E52A Document not available” on page 155](#)

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## E520 Unexpected error

Source: GroupWise engine; document management.

Action: See [“Exxx Unexpected error” on page 168](#).

## **E522 Library not empty**

Source: GroupWise engine; document management.

Explanation: Library not empty.

Possible Cause: GroupWise cannot perform the requested operation until the library is empty.

Action: Delete all documents from the library. Look up “documents, deleting” in GroupWise client Help.

## **E523 Document not modified**

Source: GroupWise engine; document management.

Explanation: Document not modified.

Possible Cause: The document has not been modified and does not need to be sent to the server.

Action: Make changes to the document, then save the document.

## **E524 Document not available for synchronization to server**

Source: GroupWise engine; document management.

Explanation: Document not available for synchronization.

Possible Cause: The document is currently in use.

Action: Close the document.

Possible Cause: The document is archived.

Action: Restore the document. See “[Restoring Archived Documents](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide*.

## **E525 Cannot delete lookup table; it is not empty**

Source: GroupWise engine; document management.

Explanation: Lookup table not empty.

Possible Cause: Cannot delete the lookup table because it is not empty.

Action: Delete all entries from the lookup table, then retry the operation. See “[Customizing Document Properties](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide* for information about lookup tables.

## **E526 Cannot delete lookup table; it is in use**

Source: GroupWise engine; document management.

Explanation: Lookup table in use by a library.

Possible Cause: The lookup table cannot be deleted because it is being used by a library.

Action: Remove all library references to the lookup table, then retry the operation. See “[Customizing Document Properties](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide* for information about lookup tables.

## E527 Cannot create library; record already exists

Source: GroupWise engine; document management.

Explanation: Library already exists.

Action: Use a unique library name to create the library. See “[Creating and Managing Libraries](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide*.

## E528 Cannot transfer data to server

Source: GroupWise engine; document management.

Explanation: Transport to a server failed.

Possible Cause: The system was unable to contact a needed server.

Action: Make sure the needed server is up, and that all transport hardware is functioning correctly.

## E529 All document blob areas full

Source: GroupWise engine; document management.

Explanation: All BLOB areas are full.

Possible Cause: All of the areas that hold binary large objects (BLOBs) are full, so the system was unable to create a new BLOB.

Action: Create a new library. See “[Creating and Managing Libraries](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide*.

## E52A Document not available

Source: GroupWise engine; document management.

Explanation: The document cannot be restored because it is no longer available on disk.

Possible Cause: The document has been moved from the library archive to a backup medium.

Action: Move the document back into the library so it is available to users. See “[Restoring Archived Documents](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide*.

To see where the document belongs, right-click the document reference in the GroupWise client, then click *Properties*. Click *Version*, then check the current location and current file name information.

## 8.4 E7xx Errors

- ♦ “[E700 Invalid Address Book record](#)” on page 156
- ♦ “[E716 Personal Address Book memory error](#)” on page 156

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise error codes. It lists error codes for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## E700 Invalid Address Book record

Source: GroupWise engine; Personal Address Book.

Explanation: The POA could not access a user's Personal Address Book.

Possible Cause: The POA is attempting to perform nightly user upkeep for a new user that has not yet used the GroupWise client, which means that the Personal Address Book does not yet exist.

Action: None. After the user starts the GroupWise client and sends or receives a message, the Personal Address Book will be created and the POA will no longer encounter the problem.

Action: If the error persists when the Personal Address Book already exists, see ["8101 Memory error" on page 13](#).

## E716 Personal Address Book memory error

Source: GroupWise engine; Personal Address Book.

Explanation: An action involving the Personal Address Book could not be performed due to insufficient memory.

Action: Exit some programs so that more memory is available.

Action: Restart the workstation where the error is occurring.

## 8.5 E80x Errors

- ♦ ["E801 Unexpected error" on page 156](#)
- ♦ ["E803 Unexpected error" on page 157](#)
- ♦ ["E804 Unexpected error" on page 157](#)
- ♦ ["E805 Unexpected error" on page 157](#)
- ♦ ["E806 Unexpected error" on page 157](#)
- ♦ ["E807 Unexpected error" on page 157](#)
- ♦ ["E808 Unexpected error" on page 157](#)
- ♦ ["E809 Unexpected error" on page 157](#)
- ♦ ["E80C Unexpected error" on page 157](#)
- ♦ ["E80D Unexpected error" on page 157](#)
- ♦ ["E80F Unexpected error" on page 157](#)

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### E801 Unexpected error

Source: GroupWise engine; object framework.

Action: See ["Exxx Unexpected error" on page 168](#).

### **E803 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E804 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E805 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E806 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E807 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E808 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E809 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E80C Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E80D Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168.](#)

### **E80F Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

## 8.6 E81x Errors

- ♦ [“E810 Unexpected error” on page 158](#)
- ♦ [“E811 Unexpected error” on page 158](#)
- ♦ [“E812 Unexpected error” on page 158](#)
- ♦ [“E813 Unexpected error” on page 158](#)
- ♦ [“E814 Unexpected error” on page 158](#)
- ♦ [“E815 Unexpected error” on page 158](#)
- ♦ [“E816 Insufficient rights to perform operation” on page 159](#)
- ♦ [“E818 Unexpected error” on page 159](#)

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### E810 Unexpected error

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### E811 Unexpected error

Source: GroupWise engine; object framework.

### E812 Unexpected error

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### E813 Unexpected error

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### E814 Unexpected error

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### E815 Unexpected error

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

## E816 Insufficient rights to perform operation

Source: GroupWise engine; object framework.

Explanation: Security access denied.

Possible Cause: User does not have rights to perform this operation on this object.

Action: Have the document owner grant you rights. Look up “documents, permission to access” in GroupWise client Help. Also see “[Managing Library Access](#)” in “[Libraries and Documents](#)” in the *GroupWise 2012 Administration Guide*.

## E818 Unexpected error

Source: GroupWise engine; object framework.

Action: See “[Exxx Unexpected error](#)” on page 168.

## 8.7 E82x Errors

- ♦ “[E820 Invalid attribute value](#)” on page 159
- ♦ “[E821 Unexpected error](#)” on page 159
- ♦ “[E823 Unexpected error](#)” on page 160
- ♦ “[E824 Unexpected error](#)” on page 160
- ♦ “[E82B Unexpected error](#)” on page 160
- ♦ “[E82C Unexpected error](#)” on page 160
- ♦ “[E82E Unexpected error](#)” on page 160
- ♦ “[E82F Unexpected error](#)” on page 160

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### E820 Invalid attribute value

Source: GroupWise engine; object framework.

Explanation: Validation error when creating or updating a document.

Possible Cause: The user supplied a value for a document property that does not match the valid values specified by the corresponding lookup table. For example, the value was too large or too small.

Action: Retry the operation with valid values for document properties.

### E821 Unexpected error

Source: GroupWise engine; object framework.

Action: See “[Exxx Unexpected error](#)” on page 168.

### **E823 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### **E824 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### **E82B Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### **E82C Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### **E82E Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

### **E82F Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).

## **8.8 E84x Errors**

- ♦ [“E848 Unexpected error” on page 160](#)

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### **E848 Unexpected error**

Source: GroupWise engine; object framework.

Action: See [“Exxx Unexpected error” on page 168](#).



## 8.9 EA0x Errors

- ♦ “EA02 The item is not found in the container portion of the uid” on page 161
- ♦ “EA03 Handling of SOAP protocol is not enabled” on page 161
- ♦ “EA04 The response is too large” on page 162
- ♦ “EA05 Invalid cursor” on page 162
- ♦ “EA06 Invalid session string” on page 162
- ♦ “EA07 Container string is missing” on page 163
- ♦ “EA08 Display name is missing” on page 163
- ♦ “EA09 User structure still busy” on page 164
- ♦ “EA0A Item already accepted” on page 164
- ♦ “EA0B Item not acceptable/declinable” on page 164
- ♦ “EA0C The method called is not supported” on page 165
- ♦ “EA0E Key is invalid” on page 165
- ♦ “EA0F Missing cursor” on page 165

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### EA02 The item is not found in the container portion of the uid

Source: GroupWise engine; SOAP protocol.

Explanation: Your application looked for a GroupWise item in a particular container (a folder or an address book) in a GroupWise mailbox and did not find the item.

Possible Cause: Your application calls a method that requires a container as an argument and the item is not in the specified container.

Possible Cause: Your application passes a uid that does not have the container appended to the end. Therefore, the item cannot be found.

Action: Call `getItemsRequest` and compare the uid from that call to the uid that you used when the error was generated.

For more information, see:

- ♦ `uid element` (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o81jm.html#b7o81jm>)
- ♦ `getItemsRequest` (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i5v.html>)

### EA03 Handling of SOAP protocol is not enabled

Source: GroupWise engine; SOAP protocol.

Explanation: A SOAP client has attempted to contact the POA and the POA cannot respond successfully.

Possible Cause: The POA is not yet configured for SOAP.

Action: See “[Supporting SOAP Clients](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

## EA04 The response is too large

Source: GroupWise engine; SOAP protocol.

Explanation: The POA received a response from your application that is too large for it to process.

Possible Cause: Your application responded to the POA with more than 1 MB of data.

Action: Refine the SOAP request so that the response is smaller.

Action: Use the `--soapsizelimit` switch on the POA to increase the maximum size of the data that the POA accepts.

## EA05 Invalid cursor

Source: GroupWise engine; SOAP protocol.

Explanation: Your application cannot read the current cursor value. Cursors break lists of data into chunks. Your application cannot determine where the boundary of the data chunk is located.

Possible Cause: The cursor has already been freed using the `destroyCursorRequest` method.

Action: Create a new cursor. A cursor cannot be used again after it has been freed.

Possible Cause: The current value of the cursor is not valid.

Action: Create a cursor before attempting to position or read from it.

For more information, see:

- ♦ [Cursors](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i3x.html#b7m40qk) (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i3x.html#b7m40qk>)
- ♦ `createCursorRequest` method (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i4n.html>)
- ♦ `positionCursorRequest` method (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i7f.html>)
- ♦ `readCursorRequest` method (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i7l.html>)
- ♦ `destroyCursorRequest` method (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i53.html>)

## EA06 Invalid session string

Source: GroupWise engine; SOAP protocol.

Explanation: Your application cannot access the current session with the POA.

Possible Cause: The SOAP client user has logged out of his or her GroupWise mailbox.

Possible Cause: The POA has timed out the session after 30 minutes.

Action: Your application needs to log in again for that user.

For more information, see:

- ♦ [session definition \(http://developer.novell.com/ndk/doc/gwsoap/soap\\_enu/data/bs3a31o.html#bs3a31o\)](http://developer.novell.com/ndk/doc/gwsoap/soap_enu/data/bs3a31o.html#bs3a31o)
- ♦ [loginRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64ii.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64ii.html)

## EA07 Container string is missing

Source: GroupWise engine; SOAP protocol.

Explanation: The container string in a POA request is not found in your application.

Possible Cause: Your application calls a method that requires a container as an argument and you have not provided a container.

Possible Cause: Your application passes in a uid that does not have the container appended to the end.

Action: Call `getItemsRequest` and compare the uid from that call to the uid that you used when the error was generated.

For more information, see:

- ♦ [Item element \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o672m.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o672m.html)
- ♦ [uid element \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o81jm.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o81jm.html)
- ♦ [getItemsRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i5v.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i5v.html)
- ♦ [ContainerRef element \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64je.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64je.html)
- ♦ [ContainerItem element \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64jd.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64jd.html)

## EA08 Display name is missing

Source: GroupWise engine; SOAP protocol.

Explanation: A display name is the human-readable name of a GroupWise object. It is required when creating such objects as a contact or a resource.

Possible Cause: Your application tries to create a GroupWise item that should include a display name without providing the display name.

Action: Make sure you provide the display name when creating the object.

For more information, see:

- ♦ [displayName element \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64i6.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64i6.html)
- ♦ [createItemRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i4p.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i4p.html)

## EA09 User structure still busy

Source: GroupWise engine; SOAP protocol.

Explanation: A user structure contains the data about a user session. It cannot be accessed when it is busy.

Possible Cause: Your application is trying to log out of the POA when a lengthy activity such as a Busy Search is in progress.

Action: Program your application to wait when this error is encountered. The problem typically resolves itself in a short period of time.

## EA0A Item already accepted

Source: GroupWise engine; SOAP protocol.

Explanation: The GroupWise item being processed has already been accepted and cannot be accepted again.

Possible Cause: Your application is trying to mark as Accepted a GroupWise item that has already been accepted by the SOAP client user.

Action: Accepted items are marked as accepted. Check the status of an item before trying to accept it.

For more information, see:

- ♦ [acceptRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i49.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i49.html)

## EA0B Item not acceptable/declinable

Source: GroupWise engine; SOAP protocol.

Explanation: The GroupWise item being processed is not eligible for being accepted or declined.

Possible Cause: Your application is trying to accept a GroupWise item that cannot be accepted or declined because it is not the right type of item.

Action: Check the following item status information before trying to accept an item:

- ♦ The item is a calendar item (appointment, note, or task).
- ♦ The item is a received item in the Mailbox folder.
- ♦ The item is not archived.
- ♦ The item is not in the Work in Progress folder.
- ♦ The item is not in the Trash folder.
- ♦ Your application has sufficient access rights to the item.

For more information, see:

- ♦ [acceptRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i49.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i49.html)
- ♦ [declineRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i4z.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i4z.html)

## EA0C The method called is not supported

Source: GroupWise engine; SOAP protocol.

Explanation: The action that your application is trying to perform is no longer accepted by the GroupWise SOAP protocol used by the POA.

Possible Cause: Your application contains a method that is out of date.

Action: Use a supported method.

For a list of currently supported methods, see:

- ♦ [Methods \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b8cg4px.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b8cg4px.html)

## EA0E Key is invalid

Source: GroupWise engine; SOAP protocol.

Explanation: A key is a unique identifier that is used to create or modify an event configuration. Events notify your application when an event has occurred in a user's mailbox, for example, when an item is deleted.

Possible Cause: Your application did not provide a usable key.

Possible Cause: The key string is empty.

Action: Check the configureEventsRequest to see if it is passing a valid key element.

For more information, see:

- ♦ [configureEventsRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbevnt/data/b713j3w.html\)](http://developer.novell.com/documentation/gwsoap/gwwbevnt/data/b713j3w.html)

## EA0F Missing cursor

Source: GroupWise engine; SOAP protocol.

Explanation: A required cursor string is absent.

Possible Cause: Your application calls a method that requires a cursor, but no cursor was provided.

Action: Call createCursorRequest to get a valid cursor before using positionCursorRequest or readCursorRequest.

For more information, see:

- ♦ [Cursors \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i3x.html#b7m40qk\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i3x.html#b7m40qk)
- ♦ [createCursorRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i4n.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i4n.html)
- ♦ [positionCursorRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i7f.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i7f.html)
- ♦ [readCursorRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i7l.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i7l.html)
- ♦ [destroyCursorRequest method \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i53.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i53.html)

## 8.10 EA1x Errors

- ♦ “EA10 Missing session string” on page 166
- ♦ “EA11 Maximum event read threads” on page 166
- ♦ “EA12 Too much data requested for an attachment” on page 167
- ♦ “EA13 Redirect user to different post office” on page 167
- ♦ “EA15 The method called is not supported on this container” on page 167
- ♦ “EA16 The specified contentType is not supported with this call” on page 167
- ♦ “EA17 The specified date/time range is invalid” on page 168
- ♦ “EA18 Searching over the entire mailbox requires a filter” on page 168

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### EA10 Missing session string

Source: GroupWise engine; SOAP protocol.

Explanation: A session string identifies a user and his or her GroupWise data. This information is missing.

Possible Cause: The POA has timed out the session after 30 minutes.

Action: Your application needs to log in again for that user.

Possible Cause: Your application does not use a loginResponse to obtain a session string before calling a method that requires a session string.

Action: Make sure you use the login method to obtain a session string.

For more information, see:

- ♦ [session object \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64ii.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64ii.html)

### EA11 Maximum event read threads

Source: GroupWise engine; SOAP protocol.

Explanation: Your application has started as many event read threads as the POA is configured to service. The POA cannot create additional event read threads.

Possible Cause: Your application is issuing more getEventsRequest methods than the POA can respond to.

Action: Reduce the number of getEventsRequest methods that your application issues at one time.

For more information, see:

- ♦ [getEventsRequest method \(http://developer.novell.com/ndk/doc/gwevents/evnt\\_enu/data/bundmjo.html#bundmjo\)](http://developer.novell.com/ndk/doc/gwevents/evnt_enu/data/bundmjo.html#bundmjo)

## EA12 Too much data requested for an attachment

Source: GroupWise engine; SOAP protocol.

Explanation: The attachment cannot be returned.

Possible Cause: The attachment is too large to get in one request.

Action: Request the attachment data in multiple chunks.

For more information, see:

- ♦ [getAttachmentRequest method](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i5b.html) (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7m3i5b.html>)
- ♦ [AttachmentItemInfo element](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64j2.html) (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64j2.html>)

## EA13 Redirect user to different post office

Source: GroupWise engine; SOAP protocol.

Explanation: The specified user does not exist in the specified post office and needs to be redirected in order to log in to GroupWise successfully.

Possible Cause: The user resides in a different post office than your application specified in the login.

Action: Redirect the user to the correct post office.

For more information, see:

- ♦ [loginRequest method and loginResponse](http://developer.novell.com/ndk/doc/gwsoap/soap_enu/data/brx8x54.html#brx8x54) ([http://developer.novell.com/ndk/doc/gwsoap/soap\\_enu/data/brx8x54.html#brx8x54](http://developer.novell.com/ndk/doc/gwsoap/soap_enu/data/brx8x54.html#brx8x54))

## EA15 The method called is not supported on this container

Source: GroupWise engine; SOAP protocol.

Explanation: The calling method is valid, but the container type on which it is being called is not appropriate.

Possible Cause: Your application is calling a method that is not supported on the container type for which it was called. For example:

- ♦ The `getQuickMessages` method cannot be used on the Contacts folder, the Trash folder, or a query folder.
- ♦ The `createCursor` method cannot be used on the Contacts folder.

Action: Use a method that is valid for the container type.

For more information, see:

- ♦ [Methods](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b8cg4px.html) (<http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b8cg4px.html>)

## EA16 The specified contentType is not supported with this call

Source: GroupWise engine; SOAP protocol.

Explanation: The call that generated this error supports only the text/plain content type. HTML is not yet supported for this call.

Possible Cause: Your application is trying to create a GroupWise item with HTML content type when only the text/plain content type is currently supported.

Action: Use the text/plain content type.

## EA17 The specified date/time range is invalid

Source: GroupWise engine; SOAP protocol.

Explanation: The specified date/time range is not usable.

Possible Cause: Your application fails to specify a start date on a recurring item.

Possible Cause: Your application specifies an end date that is earlier than the start date.

Action: Specify a valid date/type range.

For more information, see:

- ♦ [startDate object \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64ij.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o64ij.html)
- ♦ [endDate object \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b8jm8wu.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b8jm8wu.html)

## EA18 Searching over the entire mailbox requires a filter

Source: GroupWise engine; SOAP protocol.

Explanation: Because a GroupWise mailbox can be very large, the process of searching the entire mailbox should be limited, either by a filter or by restricting the search to a particular container in the mailbox.

Possible Cause: Your application is attempting to search an entire mailbox without limiting the search using either a filter or a container.

Action: Supply a filter.

For more information, see:

- ♦ [Filter object \(http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o663g.html\)](http://developer.novell.com/documentation/gwsoap/gwwbserv/data/b7o663g.html)

Action: Supply a container.

## 8.11 Exxx Unexpected Error

- ♦ [“Exxx Unexpected error” on page 168](#)

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### Exxx Unexpected error

Source: GroupWise engine.



Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.



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# 9 Fxxx Engine Error Codes

- ♦ “F00x Errors” on page 171
- ♦ “F01x Errors” on page 172
- ♦ “F02x Errors” on page 175
- ♦ “F03x Errors” on page 176
- ♦ “F04x Errors” on page 176
- ♦ “F05x Errors” on page 178
- ♦ “F06x Errors” on page 179
- ♦ “F07x Errors” on page 181
- ♦ “F08x Errors” on page 183
- ♦ “F09x Errors” on page 185
- ♦ “F0Ax Errors” on page 187
- ♦ “F0Bx Errors” on page 187
- ♦ “F0Cx Errors” on page 189
- ♦ “F0xx Errors” on page 189

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## 9.1 F00x Errors

- ♦ “F000 Memory error” on page 172
- ♦ “F007 End of command reached unexpectedly” on page 172
- ♦ “F008 Missing parenthesis in search command” on page 172
- ♦ “F009 Missing operator in search command” on page 172
- ♦ “F00A Switch at end of search command ignored” on page 172
- ♦ “F00B Unknown switch in search command” on page 172
- ♦ “F00C Ambiguous switch; supply more characters” on page 172

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## **F000 Memory error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Memory error” on page 191.](#)

## **F007 End of command reached unexpectedly**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F008 Missing parenthesis in search command**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F009 Missing operator in search command**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F00A Switch at end of search command ignored**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F00B Unknown switch in search command**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F00C Ambiguous switch; supply more characters**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **9.2 F01x Errors**

- ♦ [“F010 Search cancelled” on page 173](#)
- ♦ [“F012 File I/O error” on page 173](#)
- ♦ [“F013 Database error” on page 173](#)
- ♦ [“F014 Database error” on page 173](#)
- ♦ [“F016 Database error” on page 174](#)
- ♦ [“F018 Number contains non-numeric characters” on page 174](#)
- ♦ [“F019 Search switch requires ‘n’” on page 174](#)
- ♦ [“F01A Document summary field name or number required” on page 174](#)

- ♦ “F01B Unknown field in search command” on page 174
- ♦ “F01C Ambiguous field; supply more characters” on page 174
- ♦ “F01D Empty quotation marks not allowed” on page 174
- ♦ “F01E /nowildcard and /prefix cannot be used together” on page 174
- ♦ “F01F Invalid syntax in search query” on page 174

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## F010 Search cancelled

Source: GroupWise engine; QuickFinder.

Explanation: Search cancelled.

Action: Search was cancelled at user’s request.

## F012 File I/O error

Source: GroupWise engine; QuickFinder.

Explanation: The QuickFinder process used by the Find feature cannot access a required file.

Possible Cause: The QuickFinder index is damaged.

Action: Rebuild the index of the database where the error occurred. See “[Rebuilding Database Indexes](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: The disk is full where the QuickFinder index is located, so the QuickFinder process cannot write more information to disk.

Action: Free up disk space. See “[Managing Database Disk Space](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: You do not have rights to the location where the QuickFinder index is located.

Action: Check your access rights. See “[GroupWise User Rights](#)” in “[Security Administration](#)” in the *GroupWise 2012 Administration Guide*.

Action: In ConsoleOne, you can set the proper user rights for all users in a post office or for an individual user. See “[GroupWise User Rights](#)” in “[Security Administration](#)” in the *GroupWise 2012 Administration Guide*.

## F013 Database error

Source: GroupWise engine; QuickFinder.

Action: See “[F0xx Database error](#)” on page 190.

## F014 Database error

Source: GroupWise engine; QuickFinder.

Action: See “[F0xx Database error](#)” on page 190.

## **F016 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190.](#)

## **F018 Number contains non-numeric characters**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F019 Search switch requires'=n'**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F01A Document summary field name or number required**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F01B Unknown field in search command**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F01C Ambiguous field; supply more characters**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F01D Empty quotation marks not allowed**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F01E /nowildcard and /prefix cannot be used together**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## **F01F Invalid syntax in search query**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190.](#)

## 9.3 F02x Errors

- ♦ “F020 Date expected” on page 175
- ♦ “F021 Dates of range in wrong order” on page 175
- ♦ “F022 Missing switch after'/'” on page 175
- ♦ “F023 Word missing between operators” on page 175
- ♦ “F026 Database error” on page 175
- ♦ “F02A Search query must specify words to search for” on page 175
- ♦ “F02D Missing word after operator” on page 176
- ♦ “F02E Invalid date” on page 176
- ♦ “F02F Word too long for search” on page 176

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### F020 Date expected

Source: GroupWise engine; QuickFinder.

Action: See “F0xx Query syntax error” on page 190.

### F021 Dates of range in wrong order

Source: GroupWise engine; QuickFinder.

Action: See “F0xx Query syntax error” on page 190.

### F022 Missing switch after'/'

Source: GroupWise engine; QuickFinder.

Action: See “F0xx Query syntax error” on page 190.

### F023 Word missing between operators

Source: GroupWise engine; QuickFinder.

Action: See “F0xx Query syntax error” on page 190.

### F026 Database error

Source: GroupWise engine; QuickFinder.

Action: See “F0xx Database error (index)” on page 190.

### F02A Search query must specify words to search for

Source: GroupWise engine; QuickFinder.

Action: See “F0xx Query syntax error” on page 190.

## F02D Missing word after operator

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190](#).

## F02E Invalid date

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190](#).

## F02F Word too long for search

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190](#).

## 9.4 F03x Errors

- ♦ [“F030 Empty parentheses not allowed” on page 176](#)
- ♦ [“F037 Memory error” on page 176](#)
- ♦ [“F03E Memory error” on page 176](#)

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### F030 Empty parentheses not allowed

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Query syntax error” on page 190](#).

### F037 Memory error

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Memory error” on page 191](#).

### F03E Memory error

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Memory error” on page 191](#).

## 9.5 F04x Errors

- ♦ [“F041 Beyond allowed range” on page 177](#)
- ♦ [“F045 Unexpected error” on page 177](#)
- ♦ [“F046 File I/O error” on page 177](#)



- ♦ “F047 File I/O error” on page 177
- ♦ “F048 File I/O error” on page 177
- ♦ “F049 File I/O error” on page 177
- ♦ “F04A File I/O error” on page 178
- ♦ “F04C File I/O error” on page 178
- ♦ “F04D File I/O error” on page 178
- ♦ “F04E File not found during QuickFinder indexing” on page 178
- ♦ “F04F File I/O error” on page 178

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## **F041 Beyond allowed range**

Source: GroupWise engine; QuickFinder.

Explanation: During indexing, an event occurred that exceeded what the GroupWise engine could successfully respond to.

Possible Cause: A document contained too many instances of the same word.

Action: See TID 7001560, “QuickFinder Indexing Gives Error F041” in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

## **F045 Unexpected error**

Source: GroupWise engine; QuickFinder.

Action: See “F0xx Unexpected error” on page 191.

## **F046 File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See “F0xx File I/O error” on page 190.

## **F047 File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See “F0xx File I/O error” on page 190.

## **F048 File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See “F0xx File I/O error” on page 190.

## **F049 File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx File I/O error” on page 190](#).

### **F04A File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx File I/O error” on page 190](#).

### **F04C File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx File I/O error” on page 190](#).

### **F04D File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx File I/O error” on page 190](#).

### **F04E File not found during QuickFinder indexing**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx File I/O error” on page 190](#).

### **F04F File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx File I/O error” on page 190](#).

## **9.6 F05x Errors**

- ♦ [“F050 Database error” on page 178](#)
- ♦ [“F051 Database error” on page 178](#)
- ♦ [“F052 Database error” on page 179](#)
- ♦ [“F056 Database error” on page 179](#)

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### **F050 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

### **F051 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F052 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F056 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Memory error”](#) on page 191.

## **9.7 F06x Errors**

- ♦ [“F060 Database error”](#) on page 179
- ♦ [“F061 Database error”](#) on page 179
- ♦ [“F062 Database error”](#) on page 180
- ♦ [“F063 Database error”](#) on page 180
- ♦ [“F064 Database error”](#) on page 180
- ♦ [“F065 Database error”](#) on page 180
- ♦ [“F066 Database error”](#) on page 180
- ♦ [“F067 Database error”](#) on page 180
- ♦ [“F068 Database error”](#) on page 180
- ♦ [“F069 Database error”](#) on page 180
- ♦ [“F06A Database error”](#) on page 180
- ♦ [“F06B Database error”](#) on page 181
- ♦ [“F06C Database error”](#) on page 181
- ♦ [“F06D Database error”](#) on page 181
- ♦ [“F06E Database error”](#) on page 181
- ♦ [“F06F Database error”](#) on page 181

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## **F060 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F061 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F062 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F063 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F064 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F065 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F066 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F067 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F068 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F069 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F06A Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F06B Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F06C Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F06D Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F06E Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F06F Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **9.8 F07x Errors**

- ♦ [“F070 Database error”](#) on page 182
- ♦ [“F071 Database error”](#) on page 182
- ♦ [“F072 Database error”](#) on page 182
- ♦ [“F073 Database error”](#) on page 182
- ♦ [“F074 Database error”](#) on page 182
- ♦ [“F075 Database error”](#) on page 182
- ♦ [“F076 Database error”](#) on page 182
- ♦ [“F077 Database error”](#) on page 182
- ♦ [“F078 Database error”](#) on page 183
- ♦ [“F079 Database error”](#) on page 183
- ♦ [“F07A Database error”](#) on page 183
- ♦ [“F07B Database error”](#) on page 183
- ♦ [“F07C Database error”](#) on page 183
- ♦ [“F07D Database error”](#) on page 183
- ♦ [“F07E Database error”](#) on page 183
- ♦ [“F07F Database error”](#) on page 183

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## **F070 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F071 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F072 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F073 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F074 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F075 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F076 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F077 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

### **F078 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F079 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F07A Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F07B Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F07C Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F07D Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F07E Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F07F Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **9.9 F08x Errors**

- ♦ [“F080 Database error”](#) on page 184
- ♦ [“F082 Database error”](#) on page 184
- ♦ [“F083 Database error”](#) on page 184
- ♦ [“F084 Database error”](#) on page 184

- ♦ “F085 Database error” on page 184
- ♦ “F086 Database error” on page 184
- ♦ “F087 Database error” on page 185
- ♦ “F088 Database error” on page 185
- ♦ “F089 Database error” on page 185
- ♦ “F08A Database error” on page 185
- ♦ “F08B Database error” on page 185
- ♦ “F08D Database error” on page 185
- ♦ “F08E Database error” on page 185
- ♦ “F08F Database error” on page 185

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## **F080 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F082 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F083 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F084 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F085 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F086 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).



### **F087 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F088 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F089 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F08A Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F08B Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F08D Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F08E Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### **F08F Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **9.10 F09x Errors**

- ♦ [“F090 Database error”](#) on page 186
- ♦ [“F091 Database error”](#) on page 186
- ♦ [“F092 Database error”](#) on page 186
- ♦ [“F093 Database error”](#) on page 186

- ♦ “F094 Database error” on page 186
- ♦ “F095 Database error” on page 186
- ♦ “F096 Database error” on page 186
- ♦ “F097 Database error” on page 187
- ♦ “F098 Database error” on page 187
- ♦ “F099 Database error” on page 187
- ♦ “F09A Database error” on page 187
- ♦ “F09B Memory error” on page 187

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise error codes. It lists error codes for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## **F090 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F091 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F092 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F093 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F094 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F095 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## **F096 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

### **F097 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

### **F098 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

### **F099 Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

### **F09A Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

### **F09B Memory error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Memory error” on page 191](#).

## **9.11 F0Ax Errors**

- ♦ [“F0A1 Memory error” on page 187](#)

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### **F0A1 Memory error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Memory error” on page 191](#).

## **9.12 F0Bx Errors**

- ♦ [“F0B2 Memory error” on page 188](#)
- ♦ [“F0B5 File I/O error” on page 188](#)
- ♦ [“F0B9 Unexpected error” on page 188](#)

- ♦ “F0BA Database error” on page 188
- ♦ “F0BB Database error” on page 188
- ♦ “F0BC Database error” on page 188
- ♦ “F0BD Database error” on page 188
- ♦ “F0BE Database error” on page 189
- ♦ “F0BF Database error” on page 189

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## **F0B2 Memory error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Memory error” on page 191](#).

## **F0B5 File I/O error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx File I/O error” on page 190](#).

## **F0B9 Unexpected error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Unexpected error” on page 191](#).

## **F0BA Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F0BB Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F0BC Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## **F0BD Database error**

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)” on page 190](#).

## F0BE Database error

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## F0BF Database error

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## 9.13 F0Cx Errors

- ♦ [“F0C0 Database error”](#) on page 189
- ♦ [“F0C2 Database error”](#) on page 189
- ♦ [“F0C4 Database error”](#) on page 189

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### F0C0 Database error

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### F0C2 Database error

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

### F0C4 Database error

Source: GroupWise engine; QuickFinder.

Action: See [“F0xx Database error \(index\)”](#) on page 190.

## 9.14 F0xx Errors

- ♦ [“F0xx Query syntax error”](#) on page 190
- ♦ [“F0xx File I/O error”](#) on page 190
- ♦ [“F0xx Database error”](#) on page 190
- ♦ [“F0xx Database error \(index\)”](#) on page 190
- ♦ [“F0xx Memory error”](#) on page 191
- ♦ [“F0xx Unexpected error”](#) on page 191

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## F0xx Query syntax error

Source: GroupWise engine; QuickFinder.

Explanation: While using the Find feature in the GroupWise client, you received a message indicating a problem with the syntax of your search query.

Action: Correct the query syntax, then retry the operation. Look up “find, using operators and conditions” in GroupWise client Help.

## F0xx File I/O error

Source: GroupWise engine; QuickFinder.

Explanation: The QuickFinder process used by the Find feature cannot access a required file.

Possible Cause: The QuickFinder index is damaged.

Action: Rebuild the index of the database where the error occurs. See “[Rebuilding Database Indexes](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: The disk is full where the QuickFinder index is located, so the QuickFinder process cannot write more information to disk.

Action: Free up disk space.

Possible Cause: You do not have rights to the location where the QuickFinder index is located.

Action: Check your access rights.

Action: In ConsoleOne, you can set the proper user rights for all users in a post office or for an individual user. See “[GroupWise User Rights](#)” in “[Security Administration](#)” in the *GroupWise 2012 Administration Guide*.

## F0xx Database error

Source: GroupWise engine; QuickFinder.

Explanation: Generic database error.

Action: Check and, if necessary, repair the database. See “[Maintaining Domain and Post Office Databases](#)” and “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: If this error occurs on a message database (`msgnnn.db`) or user database (`userxxx.db`), run GWCheck. See “[Stand-Alone Database Maintenance Programs](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## F0xx Database error (index)

Source: GroupWise engine; QuickFinder.

Explanation: Generic database error.

Action: Rebuild the index of the database where the error occurs. See [“Rebuilding Database Indexes”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **F0xx Memory error**

Source: GroupWise engine; QuickFinder.

Explanation: Generic QuickFinder memory error.

Action: Exit and restart the GroupWise client.

Action: Free up more memory before running the GroupWise client.

## **F0xx Unexpected error**

Source: GroupWise engine; QuickFinder.

Explanation: An engine error has occurred for which GroupWise does not have a specific error message.

Action: Exit and then restart the GroupWise client.





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# Agent Error Messages

The GroupWise agents are responsible for message transfer and delivery throughout your GroupWise system.

This part of *Troubleshooting 1: Error Messages* helps you resolve agent error messages that appear in agent log files and other places where agent status information is displayed.

- ♦ Chapter 10, “Post Office Agent Error Messages,” on page 195
- ♦ Chapter 11, “Message Transfer Agent Error Messages,” on page 207
- ♦ Chapter 12, “Internet Agent Error Messages,” on page 229
- ♦ Chapter 13, “Monitor Agent and Application Error Messages,” on page 237

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?&f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/cool solutions/gwmag>)

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise agent error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search other sources to locate additional solutions that have been documented as specific customer issues are resolved.

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# 10 Post Office Agent Error Messages

- ♦ “GWPOA: Admin database for post\_office could not be recovered” on page 196
- ♦ “GWPOA: Administrator record not found in database” on page 196
- ♦ “GWPOA: Application connection table full” on page 197
- ♦ “GWPOA: Authentication failed for the above object” on page 197
- ♦ “GWPOA: Cannot access remote post office; retrying” on page 197
- ♦ “GWPOA: Cannot access remote post office; user ID switch is missing” on page 197
- ♦ “GWPOA: Cannot find the help file” on page 197
- ♦ “GWPOA: Client/server login failed; no user ID supplied” on page 198
- ♦ “GWPOA: Configured address may not match actual address” on page 198
- ♦ “GWPOA: Database language has been updated; please rebuild this database” on page 198
- ♦ “GWPOA: Disk is full; turning disk logging off” on page 198
- ♦ “GWPOA: Error creating...” on page 198
- ♦ “GWPOA: Error creating file; turning disk logging off” on page 199
- ♦ “GWPOA: Error initializing communications protocol” on page 199
- ♦ “GWPOA: Error initializing HTTP” on page 199
- ♦ “GWPOA: Error listening for connection” on page 199
- ♦ “GWPOA: Error opening listener port” on page 200
- ♦ “GWPOA: Error putting item in queue” on page 200
- ♦ “GWPOA: Error writing to file; turning disk logging off” on page 200
- ♦ “GWPOA: Failed to redirect user; missing host configuration” on page 200
- ♦ “GWPOA: File I/O error” on page 200
- ♦ “GWPOA: Host refused connection” on page 201
- ♦ “GWPOA: HTTP port nn is already in use” on page 201
- ♦ “GWPOA: Internal UDP port is unusable” on page 201
- ♦ “GWPOA: Listen port already in use” on page 201
- ♦ “GWPOA: Low disk space for QuickFinder indexing” on page 201
- ♦ “GWPOA: Machine appears to have TCP/IP incorrectly configured” on page 202
- ♦ “GWPOA: Not enough disk space for QuickFinder indexing” on page 202
- ♦ “GWPOA: Not enough memory to complete operation” on page 202
- ♦ “GWPOA: One or more connections to a remote storage area have been lost and could not be reestablished” on page 203
- ♦ “GWPOA: Physical connection table full” on page 203
- ♦ “GWPOA: Possibly damaged blob in database” on page 203

- ♦ “GWPOA: Possibly dangerous message; temporarily suspending dispatcher” on page 203
- ♦ “GWPOA: Reached inbound connections limit” on page 204
- ♦ “GWPOA: Running the agent with conflicting effective users” on page 204
- ♦ “GWPOA: StartServiceCtrlDispatcher failed when attempting to start Windows\_agent service” on page 204
- ♦ “GWPOA: The Windows\_agent service fails to set service status; service stopped” on page 204
- ♦ “GWPOA: The Windows\_agent service fails to initialize memory system; service stopped” on page 205
- ♦ “GWPOA: Timed out waiting for end-of-file confirmation” on page 205
- ♦ “GWPOA: Transport header build failed” on page 205
- ♦ “GWPOA: Unable to add additional message handler; maximum reached” on page 205
- ♦ “GWPOA: Unable to change all configuration options” on page 206
- ♦ “GWPOA: Unable to load viewer” on page 206
- ♦ “GWPOA: Unable to remove document storage area” on page 206
- ♦ “GWPOA: Unable to start IMAP because SSL is not configured” on page 206
- ♦ “GWPOA: Unable to start SOAP because SSL is not configured” on page 206

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise agent error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## **GWPOA: Admin database for *post\_office* could not be recovered**

Source: GroupWise Post Office Agent; admin thread.

Explanation: An attempt to recover the post office database (`wphost.db`) has failed.

Possible Cause: The post office database requires repair beyond what can be done while in use.

Action: Rebuild the post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## **GWPOA: Administrator record not found in database**

Source: GroupWise Post Office Agent; admin thread.

Explanation: The POA admin thread can send a message to an administrator in case of database errors. However, no administrator has been designated.

Possible Cause: No GroupWise administrator has been set up yet.

Action: Set up a GroupWise administrator to receive messages about database errors. See “[Notifying the GroupWise Administrator](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

Action: Use the `--noerrormail` switch when starting the POA to turn off administrator messages.

## **GWPOA: Application connection table full**

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The POA is configured for TCP/IP communication and it has run out of application connections.

Possible Cause: The POA is very busy.

Action: Increase the number of application connections configured for the POA. See [“Adjusting the Number of Connections for Client/Server Processing”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*. Then exit and restart the POA.

## **GWPOA: Authentication failed for the above object**

Source: GroupWise Post Office Agent; admin thread.

Explanation: The POA admin thread attempted to process a record that has the wrong authentication key for the current GroupWise system.

Possible Cause: The record did not originate in the current GroupWise system, which is a possible security violation.

Action: Someone is trying to tamper with your GroupWise system. Check your system security measures.

## **GWPOA: Cannot access remote post office; retrying**

Source: GroupWise Post Office Agent.

Explanation: The POA can no longer access its post office.

Possible Cause: The server where the post office is located is currently down.

Action: Wait for the server to come back up, or contact the administrator of that server.

## **GWPOA: Cannot access remote post office; user ID switch is missing**

Source: GroupWise Post Office Agent.

Explanation: The Windows POA cannot access its post office because it cannot log in to the server where the post office is located.

Possible Cause: The POA has not been started with the /user or /dn switch.

Action: Include the [/user](#) and [/password](#) switches when the POA needs to access a post office on a remote server.

Action: In ConsoleOne, specify the login information in the Remote File Server Settings box on the Post Office Settings page of the Post Office object.

## **GWPOA: Cannot find the help file**

Source: GroupWise Post Office Agent for Windows.

Explanation: The Help file for the agent is not available.

Action: For the name of the Help file the agent is trying to use, see [“Agent Installation Directories”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

## **GWPOA: Client/server login failed; no user ID supplied**

Source: GroupWise Post Office Agent.

Explanation: The POA cannot communicate with a GroupWise client process that is requesting services because the client is not providing a user ID.

Possible Cause: The GroupWise client was not started with the needed user ID information.

Action: Use the `/@u` switch to make sure the client has the correct user ID information.

## **GWPOA: Configured address may not match actual address**

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The POA is configured for TCP/IP communication, but a mismatch of IP addresses has been detected.

Possible Cause: DNS is not currently available, so the POA is unable to resolve a hostname into its IP address.

Action: Make sure DNS is functioning correctly. Or specify the IP address instead of the hostname when configuring the POA.

Possible Cause: The POA was started with the wrong `--name` switch setting, so that it is associated with the wrong configuration information.

Action: Make sure the `--name` switch setting specifies the correct POA configuration.

Possible Cause: TCP/IP is not set up correctly on the server where the POA is running.

Action: Make sure TCP/IP is set up correctly.

## **GWPOA: Database language has been updated; please rebuild this database**

Source: GroupWise Post Office Agent; admin thread.

Explanation: The post office database (`wphost.db`) needs to be rebuilt because the language has been changed, which changes the sort order of the users listed in the database.

Action: Rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWPOA: Disk is full; turning disk logging off**

Source: GroupWise Post Office Agent.

Explanation: Logging information to disk has been turned off because there is insufficient disk space to continue writing to the agent log file. See [“Using POA Log Files”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Free up disk space. The agent should resume disk logging after disk space is available. To ensure that disk logging has resumed, check the Logging Level setting in the Log Settings page for the agent in ConsoleOne.

Action: Specify a different location for log files where sufficient disk space is available.

## **GWPOA: Error creating...**

Source: GroupWise Post Office Agent; TCP agent.

- Explanation: The POA is configured for TCP/IP communication. The TCP agent might display a large number of error messages that begin with "Error creating..."
- Possible Cause: Insufficient memory.
- Action: See [“GWPOA: Not enough memory to complete operation” on page 202](#).

## **GWPOA: Error creating file; turning disk logging off**

- Source: GroupWise agents.
- Explanation: Logging information to disk has been turned off because the agent cannot create a new log file.
- Possible Cause: The agent cannot create a file in the location specified by the Log File Path setting on the Log Settings page for the agent in ConsoleOne or specified on the command line using the `--log` switch.
- Action: Make sure the location exists or specify a more appropriate location.
- Action: Make sure the agent has rights to create files in the specified location. Start the POA including the `--rights` switch to determine the specific problem the POA is encountering.
- Action: Make sure there is available disk space in the specified location.

## **GWPOA: Error initializing communications protocol**

- Source: GroupWise Post Office Agent; TCP agent.
- Explanation: The POA is configured for TCP/IP communication but is unable to establish TCP/IP communication.
- Possible Cause: TCP/IP is not set up correctly on the server where the POA is running.
- Action: Make sure TCP/IP is set up correctly.

## **GWPOA: Error initializing HTTP**

- Source: GroupWise Post Office Agent.
- Explanation: The HTTP port the POA is trying to use for its Web console is not responding correctly.
- Action: Configure the POA to communicate on a different HTTP port. See [“Using the POA Web Console”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **GWPOA: Error listening for connection**

- Source: GroupWise Post Office Agent; TCP agent.
- Explanation: The POA is configured for TCP/IP communication but is unable to connect.
- Possible Cause: TCP/IP is not set up correctly on the server where the POA is running.
- Action: Make sure TCP/IP is set up correctly.
- Possible Cause: Insufficient memory.
- Action: See [“GWPOA: Not enough memory to complete operation” on page 202](#).

## GWPOA: Error opening listener port

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The POA is configured for TCP/IP communication, but the port it is configured to listen on is already in use by another program.

Action: See [“8555 Port in use” on page 25](#).

## GWPOA: Error putting item in queue

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The TCP threads are not keeping up with the current workload.

Action: Increase the number of TCP handler threads for the POA. See [“Adjusting the Number of Connections for Client/Server Processing”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## GWPOA: Error writing to file; turning disk logging off

Source: GroupWise Post Office Agent.

Explanation: Logging of information to disk has been turned off because the agent can no longer write to the current log file. See [“Using POA Log Files”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If the log file is located on a server other than the one where the agent is running, that server might be down.

Action: Wait for the server to come back up, or contact the administrator of that server. When the server comes back up, the agent will resume disk logging.

Possible Cause: The log file has been damaged so the agent can no longer write to it.

Action: Remove the damaged log file and turn disk logging back on in the Log Settings page for the agent in ConsoleOne. The agent will create a new log file. You can also use *Cycle Log* from the POA server console or Web console to start a new log file.

## GWPOA: Failed to redirect user; missing host configuration

Source: GroupWise Post Office Agent.

Explanation: The GroupWise client is attempting to contact the POA in client/server mode, but the POA is not set up for client/server communication.

Action: Set up the POA for client/server communication. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## GWPOA: File I/O error

Source: GroupWise Post Office Agent.

Explanation: The POA cannot access a required file.

Possible Cause: The POA cannot read its startup file.



Action: Check the existence, integrity, and rights of the POA startup file specified in the command to start the POA. See [“Using POA Startup Switches”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The POA cannot view its log file.

Action: Check the existence, integrity, and rights of the POA log file. See [“Using POA Log Files”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **GWPOA: Host refused connection**

Source: GroupWise Post Office Agent; message transfer protocol.

Explanation: The POA is configured to communicate with the MTA by way of TCP/IP. The server where the MTA is located has refused the POA’s request for a connection.

Action: Check the TCP/IP configuration of the server to which the POA must connect.

## **GWPOA: HTTP port *nn* is already in use**

Source: GroupWise Post Office Agent.

Explanation: The HTTP port the POA is trying to use for its Web console is already in use by another program.

Action: Configure the POA to communicate on a different HTTP port. See [“Using the POA Web Console”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **GWPOA: Internal UDP port is unusable**

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The POA is configured for TCP/IP communication but it cannot access the UDP port of the server where it is trying to run.

Possible Cause: TCP/IP is not set up correctly on the server where the POA is running.

Action: Make sure TCP/IP is set up correctly.

## **GWPOA: Listen port already in use**

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The POA is configured for TCP/IP communication, but the port it is configured to listen on is already in use by another program.

Action: See [“8555 Port in use”](#) on page 25.

## **GWPOA: Low disk space for QuickFinder indexing**

Source: GroupWise Post Office Agent.

Explanation: The POA requires at least 20 MB of free disk space to perform QuickFinder indexing. This warning appears when disk space drops below 30 MB. The POA performs QuickFinder indexing as specified by the QuickFinder Update Interval setting on the POA Agent Settings page in ConsoleOne or as specified using the [--qfinterval](#) switch.

Action: Free up disk space on the server where the POA is running to eliminate the warning. See [“Managing Database Disk Space”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWPOA: Machine appears to have TCP/IP incorrectly configured**

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The POA is configured for TCP/IP communication but it is unable to determine the IP address of the server where it is trying to run.

Possible Cause: TCP/IP is not set up correctly on the server where the POA is running.

Action: Make sure TCP/IP is set up correctly, including assignment of an IP address.

## **GWPOA: Not enough disk space for QuickFinder indexing**

Source: GroupWise Post Office Agent.

Explanation: The POA requires at least 20 MB of free disk space to perform QuickFinder indexing. A warning appears when disk space drops below 30 MB. This error appears when free disk space drops below 20 MB. The POA performs QuickFinder indexing as specified by the QuickFinder Update Interval setting on the POA Agent Settings page in ConsoleOne or as specified using the [--qfinterval](#) switch.

Action: Make sure sufficient free disk space is available on the server where the POA is running by the next time the POA needs to perform QuickFinder indexing.

## **GWPOA: Not enough memory to complete operation**

Source: GroupWise Post Office Agent.

Explanation: Not enough memory is available for the POA to function properly.

Possible Cause: If the POA cannot start, you might be trying to run the agent in an environment where too few system resources are available. For information about POA memory requirements, see [“GroupWise System Requirements”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

Action: Stop some other programs on the server to free up memory for use by the POA.

Action: Add memory to the server to accommodate the POA along with other existing programs.

Action: Select a different server to run the POA on, where adequate resources are available.

Possible Cause: If the POA starts successfully, then encounters a memory error later during otherwise normal processing, some other program on the server, or another agent thread, might have temporarily used a large quantity of memory.

Action: Wait to see if the memory problem resolves itself. The POA will retry its operations and should succeed at a later time, when the other program has released some memory.

Action: You can reduce the number of POA threads, which reduces the memory requirements for the POA. You can make the change in ConsoleOne by reducing the Message Handler Threads and/or TCP Handler Threads settings in the POA

Agent Settings page. See [“Adjusting the Number of POA Threads for Message File Processing”](#) and [“Adjusting the Number of Connections for Client/Server Processing”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: If the POA starts successfully but frequently encounters memory errors during later processing, treat the situation as if the POA cannot start and see the recommended actions above.

## **GWPOA: One or more connections to a remote storage area have been lost and could not be reestablished**

Source: GroupWise Post Office Agent.

Explanation: The POA has lost its connection to the server where a document storage area is located.

Possible Cause: The server where the document storage area is located is down.

Action: Wait for the server to come back up. The POA will reconnect automatically when the server is available again.

Action: Contact the administrator of that server.

## **GWPOA: Physical connection table full**

Source: GroupWise Post Office Agent; TCP agent.

Explanation: The POA is configured for TCP/IP communication and it has run out of physical connections.

Possible Cause: The POA is very busy.

Action: Increase the number of physical connections configured for the POA. See [“Adjusting the Number of Connections for Client/Server Processing”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*. Then exit and restart the POA.

## **GWPOA: Possibly damaged blob in database**

Source: GroupWise Post Office Agent

Explanation: During indexing, the POA has encountered a BLOB file that it could not process.

Possible Cause: The BLOB file is damaged

Action: Restore the BLOB file from backup.

Action: If the damaged BLOB file cannot be restored, you can delete it to eliminate the error.

## **GWPOA: Possibly dangerous message; temporarily suspending dispatcher**

Source: GroupWise Post Office Agent

Explanation: No additional message file processor threads will be started until processing of the current message file has completed. The current message file is flagged as having caused the POA to shut down in a previous processing attempt.

Possible Cause: The current message file is damaged.

- Action: If all existing message file processor threads successfully process their message files, the POA will resume normal processing. No action is necessary.
- Action: If processing of a message file causes the POA to shutdown, do not put message files from the [post\\_office/wpcsout/problem](#) directory back into the POA input queue. Restart the POA.

### **GWPOA: Reached inbound connections limit**

- Source: GroupWise Post Office Agent; message transfer protocol.
- Explanation: The POA is configured to communicate with the MTA by way of TCP/IP. The POA has reached the maximum number of inbound connections.
- Action: None. Connections are automatically released and reopened as processing continues.

### **GWPOA: Running the agent with conflicting effective users**

- Source: GroupWise Post Office Agent for Linux.
- Explanation: You are starting the POA as a user that is different from the user the POA is configured to run as. The user specified in the `uid.conf` file does not match the user specified in the `uid.run` file.
- Possible Cause: The user specified in the `uid.conf` file has been manually edited.
- Possible Cause: The `uid.conf` file has been deleted.
- Action: Verify that the `uid.conf` file specifies the desired user, then delete the `uid.run` file. For more information, see “[Running the Linux GroupWise Agents as a Non-root User](#)” in “[Installing GroupWise Agents](#)” in the *GroupWise 2012 Installation Guide*.

### **GWPOA: StartServiceCtrlDispatcher failed when attempting to start *Windows\_agent* service**

- Source: GroupWise Post Office Agent for Windows.
- Explanation: The Windows POA cannot start its dispatcher thread.
- Possible Cause: The Windows server is not functioning properly.
- Action: Reboot the Windows server.

### **GWPOA: The *Windows\_agent* service fails to set service status; service stopped**

- Source: GroupWise Post Office Agent for Windows.
- Explanation: The Windows POA cannot start as a service.
- Possible Cause: The Windows POA cannot communicate with the service control manager (SCM).
- Action: Reboot the Windows server.

## **GWPOA: The *Windows\_agent* service fails to initialize memory system; service stopped**

Source: GroupWise Post Office Agent for Windows.

Explanation: The Windows POA cannot start as a service.

Possible Cause: The Windows POA has insufficient memory resources.

Action: Reboot the Windows server.

Action: Run fewer programs on the server.

## **GWPOA: Timed out waiting for end-of-file confirmation**

Source: GroupWise Post Office Agent; message transfer protocol.

Explanation: The POA is configured to communicate with the MTA by way of TCP/IP. The MTA has stopped responding in the middle of a communication.

Possible Cause: The MTA is running on an overburdened server, so it cannot respond to the POA in a timely manner.

Action: Add resources to the MTA server so that the MTA can function properly.

Action: Move the MTA to a different server where more resources are available. See [“Moving the MTA to a Different Server”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The server where the MTA is running has gone down.

Action: Check the status of the MTA server. Reboot if necessary.

## **GWPOA: Transport header build failed**

Source: GroupWise Post Office Agent; message transfer protocol.

Explanation: The POA is configured to communicate with the MTA by way of TCP/IP. The POA was unable to create a packet of information to send to the MTA.

Possible Cause: Insufficient memory.

Action: See [“GWPOA: Not enough memory to complete operation”](#) on page 202.

## **GWPOA: Unable to add additional message handler; maximum reached**

Source: GroupWise Post Office Agent.

Explanation: The maximum number of message handler threads for the POA is 32. You cannot create any more message handler threads for this POA.

Action: You can run another POA for the post office on the same server if the server has sufficient resources.

You can run another POA for the post office on a different server if your network can handle the additional traffic.

See [“Configuring a Dedicated Message File Processing POA \(Windows Only\)”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

## GWPOA: Unable to change all configuration options

Source: GroupWise Post Office Agent.

Explanation: POA configuration settings have been changed in ConsoleOne, but some cannot be put into effect until the POA is restarted.

Action: Exit and restart the POA.

## GWPOA: Unable to load viewer

Source: GroupWise Post Office Agent for Windows.

Explanation: The POA cannot run the program used to view agent log files or edit agent startup files.

Possible Cause: The viewer program is not available on the current path or is incorrectly specified.

Action: The default viewer used by the POA is Notepad, which is typically available. You can change the viewer specification by selecting *View Log Files* in the Windows POA server console or Web console and changing the information in the Viewer field. Check the viewer and path specified under *View Log Files* in the POA server console or Web console.

## GWPOA: Unable to remove document storage area

Source: GroupWise Post Office Agent.

Explanation: The POA cannot delete the document storage area.

Possible Cause: The library database (`dmsb.db`) is damaged, so that the POA cannot read the information necessary to delete the storage area.

Action: Repair the library. See “[Maintaining Library Databases and Documents](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## GWPOA: Unable to start IMAP because SSL is not configured

Source: GroupWise Post Office Agent.

Explanation: The POA cannot start because it is configured to use SSL for its IMAP connection and SSL is not correctly configured.

Possible Cause: The SSL certificate or key file is missing

Action: Configure SSL for IMAP. See “[Supporting IMAP Clients](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

## GWPOA: Unable to start SOAP because SSL is not configured

Source: GroupWise Post Office Agent.

Explanation: The POA cannot start because it is configured to use SSL for its SOAP connection and SSL is not correctly configured.

Possible Cause: The SSL certificate or key file is missing

Action: Configure SSL for SOAP. See “[Supporting SOAP Clients](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

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# 11 Message Transfer Agent Error Messages

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise agent error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## **GWMTA: Access denied**

Source: GroupWise Message Transfer Agent; last closure reason.

Explanation: A domain or post office is closed because the MTA cannot access the database (`wpdomain.db` or `wphost.db`) at the location.

Possible Cause: An MTA is already running against the domain database.

Action: Do not try to run more than one MTA for a domain.

## **GWMTA: Admin database for *domain* cannot be recovered**

Source: GroupWise Message Transfer Agent; admin thread.

Explanation: An attempt to recover the domain database (`wpdomain.db`) has failed.

Possible Cause: The domain database requires repair beyond what can be done while in use.

Action: Rebuild the domain database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Administrator record not found in database**

Source: GroupWise Message Transfer Agent; admin thread.

Explanation: The MTA admin thread can send a message to an administrator in case of database errors. However, no administrator has been designated.

Possible Cause: No GroupWise administrator has been set up yet.

Action: Set up a GroupWise administrator to receive messages about database errors. See “[Notifying the Domain Administrator](#)” in “[Message Transfer Agent](#)” in the *GroupWise 2012 Administration Guide*.

Action: Use the `--noerrormail` switch when starting the MTA to turn off administrator messages.

## **GWMTA: Authentication failure for the above object**

Source: GroupWise Message Transfer Agent; admin thread.

Explanation: The MTA admin thread attempted to process a record that has the wrong authentication key for the current GroupWise system.

Possible Cause: The record did not originate in the current GroupWise system, which is a possible security violation.

Action: Someone is trying to tamper with your GroupWise system. Check your system security measures.

## **GWMTA: Cannot attach to server or volume**

Source: GroupWise Message Transfer Agent; last closure reason.

Explanation: A domain or post office is closed because the Windows MTA cannot access the server or volume where the domain or post office is located.

Possible Cause: The domain or post office is located on a different server from where the MTA is running and the MTA has not been configured with user information to enable it to log in.

Action: Make sure the MTA startup file includes the `/user` and `/password` switches, so the MTA can log into the remote server. Make sure the user and password information is correct and current. Make sure the information is formatted correctly. In some configurations, you might need to specify a distinguished name (for example, `user.org_unit.org`) for the `/user` switch, rather than just a simply user ID. In some configurations, you might need to include the type (for example, `.CN=user.org_unit.org`).

## **GWMTA: Cannot create a new receiver thread**

Source: GroupWise Message Transfer Agent; message transfer protocol.

Explanation: The MTA cannot create a new receiver thread.

Possible Cause: Insufficient memory.

Action: See [“GWMTA: Insufficient memory” on page 218](#).

## **GWMTA: Cannot create/read/write files/directories**

Source: GroupWise Message Transfer Agent; last closure reason.

Explanation: A domain or post office is closed because the MTA cannot write files into its output queue in the closed domain or post office.

Possible Cause: The MTA cannot write message files across a mapped or UNC link into the MTA input queue in a closed domain (`domain/wpcsin` directory) or a closed post office (`post_office/wpcout` directory) because the directory is inaccessible or damaged.

Action: Make sure the input queue directory exists and that the MTA has sufficient rights to create files there. If necessary, and if the input queue subdirectories are empty, you can rename the original input queue directory and then manually recreate it, along with its required subdirectories.

Possible Cause: The server where the closed domain or post office is located does not have sufficient disk space for the MTA to create message files.

Action: Free up disk space.

Possible Cause: The name of the domain directory contains more than 8 characters.

Action: Rename the domain directory. The MTA currently does not support long names. Also update the domain directory path in ConsoleOne.

Possible Cause: The network type specified for the domain is incorrect.

Action: Check the network type selected for the domain. In ConsoleOne, right-click the Domain object, then click *Properties*. Make sure the *Network Type* field is correct for the MTA running for the domain.

## **GWMTA: Cannot find domain database**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access a domain database ([wpdomain.db](#)) in the directory specified by the [--home](#) switch.

Possible Cause: The MTA has been able to access the directory specified by the [--home](#) switch, but it cannot locate a valid domain database in that directory.

Action: Make sure the location provided by the [--home](#) switch specifies a valid domain directory.

## **GWMTA: Cannot find startup file**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot start because it cannot locate or read its startup file.

Possible Cause: The name of the startup file as provided in the command to start the MTA is incorrect.

Action: Make sure you are providing the name of the startup file correctly. See “[Using MTA Startup Switches](#)” in “[Message Transfer Agent](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: The startup file is not located on the current path.

Action: Specify the full path to the startup file in the command to start the MTA.

## **GWMTA: Cannot move files**

Source: GroupWise Message Transfer Agent; last closure reason.

Explanation: The MTA cannot move message files from its input queue ([domain/wpcsin](#) or [post\\_office/wpcsin](#)) to its in progress queue ([gwinprog](#)).

Explanation: Insufficient disk space on the server where the [mslocal](#) directory structure is located.

Action: Free up disk space so the MTA has sufficient space to process message files.

## **GWMTA: Cannot proceed; insufficient memory available**

Source: GroupWise Message Transfer Agent.

Action: See “[GWMTA: Insufficient memory](#)” on [page 218](#).

## **GWMTA: Cannot read domain database; insufficient memory**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access its domain database ([wpdomain.db](#)).

Possible Cause: Insufficient memory.

Action: See [“GWMTA: Insufficient memory” on page 218](#).

Possible Cause: The domain database has been damaged.

Action: Rebuild the domain database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Cannot read post office database; insufficient memory**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access the post office database (`wphost.db`).

Possible Cause: Insufficient memory.

Action: See [“GWMTA: Insufficient memory” on page 218](#).

Possible Cause: The post office database has been damaged.

Action: Rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Cannot route message(s); out of memory**

Source: GroupWise Message Transfer Agent.

Action: See [“GWMTA: Insufficient memory” on page 218](#).

## **GWMTA: Cannot start server; insufficient memory available**

Source: GroupWise Message Transfer Agent.

Action: See [“GWMTA: Insufficient memory” on page 218](#).

## **GWMTA: Closed for inbound traffic**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA is not accepting inbound connections on its TCP/IP link.

Possible Cause: The MTA has been manually suspended.

Action: Resume the MTA for the domain. See [“Suspending/Resuming MTA Processing for a Location”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If you are running multiple MTAs on the same server, the same TCP port might be in use by more than one MTA.

Action: Check the setup of the MTAs. Make sure each MTA is using a unique port. See [“Configuring the MTA for TCP/IP”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Command line parameter /home is required**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot start without a `--home` switch specifying the domain directory.

Possible Cause: The `--home` switch has not been provided in the command to start the MTA.

Action: Add the `--home` switch to the command to start the MTA.

Possible Cause: The agent was not able to access the startup file where the --home switch was specified.

Action: Make sure the startup file exists.

### **GWMTA: Could not launch the editor**

Source: GroupWise Message Transfer Agent for Windows.

Explanation: The MTA cannot run the program used to view agent log files or edit agent startup files.

Possible Cause: The viewer program is not available on the current path or is incorrectly specified.

Action: The default viewer used by the agents is Notepad, which is typically available. You can change the viewer specification by selecting *View Log Files* in the agent window and changing the information in the *Viewer* field. Check the viewer and path specified in the View Log Files dialog box in the agent window.

### **GWMTA: Database language has been updated; please rebuild this database**

Source: GroupWise Message Transfer Agent; admin thread.

Explanation: The database needs to be rebuilt because the language has been changed, which changes the sort order of the users listed in the database.

Action: Rebuild the database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### **GWMTA: Disk full; disk logging turned off**

Source: GroupWise Message Transfer Agent.

Explanation: Logging information to disk has been turned off because there is insufficient disk space to continue writing to the agent log file.

Action: Free up disk space. The agent should resume disk logging after disk space is available. To ensure that disk logging has resumed, check the *Logging Level* setting in the Log Settings page for the MTA in ConsoleOne. See [“Using MTA Log Files”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Specify a different location for log files where sufficient disk space is available.

### **GWMTA: Domain database error; circular transfer domain link**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot route a message to the domain it is addressed to because available indirect links create a circular reference.

Possible Cause: Links between domains in your GroupWise system are not set up correctly.

Action: Check, and if necessary, adjust the indirect links between domains in your GroupWise system. See [“Editing a Domain Link”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Domain database error; transfer domain not found**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot locate the domain to which a message is addressed, nor can it locate an indirect link to that domain.

Possible Cause: Links between domains in your GroupWise system are not set up correctly.

Action: Check, and if necessary adjust, the indirect links between domains in your GroupWise system. See [“Link Configuration between Domains and Post Offices”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Domain database open failed**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access the domain database (`wdomain.db`).

Possible Cause: The domain database has been damaged.

Action: Rebuild the domain database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Domain database read error**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access its domain database (`wdomain.db`).

Possible Cause: The domain database has been damaged.

Action: Rebuild the domain database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Domain now closed**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA has lost its connection to a domain with which it could previously communicate.

Possible Cause: The server where the domain is located is currently down.

Action: Wait for the server to come back up, or contact the administrator of that server.

Possible Cause: If using TCP/IP communication between domains, TCP/IP might be down.

Action: Make sure TCP/IP is running in both domains.

## **GWMTA: Domain open failed**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA in the local domain cannot contact the MTA in a different domain in your GroupWise system.

Possible Cause: Links between the domains are not set up correctly.

Action: Check the links between the domains. See [“Editing a Domain Link”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The local MTA cannot access the MTA input queue in the other domain.

Action: Check the directory structure of the closed domain. See “[Domain Directory](#)” in “[Directory Structure Diagrams](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

## **GWMTA: Error initializing HTTP**

Source: GroupWise Message Transfer Agent.

Explanation: The HTTP port the MTA is trying to use for its Web console is not responding correctly.

Action: Configure the MTA to communicate on a different HTTP port. See “[Using the MTA Web Console](#)” in “[Message Transfer Agent](#)” in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Error validating post office members**

Source: GroupWise Message Transfer Agent, Novell eDirectory user synchronization.

Explanation: When attempting eDirectory user synchronization, the MTA could not access the user information stored in eDirectory.

Action: Look up the error code that accompanies this error at [Novell Error Codes \(http://www.novell.com/documentation/nwec/index.html\)](http://www.novell.com/documentation/nwec/index.html).

Possible Cause: The MTA does not have sufficient rights to access the user information in eDirectory.

Action: Make sure the MTA is properly set up to perform eDirectory user synchronization. See “[Using eDirectory User Synchronization](#)” in “[Message Transfer Agent](#)” in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Expired en route to destination**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA was unable to deliver a message because it passed through the maximum of 15 hops without reaching its destination.

Possible Cause: Links between domains are not set up correctly.

Action: Check the links between domains. Look for a more efficient route. See “[Link Configuration between Domains and Post Offices](#)” in “[Domains](#)” in the *GroupWise 2012 Administration Guide*.

## **GWMTA: File create error; disk logging turned off**

Source: GroupWise Message Transfer Agent.

Explanation: Logging information to disk has been turned off because the MTA cannot create a new log file.

Possible Cause: The agent cannot create a file in the location specified by the *Log File Path* setting on the Log Settings page for the agent in ConsoleOne or specified on the command line using the `--log` switch.

Action: Make sure the location exists or specify another location.

Action: Make sure the agent has rights to create files in the specified location.

Action: Make sure there is available disk space in the specified location.



## GWMTA: File write error; disk logging turned off

Source: GroupWise agents.

Explanation: Logging information to disk has been turned off because the agent can no longer write to the current log file.

Possible Cause: If the log file is located on a server other than the one where the agent is running, that server might be down.

Action: Wait for the server to come back up, or contact the administrator of that server. When the server comes back up, the agent will resume disk logging.

Possible Cause: The log file has been damaged so the agent can no longer write to it.

Action: Remove the damaged log file and turn disk logging back on in the Log Settings page for the agent in ConsoleOne. See [“Using MTA Log Files”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*. The agent will create a new log file.

You can also use *Cycle Log* from the MTA server console or Web console to start a new log file. See [“Cycling the MTA Log File”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

## GWMTA: File not found

Source: GroupWise Message Transfer Agent; server console

Explanation: From the MTA server console, you are trying to edit or view either the MTA log file or startup file and the MTA cannot access it.

Action: Verify the existence and rights to the file.

## GWMTA: Gateway now closed

Source: GroupWise Message Transfer Agent.

Explanation: The MTA has lost its connection to a gateway with which it could previously communicate

Possible Cause: The server where the gateway is located is currently down.

Action: Wait for the server to come back up, or contact the administrator of that server.

## GWMTA: Gateway open failed

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot contact a gateway to which a message needs to be routed.

Possible Cause: The MTA cannot access the gateway input queue under the [wpgate](#) directory of the domain.

Action: Check the directory structure of the closed Internet gateway.

## GWMTA: Host refused connection

Source: GroupWise Message Transfer Agent.



Explanation: The MTA is configured to communicate with another MTA or a POA by way of TCP/IP. The server where the other MTA or the POA is located has refused the MTA's request for a connection.

Action: Check the TCP/IP configuration of the server to which the MTA must connect.

## **GWMTA: IDomain now closed**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA has lost its connection to a domain across the Internet with which it could previously communicate.

Possible Cause: The server where the domain is located is currently down.

Action: Wait for the server to come back up, or contact the administrator of that server.

Action: Make sure the Internet link between domains is set up correctly. See "[Internet Agent](#)" in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Incompatible GWENV1A.DLL; GWMTA cannot continue**

Source: GroupWise Message Transfer Agent for Windows.

Explanation: The MTA cannot start because the agent engine ([gwenv1a.exe](#)) is not compatible with the MTA itself ([gwmta.exe](#)).

Possible Cause: Some agent files have been updated but the update is not complete.

Action: When updating the agents, make sure all agent files are installed. For a complete list, see "[Agent Installation Directories](#)" in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

## **GWMTA: Insufficient disk space**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA does not have sufficient disk space to write files into its input queues or holding queues. The MTA requires at least 1 MB of free disk space to run.

Possible Cause: One or more locations are closed, resulting in a backlog of messages in the MTA holding queues in the directory.

Action: Resolve the problems with the closed facilities so that normal message flow resumes. See "[MTA Status Box Shows a Closed Location](#)" in *GroupWise 2012 Troubleshooting 2: Solutions to Common Problems*.

Possible Cause: Other programs running the same server with the MTA have used up all available disk space.

Action: Free up disk space so the MTA can continue processing messages. Check the MTA log file to see which queue the MTA can no longer write to so you know where more disk space is required. See "[Using MTA Log Files](#)" in "[Message Transfer Agent](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The MTA cannot write message files across a mapped or UNC link into the MTA input queue in a closed domain ([domain/wpcsin](#) directory) or a closed post office ([post\\_office/wpcsin](#) directory) because the directory is damaged.

Action: If the input queue subdirectories are empty, you can rename the original input queue directory and then manually re-create it, along with its required subdirectories.

## **GWMTA: Insufficient memory**

Source: GroupWise Message Transfer Agent.

Explanation: Not enough memory is available for the MTA to function properly.

Possible Cause: If the MTA cannot start, you might be trying to run the MTA in an environment where too few system resources are available.

Action: For requirements, see “[GroupWise System Requirements](#)” in “[Installing GroupWise Agents](#)” in the *GroupWise 2012 Installation Guide*.

Action: Stop some other programs on the server to free up memory for use by the MTA.

Action: Add memory to the server to accommodate the MTA along with other existing programs.

Action: Select a different server to run the MTA on, where adequate resources are available. See “[Moving the MTA to a Different Server](#)” in “[Message Transfer Agent](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: If the MTA starts successfully, then encounters a memory error later during otherwise normal processing, some other program on the server, or another agent thread, might have temporarily used a large quantity of memory.

Action: Wait to see if the memory problem resolves itself. The MTA will retry its operation and should succeed at a later time, when the other program has released some memory.

Action: If the MTA starts successfully but frequently encounters memory errors during later processing, treat the situation as if the MTA cannot start and see the recommended actions above.

## **GWMTA: Insufficient memory to read/process startup file**

Source: GroupWise Message Transfer Agent.

Possible Cause: Insufficient memory.

Action: See “[GWMTA: Insufficient memory](#)” on page 218.

## **GWMTA: Insufficient resources to accept inbound connection**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot start a receiver thread.

Possible Cause: Insufficient memory.

Action: If the problem does not resolve itself in a short time, see “[GWMTA: Insufficient memory](#)” on page 218.

## **GWMTA: Insufficient system resources**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA was unable to start another thread.

Possible Cause: Insufficient memory.

Action: If the problem does not resolve itself in a short time, see “[GWMTA: Insufficient memory](#)” on page 218.

## **GWMTA: Internet mail to *address* is undeliverable because no default GWIA is configured**

Source: GroupWise Message Transfer Agent.

Explanation: A message addressed to a user across the Internet cannot be delivered.

Possible Cause: A default GWIA has not been configured.

Action: Designate a default GWIA. See [“Configuring Internet Addressing”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Invalid /log parameter**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot use the location specified by the `--log` switch to store its log files.

Possible Cause: The location specified by the `--log` switch does not exist.

Action: Check, and if necessary change, the location specified by the `--log` switch when starting the MTA. If the `--log` switch is not specified, it defaults to the `mslocal` directory in the directory specified by the `--work` switch.

Possible Cause: The location specified by the `--log` switch is on a server that is currently not available.

Action: Check the status of the server where the specified directory is located. Wait for the server to come back up or contact the administrator of that server.

Action: It is recommended that the `--log` switch be set to a location local to where the MTA is running to avoid this problem.

## **GWMTA: Invalid /work parameter**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot use the location specified by the `--work` switch for its `mslocal` directory.

Possible Cause: The location specified by the `--work` switch does not exist.

Action: Check, and if necessary change, the location specified by the `--work` switch when starting the MTA. If the `--work` switch is not specified, it defaults to the domain directory.

Possible Cause: The location specified by the `--work` switch is on a server that is currently not available.

Action: Check the status of the server where the specified directory is located. Wait for the server to come back up or contact the administrator of that server.

Action: It is recommended that the `--work` switch be set to a location local to where the MTA is running to avoid this problem.

## **GWMTA: Link or transport down**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA is using TCP/IP to communicate with an MTA or POA and the other agent is not responding.

Possible Cause: The MTA in the other domain is not properly set up for TCP/IP communication.

Action: Check the setup of the MTA in the other domain. See [“Using TCP/IP Links between Domains”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The POA in the post office is not properly set up for TCP/IP communication.

Action: Check the setup of the POA. See [“Using TCP/IP Links between a Domain and its Post Offices”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Logging permanently suspended; insufficient memory**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA could not start a new thread for disk logging. Therefore, disk logging has been turned off.

Possible Cause: Insufficient memory.

Action: See [“GWMTA: Insufficient memory”](#) on page 218.

Action: After sufficient memory is available, turn disk logging back on in the Log Settings page for the agent in ConsoleOne. See [“Using MTA Log Files”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Login not completed; timeout**

Source: GroupWise Message Transfer Agent; message transfer protocol.

Explanation: An MTA or POA started to request TCP/IP communication from the MTA, but stopped responding in the middle of the login process.

Possible Cause: The server where the other agent was running went down.

Action: Check the status of the other server. Reboot if necessary.

## **GWMTA: Login to directory failed**

Source: GroupWise Message Transfer Agent.

Explanation: The Windows MTA cannot communicate with another domain or post office because it cannot access the server where the domain or post office is located.

Possible Cause: The [/user](#) and [/password](#) switches do not provide the correct information for the MTA to log in to the server.

Action: Check the settings for the [/user](#) and [/password](#) switches in the command that starts the MTA. Make sure you can log in to the server using the user name and password the MTA is trying to use.

Possible Cause: The server where the domain or post office is located is currently down.

Action: Wait for the server to come back up or contact the administrator of that server.

Action: See also [“GWMTA: Cannot attach to server or volume”](#) on page 210.

## **GWMTA: Maximum number of inbound connections reached**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA could not start another thread for an inbound connection.

Possible Cause: The maximum number of inbound connections as specified by the `--tcpinbound` switch has been reached. The default is 40 inbound connections.

Action: Increase the setting of the `--tcpinbound` switch to allow for more inbound connections. There is no maximum number of inbound connections. They are limited only by available system resources.

## **GWMTA: No agent record found**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA object in the eDirectory tree is missing.

Possible Cause: When a domain is created, an MTA object is automatically created for it. It might have been deleted.

Action: Check for the MTA object in the domain. Make sure it is configured correctly. See [“Configuring the MTA in ConsoleOne”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The domain database (`wpdomain.db`) is damaged.

Action: Check and, if necessary, repair the domain database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: No domain record found**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot find the domain record in the domain database (`wpdomain.db`).

Possible Cause: The domain database is damaged.

Action: Rebuild the domain database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: No path configured**

Source: GroupWise Message Transfer Agent.

Explanation: Path information for links between domains is missing.

Possible Cause: Links between domains are not set up correctly.

Action: Check the links between domain. See [“Editing a Domain Link”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: No post offices found**

Source: GroupWise Message Transfer Agent; eDirectory user synchronization.

Explanation: The MTA has been configured to perform eDirectory user synchronization for a domain which has no post offices and, hence, no users; for example, a routing domain.

Action: Remove the domain from the list of domains for which eDirectory user synchronization should be performed. See [“Using eDirectory User Synchronization”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: No response from peer**

Source: GroupWise Message Transfer Agent; message transfer protocol.

Explanation: The MTA is attempting to communicate with another MTA or a POA by way of TCP/IP, but the other agent does not answer.

Possible Cause: The server where the other MTA or the POA is located is down.

Action: Check the status of the other server. Reboot if necessary.

## **GWMTA: No sender IDomain; Internet address lookup not attempted**

Source: GroupWise Message Transfer Agent.

Explanation: The address the MTA is trying to resolve does not contain IDomain information.

Possible Cause: The MTA is configured for GWMTA between GroupWise systems, but the link is not set up properly.

Action: Correct any problems in the setup of links between the two systems. See [“Using Dynamic Internet Links”](#) in [“Connecting to Other GroupWise Systems”](#) in the *GroupWise 2012 Multi-System Administration Guide*.

Action: If the message is destined for a non-GroupWise system across the Internet, it will be routed through the GWIA. No action is required, provided a preferred GWIA has been designated. See [“Configuring Internet Addressing”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Path to domain database (/home) is invalid or blocked**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access the domain database ([wpdomain.db](#)) in the directory specified by the `--home` switch.

Possible Cause: The location specified by the `--home` switch does not exist.

Action: Check, and if necessary change, the location specified by the `--home` switch when starting the MTA. It must specify the domain directory.

Possible Cause: The location specified by the `--home` switch is on a server that is currently not available.

Action: Check the status of the server where the specified directory is located. Wait for the server to come back up or contact the administrator of that server.

Possible Cause: If running the MTA on a Windows server, the location might be on a server that is not currently mapped.

Action: Make sure the server where the MTA is running has a drive mapped to the domain directory on the server where the domain is located if it is using a mapped link.

Action: See [“GWMTA: Cannot attach to server or volume”](#) on page 210.

## **GWMTA: Post office database open failed; insufficient memory**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access one of its post office databases ([wphost.db](#)).

Possible Cause: Insufficient memory.

Action: See [“GWMTA: Insufficient memory” on page 218](#).

Possible Cause: The post office database has been damaged.

Action: Rebuild the post office database. See [“Rebuilding Domain or Post Office Databases” in “Databases” in the \*GroupWise 2012 Administration Guide\*](#).

## **GWMTA: Post office database read error**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot access the post office database ([wphost.db](#)).

Possible Cause: The post office database has been damaged.

Action: Rebuild the post office database. See [“Rebuilding Domain or Post Office Databases” in “Databases” in the \*GroupWise 2012 Administration Guide\*](#).

## **GWMTA: Post office now closed**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA has lost its connection to a post office with which it could previously communicate.

Possible Cause: The server where the post office is located is currently down.

Action: Wait for the server to come back up, or contact the administrator of that server.

Possible Cause: If using TCP/IP communication between post offices, TCP/IP might be down.

Action: Make sure TCP/IP is running on the servers where the post offices are located.

## **GWMTA: Post office open failed**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA cannot contact the POA in one of the local post offices.

Possible Cause: The MTA cannot access the POA input queue in the post office.

Action: Check the directory structure of the closed post office. See [“Post Office Directory” in \*GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure\*](#).

## **GWMTA: Received unsupported request; request ignored**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA received an administrative message from GroupWise Administrator that it could not respond to.

Possible Cause: GroupWise Administrator has been updated, but the GroupWise agent software has not yet been updated.



Action: Install the latest version of the GroupWise agent software. See the [“Installing the GroupWise 2012 Software”](#) in [“Update”](#) in the *GroupWise 2012 Installation Guide*.

## **GWMTA: Running the agent with conflicting effective users**

Source: GroupWise Message Transfer Agent for Linux.

Explanation: You are starting the MTA as a user that is different from the user the MTA is configured to run as. The user specified in the `uid.conf` file does not match the user specified in the `uid.run` file.

Possible Cause: The user specified in the `uid.conf` file has been manually edited.

Possible Cause: The `uid.conf` file has been deleted.

Action: Verify that the `uid.conf` file specifies the desired user, then delete the `uid.run` file. For more information, see [“Running the Linux GroupWise Agents as a Non-root User”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

## **GWMTA: StartServiceCtrlDispatcher failed when attempting to start Windows\_agent service**

Source: GroupWise Message Transfer Agent for Windows.

Explanation: The Windows MTA cannot start its dispatcher thread.

Possible Cause: The Windows server is not functioning properly.

Action: Reboot the Windows server.

## **GWMTA: Target queue temporarily locked**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA is in the process of clearing out a backlog of messages and is not accepting any additional messages into its queues. The MTA processes existing messages first, before processing new messages, so that messages arrive in the order in which they were sent.

Possible Cause: The backlog of messages might have been caused by one or more closed facilities in the domain.

Action: Wait until the backlog clears, then the MTA will resume its regular processing of new messages. Backlogged messages are stored in subdirectories of the `mslocal` directory.

## **GWMTA: The Windows\_agent service fails to set service status; service stopped**

Source: GroupWise Message Transfer Agent for Windows.

Explanation: The Windows MTA cannot start as a Windows service.

Possible Cause: The Windows MTA cannot communicate with the Windows service control manager (SCM).

Action: Reboot the Windows server.



## **GWMTA: The *Windows\_agent* service fails to initialize memory system; service stopped**

Source: GroupWise Message Transfer Agent for Windows.

Explanation: The Windows MTA cannot start as a Windows service.

Possible Cause: The Windows server has insufficient memory resources available.

Action: Reboot the Windows server. Run fewer programs on the Windows server.

## **GWMTA: Timed out waiting for end-of-file confirmation**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA is in the process of clearing out a backlog of messages and is not accepting any additional messages into its queues. The MTA processes existing messages first, before processing new messages, so that messages arrive in the order in which they were sent.

Possible Cause: The backlog of messages might have been caused by one or more closed facilities in the domain.

Action: Wait until the backlog clears, then the MTA will resume its regular processing of new messages. Backlogged messages are stored in subdirectories of the `mslocal` directory.

## **GWMTA: Unable to initialize message log database**

Source: GroupWise Message Transfer Agent; message transfer protocol.

Explanation: The MTA was unable to create the database where it stores information about messages waiting for processing in its in progress (`gwinprog`) queue. the `msglog` subdirectory of `mslocal` cannot be created.

Possible Cause: Insufficient disk space.

Action: Free up disk space on the server where the MTA runs.

## **GWMTA: Unable to open connection; no response**

Source: GroupWise Message Transfer Agent; message transfer protocol.

Explanation: The MTA is attempting to communicate with another MTA or a POA by way of TCP/IP, but the other agent does not answer.

Possible Cause: The server where the other MTA or the POA is located is down.

Action: Check the status of the other server. Reboot if necessary.

## **GWMTA: Unable to register with SNMP agent**

Source: GroupWise agents.

Explanation: The MTA is unable to contact the SNMP agent on the server where the agent is running.

Possible Cause: SNMP has not been installed and set up properly on the server.

Action: Install SNMP as required by the server operating system.

## **GWMTA: Unable to retrieve TCP/IP address**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA is configured for GWMTA between GroupWise systems, but the MTA cannot find the IDomain name of the destination system

Possible Cause: GWMTA is not properly set up between the two GroupWise systems.

Action: Correct any problems in the setup of links between the two systems. See [“Using Dynamic Internet Links”](#) in [“Connecting to Other GroupWise Systems”](#) in the *GroupWise 2012 Multi-System Administration Guide*.

## **GWMTA: Undefined link**

Source: GroupWise Message Transfer Agent; last closure reason.

Explanation: MTAs cannot communicate because no link has been established between them.

Action: Configure a link between the MTAs. See [“Changing the Link Protocol between Domains”](#) in [“Configuring the MTA”](#) in the *GroupWise 2012 Administration Guide*.

## **GWMTA: Unknown connection header received**

Source: GroupWise Message Transfer Agent; message transfer protocol.

Explanation: The MTA received a request for a TCP/IP connection from a process other than a GroupWise agent.

Possible Cause: Some non-GroupWise program on the server where the MTA is running is configured to send packets to the port the MTA is configured to listen on.

Action: Check the network address information of the MTA. See [“Configuring the MTA for TCP/IP”](#) in [“Configuring the MTA”](#) in the *GroupWise 2012 Administration Guide*. Make sure no other programs on the server besides GroupWise agents are configured to use this port.

## **GWMTA: Unknown destination**

Source: GroupWise Message Transfer Agent.

Explanation: The MTA is unable to route a message because it does not recognize the domain to which it is addressed.

Possible Cause: The sender manually typed in an invalid address.

Action: Have the user select the recipient from the Address Book, then resend the message.

Possible Cause: During a reconfiguration of your system, a user has addressed a message to a location that either no longer exists or does not exist yet, because the reconfiguration information has not yet replicated throughout the GroupWise system.

Action: Wait until replication is complete. The MTA will retry the operation.

Possible Cause: The message has been damaged so that the destination information is no longer readable.

Action: Remove the damaged message from the MTA input queue so it can process subsequent messages. Have the user resend the message.

## **GWMTA: Waiting for busy listen socket to become available**

Source: GroupWise Message Transfer Agent; message transfer protocol.

Explanation: The TCP port the MTA is configured to listen on is already in use by another program.

Possible Cause: Another MTA is already running on the server where you are trying to start this MTA.

Action: Configure this MTA to use a different TCP port. See [“Using TCP/IP Links between Domains”](#) in [“Configuring the MTA”](#) in the *GroupWise 2012 Administration Guide*.



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# 12 Internet Agent Error Messages

Some error and informational messages you might receive when using the Internet Agent (GWIA) originate from the program engine or from SMTP when the program makes connections with hosts, and from other sources as well. This section includes the error messages generated by the GWIA.

Variables, such as strings or numbers, are shown in *italics* and are represented by the following:

- ♦ ASCII strings are represented by *xxx*, *yyy*, or *zzz*
- ♦ Decimal characters are represented by *nnn*
- ♦ Hexadecimal characters are represented by *hhh*

This section contains information on the following GWIA errors:

- ♦ "GWIA: Command task could not be added to message body, rc =xxxx" on page 230
- ♦ "GWIA: Configuration data is missing from the database" on page 230
- ♦ "GWIA: ConvertPerfect Error while converting attachment file file\_name" on page 230
- ♦ "GWIA: Currently unhandled command value, xxxx, was received by the gateway" on page 230
- ♦ "GWIA: Database initialization error: xxxx" on page 231
- ♦ "GWIA: Database open error: xxxx" on page 231
- ♦ "GWIA: Deferred delivery file I/O error--encryption error" on page 231
- ♦ "GWIA: Deferred delivery file I/O error-memory error" on page 231
- ♦ "GWIA: Deferred delivery file I/O error-message undeliverable" on page 231
- ♦ "GWIA: Deferred file, file\_name, has been moved to the PROBLEM directory" on page 231
- ♦ "GWIA: File close error on file file\_name in module xxxx" on page 231
- ♦ "GWIA: File creation error on file file\_name in module xxxx" on page 232
- ♦ "GWIA: File open error on file file\_name in module xxxx" on page 232
- ♦ "GWIA: File read error on file file\_name in module xxxx" on page 232
- ♦ "GWIA: File write error on file file\_name in module xxxx" on page 232
- ♦ "GWIA: Gateway that uses this directory is not yet defined" on page 232
- ♦ "GWIA: Gateway Configuration Database could not be found" on page 232
- ♦ "GWIA: Memory exhausted" on page 232
- ♦ "GWIA: Memory exhausted while processing an Administrator Command" on page 233
- ♦ "GWIA: Message File open failed" on page 233
- ♦ "GWIA: Message re-queuing failed. The message must be deleted" on page 233
- ♦ "GWIA: Message transport session open error: xxxx" on page 233
- ♦ "GWIA: Processing inbound message..." on page 233
- ♦ "GWIA: Processing outbound command..." on page 233
- ♦ "GWIA: Processing outbound message..." on page 234

- ♦ “GWIA: Running the agent with conflicting effective users” on page 234
- ♦ “GWIA: Scratch-pad file creation error: xxxx” on page 234
- ♦ “GWIA: Scratch-pad file write error: file\_name” on page 234
- ♦ “GWIA: Unable to find TCPIP Kernel” on page 234
- ♦ “GWIA: Unable to listen on SMTP port” on page 234

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise agent error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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### **GWIA: Command task could not be added to message body, rc =xxxx**

Source: GroupWise Internet Agent.

Explanation: A file output error occurred, probably because of a full disk or an inaccessible directory.

Action: If rc = D109, check access rights and privileges in the `wpcsin` directory.

or

If rc = D907, check access rights and privileges in the `wpcsin` directory.

### **GWIA: Configuration data is missing from the database**

Source: GroupWise Internet Agent.

Explanation: The domain database (`wppdomain.db`) is damaged.

Action: Rebuild the database using ConsoleOne. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

### **GWIA: ConvertPerfect Error while converting attachment file `file_name`**

Source: GroupWise Internet Agent.

Explanation: The user sent the message using the Convert Attachment feature of the Advanced Send Option, which invokes ConvertPerfect. ConvertPerfect might not know how to convert this type of file, the file could not be decrypted, or a file I/O error occurred. This problem might generate a different error message than the one listed above.

Action: None.

### **GWIA: Currently unhandled command value, xxxx, was received by the gateway**

Source: GroupWise Internet Agent.

Explanation: An unrecognized command was received from ConsoleOne.

Action: Resend the command.

## **GWIA: Database initialization error: xxxx**

Source: GroupWise Internet Agent.

Explanation: The GWIA database management code could not be initialized

Action: You might need to rebuild the domain database ([wpdomain.db](#)) for the domain where the GWIA is installed. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## **GWIA: Database open error: xxxx**

Source: GroupWise Internet Agent.

Explanation: The domain database path could not be created, or the database did not open.

Action: Make sure that the domain database ([wpdomain.db](#)) is in the domain directory.

## **GWIA: Deferred delivery file I/O error--encryption error**

Source: GroupWise Internet Agent.

Explanation: An encrypted non-queue file was moved to the [gwhold](#) directory.

Action: Do not put any files in gwhold, remove any files not named with a HEX time stamp, and restart the GWIA.

## **GWIA: Deferred delivery file I/O error-memory error**

Source: GroupWise Internet Agent.

Explanation: The GWIA server ran out of memory.

Action: Free more memory.

## **GWIA: Deferred delivery file I/O error-message undeliverable**

Source: GroupWise Internet Agent.

Explanation: The message could not be written to disk in the [qfiles](#) directory.

Action: Check to see if the disk is full, and check access to the directory.

## **GWIA: Deferred file, *file\_name*, has been moved to the PROBLEM directory**

Source: GroupWise Internet Agent.

Explanation: After the GWIA retry schedule expired, the message was moved to the [problem](#) directory. The destination host was temporarily down (it sent back a 400-level SMTP reply code) so the program could not transfer the message.

Action: Contact the postmaster for the destination host to make sure the host is up. Have the user resend the message.

## **GWIA: File close error on file *file\_name* in module xxxx**

Source: GroupWise Internet Agent.

Explanation: A close of the named file resulted in an error.

Action: Check if some other process on the server is holding the file open. Check for network problems.

### **GWIA: File creation error on file *file\_name* in module xxxx**

Source: GroupWise Internet Agent.

Explanation: An open of the named file resulted in an error.

Action: Check access in the named directory.

### **GWIA: File open error on file *file\_name* in module xxxx**

Source: GroupWise Internet Agent.

Explanation: An open of the named file resulted in an error.

Action: Check access to the named file and directory, and check access to the file.

### **GWIA: File read error on file *file\_name* in module xxxx**

Source: GroupWise Internet Agent.

Explanation: A read of the named file resulted in an error.

Action: Check access to the named file.

### **GWIA: File write error on file *file\_name* in module xxxx**

Source: GroupWise Internet Agent.

Explanation: A write to the named file resulted in an error.

Action: Check access in the named directory, and check to see if the disk is full.

### **GWIA: Gateway that uses this directory is not yet defined**

Source: GroupWise Internet Agent.

Explanation: The GWIA has been installed, but it is not yet configured.

Action: Configure the GWIA in ConsoleOne. See "[Internet Agent](#)" in the *GroupWise 2012 Administration Guide*.

### **GWIA: Gateway Configuration Database could not be found**

Source: GroupWise Internet Agent.

Explanation: The directory where the domain database ([wpdomain.db](#)) resides cannot be found, given the GWIA's default directory and the GWIA startup options.

Action: Use the GWIA directory startup option [/work](#) to reference the directory below [wpgate](#) in the domain where the GWIA executable file resides, or simply invoke the executable from that directory. Check network rights.

### **GWIA: Memory exhausted**

Source: GroupWise Internet Agent.



Explanation: The GWIA was not able to allocate sufficient memory.

Action: Free up more memory.

### **GWIA: Memory exhausted while processing an Administrator Command**

Source: GroupWise Internet Agent.

Explanation: The GWIA ran out of memory while processing a command sent to the GWIA by ConsoleOne.

Action: Free up more memory.

### **GWIA: Message File open failed**

Source: GroupWise Internet Agent.

Explanation: The GWIA could not open a message file.

Action: The message file is moved to the [problem](#) directory in the domain directory.

### **GWIA: Message re-queuing failed. The message must be deleted**

Source: GroupWise Internet Agent.

Explanation: A message could not be put into or removed from the delayed delivery and the retry queue maintained under the [gwhold](#) directory because of a disk or a memory error.

Action: Check access to the [gwhold](#) and [qfiles](#) subdirectories.

Action: Check to see if the disk is full.

Action: Free more memory.

### **GWIA: Message transport session open error: xxxx**

Source: GroupWise Internet Agent.

Explanation: This is almost always caused by a memory error.

Action: Free up memory.

### **GWIA: Processing inbound message...**

Source: GroupWise Internet Agent.

Explanation: This is an informational message. A message is being received by the GWIA from the foreign system.

Action: None.

### **GWIA: Processing outbound command...**

Source: GroupWise Internet Agent.

Explanation: This is an informational message. ConsoleOne has sent a command to the GWIA. Commands are STATE, REQUEST STATS, REBOOT, and DIRECTORY SYNCHRONIZATION.

Action: None.

## **GWIA: Processing outbound message...**

Source: GroupWise Internet Agent.

Explanation: This is an informational message. A message is being received by the GWIA from the GroupWise system.

Action: None.

## **GWIA: Running the agent with conflicting effective users**

Source: GroupWise Internet Agent for Linux.

Explanation: You are starting the GWIA as a user that is different from the user the GWIA is configured to run as. The user specified in the `uid.conf` file does not match the user specified in the `uid.run` file.

Possible Cause: The user specified in the `uid.conf` file has been manually edited.

Possible Cause: The `uid.conf` file has been deleted.

Action: Verify that the `uid.conf` file specifies the desired user, then delete the `uid.run` file. For more information, see [“Running the Linux GroupWise Agents as a Non-root User”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

## **GWIA: Scratch-pad file creation error: xxxx**

Source: GroupWise Internet Agent.

Explanation: The GWIA settings file, SET, could not be created.

Action: Check access (write or create) to the `000.prc` directory.

Action: Check to see if the disk is full.

## **GWIA: Scratch-pad file write error: *file\_name***

Source: GroupWise Internet Agent.

Explanation: The GWIA settings file, SET, could not be written.

Action: Check access (write or create) to the `000.prc` directory.

Action: check to see if the disk is full.

## **GWIA: Unable to find TCPIP Kernel**

Source: GroupWise Internet Agent.

Explanation: The GWIA must find the TCP/IP kernel already loaded or the GWIA automatically loads the TCP/IP kernel. If the TCP/IP kernel is not or cannot be loaded automatically, this error results.

Action: Check to see that the TCP/IP kernel is installed and configured.

## **GWIA: Unable to listen on SMTP port**

Source: GroupWise Internet Agent.

Explanation: The TCP/IP kernel is not installed correctly or the GWIA is unable to take control of port 25 (SMTP port number). Other processes might have control of port 25, thereby preventing the GWIA from taking control of port 25.

Action: Unload the TCP/IP kernel then reload it. If another process has control of port 25, unloading the TCP/IP kernel shows it.



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# 13 Monitor Agent and Application Error Messages

- ♦ “GWMON: GroupWise Monitor Agent is not listening” on page 237
- ♦ “GWMON: No route to GroupWise Monitor Agent” on page 237
- ♦ “GWMON: Path to domain database (/home) is invalid or blocked” on page 238
- ♦ “GWMON: Request timed out waiting for response from GroupWise Monitor Agent” on page 238
- ♦ “GWMON: The URL to connect to the GroupWise Monitor Agent is invalid” on page 238
- ♦ “GWMON: Unable to communicate with GroupWise Monitor Agent” on page 239
- ♦ “GWMON: Unable to connect to the MTA at IP\_address:port” on page 239
- ♦ “GWMON: Unable to resolve GroupWise Monitor Agent’s host name to a valid IP address” on page 239

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise agent error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## **GWMON: GroupWise Monitor Agent is not listening**

Source: GroupWise Monitor Application.

Possible Cause: The Monitor Agent is not running.

Action: Restart the Monitor Agent. See “[Setting Up GroupWise Monitor](#)” in the *GroupWise 2012 Installation Guide*.

Possible Cause: The Monitor Agent is listening on a different port than the one the Monitor Application is using to communicate with it.

Action: Check the `gwmonitor.cfg` file to make sure it provides the correct IP address and port number for the Monitor Agent. Correct the information as needed.

## **GWMON: No route to GroupWise Monitor Agent**

Source: GroupWise Monitor Application.

Possible Cause: Your firewall is preventing the Monitor Application from communicating with the Monitor Agent.

Action: Adjust the configuration of your firewall to accommodate communication between the Monitor Application and the Monitor Agent.

Possible Cause: A router between the Monitor Application and the Monitor Agent is down.

Action: Resolve any network problems that are preventing GroupWise Monitor from functioning.

## **GWMON: Path to domain database (/home) is invalid or blocked**

Source: GroupWise Monitor Agent.

Explanation: The Monitor Agent cannot access the domain database ([wpdomain.db](#)) in the directory specified by the `--home` switch.

Possible Cause: The location specified by the `--home` switch does not exist.

Action: Check, and if necessary change, the location specified by the `--home` switch when starting the Monitor Agent. It must specify the domain directory.

Possible Cause: The location specified by the `--home` switch is on a server that is currently not available.

Action: Check the status of the server where the specified directory is located. Wait for the server to come back up or contact the administrator of that server.

Possible Cause: The location might be on a server that is not currently mapped.

Action: Make sure the server where the Monitor Agent is running has a drive mapped to the domain directory on the server where the domain is located if it is using a mapped link.

## **GWMON: Request timed out waiting for response from GroupWise Monitor Agent**

Source: GroupWise Monitor Application.

Explanation: The Monitor Application has been able to communicate successfully with the Monitor Agent, but the Monitor Agent has stopped responding.

Possible Cause: The server where the Monitor Agent is running has gone down.

Action: Resolve any network problems that are preventing GroupWise Monitor from functioning.

Possible Cause: The server where the Monitor Agent is running is overburdened or has insufficient system resources available, so that the Monitor Agent cannot respond to the Monitor Application in a timely manner.

Action: Make sure that the server where the Monitor Agent is running meets Monitor system requirements. See "[Deciding Where to Install the GroupWise Monitor Components](#)" in "[Installing GroupWise Monitor](#)" in the *GroupWise 2012 Installation Guide*.

Possible Cause: The Monitor Agent has gone down.

Action: Restart the Monitor Agent. See "[Setting Up GroupWise Monitor](#)" in the *GroupWise 2012 Installation Guide*.

## **GWMON: The URL to connect to the GroupWise Monitor Agent is invalid**

Source: GroupWise Monitor Application.

Possible Cause: The Monitor Agent IP address and port number is not correct in the `gwmonitor.cfg` file.

Action: Check the `gwmonitor.cfg` file to make sure it provides the correct IP address and port number for the Monitor Agent. Correct the information as needed.

## **GWMON: Unable to communicate with GroupWise Monitor Agent**

Source: GroupWise Monitor Application.

Possible Cause: The Monitor Agent is not running.

Action: Start the Monitor Agent. See “[Setting Up GroupWise Monitor](#)” in the *GroupWise 2012 Installation Guide*.

Possible Cause: The server where the Monitor Agent is running has gone down.

Possible Cause: A router between the Monitor Application and the Monitor Agent is down.

Action: Resolve any network problems that are preventing GroupWise Monitor from functioning.

Possible Cause: Your firewall is preventing the Monitor Application from communicating with the Monitor Agent.

Action: Adjust the configuration of your firewall to accommodate communication between the Monitor Application and the Monitor Agent.

## **GWMON: Unable to connect to the MTA at *IP\_address:port***

Source: GroupWise Monitor Agent.

Explanation: The Monitor Agent cannot connect to the MTA at the IP address and port you specified when prompted.

Action: Double-check the IP address and port number of the MTA that you want the Monitor Agent to communicate with.

Action: Make sure that the MTA is running with HTTP enabled. See “[Using the MTA Web Console](#)” in “[Message Transfer Agent](#)” in the *GroupWise 2012 Administration Guide*.

## **GWMON: Unable to resolve GroupWise Monitor Agent’s host name to a valid IP address**

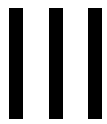
Source: GroupWise Monitor Application.

Possible Cause: The Monitor Agent hostname is not correct in the `gwmonitor.cfg` file.

Action: Check the `gwmonitor.cfg` file to make sure it provides the correct IP address and port number for the Monitor Agent. Correct the information as needed.







# Administration Error Messages

The GroupWise Administrator snap-in to ConsoleOne is used to create and manage GroupWise objects. GroupWise Check is a standalone version of the Mailbox/Library Maintenance feature found in ConsoleOne.

This part of *Troubleshooting 1: Error Messages* helps you resolve error messages that might occur when you are using the GroupWise Administrator snap-in to ConsoleOne and error codes that might occur when you run GroupWise Check.

- ♦ Chapter 14, “GroupWise Administrator Snap-In to ConsoleOne Error Messages,” on page 243
- ♦ Chapter 15, “GroupWise Check Error Codes,” on page 251
- ♦ Chapter 16, “GroupWise Time Stamp Utility Error Messages,” on page 269

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/cool solutions/gwmag>)

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise administration error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search other sources to locate additional solutions that have been documented as specific customer issues are resolved.

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# 14 GroupWise Administrator Snap-In to ConsoleOne Error Messages

- ♦ “0001 Cannot load resource” on page 244
- ♦ “0002 Schema not properly defined” on page 244
- ♦ “0003 Required DLL has incorrect version” on page 244
- ♦ “0004 Required DLL missing” on page 244
- ♦ “0005 Cannot read required information from NDS” on page 245
- ♦ “0006 GroupWise object missing required information” on page 245
- ♦ “0007 Cannot read required information from GroupWise database” on page 245
- ♦ “0008 Cannot delete subordinate objects” on page 245
- ♦ “0009 Cannot obtain UNC path” on page 245
- ♦ “0013 Out of memory” on page 246
- ♦ “0019 Cannot map local drive to network resource” on page 246
- ♦ “001D Cannot add non-GroupWise account to library membership” on page 246
- ♦ “0021 Gateway setup file not found” on page 246
- ♦ “0022 Cannot assign non-GroupWise user as administrator” on page 246
- ♦ “002D Pending move” on page 246
- ♦ “002E Pending delete” on page 247
- ♦ “0031 Cannot delete post office that owns GroupWise objects” on page 247
- ♦ “0032 Cannot delete domain that owns GroupWise objects” on page 247
- ♦ “0033 Cannot delete post office that owns GroupWise objects” on page 247
- ♦ “0035 Cannot read GroupWise information for object” on page 248
- ♦ “0036 Cannot access object in different GroupWise system” on page 248
- ♦ “0038 Owning object (domain/post office) not found in NDS” on page 248
- ♦ “0039 Invalid UNC path” on page 248
- ♦ “0041 Cannot authenticate” on page 248
- ♦ “0042 Cannot authenticate to requested tree” on page 248
- ♦ “0045 Domain database not found” on page 249
- ♦ “0049 Cannot move user from 6.x post office to 4.x post office” on page 249
- ♦ “0053 Parent domain database not found” on page 249
- ♦ “0054 Invalid drive specification” on page 249
- ♦ “0056 Non-networked drive” on page 249
- ♦ “0057 Cannot create another agent of this type in this context” on page 249

- ♦ “0059 Cannot create another GroupWise object” on page 249
- ♦ “0065 Cannot open domain database” on page 250
- ♦ “0069 Outbound MTA platform undefined” on page 250
- ♦ “00A2 Cannot set rights on software distribution directory” on page 250
- ♦ “0102 Password incorrect” on page 250

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise Administrator error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## 0001 Cannot load resource

Source: GroupWise Administrator; general snap-in.

Explanation: Unable to load resource DLL.

Possible Cause: Invalid NWLANGUAGE environment specification.

Action: Make sure the Novell client is set up properly on the workstation where you are running ConsoleOne.

## 0002 Schema not properly defined

Source: GroupWise Administrator; general snap-in.

Explanation: Schema error. The GroupWise schema extensions are not present.

Possible Cause: When you install GroupWise, the tree you are currently logged in to is extended. After installation, you run ConsoleOne and change to a tree that has not been extended.

Action: Log in to the tree you want extended, then rerun the installation to extend the schema on the second tree. See “[Setting Up a Basic GroupWise System](#)” in the *GroupWise 2012 Installation Guide*.

Possible Cause: GroupWise installation did not complete successfully.

Action: Run Install from the root directory of the *GroupWise Administrator* CD. See “[Setting Up a Basic GroupWise System](#)” in the *GroupWise 2012 Installation Guide*.

## 0003 Required DLL has incorrect version

Source: GroupWise Administrator; general snap-in.

Explanation: DLL version mismatch.

Possible Cause: An improper update of the GroupWise Administrator snap-in might have been loaded from Novell Support.

Action: Rerun GroupWise Install or acquire the latest GroupWise Administrator snap-in from Novell Support [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

## 0004 Required DLL missing

Source: GroupWise Administrator; general snap-in.

Explanation: One of the GroupWise Administrator snap-in DLL programs is missing.

Possible Cause: You are attempting to run ConsoleOne on a workstation that does not have GroupWise Administrator snap-in installed.

Action: Run ConsoleOne on a workstation where the GroupWise Administrator snap-in has already been installed.

## **0005 Cannot read required information from NDS**

Source: GroupWise Administrator; general snap-in.

Explanation: GroupWise is unable to read necessary information from eDirectory (the current product name of Novell Directory Services).

Possible Cause: You have insufficient rights to read this information.

Action: Make sure you have sufficient rights to administer the objects in this GroupWise domain. If you have not been assigned sufficient rights, contact the system administrator.

## **0006 GroupWise object missing required information**

Source: GroupWise Administrator; general snap-in.

Explanation: Invalid object state. The information for the eDirectory object is in an inconsistent state for GroupWise to use.

Action: Fill in the missing information by grafting the objects. For information about grafting, see [“GW / eDirectory Association”](#) in [“System”](#) in the [GroupWise 2012 Administration Guide](#).

## **0007 Cannot read required information from GroupWise database**

Source: GroupWise Administrator; general snap-in.

Explanation: Unable to read the required information from the GroupWise database.

Possible Cause: Replication is in progress and has encountered inconsistent data.

Action: Make sure there are no pending operations. See [“Pending Operations”](#) in [“System”](#) in the [GroupWise 2012 Administration Guide](#). Then rebuild the database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the [GroupWise 2012 Administration Guide](#).

## **0008 Cannot delete subordinate objects**

Source: GroupWise Administrator; general snap-in.

Explanation: Error deleting subordinate objects.

Possible Cause: You do not have rights to delete the subordinate objects.

Action: Make sure you have access and delete rights to the objects you are attempting to delete.

## **0009 Cannot obtain UNC path**

Source: GroupWise Administrator; general snap-in.

Explanation: UNC path not available.

Action: Make sure you are logged in to the appropriate network and you have rights to the location.

### **0013 Out of memory**

Source: GroupWise Administrator; database management.

Explanation: Out of memory error.

Action: Free up memory, then try the operation again.

### **0019 Cannot map local drive to network resource**

Source: GroupWise Administrator; connection ID.

Explanation: GroupWise is unable to map a local drive to the network resource.

Action: Make sure the UNC specification is correct, that you have drives available to map, and that you have access to the network resource requested.

### **001D Cannot add non-GroupWise account to library membership**

Source: GroupWise Administrator; document management.

Explanation: You cannot grant library membership to a user that does not have a GroupWise account.

Action: Add the user to GroupWise. See “[Creating GroupWise Accounts](#)” in “[Users](#)” in the *GroupWise 2012 Administration Guide*.

### **0021 Gateway setup file not found**

Source: GroupWise Administrator; gateway setup.

Explanation: A file required to run the gateway-specific setup was missing.

Possible Cause: The gateway installation was incomplete.

Action: Reinstall the gateway. For a list of gateways, see the [GroupWise Gateways Documentation Web site](#) (<http://www.novell.com/documentation/gwgateways>).

### **0022 Cannot assign non-GroupWise user as administrator**

Source: GroupWise Administrator; gateway setup.

Explanation: The gateway administrator must be either a GroupWise user or a GroupWise distribution list.

Action: Select a valid GroupWise user or distribution list as the gateway administrator. For a list of gateways, see the [GroupWise Gateways Documentation Web site](#) (<http://www.novell.com/documentation/gwgateways>).

### **002D Pending move**

Source: GroupWise Administrator; association.

Explanation: The record has been moved; however, GroupWise replication is still in progress. The record cannot be modified at this time.

Action: Wait for replication to complete, then retry the record modification. See [“Pending Operations”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## 002E Pending delete

Source: GroupWise Administrator; association.

Explanation: The record has been moved; however, GroupWise replication is still in progress. The record cannot be deleted at this time.

Action: Wait for the replication to complete, then retry the operation. See [“Pending Operations”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

## 0031 Cannot delete post office that owns GroupWise objects

Source: GroupWise Administrator; delete visitor.

Explanation: You cannot delete this post office until all subordinate objects have been moved or deleted.

Possible Cause: The post office still owns one or more Agent objects.

Action: Delete any Agent objects using ConsoleOne.

Possible Cause: The post office still has users, resources, distribution lists, libraries, or library storage areas assigned to it.

Action: Move or delete each subordinate object in the post office. See [“Deleting a Post Office”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*.

## 0032 Cannot delete domain that owns GroupWise objects

Source: GroupWise Administrator; delete visitor.

Explanation: You cannot delete this domain until all subordinate objects have been moved or deleted.

Possible Cause: The domain still owns one or more Agent objects.

Action: Delete any Agent objects.

Possible Cause: The domain still has post offices assigned to it.

Action: Move or delete the post offices. See [“Deleting a Post Office”](#) in [“Post Offices”](#) and [“Deleting a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

## 0033 Cannot delete post office that owns GroupWise objects

Source: GroupWise Administrator; delete visitor.

Explanation: Cannot delete post office because it still has subordinate GroupWise objects.

Possible Cause: The post office still owns one or more agent objects.

Action: Delete any agent objects from the browser window.

Possible Cause: The post office still has users, resources, distribution lists, libraries, or library storage areas assigned to it.

Action: Move or delete each subordinate object in the post office, then delete the post office. See [“Deleting a Post Office”](#) in [“Post Offices”](#) in the *GroupWise 2012 Administration Guide*.

### 0035 Cannot read GroupWise information for object

Source: GroupWise Administrator; association.

Explanation: Record not read.

Possible Cause: GroupWise replication is still in progress and the data has become inconsistent.

Action: Wait for the replication to complete, then rebuild the database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### 0036 Cannot access object in different GroupWise system

Source: GroupWise Administrator; association.

Possible Cause: You are accessing an object in eDirectory that belongs to a different GroupWise system than the one you are connected to.

Action: Connect to the appropriate GroupWise system. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

### 0038 Owning object (domain/post office) not found in NDS

Source: GroupWise Administrator; association.

Explanation: Object does not exist in eDirectory (the current product name of Novell Directory Services).

Possible Cause: An invalid distinguished name (DN) was entered for the domain or post office that owns this object.

Action: Enter a valid distinguished name.

### 0039 Invalid UNC path

Source: GroupWise Administrator; UNC path validator.

Explanation: The UNC path entered does not specify a valid network resource.

Action: Enter a correct UNC path.

### 0041 Cannot authenticate

Source: GroupWise Administrator; eDirectory operation.

Explanation: The Novell login DLL file was not found. GroupWise was unable to authenticate.

Possible Cause: Your Novell client installation was incomplete.

Action: Reinstall the Novell client.

### 0042 Cannot authenticate to requested tree

Source: GroupWise Administrator; eDirectory operation.

Explanation: GroupWise was unable to authenticate to the requested tree.

Action: Make sure you have proper rights. Contact the system administrator.



## 0045 Domain database not found

Source: GroupWise Administrator; class definition.

Explanation: You are not currently connected to a GroupWise domain database ([wpdomain.db](#)). The requested operation cannot be completed.

Action: Connect to an existing GroupWise domain. See “[Connecting to a Domain](#)” in “[Domains](#)” in the *GroupWise 2012 Administration Guide*.

## 0049 Cannot move user from 6.x post office to 4.x post office

Source: GroupWise Administrator; 6. x to 4. x move.

Explanation: GroupWise does not support moving users from a GroupWise 6. x, 7, or 8 post office to a GroupWise 4. x post office.

Action: You might want to consider migrating your 4.1 system to GroupWise 8.

## 0053 Parent domain database not found

Source: GroupWise Administrator; visitor base.

Explanation: GroupWise was unable to locate the domain database ([wpdomain.db](#)) for the requested action. The network resource is unavailable.

Action: Retry the operation.

## 0054 Invalid drive specification

Source: GroupWise Administrator; visitor base.

Explanation: GroupWise is unable to determine a local path from the drive specification.

Action: Enter a valid path.

## 0056 Non-networked drive

Source: GroupWise Administrator; visitor base.

Explanation: You are attempting to create a GroupWise domain or post office on a non-networked location that might become unavailable.

Action: You should create domains and post offices where network users will have permanent access to them.

## 0057 Cannot create another agent of this type in this context

Source: GroupWise Administrator; visitor base.

Explanation: Agents are limited based on context. For example, only one MTA per domain can exist. The maximum number of this agent type already exist in this context.

Action: You cannot create another agent of this type in the selected context.

## 0059 Cannot create another GroupWise object

Source: GroupWise Administrator; visitor base.

Explanation: You are running a limited evaluation version of GroupWise. This GroupWise system is limited to one domain and two post offices, with a maximum of three users on each post office.

Action: You can upgrade this evaluation software by purchasing and installing the shipping version of GroupWise.

## 0065 Cannot open domain database

Source: GroupWise Administrator; system-wide operations.

Explanation: The domain database ([wpdomain.db](#)) from which GroupWise Administrator is reading information has become unavailable. The original database will continue to be used until ConsoleOne is restarted.

Possible Cause: The server where the domain database is located has gone down so the drive mapping is no longer valid.

Action: Check the status of the server.

Possible Cause: The domain database is damaged.

Action: Check and, if necessary, repair the domain database. See “[Maintaining Domain and Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 0069 Outbound MTA platform undefined

Source: GroupWise Administrator; link tool.

Explanation: Information in the Link Configuration Tool is displayed based on the domain’s MTA platform.

Possible Cause: MTA settings error. The default outbound MTA platform is Linux.

Action: Set the outbound MTA platform to the appropriate platform type. See “[Configuring the MTA](#)” in “[Message Transfer Agent](#)” in the *GroupWise 2012 Administration Guide*.

## 00A2 Cannot set rights on software distribution directory

Source: GroupWise Administrator; automatic rights.

Explanation: GroupWise Administrator could not automatically set the correct rights to the software distribution directory.

Possible Cause: The software distribution directory is located on a server located in a different tree from the post office.

Action: Create a software distribution directory in the same tree as the post office. See “[Creating a Software Distribution Directory](#)” in “[System](#)” in the *GroupWise 2012 Administration Guide*.

## 0102 Password incorrect

Source: GroupWise Administrator; temporary password.

Explanation: Passwords do not match.

Action: Enter the correct password.

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# 15 GroupWise Check Error Codes

GWCheck generates two sets of numeric codes: error codes and problem codes. Both sets of codes are in the same numeric range, but error codes are clearly labeled as errors, for example, "Error 9".

The GWCheck problem codes are not documented because there is nothing you as an administrator need to do about the problems GWCheck is reporting. GWCheck fixes these problems for you.

This section contains information about the following numeric codes, which are GWCheck error codes:

- ♦ "01 Memory initialization error" on page 253
- ♦ "02 WPHOST.DB database read error" on page 253
- ♦ "03 Record read error" on page 253
- ♦ "04 User record has no DS\_HOST\_NAME" on page 253
- ♦ "05 User record has no DS\_OBJ\_TYPE" on page 253
- ♦ "06 User record has no DS\_FID" on page 254
- ♦ "07 User record has no DS\_USER\_NETID" on page 254
- ♦ "08 User database read error" on page 254
- ♦ "09 Message database read error" on page 254
- ♦ "10 Message record read error" on page 254
- ♦ "11 Unable to start database transaction" on page 255
- ♦ "12 Record failed commit" on page 255
- ♦ "13 Record failed modify" on page 255
- ♦ "14 Record delete failed commit" on page 255
- ♦ "15 Record failed delete" on page 256
- ♦ "16 User does not exist in post office" on page 256
- ♦ "17 Post office does not exist in domain" on page 256
- ♦ "18 Message database open error" on page 257
- ♦ "19 WPHOST.DB database open error" on page 257
- ♦ "20 User record has no DS\_DOMAIN\_NAME" on page 257
- ♦ "21 Unable to decrypt database" on page 257
- ♦ "23 Unable to rename file for rebuild backup" on page 257
- ♦ "24 Path modify error" on page 258
- ♦ "25 Database create error" on page 258
- ♦ "26 Database rebuild error" on page 258
- ♦ "28 User file already exists or current file inaccessible" on page 259
- ♦ "29 User database close error" on page 259

- ♦ “30 User database not found” on page 259
- ♦ “31 Exclusive access denied to user database” on page 259
- ♦ “32 User database open error” on page 260
- ♦ “33 Error initializing database engine code” on page 260
- ♦ “34 Unable to get post office information” on page 260
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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise Check error codes. It lists error codes for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## 01 Memory initialization error

Source: GroupWise Check utility (GWCheck).

Explanation: Insufficient memory to run GWCheck.

Action: Run GWCheck where adequate memory is available.

## 02 WPHOST.DB database read error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot access the post office database (`wphost.db`) for Address Book information.

Action: In ConsoleOne, rebuild the post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 03 Record read error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot read records from the post office database (`wphost.db`).

Action: In ConsoleOne, rebuild the post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 04 User record has no DS\_HOST\_NAME

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid user record in the post office database (`wphost.db`).

Action: In ConsoleOne, rebuild the post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 05 User record has no DS\_OBJ\_TYPE

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid user record in the post office database (`wphost.db`).

Action: In ConsoleOne, rebuild the post office database. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 06 User record has no DS\_FID

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid user record in the post office database (`wphost.db`).

Action: In ConsoleOne, rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 07 User record has no DS\_USER\_NETID

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid user record in the post office database (`wphost.db`).

Action: In ConsoleOne, rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 08 User database read error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot read records from the specified user database (`userxxx.db`).

Action: Perform a structural analyze/fix on the user database. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I](#), [“GroupWise Engine Error Codes,”](#) on page 9.

## 09 Message database read error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot read records from the specified message database (`msgnnn.db`).

Action: Perform a structural analyze/fix on the message database by supplying the name of the message database in the User/Resource field. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If the message database cannot be repaired, manually restore it from backup.

Action: For additional information, look up the associated engine error code in [Part I](#), [“GroupWise Engine Error Codes,”](#) on page 9.

## 10 Message record read error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot read a specific record in a message database (`msgnnn.db`).

Action: Perform a structural analyze/fix on the message database by supplying the name of the message database in the User/Resource field. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If the message database cannot be repaired, manually restore it from backup. See [“Restoring GroupWise Databases from Backup”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 11 Unable to start database transaction

Source: GroupWise Check utility (GWCheck).

Explanation: The specified database is locked or otherwise inaccessible.

Action: Retry. There might have been a timing problem with another database user.

Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.

Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 12 Record failed commit

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot write a modified record back to the database.

Action: Retry. There might have been a timing problem with another database user.

Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.

Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 13 Record failed modify

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot write a modified record back to the database.

Possible Cause: The record is unavailable. Another user has the record locked.

Action: Retry. There might have been a timing problem with another database user.

Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.

Possible Cause: The record is damaged.

Action: Perform a structural analyze/fix on the database. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If the database cannot be repaired, manually restore it from backup. See [“Restoring GroupWise Databases from Backup”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 14 Record delete failed commit

Source: GroupWise Check utility (GWCheck).

- Explanation: GWCheck cannot delete a record from the database.
- Possible Cause: The record is unavailable.
- Action: Retry. There might have been a timing problem with another database user.
- Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.
- Possible Cause: The record is damaged.
- Action: Perform a structural analyze/fix on the database. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: If the database cannot be repaired, manually restore it from backup.
- Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 15 Record failed delete

- Source: GroupWise Check utility (GWCheck).
- Explanation: GWCheck cannot delete a record from the database.
- Possible Cause: The record is unavailable.
- Action: Retry. There might have been a timing problem with another database user.
- Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.
- Possible Cause: The record is damaged.
- Action: Perform a structural analyze/fix on the database. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: If the database cannot be repaired, restore it from backup. See [“Restoring GroupWise Databases from Backup”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 16 User does not exist in post office

- Source: GroupWise Check utility (GWCheck).
- Explanation: GWCheck cannot locate the specified user ID.
- Action: Make sure you typed the user ID correctly in the User/Resource field in GWCheck.
- Action: If the user ID is typed correctly, make sure you provided the correct information in the Database Path and Post Office Name fields for the post office where the user resides.

## 17 Post office does not exist in domain

- Source: GroupWise Check utility (GWCheck).
- Explanation: GWCheck cannot locate the specified post office.



Action: Make sure you provided the correct information for the post office in the Database Path and Post Office Name fields.

## 18 Message database open error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot open the specified message database ([msgnnn.db](#)).

Action: Perform a structural analyze/fix on the message database by supplying the name of the message database in the User/Resource field. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: If the message database cannot be repaired, manually restore it from backup.

Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 19 WPHOST.DB database open error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot open the post office database ([wphost.db](#)).

Action: In ConsoleOne, rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I, “GroupWise Engine Error Codes,”](#) on page 9.

## 20 User record has no DS\_DOMAIN\_NAME

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid user record in the post office database ([wphost.db](#)).

Action: In ConsoleOne, rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 21 Unable to decrypt database

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid user record in the post office database ([wphost.db](#)).

Action: In ConsoleOne, rebuild the post office database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 23 Unable to rename file for rebuild backup

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot create a backup copy of the existing database.

Possible Cause: All valid backup database file names have already been used.

Action: Check for existing backup databases with extensions .dba through .dbz. If all 26 backup extensions have been used, delete old backup databases so valid backup extensions are available.

Possible Cause: Insufficient disk space.

Action: Free up disk space by deleting unneeded files.

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the directory where the database being repaired is located.

## 24 Path modify error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot create a needed directory path.

Action: Check rights and available disk space.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

## 25 Database create error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot create a new user database ([userxxx.db](#)).

Possible Cause: Insufficient disk space.

Action: Free up disk space by deleting unneeded files.

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the directory where the database being repaired is located.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

## 26 Database rebuild error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot rebuild the database.

Possible Cause: Insufficient disk space.

Action: Free up disk space by deleting unneeded files.

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the directory where the database being repaired is located.

Possible Cause: All valid backup database file names have already been used.

Action: Check for existing backup databases with extensions .dba through .dbz. If all 26 backup extensions have been used, delete old backup databases so valid backup extensions are available.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

## 28 User file already exists or current file inaccessible

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot create a backup copy of the existing database.

Possible Cause: Insufficient disk space.

Action: Free up disk space by deleting unneeded files.

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the directory where the database being repaired is located.

## 29 User database close error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot close the specified user database ([userxxx.db](#)).

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the directory where the repaired database will be written.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

## 30 User database not found

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot locate the specified user database ([userxxx.db](#)) to check.

Possible Cause: You specified the user incorrectly.

Action: Make sure you typed the user name correctly in the User/Resource field in GWCheck.

Possible Cause: The user database is missing from the post office.

Action: Re-create the user database. See ["Re-creating a User Database"](#) in ["Databases"](#) in the [GroupWise 2012 Administration Guide](#).

Action: Restore the user database from backup.

Action: If the user name is typed correctly, make sure you provided the correct information in the Database Path and Post Office Name fields for the post office where the user resides.

## 31 Exclusive access denied to user database

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot get sufficient access to the specified user database ([userxxx.db](#)).

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the user database.

Action: Retry. There might have been a timing problem with another database user.

Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.

### 32 User database open error

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot open the specified user database (`userxxx.db`).

Action: Retry. There might have been a timing problem with another database user.

Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

### 33 Error initializing database engine code

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot initialize the database engine code.

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the database to repair.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

### 34 Unable to get post office information

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot read information from the post office database (`wphost.db`).

Action: In ConsoleOne, rebuild the post office database. See ["Rebuilding Domain or Post Office Databases"](#) in ["Databases"](#) in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

### 35 Memory allocation error

Source: GroupWise Check utility (GWCheck).

Explanation: Insufficient memory to run GWCheck.

Action: Run GWCheck where adequate memory is available.

### 36 Message database not found

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot locate the specified message database (`msgnnn.db`).

Action: Restore the message database from backup.

### 37 Exclusive access denied to message database

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot get sufficient access to the specified message database ([msgnnn.db](#)).

Possible Cause: Insufficient rights.

Action: Make sure you have write access to the directory where the message database is located.

Action: Retry. There might have been a timing problem with another database user.

Action: See if another program, such as the POA, has the database open with exclusive access and has hung with the database open.

### 38 Error writing message record as user outbox item

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot add a message as a received item in a user's mailbox.

Action: Perform a structural analyze/fix on the user's message database by supplying the name of the message database in the User/Resource field. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

### 39 Error writing message record as user inbox item

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot add a message as a sent item in a user's mailbox.

Action: Perform a structural analyze/fix on the user's message database by supplying the name of the message database in the User/Resource field. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Action: For additional information, look up the associated engine error code in [Part I, "GroupWise Engine Error Codes,"](#) on page 9.

### 41 All substitute filenames used for rename of database

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck uses file extensions .dba through .dbz for backup copies of databases. All valid backup database names have already been used.

Action: Delete old backup databases so valid backup extensions are available.

### 42 Invalid database; truncated to nn bytes

Source: GroupWise Check utility (GWCheck).

Explanation: The database has been modified externally to an illegal size.

Action: Perform a structural rebuild on the user database. See "[Performing a Structural Rebuild of a User Database](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Action: Perform a structural rebuild on the user's message database by supplying the name of the message database in the User/Resource field. See "[Analyzing and Fixing User and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Action: Restore the database from backup.

### 43 Dictionary file missing; cannot continue

Source: GroupWise Check utility (GWCheck).

Explanation: The specified database dictionary (.dc) file is missing from the post office.

Action: Copy the missing \*.dc file from the `po` subdirectory of the software distribution directory to the post office directory. See "[GroupWise Software Distribution Directory](#)" and "[Post Office Directory](#)" in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

### 44 Database invalid due to security breach

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot open the specified database because it contains an invalid verification record.

Possible Cause: The database has been modified in some unauthorized way.

Possible Cause: The database has been copied from another post office.

Action: Restore the original database from backup.

### 47 Error in library sync with host

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck synchronizes information in the library database (`dmsb.db`) with information in the post office database (`wphost.db`).

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See "[Analyzing and Fixing Library and Document Information](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The post office database is damaged.

Action: In ConsoleOne, rebuild the post office database. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

### 48 Orphaned QuickFinder index file

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered a QuickFinder index file that was not associated with any library.

Action: None. GWCheck deleted the extraneous index file.

## 49 Invalid QuickFinder index file

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid QuickFinder index file.

Action: None. GWCheck deleted the invalid index file.

## 50 Orphaned blob file

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered a BLOB file that was not associated with any library.

Action: None. GWCheck deleted the extraneous BLOB file.

## 51 Invalid blob file

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered an invalid BLOB file.

Action: None. GWCheck deleted the invalid BLOB file.

## 52 Blob file missing trailer

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck encountered a BLOB file that did not have a trailer.

Action: None. GWCheck deleted the invalid BLOB file.

## 53 Blob file truncated to 0 bytes

Source: GroupWise Check utility (GWCheck).

Explanation: The specified BLOB file has been modified externally to an illegal size.

Action: Restore the original BLOB file from backup.

## 61 Error adding system document type definition

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot add the specified document type definition to the library database ([dmsh.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See “[Analyzing and Fixing Library and Document Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 62 Error reading system document type definition

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot read the specified document type definition in the library database ([dmsh.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### 63 Unable to update during check error code

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot write changes to the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### 64 Unable to complete verify during check error code

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot verify the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### 65 Unable to add default system document types

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot add default document types to the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### 66 Unable to correct document display name

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot modify the specified document display name in the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

### 67 Unable to correct element without version object

Source: GroupWise Check utility (GWCheck).



Explanation: GWCheck cannot correct the specified element because version information was missing in the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See “[Analyzing and Fixing Library and Document Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 68 Unable to synchronize document security

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot synchronize security information for the specified document in the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See “[Analyzing and Fixing Library and Document Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 69 Unable to correct document without version object

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot correct the specified document because the version information was missing in the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See “[Analyzing and Fixing Library and Document Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 70 Unable to correct version without document

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot correct the version information because the specified document was missing in the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See “[Analyzing and Fixing Library and Document Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 71 Unable to correct version without element

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot correct the version information for a document because the specified element was missing in the library database ([dmsb.db](#)) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See “[Analyzing and Fixing Library and Document Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## 72 Invalid user specified for orphan document reassignment

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot locate the user ID specified in the New Author field in GWCheck.

Action: Make sure you typed the user name correctly in the New Author field.

Action: If the user name is typed correctly, make sure you provided the correct information in the Database Path and Post Office Name fields for the post office where the user resides.

## 73 Unable to remove document storage area

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot delete the specified document storage area.

Possible Cause: Insufficient rights.

Action: Make sure you have rights to the directory where the document storage area is located.

## 74 Unable to move all blobs; storage area cannot be removed

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot delete the specified storage area because BLOBs still exist in it.

Possible Cause: Insufficient disk space.

Action: Make sure there is free disk space in the directory where you are trying to move the BLOBs to.

Possible Cause: Insufficient rights.

Action: Make sure you have rights to the directory where the document storage area is located.

## 75 Unable to move blob

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot move the specified BLOB file.

Possible Cause: Insufficient disk space.

Action: Make sure there is free disk space in the directory where you are trying to move the BLOBs to.

Possible Cause: Insufficient rights.

Action: Make sure you have rights to the directory where the document storage area is located.

## 76 Error accessing document content

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot read the content of the specified document.

Possible Cause: The library database (`dmsh.db`) is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 77 Error accessing blob for official version distribution list

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot access the specified BLOB file containing the official version distribution list for a document in the library database (`dmsb.db`) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 78 Error accessing blob for current version distribution list

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot access the specified BLOB file containing the official current distribution list for a document in the library database (`dmsb.db`) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

## 79 Error accessing blob for version distribution list

Source: GroupWise Check utility (GWCheck).

Explanation: GWCheck cannot access the specified BLOB file containing the distribution list for a document in the library database (`dmsb.db`) in the post office.

Possible Cause: The library database is damaged.

Action: Perform a structural analyze/fix on the library. See [“Analyzing and Fixing Library and Document Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.



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# 16 GroupWise Time Stamp Utility Error Messages

- ♦ “GWTMSTMP: Error setting time stamp” on page 269
- ♦ “GWTMSTMP: Invalid user database” on page 269
- ♦ “GWTMSTMP: Invalid user ID” on page 269
- ♦ “GWTMSTMP: User login error” on page 270

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise Time Stamp utility error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## **GWTMSTMP: Error setting time stamp**

Source: GroupWise Time Stamp utility.

Explanation: The Time Stamp utility could not write the date/time stamp information into the user database.

Possible Cause: The user database is locked by another process.

Action: Run the Time Stamp utility again.

Possible Cause: The user database is damaged.

Action: Run GroupWise Check (GWCheck) to repair the user database. See “[GroupWise Check](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

## **GWTMSTMP: Invalid user database**

Source: GroupWise Time Stamp utility.

Explanation: The Time Stamp utility could not process the user database you are running it on.

Possible Cause: The file you specified using the `--userdb` switch is not a proper user database.

Action: Make sure you specified a valid `userxxx.db` file.

## **GWTMSTMP: Invalid user ID**

Source: GroupWise Time Stamp utility.

Explanation: The Time Stamp utility cannot identify a user database for the user ID you provided when you started it.

Possible Cause: The GroupWise user iD you specified using the `--userid` switch is not a valid GroupWise user.

Action: Double-check the GroupWise user ID and provide a valid one.

## **GWTMSTMP: User login error**

Source: GroupWise Time Stamp utility.

Explanation: The Time Stamp utility cannot log in to the specified post office as the specified user.

Possible Cause: The user ID provided with the `--userid` switch does not exist in the post office specified with the `-p` switch.

Action: Correct either the user information or the post office information that you have provided.

Possible Cause: The user database is damaged.

Action: Run GroupWise Check (GWCheck) to repair the user database. See “[GroupWise Check](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*

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# IV Client Error Messages

This part of *Troubleshooting 1: Error Messages* helps you resolve GroupWise Windows client and Remote client error messages.

- ♦ Chapter 17, “Windows Client Error Messages,” on page 273
- ♦ Chapter 18, “Remote Mode Windows Client Error Messages,” on page 275

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/cool solutions/gwmag>)

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise client error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search other sources to locate additional solutions that have been documented as specific customer issues are resolved.

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# 17 Windows Client Error Messages

Users might encounter two types of errors while using the GroupWise Windows client:

- ♦ [“Errors the User Can Resolve” on page 273](#)
- ♦ [“Errors the Administrator Must Resolve” on page 273](#)

## Errors the User Can Resolve

Explanation: When a GroupWise Windows client error can be fixed immediately by the user, the error message includes instructions.

Action: The user resolves the problem independently.

## Errors the Administrator Must Resolve

Explanation: When a GroupWise Windows client error cannot be resolved by the user, it is typically accompanied by a GroupWise engine error code. See [“GroupWise Engine Error Codes” on page 9](#).

Action: Look up the error code in [“GroupWise Engine Error Codes” on page 9](#), then resolve the problem for the user.



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# 18 Remote Mode Windows Client Error Messages

- ♦ “A previous request to retrieve items has not been completed” on page 275
- ♦ “Cannot access your Master Mailbox” on page 276
- ♦ “Cannot find the post office” on page 276
- ♦ “Cannot find the post office in the specified path” on page 276
- ♦ “Cannot find your remote Mailbox folder” on page 276
- ♦ “Cannot log in to the gateway. Check the gateway login ID...” on page 277
- ♦ “Cannot log in to the gateway. Check the gateway login password...” on page 277
- ♦ “LDAP failure detected” on page 277
- ♦ “Required information is missing from the connection” on page 277
- ♦ “Some setup files are missing” on page 278
- ♦ “The following information necessary to run GroupWise against...” on page 278
- ♦ “The master GroupWise system is unable to process a request...” on page 279
- ♦ “The master GroupWise system is unable to process your current...” on page 279
- ♦ “This item uses a custom view that was not retrieved...” on page 279
- ♦ “This transmission cannot be completed due to network problems” on page 279
- ♦ “Unable to create folder” on page 279
- ♦ “{file\_name.ext} could not be opened as a modem script file” on page 279
- ♦ “{file\_name.ext} failed to open” on page 280

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**NOTE:** This guide does not include a comprehensive list of all possible GroupWise client error messages. It lists error messages for which solutions are readily available from GroupWise engineers and testers. You can search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support) to locate additional solutions documented by Novell Support as specific customer issues have been resolved.

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## A previous request to retrieve items has not been completed

Source: GroupWise Windows client; Remote mode.

Possible Cause: Because requests sent to the master GroupWise system are processed and then returned to your Remote mailbox, there are times when your Remote mailbox waits for responses from the master system. If this is the case, making a new request will duplicate the response that is returned from the previous request, resulting in wasted transmission time and, possibly, long-distance charges.

Action: If you need a new request because of differing date ranges or item filtering, click *Yes* to confirm that an additional request is required. Otherwise, click *No* so the outstanding request will be processed completely before another request is issued.

## Cannot access your Master Mailbox

Source: GroupWise Windows client; Remote mode.

Possible Cause: For GroupWise to access your Master Mailbox remotely, GroupWise must give your Master Mailbox password to the master GroupWise system. Otherwise, access is denied without the appropriate password.

Action: Run GroupWise before leaving your office, then set a password on your Master Mailbox.

Action: If you are already away, have someone at your office set a password for you. Then, specify that password in Remote Options.

Action: The administrator can reset the password for a user in ConsoleOne. See [“Creating or Changing a Mailbox Password”](#) in [“Users”](#) in the [GroupWise 2012 Administration Guide](#). Notify the user of the new password.

## Cannot find the post office

Source: GroupWise Windows client; Remote mode.

Possible Cause: The application is unable to use the provided network connection path. The path might be entered incorrectly or there might be network changes.

Action: Verify that the specified network connection path is valid and points to a GroupWise master system post office.

Action: Check the setting of the [/ph](#) switch used to start the GroupWise client.

Action: In ConsoleOne, right-click the Post Office object, then click *Properties*. Verify that the [/ph](#) switch setting matches the path specified on the post office Identification page. On the network, make sure the specified location still exists.

## Cannot find the post office in the specified path

Source: GroupWise Windows client; Remote mode.

Possible Cause: The path to your post office, as specified in your network connection, doesn't exist.

Action: If you know the path will be valid at a later time, or if you're currently not logged on to your network, click *No* to accept the path. If you think the path is valid, click *Yes* to return to the Network Connection dialog box to edit or browse the path for accuracy. To check the path in ConsoleOne, right-click the Post Office, then click *Properties*. Verify the path specified on the post office Identification page. On the network, make sure the specified location still exists.

## Cannot find your remote Mailbox folder

Source: GroupWise Windows client; Remote mode.

Possible Cause: The folder specified in Hit the Road or with the [/pr](#) switch on the command line doesn't exist.

Action: Click *Yes* to let GroupWise create the folder for you, or click *No*, then modify the command line in Windows to include the existing directory.

## Cannot log in to the gateway. Check the gateway login ID...

Source: GroupWise Windows client; Remote mode.

Possible Cause: The gateway login ID specified in the modem connection doesn't match the login ID of the gateway the modem is dialing.

Action: Verify that the gateway login ID in the modem connection definition is correct. In ConsoleOne, double-click the Domain object where the gateway is located, then double-click the Gateway object. On the GroupWise client Profiles page, select the profile that is not working, then click *Edit*. Verify the login ID displayed in the Remote Profile dialog box. Correct it if necessary.

## Cannot log in to the gateway. Check the gateway login password...

Source: GroupWise Windows client; Remote mode.

Possible Cause: The password to the gateway specified in the modem connection doesn't match the gateway password the modem is dialing. The password might be entered incorrectly or there might be a password change.

Action: Verify that the gateway password in the modem connection definition is correct. In ConsoleOne, double-click the Domain object where the gateway is located, then double-click the Gateway object. On the GroupWise client Profiles page, select the profile that is not working, then click *Edit*. Verify the password displayed in the Remote Profile dialog box and correct it if necessary.

## LDAP failure detected

Source: GroupWise Windows client; Remote mode.

Explanation: A GroupWise client user is using LDAP to authenticate to GroupWise but GroupWise is unable to authenticate.

Possible Cause: The LDAP server is down.

Action: Contact the administrator of the LDAP server. For more information about using LDAP for authentication, see "[Providing LDAP Authentication for GroupWise Users](#)" in "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

## Required information is missing from the connection

Source: GroupWise Windows client; Remote mode.

Possible Cause: The connection definition is incomplete.

Action: Verify the required information:

**Phone Number for Modem Connections:** To check the phone number in ConsoleOne, double-click the Domain object where the gateway is located, then double-click the Gateway object. On the GroupWise client Profiles page, select the profile that is not working, then click *Edit*. Verify the phone number displayed in the Remote Profile dialog box.

**Gateway Login ID for Modem Connections:** To check the gateway login ID in ConsoleOne, double-click the Domain object where the gateway is located, then double-click the Gateway object. On the GroupWise client Profiles page, select the profile that is not working, then click *Edit*. Verify the login ID displayed in the Remote Profile dialog box.

**Gateway Password for Modem Connections:** To check the gateway password in ConsoleOne, double-click the Domain object where the gateway is located, then double-click the Gateway object. On the GroupWise client Profiles page, select the profile that is not working, then click *Edit*. Verify the password displayed in the Remote Profile dialog box.

**Path to Post Office for Network Connections:** To check the path to the post office in ConsoleOne, right-click the Post Office object, then click *Properties*. Verify the path displayed in the post office Identification page.

**IP Address and Port for TCP/IP Connections:** To check the IP address and port in ConsoleOne, double-click the Post Office object to connect to, right-click the POA object, then click *Properties*. In the Network Address box, click *Edit*. Verify the IP address and TCP port displayed in the Edit Network Address dialog box.

## Some setup files are missing

Source: GroupWise Windows client; Remote mode.

Possible Cause: Some of the files needed to run the GroupWise client against your Remote mailbox are missing. These files might have been deleted inadvertently.

Action: Reinstall GroupWise on your computer. See “[Installing the GroupWise Client](#)” in the [GroupWise 2012 Installation Guide](#).

## The following information necessary to run GroupWise against...

Action: GroupWise Windows client; Remote mode.

Possible Cause: Hit the Road sets up your Remote mailbox with all the needed setup information. If you didn’t use Hit the Road, this message appears the first time you run the GroupWise client against your Remote mailbox after a new installation.

Action: Verify the necessary information:

- ♦ Full Name
- ♦ User ID
- ♦ Master Mailbox Password
- ♦ Domain
- ♦ Post Office
- ♦ Connection Definition

To check the first five items for a user in ConsoleOne, double-click the User object, then click *GroupWise Account*. The user’s full name, user ID, domain, and post office are displayed. The user’s GroupWise password can be reset if it has been forgotten.

To check the connection definition in ConsoleOne, double-click the Domain object where the gateway is located, then double-click the Gateway object. Verify the information displayed on the GroupWise client Profiles page.

## **The master GroupWise system is unable to process a request...**

Source: GroupWise Windows client; Remote mode.

Possible Cause: Transmission errors damaged a response file from the master GroupWise system.

Action: Send another request to the master GroupWise system to receive a new response file.

## **The master GroupWise system is unable to process your current...**

Source: GroupWise Windows client; Remote mode.

Possible Cause: Your master GroupWise system encountered an error while processing your requests. Your master system might have a problem.

Action: Send another request to the master GroupWise system.

Action: Record the conditions under which you encountered the error. For technical services, see [Novell Support](http://www.novell.com/support) (<http://www.novell.com/support>).

## **This item uses a custom view that was not retrieved...**

Source: GroupWise Windows client; Remote mode.

Possible Cause: The view file of an item you want to read is too large to download as specified in the Retrieve Options dialog box.

Action: In your Remote mailbox, right-click the item, then click *Retrieve Selected Items*. Or, click *Remote > Send/Retrieve > Advanced*, then click *Size Limits* to increase the maximum size for attachments.

## **This transmission cannot be completed due to network problems**

Source: GroupWise Windows client; Remote mode.

Possible Cause: This is caused by general failures in the network connection.

Action: Make sure your network software is operating correctly. You might also need to exit and restart Windows.

Action: Record the conditions under which you encountered the error. For technical services, see [Novell Support](http://www.novell.com/support) (<http://www.novell.com/support>).

## **Unable to create folder**

Source: GroupWise Windows client; Remote mode.

Possible Cause: The folder specified in the Hit the Road Wizard or with the `/pr` switch cannot be created. Either you don't have rights to the specified folder or the path includes more than one folder that does not exist.

Action: Modify the command line in Windows and include a valid path and folder in Hit the Road or with the `/pr` switch.

## **{file\_name.ext} could not be opened as a modem script file**

Source: GroupWise Windows client; Remote mode.

Possible Cause: The file you specified to open is not in a script file format.

Action: If you want your script file to have the specified file name and overwrite the existing file, open the Modem Connection dialog box, then click *Edit Script*. Specify the script information, then click *Save*. Otherwise, select a different script file name

### **{file\_name.ext} failed to open**

Source: GroupWise Windows client; Remote mode.

Possible Cause: This usually occurs because the script file is in use by another application or access to the file is restricted.

Action: Select a different file name, or open the Modem Connection dialog box. Click *Edit Script*, enter the script information, then click *Save As*.



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# A Documentation Updates

This section lists updates to *GroupWise 2012 Troubleshooting 1: Error Messages* that have been made since the initial release of GroupWise 8. The information helps you to keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *GroupWise 2012 Troubleshooting 1: Error Messages* was republished. Within each dated section, the updates are listed by the names of the main table of contents sections.

*GroupWise 2012 Troubleshooting 1: Error Messages* has been updated on the following dates:

- ♦ [Section A.1, “September 20, 2012 \(GroupWise 2012 SP1\),” on page 281](#)

## A.1 September 20, 2012 (GroupWise 2012 SP1)

Location	Change
<b>Engine Error Codes</b>	
<a href="#">“DB4x Errors” on page 137</a>	Corrected an inconsistency between error code numbers and explanations.
<a href="#">“F041 Beyond allowed range” on page 177</a>	Added a new error code.

