

```
*****
**
**          Systemwalker Templates Installation (readme)          **
**          - Event Monitor Templates                            **
**          - Process Monitor Templates                          **
**                                                                 **
*****
```

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Throughout this document and other related documents, "SE" stands for Standard Edition and "EE" for Enterprise Edition of Systemwalker Centric Manager.

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#### 1. Terms and Conditions

Keep the followings in mind before using the templates.

- You may not distribute the templates.
- You must not change the copyright notices of the templates.

- FUJITSU does not warrant or make any representations regarding the use or the results of the use of the templates in terms of their correctness, accuracy, reliability, or otherwise.

## 2. Use

There are two sets of Systemwalker templates.

### a. Event Monitor Templates

Defines the event monitoring policy (Monitored Event Table).  
The monitoring definitions for Systemwalker Centric Manager and Systemwalker Operation Manager are installed automatically during their installation.

### b. Process Monitor Templates

Defines the process monitoring policy (Application Monitor).  
Process Monitor Templates are not available for Systemwalker Centric Manager and Systemwalker Operation Manager, because they have Process Monitor for monitoring processes.

## 3. Directory structure

systemwalker\_template\_yyyymmdd.exe (Windows) and systemwalker\_template\_yyyymmdd.tar.gz (Solaris/Linux) contain files in the following directory structure. ("yyymmdd" indicates the date when the templates are published.)

```
[systemwalker_template]
|
+--[readme]           Readme folder
|
+--[_tools]           Script tools folder
|
+--[_script]          Systemwalker scripts folder for registration
|
+--[template]
|
|   +--[apl]           Process Monitor Templates folder
|   |
|   |   +--[_document] Monitored Processes (Design sheet) folder
|   |   |
|   |   +--[product_name] Application information
|   |   |   (P_Mpapagt_aplinfo.csv) folder
|   |   |
|   |   +--[bin]       Commands folder
|   |   |
|   |   +--[event]     Event Monitor Templates folder
|   |   |
|   |   |   +--[_document] Filtering Definitions (HTML) folder
|   |   |   |
|   |   |   +--[product_name] Event monitoring definitions (CSV) folder
```

## 4. Requirements

(1) Versions/levels that these templates apply to

- Event Monitor Template (when applied using GUI)
- For Windows (English version)  
Systemwalker Centric Manager SE/EE V13.1.0 – V13.6
  - For Solaris/Linux (English version)  
Systemwalker Centric Manager SE/EE/GEE V13.1.0 – V13.6

- Event Monitor Template (when applied using Command)
- For Windows (English version)  
Systemwalker Centric Manager SE/EE V10.0L10 – V13.6
  - For Solaris/Linux (English version)  
Systemwalker Centric Manager SE/EE/GEE V10.0L10 – V13.6

- Process Monitor Template (when applied using GUI)
- For Windows (English version)  
Systemwalker Centric Manager SE/EE V13.1.0 – V13.6
  - For Solaris/Linux (English version)  
Systemwalker Centric Manager SE/EE/GEE V13.1.0 – V13.6

- Process Monitor Template (when applied using Command)
- For Windows (English version)  
Systemwalker Centric Manager SE/EE V12.0L10 – V13.6
  - For Solaris/Linux (English version)  
Systemwalker Centric Manager SE/EE/GEE V12.0L10 – V13.6

(2) Required space and installation locations for Systemwalker templates

Downloaded Systemwalker templates are compressed and need to be extracted before installation. Disk space required is as follows:

Resources required before installation

Disk space: 64MB

Resources required when installing

Disk space: /opt 64MB

The Systemwalker templates will be installed in the following directory.

- Operation Management Server running on Windows:  
(Systemwalker installation directory)\mpwalker.dm\template
- Operation Management Server running on Solaris/Linux:  
/opt/systemwalker/template

(3) Take note of the following conditions:

- It is not possible to apply Event Monitor Templates or Process Monitor Templates using GUI from a Systemwalker Centric Manager V13.1.0 or V13.2.0 Operation Management Server to a Systemwalker Centric Manager V13.0.0 Section Management Server or Job Server.
- It is not possible to apply Process Monitor Templates using GUI from a Systemwalker Centric Manager V13.3.0 or later Operation Management Server to Systemwalker Centric Manager V13.0.0 when monitoring policies are in either the default or compatibility modes.

- \* Refer to the Systemwalker Centric Manager User's Guide – Monitoring Functions for information on the monitoring policy management mode, default and compatibility modes, and how to switch between them.

## 5. Instructions

Get the latest Systemwalker templates from your Fujitsu Systemwalker Support and install them on the Operation Management Server.

Precautions:

- Logon with local Administrator (root) on the local computer.
- The install script requires the Systemwalker Centric Manager service running on the computer.
- You must close Operation Management Server Environment Setup first to run the install script.
  
- Take note of the following when installing Systemwalker templates in a cluster environment:
  - Install the Systemwalker templates on both the active and standby nodes.

### (1) Install the Systemwalker templates.

Operation Management Server (Windows):

- 1) Execute `systemwalker_template_yyyymmdd.exe` (self-extracting) and extract files from the archive.  
\*“yyyymmdd” indicates the date when the templates are published.
- 2) Open a Command Prompt window and change to the directory “systemwalker\_template” created by extracting the files.  
For example, if you extracted files to `c:\%temp%`, type:  
`cd c:\%temp%\systemwalker_template`
- 3) Run the install script by typing:  
`install.bat`

Operation Management Server (Solaris/Linux):

- 1) Unpack `systemwalker_template_yyyymmdd.tar.gz` into a directory of your choice.  
\*“yyyymmdd” indicates the date when the templates are published.
- 2) Change to the newly created directory. For example, if you unpack the archive into `/tmp`, type:  
`cd /tmp/systemwalker_template`
- 3) Run the install script by typing:  
`./install_c.sh`

### (2) Restart Systemwalker Console.

After completing the templates installation, you must restart Systemwalker Console.

\*You do not need to restart Systemwalker Console, if it is not in use.

## 6. Work required before applying Systemwalker templates

### 6.1 Editing `syslog.conf` or `rsyslog.conf`

- (1) In order to monitor the following products on Solaris/Linux, it is

necessary to monitor those messages whose syslog or rsyslog priority level is "info" or "notice".

The default setting in Systemwalker Centric Manager is for messages with a syslog priority level of "warning" or above to be monitored, so edit syslog.conf or rsyslog.conf as shown in step (2).

[Products that require monitoring messages output by kern.info]

- Fibre Channel Driver(for Solaris)
- PRIMECLUSTER GLS(for Solaris/for Linux)

[Products that require monitoring messages output by kern.notice]

- FUJITSU PCI 10/100 Ethernet(for Solaris)
- FUJITSU PCI Gigabit Ethernet(for Solaris)
- Fujitsu PCI Quad 10/100 Ethernet(for Solaris)
- ETERNUS Multipath Driver/GR Multipath Driver(for Solaris)
- PRIMECLUSTER GDS/SafeDISK(for Solaris/for Linux)
- PRIMECLUSTER GFS/SafeFILE(for Solaris)
- PRIMECLUSTER GLS/SafeLINK(for Solaris)
- Solaris 8/Solaris 9/Solaris10

[Products that require monitoring messages output by daemon.info]

- Interstage Traffic Director(for Solaris)
- Interstage Traffic Director(for Linux)
- Symfoware Server(for Linux)
- PRIMECLUSTER Clustering Base to 4.0A20(for Linux)
- PRIMECLUSTER Clustering Base to 4.0A10(for Solaris)

[Products that require monitoring messages output by daemon.notice]

- Interstage Shunsaku Data Manager(for Solaris)
- Netcompo FNA-BASE(for Solaris)
- NetWorker Network Edition(for Solaris)
- NetVault(for Linux)
- Interstage Application Server(for Solaris)
- PRIMECLUSTER Clustering Base since 4.1A20(for Linux)
- PRIMECLUSTER Clustering Base since 4.1A00(for Solaris)
- PRIMECLUSTER GFS(for Solaris)

[Products that require monitoring messages output by user.info]

- Symfoware Server(for Solaris)

[Products that require monitoring messages output by local0.notice]

- PRIMECLUSTER GFS(for Linux)

## (2) How to edit syslog.conf or rsyslog.conf

1) Edit /etc/syslog.conf or /etc/rsyslog.conf on the monitored server.  
"kern.notice" and "daemon.notice" are added in the following example:

- For Solaris

Change /etc/syslog.conf as follows:

Before the changes

```
*.warning                                /var/opt/FJSVsagt/fifo/slg
```

After the changes

```
*.warning;kern.notice;daemon.notice    /var/opt/FJSVsagt/fifo/slg
```

Note: Use tabs to separate parameters, not spaces.

- For Red Hat Enterprise Linux 6

Change /etc/rsyslog.conf as follows:

Before the changes

```
*.warning
```

```
    | /var/opt/FJSVsagt/fifo/slg;FJSVsagtTemplate
```

After the changes

```
*.warning;kern.notice;daemon.notice
```

```
    | /var/opt/FJSVsagt/fifo/slg;FJSVsagtTemplate
```

Note: Use tabs to separate parameters, not spaces.

- For Red Hat Enterprise Linux 5 or earlier

Change /etc/syslog.conf as follows:

Before the changes

```
*.warning
```

```
    | /var/opt/FJSVsagt/fifo/slg
```

After the changes

```
*.warning;kern.notice;daemon.notice
```

```
    | /var/opt/FJSVsagt/fifo/slg
```

Note: Use tabs to separate parameters, not spaces.

- 2) Send a HUP signal to syslogd or rsyslogd.

- For Red Hat Enterprise Linux 6

Send a HUP signal to rsyslogd.

```
ps -ef | grep rsyslogd
```

```
kill -HUP <process ID obtained above>
```

- For Solaris/For Red Hat Enterprise Linux 5 or earlier

Send a HUP signal to syslogd.

```
ps -ef | grep syslogd
```

```
kill -HUP <process ID obtained above>
```

Note:

- When you make Zone on Solaris 10

Syslogd of Zone that changes /etc/syslog.conf is specified by the Zone name. Send a HUP signal.

The Zone name of Zone logged in can be confirmed by the "/usr/bin/zonename" command.

```
ps -Zef | grep syslogd | grep ` /usr/bin/zonename `
```

```
kill -HUP <process ID obtained above>
```

- 3) Please apply \_common template (Since Solaris 8 syslog message common definitions) .

These templates suppresses the message that the priority of syslogd outputs by "info" or "notice" that should not be monitored.

## 7. Applying Systemwalker templates (GUI)

Refer to the following online manuals for information on how to apply using GUI:

- In default mode

Refer to "Event Monitoring" and "Application Monitoring" in "Monitoring Policy Settings" under "Settings" in the Systemwalker Centric Manager User's Guide - Monitoring Functions online manual.

- In compatibility mode

Refer to the Systemwalker Centric Manager User's Guide - Monitoring Functions (Compatibility Mode) online manual.

## 8. Applying Systemwalker templates (Command)

For the Applying Systemwalker templates (Command), see the "readme3.txt" stored in the "readme" folder under Systemwalker Templates folder of the Operation Management Server.

## 9. Using user defined Systemwalker templates

By registering definition files created by the user, monitoring settings can be made with GUI as Event Monitor and Process Monitor Templates. Register user definition files using the `reg_userdef_template` command. This command can be used under Systemwalker Centric Manager V13.1.0 or later.

### 9.1 User defined Event Monitor Templates

#### 9.1.1 Procedure for applying definitions

Register user definition files and apply event monitoring definitions.

- (1) Create an event monitoring user definition file. Up to 20 definitions can be registered. Refer to "CSV File for Event Monitoring Conditions" in the Systemwalker Centric Manager Reference Guide online manual for information on event monitoring user definition files.
- (2) Delete the following definition to output the CSV file for event monitoring conditions from the operating environment:
  - Delete all of the definitions after and including the line at the top of the template (with the host name identified with `###Systemwalker Templates Start###`).
- (3) Use the Event Designer to make sure there are no grammatical errors in the user definition file.
- (4) Execute the `reg_userdef_template` command as a user in the Administrators group or the root user to register the definition file.

Operation Management Server (Windows):

```
> (Systemwalker installation directory)\mpwalker.dm\template\bin\  
reg_userdef_template.bat -e num -i file
```

Operation Management Server (Solaris/Linux):

```
> sh /opt/systemwalker/template/bin/  
reg_userdef_template_c.sh -e num -i file
```

[Parameters]

- e : Specify for event monitoring definitions.
- num : Specify one user defined number\* from the numbers between 01 to 20.
- i : Specify to register a definition.
- file : Specify the full path or relative path to the name of the user definition file to be registered.  
Ensure an alphanumeric character is used for the first character of the file name.

\* User defined numbers are the numbers shown in the monitoring definitions list (User20, User19, through to User01).  
Put the higher numbers at the top. (Higher numbers are evaluated first.)  
User definitions are also given higher priority than the templates for other products.

(5) The following message is output when registration is successful.  
>reg\_userdef\_template success.

(6) Apply using GUI.  
Refer to "4.3 Event Monitoring" in the Systemwalker Centric Manager User's Guide – Monitoring Functions for more information on the procedure for applying templates using GUI.

### 9.1.2 Procedure for extracting definitions

Extract user definition files so that corrections or backups can be made.

(1) Execute the reg\_userdef\_template command as a user in the Administrators group or the root user to extract the user definition file.

Operation Management Server (Windows):

```
> (Systemwalker installation directory)\mpwalker.dm\template\bin\
reg_userdef_template.bat -e num -o file
```

Operation Management Server (Solaris/Linux):

```
> sh /opt/systemwalker/template/bin/
reg_userdef_template_c.sh -e num -o file
```

[Parameters]

-e : Specify for event monitoring definitions.  
num : Specify one user defined number\* from the numbers between 01 to 20.  
-o : Specify to extract a definition.  
file : Specify the full path or relative path to the name of the user definition file to be output.  
Ensure an alphanumeric character is used for the first character of the file name.

\* User defined numbers are the numbers shown in the monitoring definitions list (User20, User19, through to User01).

(2) The following message is output when extraction is successful.  
>reg\_userdef\_template success.

### 9.1.3 Procedure for deleting registered definition files

Delete registered definition files and restore to the default state.  
Extract the files first if necessary as deleted files cannot be restored.

(1) Remove the user definition to be deleted as a monitored product.



1) Remove the check mark from next to the monitored product in the 'Quick Policy Setup' window or 'Event Monitoring [Monitoring Conditions]' window and click 'OK'.

2) Distribute policies.

(2) Execute the `reg_userdef_template` command as a user in the Administrators group or the root user to delete the user definition file.

Note) Extract the files first if necessary as deleted files cannot be restored.

Operation Management Server (Windows):

```
> (Systemwalker installation directory)\mpwalker.dm\template\bin\
reg_userdef_template.bat -e num -d
```

Operation Management Server (Solaris/Linux):

```
> sh /opt/systemwalker/template/bin/
reg_userdef_template_c.sh -e num -d
```

[Parameters]

-e : Specify for event monitoring definitions.

num : Specify one user defined number\* from the numbers between 01 to 20.

-d : Specify to delete a definition.

\* User defined numbers are the numbers shown in the monitoring definitions list (User20, User19, through to User01).

(3) The following message is output when deletion is successful.

```
>reg_userdef_template success.
```

## 9.2 User defined Process Monitor Templates

### 9.2.1 Procedure for applying definitions

Register user definition files and apply process monitoring definitions.

(1) Create a process monitoring user definitions file. Up to 20 definitions can be registered. Refer to "Application Information File" in the Systemwalker Centric Manager Reference Guide online manual for information on process monitoring user definitions files.

(2) Execute the `reg_userdef_template` command as a user in the Administrators group or the root user to register the definition file.

Operation Management Server (Windows):

```
> (Systemwalker installation directory)\mpwalker.dm\template\bin\
reg_userdef_template.bat -a num -i file
```

Operation Management Server (Solaris/Linux):

```
> sh /opt/systemwalker/template/bin/
reg_userdef_template_c.sh -a num -i file
```

[Parameters]

-a : Specify for process monitoring definitions.

num : Specify one user defined number\* from the numbers between 01 to 20.  
-i : Specify to register a definition.  
file : Specify the full path or relative path to the name of the user definition file to be registered.  
Ensure an alphanumeric character is used for the first character of the file name.

\* User defined numbers are the numbers shown in the monitoring definitions list (User20, User19, through to User01).

(3) The following message is output when registration is successful.  
>reg\_userdef\_template success.

(4) Apply user defined definitions using GUI.  
Refer to "4.4 Application Monitoring" in the Systemwalker Centric Manager User's Guide - Monitoring Functions for more information on the procedure for applying templates using GUI.

### 9.2.2 Procedure for extracting definitions

Extract user definition files so that corrections or backups can be made.

(1) Execute the reg\_userdef\_template command as a user in the Administrators group or the root user to extract the user definition file.

Operation Management Server (Windows):

> (Systemwalker installation directory)\mpwalker.dm\template\bin\  
reg\_userdef\_template.bat -a num -o file

Operation Management Server (Solaris/Linux):

> sh /opt/systemwalker/template/bin/  
reg\_userdef\_template\_c.sh -a num -o file

[Parameters]

-a : Specify for process monitoring definitions.  
num : Specify one user defined number\* from the numbers between 01 to 20.  
-o : Specify to extract a definition.  
file : Specify the full path or relative path to the name of the user definition file to be output.  
Ensure an alphanumeric character is used for the first character of the file name.

\* User defined numbers are the numbers shown in the monitoring definitions list (User20, User19, through to User01).

(2) The following message is output when extraction is successful.  
>reg\_userdef\_template success.

### 9.2.3 Procedure for deleting registered definition files

Delete registered definition files and restore to the default state.

Extract the files first if necessary as deleted files cannot be restored.

(1) Remove the user definition to be deleted as a monitored product.

1) Remove the check mark from next to the monitored product in the 'Quick Policy Setup' window or 'Application Monitor [Monitoring Conditions]' window and click 'OK'.

2) Distribute policies.

(2) Execute the `reg_userdef_template` command as a user in the Administrators group or the root user to delete the user definition file.

Note) Extract the files first if necessary as deleted files cannot be restored.

Operation Management Server (Windows):

```
> (Systemwalker installation directory)¥mpwalker.dm¥template¥bin¥  
reg_userdef_template.bat -a num -d
```

Operation Management Server (Solaris/Linux):

```
> sh /opt/systemwalker/template/bin/  
reg_userdef_template_c.sh -a num -d  
[Parameters]
```

-a : Specify for process monitoring definitions.

num : Specify one user defined number\* from the numbers between 01 to 20.

-d : Specify to delete a definition.

\* User defined numbers are the numbers shown in the monitoring definitions list (User20, User19, through to User01).

(3) The following message is output when deletion is successful.

```
>reg_userdef_template success.
```

## 10. Notes on operation

### 10.1 Notes on Process Monitor Templates

When multiple products have their processes monitored, if the versions of the software and the names of the processes are the same, these are shown within the first product registered. Be aware of this when checking which products have been applied.

For example:

If ETERNUS Advanced Copy Manager (Solaris/Linux)\_java V13.0 to V13.1 is first applied, and then ETERNUS SF StorageCruiser Agent (Solaris)\_java V13.0 to V13.1 is applied, the application will be displayed within ETERNUS Advanced Copy Manager (Solaris/Linux)\_java V13.0 to V13.1.

### 10.2 Notes on Event Monitor Templates

(1) If templates are applied using GUI, the definitions between the line starting with `###Systemwalker Templates Start###` and ending with

###Systemwalker Templates End### are overwritten in the "event monitoring condition definition". These definitions cannot be changed individually.

When templates are applied using commands, definitions are added above ###Systemwalker Templates Start###, and these definitions can be changed individually.

- (2) Templates are not updated in the 'Quick Policy Setup' window if they are applied using commands. (Products applied using commands do not have a check mark added next to them.)
- (3) Maximum number of definitions  
The following shows the maximum number of event monitoring definitions. Be aware of the maximum number of definitions when selecting products to monitor.
  - For Systemwalker Centric Manager V13.0.0 or earlier 2048
  - For Systemwalker Centric Manager V13.1.0 or later 5000If the maximum number of filtering definitions is reached while applying Systemwalker templates to an Operation Management Server or a monitored node, the following error message is output and application of the template will fail.  
[Message example]  
    aoseadef: ERROR: The number which was able to be defined was exceeded.

## 11. Replacing Systemwalker templates (GUI)

Do the following to reapply (or replace) Systemwalker templates, for example after installing a newer version of a monitored product or to correct a problem in a template.

### 11.1 Work to perform before replacing templates

If a Process Monitor Template has been used to make application monitoring settings, do the following to restore the settings.

This procedure makes application monitoring settings invalid.

- For Systemwalker Centric Manager V13.1.0 to V13.2.0
  - For Systemwalker Centric Manager V13.3.0 or later in compatibility mode
- (1) Open the 'Quick Policy Setup' window and click 'Monitored Products' in 'Application monitoring'.
  - (2) Remove the check mark from the products selected in the 'Monitored Products' window and click 'OK'.
  - (3) Distribute policies.
  - (4) Do the above for all of the nodes that are to be monitored.
- For Systemwalker Centric Manager V13.3.0 or later in default mode
- (1) The 'Monitoring Policies [Register Policy Group]' window of the policy

group you are using is displayed.

- (2) Select 'Disable monitoring' for 'Monitoring conditions' in 'Application Monitor' in the 'Settings' tab and click 'OK'.
- (3) Click 'Yes' in the 'Monitoring Policies [Confirm Settings]' window.
- (4) Distribute the policies of the policy group changed in (2) above.
- (5) Do steps (1) to (4) for all policy groups.

## 11.2 Replacing Systemwalker templates

Install the Systemwalker template according to "5. Instructions".

## 11.3 Work to perform after replacing templates

Do the following after replacing Systemwalker templates.

This procedure makes application monitoring policy settings active and redistributes event monitoring policies.

- For Systemwalker Centric Manager V13.1.0 to V13.2.0
  - For Systemwalker Centric Manager V13.3.0 or later in compatibility mode
- (1) Open the 'Quick Policy Setup' window and click 'Monitored Products' in 'Application monitoring'.
  - (2) In the 'Monitored Products' window, select the products to be monitored and click 'OK'.
  - (3) Open the 'Quick Policy Setup' window and click 'Monitored Products' in 'Event monitoring'.
  - (4) Click 'OK' in the 'Monitored Products' window.
  - (5) Distribute policies.
  - (6) Do the above for all of the nodes that are to be monitored.

Note) Steps (1) and (2) are unnecessary if Process Monitor Templates are not to be used.  
Step (3) is unnecessary if Event Monitor Templates are not to be used.

- For Systemwalker Centric Manager V13.3.0 or later in default mode
- (1) Change back to the original name, the policy name of the 'Monitoring conditions' changed in step (2) of 11.1 Work to perform before replacing templates.
  - (2) Click 'Yes' in the 'Monitoring Policies [Confirm Settings]' window.
  - (3) Update the policies of 'Monitoring conditions' in 'Application Monitor' and review the monitored processes. Click 'OK'.

- (4) Do the above (3) for all policies in 'Application Monitor'.
- (5) Update the policies of 'Monitoring conditions' in 'Event Monitoring' and click 'OK' in the 'Event Monitoring [Monitoring Conditions]' window.
- (6) Distribute the policies of the policy group whose policies were changed.

Note) Steps (1) to (4) are unnecessary if Process Monitor Templates are not to be used.  
Step (5) is unnecessary if Event Monitor Templates are not to be used.

## 12. Replacing Systemwalker templates (Command)

For the Replacing Systemwalker templates (Command), see the "readme3.txt" stored in the "readme" folder under Systemwalker Templates folder of the Operation Management Server.

## 13. Deleting Systemwalker templates

- (1) Restore the settings for Event Monitor Templates and Process Monitor Templates.

If GUI were used to apply the templates, remove all the check marks from the products and distribute policies.

If Command were used to apply the templates, please restore the setting according to Chapter 12.

- (2) Do the following to delete the Systemwalker templates.

- Operation Management Server running on Windows:

For Systemwalker Centric Manager V13.0.0 or earlier

Delete the (Systemwalker installation directory)\mpwalker.dm\template directory.

For Systemwalker Centric Manager V13.1.0 or later

Delete the files and directories under the (Systemwalker installation directory)\mpwalker.dm\template directory.

- Operation Management Server running on Solaris/Linux:

For Systemwalker Centric Manager V13.0.0 or earlier

Delete the /opt/systemwalker/template directory.

For Systemwalker Centric Manager V13.1.0 or later

Delete the files and directories under the /opt/systemwalker/template directory.

## 14. Error messages

## 14.1 Error messages during installation

Error: 1: Failed to get the Systemwalker Centric Manager install path.  
The process will be aborted.

Solution:

Check if Operation Management Server of Systemwalker Centric Manager is installed on the computer.

Error: 2: Unable to create the install directory (Systemwalker Centric Manager install directory¥mpwalker.dm¥template). The process will be aborted.

Solution:

Run the install script as a user with the Administrator/DmAdmin/root privileges.

Error: 3: Failed to copy the install data. The process will be aborted.

Solution:

- Run the install script as a user with the Administrator/DmAdmin/root privileges.
- Change to the newly created directory and run the install script at the command prompt.

Error: 4: Cannot find the file that stores definitions on the monitored event types.

Solution:

- There is an error in the monitored event type definition file name specified in the options.  
Specify CATEGORY.txt\_c in the monitored event type definition file name specified in the options.
- Check if the "CATEGORY.txt\_c" is stored in the directory into which you have unpacked the archive.

Error: 5: Failed to add the monitored event types. The process will be aborted. ERRORCODE=\$ERRORCOD

Solution:

- ERRORCODE=1:  
Unable to add the event types monitored by the Systemwalker templates, because the number of monitored event types reached the maximum allowed (64). Delete the existing monitored event types first and run the install script.  
\*Before deleting the monitored event types, make sure that they are not in use.
- ERRORCODE=4:  
Unable to add the event types monitored by the Systemwalker templates, because Operation Management Server Environment Setup is in use. Close it first and run the install script.
- Other error codes:  
Collect the error details (check the Event Monitor checkbox in Maintenance Information Collection of Systemwalker Centric Manager) and provide them to your technical support representative.

Error: 6: Failed to save changes to the repository. The process will be aborted.

Solution:

- The install script requires the Systemwalker Centric Manager service running on the computer. Check if the Systemwalker Centric Manager service is running.
- Run the install script on the Operation Management Server.
- If the solutions above do not work, collect the error details (check the Framework checkbox in Maintenance Information Collection of Systemwalker Centric Manager) and provide them to your technical support representative.

Error: 7: Failed to save the monitored event types. The process will be aborted.

Solution:

Restart the Systemwalker Centric Manager service (daemon). (This applies the monitored event type settings.)

\*All install data has been copied normally.

You do not need to run the install script again.

#### 14.2 Error messages while executing the reg\_userdef\_template command

Error: 1: Failed to get the Systemwalker Centric Manager install path. The process will be aborted.

Solution:

Check if Operation Management Server of Systemwalker Centric Manager is installed on the computer.

Error: 2: This command cannot be used in your version.

Error: 3: This command cannot be used in your version.

Solution:

- Ensure that the correct version/level is installed.

Error: 7: There is an error in the user defined number specified.

Solution:

- There is an error in the user defined number specified in the options. User defined numbers are two-digit numbers between 01 and 20.

Error: 8: The definition name specified exceeds 100 characters.

Solution:

- Specify the definition name within 100 characters.

Error: 9: Failed to move the directory.

Error:10: Failed to move the directory.

Error:21: Failed to move the directory.

Error:24: Failed to move the directory.

Error:27: Failed to move the directory.

Error:31: Failed to move the directory.

Error:37: Failed to move the directory.

Error:40: Failed to move the directory.

Solution:

- Execute the command as a user in the Administrators group or the root user.

Error:11: The user defined number specified already has a definition



registered.

Solution:

- Specify a different user defined number or delete the registered definition and proceed with registration.
  - \* Deleted definitions cannot be restored.
    - Extract them first if necessary.

Error:12: The user defined number specified does not have a definition registered.

Error:13: The user defined number specified does not have a definition registered.

Solution:

- The user defined number specified in the options does not have a definition registered and so cannot be extracted or deleted.

Error:14: The directory is specified.

Error:32: The directory is specified.

Solution:

- Include the file name when specifying.

Error:15: Failed to read the definition file specified.

Error:18: Failed to read the definition file specified.

Solution:

- Ensure that the definition file path is correct in the options.

Error:16: There is an error in the definition file specified.

Error:17: There is an error in the definition file specified.

Solution:

- Ensure that the content of the definition file specified in the options is correct.
  - \* Check the steps in "9.1.1 Procedure for applying definitions", step (2).

Error:19: There is an error in the definition file specified.

Error:20: There is an error in the definition file specified.

Solution:

- Ensure that the definition file is correct by referring to "Application Information File" in the Systemwalker Centric Manager Reference Guide online manual.

Error:22: Failed to register the definition file.

Error:23: Failed to register the definition file.

Error:25: Failed to register the definition file.

Error:26: Failed to register the definition file.

Solution:

- Execute the command as a user in the Administrators group or the root user.

Error:33: Specify an alphanumeric character for the first character of the file name.

Solution:

- Ensure an alphanumeric character is used for the first character of the file name.

Error:34: The file path specified does not exist.

Solution:

- Ensure that the definition file path is correct in the options.

Error:35: Failed to extract the file.

Error:36: Failed to extract the file.

Solution:

- Execute the command as a user in the Administrators group or the root user.

Error:38: Failed to delete the definition file.

Error:39: Failed to delete the definition file.

Solution:

- Execute the command as a user in the Administrators group or the root user.