

IBM® Security Access Manager for Enterprise Single  
Sign-On  
Version 8.2

## *Error Message Reference Guide*





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**Note**

Before using this information and the product it supports, read the information in “Notices” on page 47.

**Edition notice**

**Note:** This edition applies to version 8.2 of IBM Security Access Manager for Enterprise Single Sign-On, (product number 5724–V67) and to all subsequent releases and modifications until otherwise indicated in new editions.

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## About this publication

IBM® Security Access Manager for Enterprise Single Sign-On provides sign-on and sign-off automation, authentication management, and user tracking to provide a seamless path to strong digital identity.

The *IBM Security Access Manager for Enterprise Single Sign-On Error Message Reference Guide* describes the error messages for IBM Security Access Manager for Enterprise Single Sign-On.

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## Intended audience

This publication is for system administrators, help desk staff, network administrators, experienced users, and system integrators. Readers of this guide must have working knowledge of networking security issues, authentication workflows, certificates, and the IBM Security Access Manager for Enterprise Single Sign-On.

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## What this publication contains

This publication contains the following sections:

- Chapter 1, "Message overview," on page 1  
Describes an overview of how the messages are used and the message notation.
- Chapter 2, "IMS Server-related Messages," on page 3  
Describes some of the messages that are displayed in the IMS Server.
- Chapter 3, "AccessAgent-related messages," on page 35  
Describes the different AccessAgent related messages.
- Chapter 4, "Observer-related messages," on page 43  
Describes the different Observer related messages.

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## IBM Security Access Manager for Enterprise Single Sign-On library

The following documents are available in the IBM Security Access Manager for Enterprise Single Sign-On library:

- *IBM Security Access Manager for Enterprise Single Sign-On Quick Start Guide*, CF38DML  
Read this guide for a quick start on the main installation and configuration tasks to deploy and use IBM Security Access Manager for Enterprise Single Sign-On.
- *IBM Security Access Manager for Enterprise Single Sign-On Planning and Deployment Guide*, SC23995203  
Read this guide before you do any installation or configuration tasks. This guide helps you to plan your deployment and prepare your environment. It provides an overview of the product features and components, the required installation and configuration, and the different deployment scenarios. It also describes how to achieve high availability and disaster recovery.
- *IBM Security Access Manager for Enterprise Single Sign-On Installation Guide*, GI11930901  
Read this guide for the detailed procedures on installation, upgrade, or uninstallation of IBM Security Access Manager for Enterprise Single Sign-On.

This guide helps you to install the different product components and their required middleware, and also do the initial configurations required to complete the product deployment. It covers procedures for using virtual appliance, WebSphere® Application Server Base editions, and Network Deployment.

- *IBM Security Access Manager for Enterprise Single Sign-On Configuration Guide*, GC23969201

Read this guide if you want to configure the IMS Server settings, the AccessAgent user interface, and its behavior.

- *IBM Security Access Manager for Enterprise Single Sign-On Administrator Guide*, SC23995103

This guide is intended for the Administrators. It covers the different Administrator tasks. This guide provides procedures for creating and assigning policy templates, editing policy values, generating logs and reports, and backing up the IMS Server and its database. Use this guide together with the IBM Security Access Manager for Enterprise Single Sign-On Policies Definition Guide.

- *IBM Security Access Manager for Enterprise Single Sign-On Help Desk Guide*, SC23995303

This guide is intended for Help desk officers. The guide helps Help desk officers to manage queries and requests from users usually about their authentication factors. Use this guide together with the IBM Security Access Manager for Enterprise Single Sign-On Policies Definition Guide.

- *IBM Security Access Manager for Enterprise Single Sign-On Policies Definition Guide*, SC23969401

Read this guide for the detailed descriptions of the different user, machine, and system policies that Administrators can configure in AccessAdmin. Use this guide along with the IBM Security Access Manager for Enterprise Single Sign-On Administrator Guide.

- *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*, GC23969301

Read this guide if you have any issues with regards to installation, upgrade, and product usage. This guide covers the known issues and limitations of the product. It helps you determine the symptoms and workaround for the problem. It also provides information about fixes, knowledge bases, and support.

- *IBM Security Access Manager for Enterprise Single Sign-On AccessStudio Guide*, SC23995603

Read this guide if you want to create or edit profiles. This guide provides procedures for creating and editing standard and advanced AccessProfiles for different application types. It also covers information about managing authentication services and application objects, and information about other functions and features of AccessStudio.

- *IBM Security Access Manager for Enterprise Single Sign-On Provisioning Integration Guide*, SC23995703

Read this guide for information about the different Java™ and SOAP API for provisioning. It also covers procedures for installing and configuring the Provisioning Agent.

- *IBM Security Access Manager for Enterprise Single Sign-On Web API for Credential Management Guide*, SC14764600

Read this guide if you want to install and configure the Web API for credential management.

- *IBM Security Access Manager for Enterprise Single Sign-On Lightweight AccessAgent mode on Terminal Server SDK Guide*, SC14765700



Read this guide for the details on how to develop a virtual channel connector that integrates AccessAgent with Terminal Services applications.

- *IBM Security Access Manager for Enterprise Single Sign-On Serial ID SPI Guide*, SC14762600

IBM Security Access Manager for Enterprise Single Sign-On has a Service Provider Interface (SPI) for devices that contain serial numbers, such as RFID. See this guide to know how to integrate any device with serial numbers and use it as a second authentication factor with AccessAgent.

- *IBM Security Access Manager for Enterprise Single Sign-On Context Management Integration Guide*, SC23995403

Read this guide if you want to install and configure the Context Management solution.

- *IBM Security Access Manager for Enterprise Single Sign-On User Guide*, SC23995003

This guide is intended for the end users. This guide provides instructions for using AccessAgent and Web Workplace.

- *IBM Security Access Manager for Enterprise Single Sign-On Error Message Reference Guide*, GC14762400

This guide describes all the informational, warning, and error messages associated with IBM Security Access Manager for Enterprise Single Sign-On.

## Accessing terminology online

The IBM Terminology Web site consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology Web site at the following Web address:

<http://www.ibm.com/software/globalization/terminology>

## Accessing publications online

IBM posts publications for this and all other Tivoli® products, as they become available and whenever they are updated, to the Tivoli Information Center Web site at <http://www.ibm.com/tivoli/documentation>.

**Note:** If you print PDF documents on other than letter-sized paper, set the option in the **File > Print** window that allows Adobe Reader to print letter-sized pages on your local paper.

## Ordering publications

You can order many Tivoli publications online at <http://www.elink.ibm.link.ibm.com/publications/servlet/pbi.wss>.

You can also order by telephone by calling one of these numbers:

- In the United States: 800-879-2755
- In Canada: 800-426-4968

In other countries, contact your software account representative to order Tivoli publications. To locate the telephone number of your local representative, perform the following steps:

1. Go to <http://www.elink.ibm.link.ibm.com/publications/servlet/pbi.wss>.
2. Select your country from the list and click **Go**.
3. Click **About this site** in the main panel to see an information page that includes the telephone number of your local representative.

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## Accessibility

Accessibility features help users with a physical disability, such as restricted mobility or limited vision, to use software products successfully. With this product, you can use assistive technologies to hear and navigate the interface. You can also use the keyboard instead of the mouse to operate all features of the graphical user interface.

For additional information, see "Accessibility features" in the *IBM Security Access Manager for Enterprise Single Sign-On Planning and Deployment Guide*.

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## Tivoli technical training

For Tivoli technical training information, see the following IBM Tivoli Education Web site at <http://www.ibm.com/software/tivoli/education>.

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## Tivoli user groups

Tivoli user groups are independent, user-run membership organizations that provide Tivoli users with information to assist them in the implementation of Tivoli Software solutions. Through these groups, members can share information and learn from the knowledge and experience of other Tivoli users. Tivoli user groups include the following members and groups:

- 23,000+ members
- 144+ groups

Access the link for the Tivoli Users Group at [www.tivoli-ug.org](http://www.tivoli-ug.org).

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## Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

### Online

Go to the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html> and follow the instructions.

### IBM Support Assistant

The IBM Support Assistant is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The IBM Support Assistant provides quick access to support-related information and serviceability tools for problem determination. To install the IBM Support Assistant software, go to <http://www.ibm.com/software/support/isa>.

### Troubleshooting Guide

For more information about resolving problems, see the *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*.

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## Conventions used in this publication

This publication uses several conventions for special terms and actions, operating system-dependent commands and paths, and margin graphics.

## Typeface conventions

This publication uses the following typeface conventions:

### **Bold**

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets) and labels (such as **Tip:** and **Operating system considerations:**)
- Keywords and parameters in text

### *Italic*

- Citations (examples: titles of publications, diskettes, and CDs)
- Words defined in text (example: a nonswitched line is called a *point-to-point line*)
- Emphasis of words and letters (words as words example: "Use the word *that* to introduce a restrictive clause."; letters as letters example: "The LUN address must start with the letter *L*.")
- New terms in text (except in a definition list): a *view* is a frame in a workspace that contains data.
- Variables and values you must provide: ... where *myname* represents....

### **Monospace**

- Examples and code examples
- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text
- Message text and prompts addressed to the user
- Text that the user must type
- Values for arguments or command options

## Operating system-dependent variables and paths

This publication uses the UNIX convention for specifying environment variables and for directory notation.

When using the Windows command line, replace *\$variable* with *% variable%* for environment variables and replace each forward slash (/) with a backslash (\) in directory paths. The names of environment variables are not always the same in the Windows and UNIX environments. For example, *%TEMP%* in Windows environments is equivalent to *\$TMPDIR* in UNIX environments.

**Note:** You can use the UNIX conventions if you are using the bash shell on a Windows system.



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## Chapter 1. Message overview

Messages indicate events that occur during the operation of the system.

Depending on their purpose, messages might be displayed on the screen. By default, all informational, warning, and error messages are written to the message logs. The logs can be reviewed later to determine what events occurred, to see what corrective actions were taken, and to audit all the actions performed. For more information about message logs, see the *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*.

---

### Understanding the Message

Messages logged by IBM Security Access Manager for Enterprise Single Sign-On contains messages that are based both on the Tivoli Message Standard and non-standard messages. Each standard message consists of a message identifier (ID) and accompanying message text. The non-standard messages do not contain any message identifier. However, the error message is descriptive and mostly contains information about the user action.

#### Standard Message ID format

A message ID consists of 10 alphanumeric characters that uniquely identify the message.

A message ID in IBM Security Access Manager for Enterprise Single Sign-On is composed of:

- three-character product identifier
- two-character or three-character component or subsystem identifier
- three-digit or four-digit serial or message number
- one-character type code indicating the severity of the message

#### Example:

The error code CTGAM0102E consists of the following information:

- CTG -Tivoli component
- AM - The Access Manager Subcomponent
- 0102 - The message number and
- E - Error

#### Severity

Associated with each standard message is a severity level that indicates whether corrective action must be taken.

**Note:** The severity of all the standard messages displayed in IBM Security Access Manager for Enterprise Single Sign-On application belong to the category **Error**.

#### Severity and Description

##### E (Error)

Indicates that there is a problem that requires intervention or correction

before processing can continue. An error message might be accompanied by one or more warning or informational messages that provide additional details about the problem.

CTGAM0102E Unable to verify your credentials because ISAM ESSO server cannot connect to enterprise directory.

Explanation:

This error can occur if there is no connectivity between the ISAM ESSO Server and the enterprise directory.

## **Message text**

The text of the message is recorded in the log file in the system locale. If the message text is not available in the local language, the message text is stored in English language in the log file.

## **Non Standard Message format**

A non-standard message does not contain an ID.

Every non-standard message in IBM Security Access Manager for Enterprise Single Sign-On is composed of details that answer the following questions:

- What event has occurred?
- Why an error message is displayed and what has triggered it?
- How to resolve the error?

---

## Chapter 2. IMS Server-related Messages

The following messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of IMS Server-related issues.

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**CTGAM0002E Value must be within the specified range.**

**Explanation:** This error is displayed when you provide a value beyond an acceptable range of values.

**User response:** Specify a value that is in the specified range.

---

**CTGAM0003E Datatype is not correct.**

**Explanation:** The datatype of the input value is not correct.

**User response:** Verify and enter a value using the appropriate datatype.

---

**CTGAM0004E The value must be an integer.**

**Explanation:** This error is displayed when you specify a value other than an integer.

**User response:** Specify an integer value.

---

**CTGAM0005E The value must be a positive integer.**

**Explanation:** This error is displayed when you enter a value that is not a positive integer.

**User response:** Enter a positive integer.

---

**CTGAM0006E An error occurs when updating the authentication service.**

**Explanation:** This error is displayed when you attempt to update an authentication service.

**User response:** See the log file.

---

**CTGAM0007E An error occurs when you add the new authentication service.**

**Explanation:** This error is displayed when you attempt to add an authentication service.

**User response:** Check whether the new authentication service follows all the required criteria.

---

**CTGAM0008E An authentication service with this ID exists.**

**Explanation:** This error is displayed when you attempt to create an ID. The new ID exists.

**User response:** Create an authentication service with a new ID.

---

**CTGAM0009E The value cannot contain spaces.**

**Explanation:** This error is displayed when you attempt to create an ID and the new ID name contains a space character.

**User response:** Remove the space characters in the new ID.

---

**CTGAM0010E Error writing value to disk.**

**Explanation:** This error is displayed when you write a value to the disk.

**User response:** See the log file.

---

**CTGAM0011E The password entries do not match.**

**Explanation:** This error is displayed when you enter two different passwords.

**User response:** Enter the same password in both text boxes.

---

**CTGAM0012E An error occurs when updating some configuration keys.**

**Explanation:** See message.

**User response:** See the log file.

---

**CTGAM0013E Due to a connection error the configuration cannot be verified.**

**Explanation:** This error is displayed when you verify the configuration and the system cannot verify the configuration.

**User response:** See the network connectivity. Check whether your browser is set to work in offline mode.

---

**CTGAM0014E The configuration group with the specified name already exists.**

**Explanation:** This error is displayed when you specify the configuration group name that exists.

**User response:** Enter a new configuration group name.

---

**CTGAM0015E** The configuration group with the specified name already exists.

**Explanation:** This error is displayed when you specify the configuration group name that exists.

**User response:** Enter a new configuration group name.

---

**CTGAM0016E** The policy value is not valid.

**Explanation:** This error is displayed when you specify a policy value that is not valid.

**User response:** Enter a valid policy value. See the *IBM Security Access Manager for Enterprise Single Sign On Configuration Guide* for more details about the policy.

---

**CTGAM0017E** The value is not valid or there was an error updating the value.

**Explanation:** This error is displayed when you provide a value that is not valid or there was an error while updating the value.

**User response:** Enter a valid value.

---

**CTGAM0018E** A user with this value is already existing.

**Explanation:** This error is displayed when you specify the same value for an existing user.

**User response:** Enter a new value for the new user.

---

**CTGAM0019E** The date is not valid.

**Explanation:** This error is displayed when you specify the date in a wrong format.

**User response:** Enter the date in the accepted standard format.

---

**CTGAM0020E** The search from date must be earlier than the search to date.

**Explanation:** This error is displayed when you provide a **search from** date later than the **search to** date.

**User response:** Enter a **search from** date earlier than **search to** date.

---

**CTGAM0021E** A search with that name already exists.

**Explanation:** This error is displayed when you specify the same search name as the existing one.

**User response:** Enter a new name for the search.

---



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**CTGAM0022E** A policy template with the specified name already exists.

**Explanation:** This error is displayed when you specify the same name as the existing policy template name.

**User response:** Enter a new value for the policy template.

---

**CTGAM0023E** The name can only contain these characters: alphabets, digits, spaces, underscores(\_), and dashes(-).

**Explanation:** This error is displayed when you specify a special character other than those specified in the error message.

**User response:** Enter a new name that contains only the permitted characters.

---

**CTGAM0024E** The name can only contain these characters: alphabets, digits, spaces, commas, underscore(\_), and dashes(-).

**Explanation:** This error is displayed when you specify a special character other than those specified in the error message.

**User response:** Enter a new name that contains only the permitted characters.

---

**CTGAM0025E** The value cannot be empty.

**Explanation:** This error is displayed when you do not specify a value.

**User response:** Enter a value.

---

**CTGAM0026E** The specified value is not a valid integer.

**Explanation:** This error is displayed when you specify a value that is not a valid integer.

**User response:** Enter a new value that is a valid integer.

---

**CTGAM0027E** The specified value is not a valid long integer.

**Explanation:** This error is displayed when you specify a value that is not a valid long integer.

**User response:** Enter a new value that is a valid long integer.

---

**CTGAM0028E** The specified value is not a valid short integer.

**Explanation:** This error is displayed when you specify a value that is not a valid short integer.

**User response:** Enter a new value that is a valid short integer.

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**CTGAM0029E** The specified value is not a valid number.

**Explanation:** This error is displayed when you specify a value that is not a valid number.

**User response:** Enter a new value that is a valid number.

---

**CTGAM0030E** The specified value is not a valid floating point number.

**Explanation:** This error is displayed when you specify a value that is not a valid floating point number.

**User response:** Enter a new value that is a valid floating point number.

---

**CTGAM0031E** The specified value is not a valid double floating point number.

**Explanation:** This error is displayed when you specify a value that is not a valid double floating point number.

**User response:** Enter a new value that is a valid double floating point number.

---

**CTGAM0032E** The specified value (*VALUE\_0*) is not valid.

**Explanation:** This error is displayed when you specify a value that is not a valid.

**User response:** Enter a new value that is a valid.

---

**CTGAM0033E** An error occurred when processing your request.

**Explanation:** This error is displayed while processing your request. There can be several reasons that cause this error.

**User response:** See the *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*.

---

**CTGAM0034E** No results were found matching your search criteria.

**Explanation:** This error is displayed when there are no results that match your search criteria.

**User response:** Enter a new search criteria.

---

**CTGAM0035E** The maximum number of results allowed were exceeded. Refine your search criteria.

**Explanation:** This error is displayed when the number of results exceed the permitted number of results.

**User response:** Refine your search criteria.

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**CTGAM0036E** There was a problem performing the search. Verify your search attribute configuration and try again.

**Explanation:** This error is displayed when a problem occurs when performing a search.

**User response:** Verify your search attribute configuration and try again.

---

**CTGAM0037E** No authentication services are selected.

**Explanation:** This error is displayed when an authentication service is not selected.

**User response:** Select an authentication service.

---

**CTGAM0039E** Unable to add user application binding because the application binding: (*VALUE\_0*,*VALUE\_1*) belongs to user:

**Explanation:** This error is displayed when the application cannot add a user application binding.

**User response:** See the log file.

---

**CTGAM0040E** Unable to add user application binding: (*VALUE\_0*,*VALUE\_1*)

**Explanation:** This error is displayed when the application cannot add a user application binding.

**User response:** See the log file.

---

**CTGAM0041E** The value *VALUE\_0* has already been assigned to the user:

**Explanation:** This error is displayed when the binding value is already assigned to another user.

**User response:** Change the binding value and try again.

---

**CTGAM0042E** There was an error updating attribute: *VALUE\_0* with value: *VALUE\_1*, Error message: *VALUE\_2*

**Explanation:** This error is displayed when the binding value is already assigned to another user.

**User response:** Change the binding value and try again.

---

**CTGAM0043E** There is an error when updating attribute, Error message: *VALUE\_0*

**Explanation:** See message.

**User response:** See the log file.

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**CTGAM0044E** This authorization code has already been used. Generate a new authorization code.

**Explanation:** This error is displayed when the authorization code provided is already used.

**User response:** Generate a new authorization code.

---

**CTGAM0046E** The software key is locked. Unlock the software key and try again.

**Explanation:** The software key might get locked because of various reasons.

**User response:** Unlock the user Wallet from AccessAdmin.

---

**CTGAM0047E** The secret question cannot be found.

**Explanation:** This error is displayed when IMS Server cannot find the secret question.

**User response:** Check with the system administrator.

---

**CTGAM0033E** An error occurred when processing your request.

**Explanation:** This error is displayed while processing your request. There can be several reasons that cause this error.

**User response:** See the *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*.

---

**CTGAM0049E** The OTP token cannot be reset. Enter *VALUE\_0* consecutive OTPs and try again.

**Explanation:** This error is displayed when the OTP token cannot be reset.

**User response:** Try to enter the last *number* of consecutive OTPs.

---

**CTGAM0050E** The OTP token cannot be reset. Try again.

**Explanation:** This is displayed when the OTP token cannot be reset.

**User response:** Try to enter the OTP token again.

---

**CTGAM0051E** The wallet was locked due to the number of incorrect attempts was exceeded.

**Explanation:** This error is displayed when you exceed the allowed number of failed logon attempts to the Wallet.

**User response:** Contact your Administrator.

---



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**CTGAM0052E** The user cannot perform self-service registration and bypass of second factor because of too many failed login attempts.

**Explanation:** This error is displayed when the logon attempts exceeded the number of permitted attempts.

**User response:** Try to enter the last *number* of consecutive OTPs.

---

**CTGAM0053E** The policy values are not valid. Load this policy again.

**Explanation:** See message.

**User response:** Load this policy again.

---

**CTGAM0054E** Your search query has exceeded the configured limit. Refine your search criteria.

**Explanation:** This error is displayed when the search query exceeds the configured limit. This limit is configured by your Administrator.

**User response:** Refine your search criteria.

---

**CTGAM0055E** Attribute look-up configuration is not correct

**Explanation:** This error is displayed when the attribute look-up configuration is not correct.

**User response:** See the logs for details. See the IMS Server SystemOut.log file for more details.

---

**CTGAM0056E** No user is found matching to the criteria.

**Explanation:** This error is displayed when there is no user matching the criteria.

**User response:** Enter a new search criteria to find the user who matches the conditions.

---

**CTGAM0057E** Configure ActiveCode-enabled authentication services for adding application bindings.

**Explanation:** This error is displayed when the ActiveCode-enabled authentication services are not configured for adding application bindings.

**User response:** Configure the ActiveCode-enabled authentication services.

---

**CTGAM0058E** There was an error when updating the enterprise directory. The configuration might be wrong.

**Explanation:** This error is displayed when you

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attempt to update the enterprise directory by using a wrong configuration.

**User response:** Correct the configuration before you attempt to update the enterprise directory.

---

**CTGAM0060E** There was an error when obtaining NetBIOS domain name. This might be due to incorrect Active Directory configuration in the corporate network. Logins that use a NetBIOS domain name are not supported for this domain.

**Explanation:** This error is displayed when the Active Directory configuration is wrong.

**User response:** Update the logins that use NetBIOS domain names.

---

**CTGAM0062E** There is an error deleting the generated authentication services.

**Explanation:** This error is displayed when you attempt to delete a generated authentication service.

**User response:** Stop the authentication service before deleting the generated authentication service.

---

**CTGAM0064E** There is an error saving the configuration keys.

**Explanation:** This error is displayed when you attempt to save the configuration keys.

**User response:** See the log files.

---

**CTGAM0065E** There is error deleting the current configuration.

**Explanation:** This error is displayed when you attempt to delete a configuration.

**User response:** See the log files.

---

**CTGAM0066E** There is an error deleting the forest configuration.

**Explanation:** This error is displayed when you attempt to delete a forest configuration.

**User response:** See the log files.

---

**CTGAM0071E** The enterprise directory ID already exists.

**Explanation:** This error is displayed when you attempt to create an enterprise directory using the enterprise directory ID that exists.

**User response:** Use a new enterprise directory ID.

---

**CTGAM0072E** The ActiveDirectory server name or domain name is empty.

**Explanation:** See message.

**User response:** Specify the ActiveDirectory server name or the domain name.

---

**CTGAM0073E** An error occurred when trying to reload the IMS Server. Verify the IMS Server logs for details.

**Explanation:** This error is displayed because of several reasons.

**User response:** See the IMS Server logs for details.

---

**CTGAM0074E** An error occurred when trying to start the IMS Server. Verify the IMS Server logs for details.

**Explanation:** This error is displayed because of several reasons.

**User response:** See the IMS Server logs for details.

---

**CTGAM0075E** An error occurred when trying to stop the IMS Server. Verify the IMS Server logs for details.

**Explanation:** This error is displayed because of several reasons.

**User response:** See the IMS Server logs for details.

---

**CTGAM0076E** There is an error provisioning the user. Verify the IMS Server logs for details.

**Explanation:** This error is displayed because of several reasons.

**User response:** Verify the IMS Server logs for details.

---

**CTGAM0077E** The user name or password is incorrect.

**Explanation:** This error is displayed when you enter a wrong user name or password.

**User response:** Specify the correct user name or password.

---

**CTGAM0078E** There is an error configuring the Active Directory. Verify the IMS Server logs for details.

**Explanation:** This error is displayed because of several reasons when configuring the Active Directory.

**User response:** See the IMS Server logs for details.

---

**CTGAM0079E** There is an error provisioning the initial Administrator. Verify the IMS Server logs for details.

**Explanation:** This error is displayed because of several reasons when trying to provision the initial Administrator.

**User response:** See the IMS Server logs for details.

---

**CTGAM0080E** The domain cannot be resolved.

**Explanation:** The domain name cannot be resolved.

**User response:** Specify the domain name again or verify the IMS Server logs for details.

---

**CTGAM0080E** The domain cannot be resolved.

**Explanation:** The domain name cannot be resolved.

**User response:** Specify the domain name again or verify the IMS Server logs for details.

---

**CTGAM0082E** This user has already been registered. Provide a different user name.

**Explanation:** This error is displayed when you attempt to register a new user. The user name exists.

**User response:** Provide a new user name.

---

**CTGAM0085E** Unable to verify the user registration status.

**Explanation:** This error is displayed when the registration status of a user cannot be verified.

**User response:** Try again or request Administrator to verify the IMS Server logs for details.

---

**CTGAM0087E** There is a problem while fetching the enterprise directory for verifying user credentials. Try again.

**Explanation:** This error is displayed when the IMS Server cannot fetch the user credentials.

**User response:** Try again later.

---

**CTGAM0088E** Either the user name and password do not match, or the user does not have sufficient privileges.

**Explanation:** This error is displayed because of several reasons.

**User response:** Check for the user privileges or enter the username and password.

---



---

**CTGAM0089E** There was a problem performing the search. Verify your search attribute configuration and try again.

**Explanation:** This error is displayed when the application cannot perform a search.

**User response:** Verify your search attribute configuration and try again.

---

**CTGAM0090E** No results were found matching your search criteria.

**Explanation:** This error is displayed when your search does not yield any results.

**User response:** Specify a different search criteria.

---

**CTGAM0091E** The user policy template cannot be applied to all the selected users. Try again.

**Explanation:** This error is displayed when your search does not yield any results.

**User response:** Specify a different search criteria.

---

**CTGAM0092E** No users are selected. Select users and try again.

**Explanation:** This error is displayed when you want to perform an operation without selecting any users.

**User response:** Select users and try again.

---

**CTGAM0093E** A user policy template is not selected. Select a template and try again.

**Explanation:** This error is displayed when you want to perform an operation on a policy template without selecting a policy template.

**User response:** Select user policy template and try again.

---

**CTGAM0094E** No User Policy is selected. Select a User Policy and try again.

**Explanation:** This error is displayed when you want to perform an operation on a user policy without selecting a user policy.

**User response:** Select a user policy and try again.

---

**CTGAM0095E** Error in applying policies to user(s).

**Explanation:** This error is displayed when you cannot apply policies to users.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM0096E No Machine Policy Template has been selected.**

**Explanation:** This error is displayed when you want to perform an operation without selecting a Machine Policy Template.

**User response:** Select a Machine Policy Template and try again.

---

**CTGAM0097E There is a problem when fetching the details for the selected machine.**

**Explanation:** This error is displayed because of several reasons.

**User response:** See the IMS Server logs for details.

---

**CTGAM0098E The template name already exists.**

**Explanation:** This error is displayed when you want to create a template name that already exists.

**User response:** Specify a new template name.

---

**CTGAM0099E A machine policy template was not selected. Select a machine policy template and try again.**

**Explanation:** This error is displayed when you want to perform an operation on a machine policy template but you did not select any machine policy template.

**User response:** Select machine policy template and try again.

---

**CTGAM0095E Error in applying policies to user(s).**

**Explanation:** This error is displayed when you cannot apply policies to users.

**User response:** See the IMS Server logs for details.

---

**CTGAM0101E No machines were selected. Select machines and try again.**

**Explanation:** This error is displayed when you want to perform an operation on machines, however you have not selected any machines.

**User response:** Select machines and try again.

---

**CTGAM0102E The machine cannot be deleted. See the IMS Server log for details.**

**Explanation:** This error is displayed when you want to delete a machine.

**User response:** See the IMS Server logs for details.

---



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**CTGAM0103E The machine policy template cannot be created. See the log for more details.**

**Explanation:** This error is displayed when you want to delete a machine policy template.

**User response:** See the IMS Server logs for details.

---

**CTGAM0104E The machine policy template cannot be updated. See the log for more details.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM0105E The machine policy template cannot be deleted. See the log for more details.**

**Explanation:** This error is displayed when you want to delete a machine policy template.

**User response:** See the log for more details.

---

**CTGAM0106E The log-signing feature is not enabled. See the IMS Configuration Utility.**

**Explanation:** See message.

**User response:** See the IMS Configuration Utility.

---

**CTGAM0107E The IMS Server configuration file (IMS.xml) does not exist in the specified path.**

**Explanation:** This error is displayed when the *IMS.xml* file is not found in the <WAS\_Profile>/config/tamesso/config directory.

**User response:** Check if the *IMS.xml* file exists in the <WAS\_Profile>/config/tamesso/config directory.

---

**CTGAM0108E The AccessAssistant/WebWorkPlace configuration file (*accessAnywhere.properties*) does not exist in the specified path.**

**Explanation:** This error is displayed when the *accessAnywhere.properties* file is not found in the specified path.

**User response:** See the <file> and specify the correct location for the *accessAnywhere.properties* file or copy the *accessAnywhere.properties* to the correct location.

---

**CTGAM0111E Incorrect master password.**

**Explanation:** This error is displayed when the master password provided is wrong.

**User response:** Provide the correct master password.

---



---

**CTGAM0112E Validation error**

**Explanation:** The information you provided is not valid during validation.

**User response:** Provide the valid inputs.

---

**CTGAM0113E Unable to create the new enterprise directory: *VALUE\_0***

**Explanation:** This error is displayed when you attempt to create a new enterprise directory.

**User response:** See the documentation for the enterprise directory by using the reference number displayed.

---

**CTGAM0114E Unable to create a new enterprise directory.**

**Explanation:** This error is displayed when you attempt to create a new enterprise directory.

**User response:** See the documentation for the enterprise directory and resolve the issue.

---

**CTGAM0118E Unable to update the connector information for: *VALUE\_0*; *VALUE\_1***

**Explanation:** This error is displayed when you cannot update the connector information.

**User response:** See the IMS Server logs for details.

---

**CTGAM0119E Unable to create the authentication services for: *VALUE\_0*; *VALUE\_1***

**Explanation:** This error is displayed when you cannot create authentication services..

**User response:** See the IMS Server logs for details.

---

**CTGAM0120E Unable to update the enterprise directory: *VALUE\_0*; *VALUE\_1***

**Explanation:** This error is displayed when you attempt to delete the Active Directory domain.

**User response:** Contact Administrator.

---

**CTGAM0121E Unable to set the Application Deployment Type: *VALUE\_0***

**Explanation:** This error appears when you cannot set the Application Deployment Type.

**User response:** Contact Administrator.

---

**CTGAM0122E Unable to obtain a NetBIOS domain for the DNS domain: *VALUE\_0*, Error message: *VALUE\_1***

**Explanation:** This error is displayed when you cannot

obtain the NetBIOS domain for the DNS domain <domain name>.

**User response:** See message.

---

**CTGAM0125E Select an authentication service.**

**Explanation:** This error is displayed to prompt you to select an authentication service.

**User response:** See message.

---

**CTGAM0126E Enter a user name.**

**Explanation:** This error is displayed when you forget to enter the user name.

**User response:** Enter the user name.

---

**CTGAM0130E Unable to provision initial administrator:**

**Explanation:** This error is displayed when you cannot provision initial administrator.

**User response:** See the IMS Server logs for details.

---

**CTGAM0131E The submitted authorization request code is not valid. Verify and submit again.**

**Explanation:** This error is displayed when the authorization request code is not valid.

**User response:** Verify the authorization request code and submit again.

---

**CTGAM0132E The time period submitted is not a valid value. Verify and submit again.**

**Explanation:** This error is displayed when the time period you submitted is not valid.

**User response:** Verify the time period and submit again.

---

**CTGAM0133E The operation failed due to bad input parameters. Verify the parameters and try again.**

**Explanation:** This error is displayed when the authorization request code you submitted is not valid.

**User response:** Verify the authorization request code and submit again.

---

**CTGAM0134E The authorization code cannot be generated because of invalid data entry.**

**Explanation:** This error is displayed when the authorization request code you submitted is not valid.

**User response:** Verify the authorization request code and submit again.

---

**CTGAM0135E** The operation failed because your session has timed out. Try again.

**Explanation:** This error is displayed when you take more time or your connection time out setting is too low.

**User response:** Try again or increase the connection time out setting.

---

**CTGAM0136E** Enter a valid email address.

**Explanation:** You submitted an email address that is not valid.

**User response:** Enter a valid mail address.

---

**CTGAM0137E** No unassigned tokens available

**Explanation:** This error is displayed when all the tokens are assigned and no new tokens are available.

**User response:** Contact your Administrator.

---

**CTGAM0138E** The JDBC provider name already exists

**Explanation:** The JDBC provider name that you are trying to create already exists.

**User response:** Create a new JDBC connection with a different name.

---

**CTGAM0139E** The data source name already exists

**Explanation:** The data source name that you are trying to create already exists.

**User response:** Create a new data source with a different name.

---

**CTGAM0140E** The JNDI name already exists

**Explanation:** The JNDI name that you are trying to create already exists.

**User response:** Create a new JNDI connection with a different name.

---

**CTGAM0141E** The AAS - J2C authentication data alias already exists

**Explanation:** The AAS - J2C authentication data alias that you are trying to create already exists.

**User response:** Create a AAS - J2C authentication data alias source with a different name.

---

**CTGAM0142E** Unable to access the specified Root CA

**Explanation:** The AAS - J2C authentication data alias that you are trying to create already exists.

---

**User response:** Create a AAS - J2C authentication data alias source with a different name.

---

**CTGAM0143E** Values for HTTP and HTTPS port number are required

**Explanation:** You have not specified the values for the HTTP and HTTPS port numbers.

**User response:** Specify the values for the HTTP and HTTPS port numbers.

---

**CTGAM0144E** Unable to See the specified HTTP and HTTPS port

**Explanation:** The HTTP and HTTPS port numbers specified cannot be checked.

**User response:** Verify the values for the HTTP and HTTPS port numbers. Check if these ports are already assigned to a different application.

---

**CTGAM0145E** The HTTP and HTTPS port specified already exists

**Explanation:** The HTTP and HTTPS port numbers specified already exist.

**User response:** Specify new values for the HTTP and HTTPS port numbers.

---

**CTGAM0146E** Invalid port number

**Explanation:** The specified HTTP and HTTPS port numbers are not valid.

**User response:** Specify valid values for the HTTP and HTTPS port numbers.

---

**CTGAM0147E** Port number for HTTP and HTTPS cannot be the same

**Explanation:** You cannot specify the same number for the HTTP and HTTPS ports.

**User response:** Specify different values for the HTTP and HTTPS ports.

---

**CTGAM0148E** The port number specified does not exist on WAS

**Explanation:** You have specified the HTTP and HTTPS port numbers that do not exist on the WebSphere Application Server.

**User response:** The specified HTTP and HTTPS port numbers do not exist on the WebSphere Application Server.

---

---

**CTGAM0149E** An error occurred when creating WAS data source.

**Explanation:** This error message is displayed because of several reasons.

**User response:** See the IMS Server logs for details.

---

**CTGAM0150E** An error occurred when creating the database and user.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM0151E** An error occurred when generating the new database user.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM0152E** An error occurred when copying configuration files.

**Explanation:** Some of the reasons include insufficient file permissions and low disk space.

**User response:** See the IMS Server SystemOut.log file for more details.

---

**CTGAM0153E** Connection Failed! The connection settings cannot be verified. Try again.

**Explanation:** See message.

**User response:** Try again or contact administrator.

---

**CTGAM0154E** Database already exists! The specified database already exists. Provide a new database name that does not exist.

**Explanation:** The database was not created because the name you specified exists.

**User response:** Provide a new database name.

---

**CTGAM0155E** Provide an entry for Database name.

**Explanation:** The error message is displayed when you have not specified the Database name.

**User response:** See message.

---

**CTGAM0156E** Provide an entry for Database hostname.

**Explanation:** This message is displayed when there is no value specified for the Database hostname.

**User response:** Specify the value for the Database hostname.

---



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**CTGAM0157E** Provide an entry for Database instance.

**Explanation:** This message is displayed when there is no value specified for the Database instance.

**User response:** Specify the value for the Database instance.

---

**CTGAM0158E** Provide an entry for Database port.

**Explanation:** This message is displayed when there is no value specified for the Database port.

**User response:** Specify the value for the Database port.

---

**CTGAM0159E** Provide an entry for Administrator password.

**Explanation:** This message is displayed when there is no value specified for the Administrator password.

**User response:** Specify the value for the Administrator password.

---

**CTGAM0160E** Provide an entry for Administrator user name.

**Explanation:** This message is displayed when there is no value specified for the Administrator user name.

**User response:** Specify the value for the Administrator user name.

---

**CTGAM0161E** Incorrect Database Collation! The database must use a case-sensitive collation (such as SQL\_Latin1\_General\_CP1\_CS\_AS).

**Explanation:** This message is displayed when the Database collation is not correct.

**User response:** Ensure that the database has correct collation.

---

**CTGAM0162E** Insufficient Privilege! The user name does not have the privilege to create the database. Provide a database administrator username and password.

**Explanation:** This message is displayed when you do not have the sufficient privileges to create the database.

**User response:** Contact your Administrator and request for the required privilege and create a database.

---

**CTGAM0163E** Database name contains an invalid character '!.

**Explanation:** The message is displayed when there is no value specified for the Database instance.

---



**User response:** Specify the value for the Database instance.

---

**CTGAM0164E Username and password cannot be verified. Log in to the database server failed, provide a valid database host name, administrator user name and password.**

**Explanation:** This message is displayed when the user name and password cannot be verified.

**User response:** Specify a valid database host name, administrator user name, and password.

---

**CTGAM0165E Database hostname must be the actual hostname and not the IP address of the database.**

**Explanation:** This message is displayed when the IP address of the database is specified instead of the actual hostname value.

**User response:** Specify the actual host name instead of the IP address of the database.

---

**CTGAM0166E Database port number must be an integer.**

**Explanation:** This message is displayed when the value specified for the Database port number is not an integer.

**User response:** Specify an integer value for the database port number.

---

**CTGAM0167E IMS Server KeyStore already exists, but some certificates are missing.**

**Explanation:** This message is displayed when configuring the IMS Server. It occurs when the certificates are missing although the IMS Server keystore is available.

**User response:** Contact your Administrator.

---

**CTGAM0168E An error occurred when accessing the IMS Server KeyStore.**

**Explanation:** This message is displayed when the IMS Server keystore is not accessible.

**User response:** See the IMS Server SystemOut.log file.

---

**CTGAM0169E IMS Server KeyStore setup failed.**

**Explanation:** The message is displayed when the IMS Server cannot set up the keystore.

**User response:** See the SystemOut.log file.

---

**CTGAM0170E Adding ports to WAS failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM0171E Failed to set the IMS Server runtime URL**

**Explanation:** This message is displayed when the IMS Server cannot set the runtime URL.

**User response:** See the IMS Server logs for details.

---

**CTGAM0172E Failed to upload IMS Server Soft CA**

**Explanation:** This message is displayed when the IMS Server Soft Certificate Authority cannot be uploaded.

**User response:** See the IMS Server logs for details.

---

**CTGAM0176E At least one user DN must be defined**

**Explanation:** This message is displayed when DN values are not specified.

**User response:** Specify at least one user DN value.

---

**CTGAM0177E Error in uploading system data.**

**Explanation:** This message is displayed when an error occurs while uploading the system data.

**User response:** See the IMS Server logs for details.

---

**CTGAM0178E System data must be in XML format.**

**Explanation:** This message is displayed when the system data is specified in a non-XML format.

**User response:** See message.

---

**CTGAM0179E An error occurred during upgrade. Verify the log for details about the error.**

**Explanation:** This message is displayed because of several reasons during an IMS Server upgrade.

**User response:** See the log file.

---

**CTGAM0200E The previous installation is not valid.**

**Explanation:** This message is displayed when the previous installation is not valid.

**User response:** Ensure that you are pointing the IMS Server to a valid previous installation folder.

---

**CTGAM0201E An error occurred during configuration. Verify the log for details about the error.**

**Explanation:** This message is displayed when there is an unknown error while configuring the IMS Server.

**User response:** See the log file.

---

**CTGAM0202E Domain name cannot be empty.**

**Explanation:** This message is displayed when you have not specified the domain name value.

**User response:** Specify a domain name value.

---

**CTGAM0203E User name cannot be empty.**

**Explanation:** This message is displayed when the user name value is not specified.

**User response:** Specify a user name.

---

**CTGAM0204E Do not leave the fields blank. Enter a value.**

**Explanation:** This message is displayed when some fields are empty.

**User response:** Specify a value.

---

**CTGAM0205E There are too many results to display.  
Provide specific search criteria to narrow  
down the search results.**

**Explanation:** This message is displayed when the search criteria displays more results than the permitted number of values.

**User response:** Enter a specific search criteria to narrow down the search.

---

**CTGAM0206E The input file is not valid.**

**Explanation:** This message is displayed when you provide an input file that is not valid.

**User response:** Provide a valid input file.

---

**CTGAM0207E IMS data source JNDI key is missing  
in ims.xml.**

**Explanation:** This message is displayed when the IMS data source JNDI key is missing in the `ims.xml` file.

**User response:** Specify the IMS data source JNDI key in the `ims.xml` file.

---

**CTGAM0208E IMS data source JNDI key does not  
exist in WAS.**

**Explanation:** This message is displayed when the IMS data source JNDI key does not exist in the WebSphere Application Server.

**User response:** Ensure that the IMS Server is configured successfully and the IMS data source JNDI key is created.

---

**CTGAM0209E Exporting IMS configuration files  
failed.**

**Explanation:** This message is displayed when the IMS Server cannot export the IMS Server configuration files. For example, the disk space might not be sufficient.

**User response:** See the `SystemOut.log` file for the exception details.

---

**CTGAM0210E IMS data source cleanup failed.**

**Explanation:** This message is displayed when the IMS Server cannot clean up the data source.

**User response:** See the `SystemOut.log` file for more details.

---

**CTGAM0211E Importing IMS configuration files  
failed.**

**Explanation:** This message is displayed when the IMS Server cannot import the IMS Server configuration files. This might be caused by insufficient disk space or insufficient disk privileges.

**User response:** See the `SystemOut.log` file for more details.

---

**CTGAM0212E Saving `ims.properties` failed.**

**Explanation:** This message is displayed when the IMS Server cannot save the `ims.properties` file.

**User response:** See the IMS Server logs for details.

---

**CTGAM0213E Unable to see the SSL Certificate in  
the exported keystore**

**Explanation:** This message is displayed when the IMS Server cannot see the SSL Certificate in the exported KeyStore.

**User response:** See the `SystemOut.log` file for more details.

---

**CTGAM0214E Unable to find the SSL Certificate in  
the exported keystore**

**Explanation:** This message is displayed when the IMS Server cannot locate the SSL Certificate in the exported KeyStore.

**User response:** You can export from the original IMS Server and import to the target IMS Server again.

---

**CTGAM0215E Unable to delete existing IMS  
KeyStore**

**Explanation:** This message is displayed when the IMS Server cannot delete the existing IMS KeyStore.

**User response:** See the `SystemOut.log` file for more details.

---

**CTGAM0216E Unable to get the IHS keystore scope.**

**Explanation:** This message is displayed when the IMS Server cannot get the IBM HTTP Server keystore scope.

**User response:** See the SystemOut.log file for more details.

---

**CTGAM0217E Failed to export the SSL Certificate**

**Explanation:** This message is displayed when the IMS Server cannot export the SSL Certificate.

**User response:** See the IMS Server logs for details.

---

**CTGAM0218E Failed to export IMS Certificates**

**Explanation:** This message is displayed when the IMS Server fails to export the IMS Certificates.

**User response:** See the IMS Server logs for details.

---

**CTGAM0219E Failed to store the keystore in the archive**

**Explanation:** This message is displayed when the IMS Server fails to store the keystore in the archive.

**User response:** See the IMS Server logs for details.

---

**CTGAM0220E Unable to export the Root CA**

**Explanation:** This message is displayed when the IMS Server cannot export the Root Certificate Authority.

**User response:** See the IMS Server logs for details.

---

**CTGAM0221E Failed to import the SSL certificate**

**Explanation:** This message is displayed when the IMS Server fails to import the SSL Certificate.

**User response:** See the IMS Server SystemOut.log file.

---

**CTGAM0222E Failed to import IMS Certificates**

**Explanation:** This message is displayed when the IMS Server fails to import the IMS Server certificates.

**User response:** See the IMS Server SystemOut.log file.

---

**CTGAM0223E Failed to import the Root CA**

**Explanation:** This message is displayed when the IMS Server fails to import the Root CA.

**User response:** See the IMS Server SystemOut.log file.

---

**CTGAM0224E Unable to update client keystore or truststore**

**Explanation:** This message is displayed when the IMS Server cannot update the client keystore or truststore.

**User response:** See the IMS Server logs for details.

---

**CTGAM0225E Failed to initialize the keystore export operations**

**Explanation:** This message is displayed when the IMS Server cannot initialize the keystore export operations.

**User response:** See the SystemOut.log file.

---

**CTGAM0226E Failed to initialize the keystore import operations**

**Explanation:** This message is displayed when the IMS Server fails to initialize the keystore import operation.

**User response:** See the SystemOut.log file.

---

**CTGAM0227E Failed creating repository:**

**Explanation:** This message is displayed when the IMS Server fails to create a repository.

**User response:** See the SystemOut.log file for more details.

---

**CTGAM0228E Failed updating repository**

**Explanation:** This message is displayed when the IMS Server fails to update the repository.

**User response:** See the SystemOut.log file for more details.

---

**CTGAM0229E Repository already exists**

**Explanation:** This message is displayed when the IMS Server attempts to create a repository configuration but the repository exists.

**User response:** Use the IMS Configuration Utility to see the list of configured enterprise directory repositories. If a similar repository exists, delete the repository configuration. You can also see the WebSphere Application Server administrative console if there are additional similar repositories. If there is another repository with similar details, delete the repository configuration.

---

**CTGAM0230E Bind user name or password not valid**

**Explanation:** This message is displayed when the IMS Server attempts to bind user name and password that are not valid.

**User response:** Specify a valid user name or password for the bind.

---

**CTGAM0231E Unable to resolve host specified**

**Explanation:** This message is displayed when the IMS Server cannot resolve the host specified.

**User response:** Ensure that the host name resolution is set up through a DNS or a hosts file correctly.

---

**CTGAM0232E Connection refused, host, or port not valid**

**Explanation:** This message is displayed when the IMS Server connection fails either because of a wrong host or port name.

**User response:** Specify valid host or port information.

---

**CTGAM0233E Base entry already exists in other repository**

**Explanation:** This message is displayed when the IMS Server attempts to create a base entry that exists in another repository.

**User response:** Check whether the base distinguished name is already used in another configured repository.

---

**CTGAM0234E Attribute name is not supported**

**Explanation:** This message is displayed when an Attribute name not supported by the IMS Server is used.

**User response:** Specify a supported attribute name.

---

**CTGAM0235E Unknown error, see log for details**

**Explanation:** This message is displayed when the reason for the error is not known.

**User response:** See the log file to determine more details about the error.

---

**CTGAM0236E The value entered is not a valid LDAP name**

**Explanation:** This message is displayed when the LDAP name entered is not valid.

**User response:** Specify a valid LDAP name.

---

**CTGAM0237E Unable to connect to host specified**

**Explanation:** This message is displayed when the IMS Server cannot connect to the specified host.

**User response:** Ensure that the host name resolution is set up correctly. Test the connection between the host. You can also ensure that the firewall is configured correctly and is not blocking any connections.

---

**CTGAM0238E At least one user attribute name must be provided**

**Explanation:** This message is displayed when there are no user attributes are provided.

**User response:** Specify at least one attribute name.

---

**CTGAM0239E At least one base user distinguished name must be provided**

**Explanation:** This message is displayed when the IMS Server base user distinguished names are not provided.

**User response:** Specify at least one base user distinguished name.

---

**CTGAM0240E Cannot construct base distinguished name from bind distinguished name, please go to the advanced view to edit**

**Explanation:** This message is displayed when the IMS Server cannot connect to the specified host.

**User response:** Edit the base distinguished name from advanced view.

---

**CTGAM0241E Cannot write enterprise directory entries to database**

**Explanation:** This message is displayed when the IMS Server cannot write enterprise directory entries into the database.

**User response:** See the IMS Server logs to see whether the database connection is available.

---

**CTGAM0242E Not a valid domain name**

**Explanation:** This message is displayed when the domain name specified is not valid.

**User response:** Specify a valid domain name.

---

**CTGAM0243E User exists but verification fail, either password is wrong, password expired, or user is disabled**

**Explanation:** This message is displayed when the user credentials are wrong for an existing user.

**User response:** Check whether the user is disabled or the password has expired. Check whether you entered the correct password.

---

**CTGAM0244E User does not exist**

**Explanation:** This message is displayed when the specified user does not exist.

**User response:** Contact your Administrator.

---

---

**CTGAM0245E Multiple user found**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM0246E Code format is not valid**

**Explanation:** See message.

**User response:** Specify a valid code format.

---

**CTGAM0247E Failed to create a local data source for uploading.**

**Explanation:** See message.

**User response:** See the SystemOut.log file for more details.

---

**CTGAM0248E Error cleanup enterprise directory db entry**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAM0249E Error uploading IMS configuration file.**

**Explanation:** See message.

**User response:** See the SystemOut.log file for more details.

---

**CTGAM0250E Path to client keystore/truststore is invalid.**

**Explanation:** This message is displayed when you provide a wrong path to the keystore or truststore is provided.

**User response:** Specify a valid path to the client keystore or truststore.

---

**CTGAM0251E Failed to import enterprise directories.**

**Explanation:** This message is displayed when the IMS Server fails to import the enterprise directories.

**User response:** Contact your Administrator.

---

**CTGAM0252E Failed to export enterprise directories.**

**Explanation:** This message is displayed when the IMS Server cannot export enterprise directories.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM0253E Unable to access the specified IHS SSL key.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM0254E Failed to upgrade IMS database.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAM0255E Unable to backup database information.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAM0256E Unable to backup keystore information.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAM0257E Unable to sync nodes. Check if node agents are running.**

**Explanation:** See message.

**User response:** Verify if the node agents are running.

---

**CTGAM0258E User name cannot contain ".**

**Explanation:** See message.

**User response:** Remove the quotes (") from the user name.

---

**CTGAM0259E User name cannot start with number.**

**Explanation:** See message.

**User response:** Specify another username that does not start with a number.

---

**CTGAM0260E The installation directory is not valid.**

**Explanation:** See message.

**User response:** Specify a valid installation directory.

---

**CTGAM0261E An error occurred while deleting IHS information.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---



---

**CTGAM0262E** An error occurred while adding IHS information.

**Explanation:** See message.

**User response:** Contact your System Administrator.

---

**CTGAM0263E** The IMS configuration JAR file provided is not valid or corrupted.

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAM0264E** The specified database does not meet all the ISAM ESSO database requirements.

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAM0265E** The base distinguished name entry is not valid. Please go to advanced view to fix this.

**Explanation:** This message is displayed when you specify a wrong base distinguished name entry.

**User response:** Edit the base distinguished name entry in the advanced view.

---

**CTGAM0266E** The database server is not reachable.

**Explanation:** This message is displayed when the database server is not reachable.

**User response:** Contact your Administrator.

---

**CTGAM0267E** The enterprise directory server is not reachable.

**Explanation:** This message is displayed when the enterprise directory server is not reachable.

**User response:** Contact your Administrator.

---

**CTGAM0268E** Cannot find IBM HTTP server. Please configure webserver and try again.

**Explanation:** This message is displayed when the IMS Server cannot detect the IBM HTTP Server.

**User response:** See message.

---

**CTGAM0269E** Connection to 'TIM AD Adapter' refused by the server. Host or port information is not valid.

**Explanation:** This message is displayed when the IMS Server connection to a TIM AD Adapter fails because the host or port information is not valid.

**User response:** Specify valid host or port information.

---



---

**CTGAM0270E** Simple authentication to TIM AD Adapter failed. User name or password is wrong.

**Explanation:** This message is displayed when the simple authentication to TIM AD Adapter fails because of wrong user name or password.

**User response:** Specify the correct user name and password.

---

**CTGAM0271E** Specify the Domain Name and NetBIOS Name.

**Explanation:** This message is displayed when the Domain name and the NetBIOS Name are not specified.

**User response:** Provide the Domain name and the NetBIOS Name.

---

**CTGAM5003E** Pending SOCI is renewable.

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAM5004E** Unexpected fatal error occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5005E** Unexpected warning occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5006E** Transient failure occurred on server.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5007E** Not initialized.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5008E** Bad configuration occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5009E** Mail System error occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM5010E The session is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5011E The session is not valid: IP address has changed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5012E The session is not valid: inactivity timeout.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5013E The session is not valid: forced timeout.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5014E Access denied.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5015E The attribute name is not valid.**

**Explanation:** See message.

**User response:** Specify a valid value for attribute name.

---

**CTGAM5016E Login is not valid: Bad login ID or password.**

**Explanation:** See message.

**User response:** Specify a valid login ID and password.

---

**CTGAM5017E Login is not valid: IMS certificate is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5018E Login is not valid: Certificate cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---



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**CTGAM5019E Login is not valid: Bad authentication code.**

**Explanation:** See message.

**User response:** Specify the correct authentication code. Verify the IMS Server logs for details.

---

**CTGAM5020E Login is not valid: Clients IP address is missing.**

**Explanation:** See message.

**User response:** Specify the correct value for the client IP address. See the IMS Server logs for details.

---

**CTGAM5021E Login is not valid: Bad access code.**

**Explanation:** See message.

**User response:** Provide the correct access code. See the IMS Server logs for details.

---

**CTGAM5023E Passcode login is incorrect.**

**Explanation:** See message.

**User response:** Specify the correct passcode login. See the IMS Server logs for details.

---

**CTGAM5024E Certificate is not renewable.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5025E User is revoked.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5026E Incorrect login: account is disabled.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5027E User is disabled.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5028E User is registered.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM5029E** User is not registered.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5030E** The user role is not valid.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5031E** Passcode synchronization is not enabled.

**Explanation:** See message.

**User response:** Enable passcode synchronization. See the IMS Server logs for details.

---

**CTGAM5032E** The SOCI ID is not valid.

**Explanation:** See message.

**User response:** Specify a valid SOCI ID. See the IMS Server logs for details.

---

**CTGAM5034E** Wrong passcode.

**Explanation:** See message.

**User response:** Specify the correct passcode. See the IMS Server logs for details.

---

**CTGAM5035E** The SOCI type is not valid.

**Explanation:** See message.

**User response:** Specify a valid SOCI type. See the IMS Server logs for details.

---

**CTGAM5036E** Duplicate is not allowed by MN policy.

**Explanation:** See message.

**User response:** Remove the duplicate value. See the IMS Server logs for details.

---

**CTGAM5040E** Application user name is already bound.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5041E** SOCI has already been registered: certificate found.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

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**CTGAM5042E** SOCI has already been registered: no certificate found.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5043E** SOCI type has already been registered.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5044E** Application binding is disabled.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5045E** The application binding status is not valid.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5046E** The session property is not valid.

**Explanation:** See message.

**User response:** Specify a valid session property. See the IMS Server logs for details.

---

**CTGAM5047E** The session is not valid: unknown error occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5048E** Service is not supported.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5049E** Bad input parameters.

**Explanation:** See message.

**User response:** Specify valid input parameters. See the IMS Server logs for details.

---

**CTGAM5050E** Data cannot be found.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

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**CTGAM5051E No record is deleted.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5056E Contract is not known.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5057E Contract is not specified.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5058E Contract version is not supported.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5059E The user data format is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5060E CSK cannot be interpreted.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5061E CSK decryption error occurred.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5062E CSK cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5063E Access is not sufficient.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5064E Certificate cannot be issued successfully.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

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**CTGAM5065E Biometric shared secret between IMS Server and AccessAgent is not initialized.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5066E No biometric authentication providers is configured.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5067E Unexpected error occurred.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5068E Biometric template data is corrupted.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5069E Illegal biometric data item.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5070E Biometric authentication name is corrupted.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5071E The biometric login is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5072E Missing biometric shared key.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5073E Biometric signature has already been registered.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM5074E** The fingerprint login is not valid.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5075E** Datastore exception occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5076E** Datastore entry is corrupted.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5077E** SQL query is not correct.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5078E** RDB exception occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5079E** Duplicate key found.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5080E** Value is too large.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5081E** Entry cannot be found.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5082E** Foreign key conflict occurred.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5084E** The ActiveCode is not valid.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM5085E** The password is not valid.

**Explanation:** See message.

**User response:** Set a valid password.

---

**CTGAM5086E** The IP address of the client computer is not valid.

**Explanation:** See message.

**User response:** Specify a valid IP address for the client computer

---

**CTGAM5087E** Server to server authentication failed.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5088E** The user name is not valid.

**Explanation:** See message.

**User response:** Provide a valid user name.

---

**CTGAM5089E** Key index out of bounds.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5090E** User name is not unique.

**Explanation:** See message.

**User response:** Specify a unique user name.

---

**CTGAM5091E** ActiveCode initialization failed.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5092E** ActiveCode initialization failed.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5093E** Secure channel is required but not available.

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5094E** The ActiveCode is not valid.

**Explanation:** See message.

**User response:** Specify a valid ActiveCode.

---

---

**CTGAM5095E The user name is not valid.**

**Explanation:** See message.

**User response:** Specify a valid user name.

---

**CTGAM5096E ActiveCode data decryption failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5097E ActiveCode data encryption failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5098E The ActiveCode account is locked.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5099E Unable to determine when  
ActiveCode account was locked.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5100E Database error.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5101E The Mobile ActiveCode preference is  
not valid.**

**Explanation:** See message.

**User response:** Specify a valid mobile ActiveCode preference.

---

**CTGAM5102E Mobile ActiveCode expired.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5103E The application password is not valid.**

**Explanation:** See message.

**User response:** Specify a valid application password.

---

**CTGAM5104E The Mobile ActiveCode request  
method is not valid.**

**Explanation:** See message.

**User response:** Use a valid Mobile ActiveCode request method.

---



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**CTGAM5105E The Network Access Server ID is not  
valid.**

**Explanation:** See message.

**User response:** Specify a valid Network Access Server ID.

---

**CTGAM5106E ActiveCode character sets not found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5107E ActiveCode algorithm not supported.**

**Explanation:** See message.

**User response:** Use an ActiveCode algorithm that is supported.

---

**CTGAM5108E ActiveCode is not enabled for  
authentication service.**

**Explanation:** See message.

**User response:** Contact your Administrator

---

**CTGAM5109E ActiveCode is disabled.**

**Explanation:** See message.

**User response:** Contact your System Administrator.

---

**CTGAM5110E The user secret is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5111E ActiveCode bypass failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5112E Error parsing ActiveCode.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5115E LDAP exception occurred.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5116E The Connector is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM5117E Access denied to connector.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5118E Connector failed to connect to external application.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5119E Deprovisioning is not supported.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5120E Deprovisioning action is not supported.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5121E The Deprovisioning status is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5122E Search count limit exceeded.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5123E Policy data cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5124E Policy data is corrupted.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5125E Policy is not defined.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5126E The policy value is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---



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**CTGAM5127E The Policy value storage type is not valid.**

**Explanation:** See message.

**User response:** Set a valid policy value storage type.

---

**CTGAM5128E The policy definition is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5129E The policy is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5130E Policy template is not defined.**

**Explanation:** See message.

**User response:** Define the policy template.

---

**CTGAM5131E The policy template is not valid.**

**Explanation:** See message.

**User response:** Use a valid policy template.

---

**CTGAM5132E Default policy template cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5133E Policy template assignment cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5134E The policy resolution query is not valid.**

**Explanation:** See message.

**User response:** Use a valid policy resolution query.

---

**CTGAM5136E Unknown policy definition.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5137E The backup key activation request code is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM5138E Multiple backup secrets found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5139E The Mobile ActiveCode message is not valid.**

**Explanation:** See message.

**User response:** Specify a valid Mobile ActiveCode message.

---

**CTGAM5140E The message connector is not valid.**

**Explanation:** See message.

**User response:** Use a valid message connector.

---

**CTGAM5141E Message connector disabled.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5142E Message connector failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5143E Message connector configuration is not valid.**

**Explanation:** See message.

**User response:** Provide the valid Message connector configuration.

---

**CTGAM5144E The email or phone number is not valid.**

**Explanation:** See message.

**User response:** Specify a valid email or phone number.

---

**CTGAM5145E Metadata parsing exception occurred.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5146E Metadata cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---



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**CTGAM5147E Metadata snapshot cannot be obtained.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5148E Metadata key cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5149E Metadata section cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5150E Metadata group cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5151E Metadata group does not have keys.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5152E The metadata key value is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5153E Metadata attribute cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5154E Login to syslog failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5155E Log files have been tampered.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5156E Log files might be tampered.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

---

**CTGAM5157E The keystore is not valid.**

**Explanation:** See message.

**User response:** Specify a valid keystore.

---

**CTGAM5158E Cryptographic failed.**

**Explanation:** This error is displayed because of an unsupported encoding.

**User response:** See the SystemOut.log file.

---

**CTGAM5159E Encryption failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5160E Decryption failed.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5161E Missing reset symmetric key.**

**Explanation:** The error is displayed when the system reset key is not specified in the ims.xml file.

**User response:** See the SystemOut.log file.

---

**CTGAM5162E SOCI is not revoked.**

**Explanation:** See message.

**User response:** See the SystemOut.log file.

---

**CTGAM5163E Unknown authentication service.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5164E Unknown account data template.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5165E Unknown account data item template.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5166E Authentication service has already been defined.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---



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**CTGAM5167E The authentication service is not valid.**

**Explanation:** See message.

**User response:** Provide a valid authentication service.

---

**CTGAM5168E The account data template is not valid.**

**Explanation:** See message.

**User response:** Provide a valid account data template.

---

**CTGAM5169E The account data item template is not valid.**

**Explanation:** See message.

**User response:** Enter a valid account data item template.

---

**CTGAM5170E Mismatched account data template.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5171E Unknown authentication mechanism.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5172E Unsupported authentication mechanism.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5173E Unknown data storage template.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5174E Provisioning certificate already exists.**

**Explanation:** This message is displayed when a provisioning certificate exists for a registered user.

**User response:** No action is required.

---

**CTGAM5175E Wallet ID already exists.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---



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**CTGAM5176E Account already exists.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5177E Account cannot be found.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5178E User name is not valid.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAM5179E Too many unsuccessful attempts  
when entering your credentials. Contact  
Helpdesk.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAN0001E Enter your user name.**

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0002E The user name you entered is already  
registered with the IMS Server. Enter a  
different user name or contact your  
Helpdesk.**

**Explanation:** You entered a user name that is already registered with the IMS Server.

**User response:** Specify a different user name or contact your Helpdesk.

---

**CTGAN0003E The information you entered for  
identity verification was rejected. Before  
you try again, See the status of Caps  
Lock key. Ensure that the characters are  
entered in the correct case.**

**Explanation:** You have entered information that is not valid for verifying your identity.

**User response:** Specify the characters in the correct case.

---

**CTGAN0004E Select a question.**

**Explanation:** See message.

**User response:** See message.

---



---

**CTGAN0005E Answer the mandatory question.**

**Explanation:** You have not answered a mandatory question.

**User response:** Review the form and answer the mandatory question.

---

**CTGAN0006E Answer all the questions.**

**Explanation:** You have not answered all the questions.

**User response:** Provide answers for all the questions.

---

**CTGAN0007E Do not select the same question twice.**

**Explanation:** You have selected the same question twice.

**User response:** See message.

---

**CTGAN0008E Enter an answer for the question you  
selected.**

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0009E Enter your ISAM ESSO password.**

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0010E The new passwords you entered does  
not match. Enter same password in both  
the fields.**

**Explanation:** You entered two different passwords.

**User response:** See message.

---

**CTGAN0011E Enter a new password that satisfies all  
the password policy requirements.**

**Explanation:** The password that you provided does not meet the password policy requirements.

**User response:** Specify a new password.

---

**CTGAN0012E Enter a new answer that meets all the  
policy requirements.**

**Explanation:** The current answer you provided does not meet the policy requirements.

**User response:** Read the policy requirements and specify a new answer that satisfies the policy requirements.

---

---

**CTGAN0013E** The user name you entered is not registered with the IMS Server. Enter a different user name or contact your Helpdesk.

**Explanation:** The user name is not registered with the IMS Server.

**User response:** Specify a different user name or contact your Helpdesk.

---

**CTGAN0014E** Your account has been disabled or revoked.

**Explanation:** This error message can be displayed because of several reasons.

**User response:** Contact your Administrator or Helpdesk.

---

**CTGAN0015E** Enter your authorization code.

**Explanation:** See message.

**User response:** Specify your authorization code. You can get your authorization code from your Administrator.

---

**CTGAN0017E** Your secret answer is not correct. Enter the correct answer. If you cannot provide the correct answer, select another question and provide the correct answer.

**Explanation:** This message is displayed when you provided a wrong answer for the question.

**User response:** Select another question and provide the correct answer.

---

**CTGAN0018E** Some of your answers are not correct. Make sure you enter the correct answer for each question.

**Explanation:** You have not provided the correct answers for all the questions.

**User response:** Ensure that you provide the correct answers for all the questions.

---

**CTGAN0019E** You cannot reset your ISAM ESSO password using secrets.

**Explanation:** See message.

**User response:** You need an authorization code to reset the IBM Security Access Manager for Enterprise Single Sign-On password.

---



---

**CTGAN0020E** You cannot change your password. Contact your Helpdesk.

**Explanation:** This error message is displayed because of several reasons.

**User response:** Contact your Helpdesk.

---

**CTGAN0021E** *VALUE\_0* was unable to retrieve password for logon. Try again. If the problem persists, contact your Helpdesk.

**Explanation:** The IMS Server cannot retrieve password for the specific logon.

**User response:** Contact your Helpdesk to retrieve the password for logon.

---

**CTGAN0022E** *AccessAgent* is currently unable to contact the application you specified. Try again. If the problem persists, contact your Helpdesk.

**Explanation:** AccessAgent cannot contact the application you specified.

**User response:** Try again or contact your Helpdesk.

---

**CTGAN0023E** *VALUE\_0* was unable to enter your user name and password on the application. Try again. If the problem persists, contact your Helpdesk.

**Explanation:** AccessAgent cannot inject your credentials into the application.

**User response:** Try again or contact your Helpdesk.

---

**CTGAN0024E** Your password cannot be changed. Contact your Helpdesk.

**Explanation:** Your attempt to change the password failed.

**User response:** Contact your Helpdesk.

---

**CTGAN0025E** *VALUE\_0* was unable to store your user name and password. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**CTGAN0026E** You do not have permission to use *VALUE\_0*. Contact your Helpdesk to enable this service.

**Explanation:** See message.

**User response:** Contact Helpdesk to enable this service.

---



---

**CTGAN0027E** You have not signed up with ISAM ESSO, or you might have entered a wrong password. Sign up now or login again. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact Helpdesk if you cannot sign up or log on to IBM Security Access Manager for Enterprise Single Sign-On.

---

**CTGAN0028E** Enter the recovery code you entered when you signed up.

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0029E** Your account has been locked because you exceeded the maximum permitted login attempts. Contact your Helpdesk.

**Explanation:** You exceeded the maximum permitted login attempts and your account is locked.

**User response:** Contact your Helpdesk to unlock your account.

---

**CTGAN0030E** Mobile ActiveCodes are currently not available for your account. (Error Message : *VALUE\_0*). Contact your Helpdesk.

**Explanation:** One Time Passwords are not available for your account.

**User response:** Contact your Helpdesk.

---

**CTGAN0031E** The OTP you entered cannot be verified because the settings are not correct. (Error Message : *VALUE\_0*). Contact your Helpdesk.

**Explanation:** See message.

**User response:** Verify your settings or contact your Helpdesk.

---

**CTGAN0032E** The OTP you entered is not valid. Try again.

**Explanation:** The OTP you have entered has expired or is not valid.

**User response:** Enter the OTP again.

---

**CTGAN0034E** The authentication service cannot be created in the IMS server. Contact your Helpdesk. (Error Message : *error number*)

**Explanation:** See message.

**User response:** Contact your Helpdesk to create an authentication service in the IMS server.

---



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**CTGAN0035E** The authentication service cannot be created in the IMS server. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**CTGAN0036E** The application cannot be created in the IMS server. Contact your Helpdesk.(Error Message : *VALUE\_0*)

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0037E** The application cannot be created in the IMS server. Contact your Helpdesk.

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0038E** The AccessProfile cannot be created in the IMS server. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**CTGAN0039E** Messaging connectors have not yet been configured. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**CTGAN0040E** Your password has expired. Enter a new password to change your Windows and ISAM ESSO password.

**Explanation:** Your password has expired.

**User response:** Specify the new password to replace the Windows and ISAM ESSO password.

---

**CTGAN0041E** Your ISAM ESSO password does not match the password you have entered. It updates after you provide the answer to your secret question.

**Explanation:** The password stored in your ISAM ESSO Wallet is different from the password you are entering.

**User response:** Provide the correct answer to the secret question to update the ISAM ESSO Wallet.

---

**CTGAN0042E** The user name and password does not match. Try again.

**Explanation:** Either your user name or password is wrong.

---

**User response:** Try to enter the user name and password again.

---

**CTGAN0043E Your account has been locked due to too many unsuccessful attempts to enter a password. Contact your Helpdesk.**

**Explanation:** The account is locked because of several unsuccessful attempts to enter a password.

**User response:** Contact your Helpdesk.

---

**CTGAN0044E Your rights to log on with this user name have been revoked. Contact your Helpdesk.**

**Explanation:** You cannot log on using this user name. The privileges have been revoked.

**User response:** Contact your Helpdesk.

---

**CTGAN0045E The authorization code you entered is not valid. Contact your Helpdesk.**

**Explanation:** You have entered an authorization code that is not valid.

**User response:** Enter a valid authorization code. Contact the Helpdesk if the problem persists.

---

**CTGAN0046E The unlock account is disabled. Contact your Helpdesk.**

**Explanation:** You have exceeded the maximum number of attempts to unlock your account.

**User response:** Contact your Helpdesk.

---

**CTGAN0048E Your enterprise account cannot be unlocked due to a temporary problem. However, your ISAM ESSO wallet was unlocked successfully.**

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0049E The unlock account failed. Ensure that you provided the secret answer.**

**Explanation:** Your attempt to unlock the account is not successful.

**User response:** Provide the secret answer to unlock the account.

---

**CTGAN0050E Your Wallet cannot be updated with the latest Windows password due to a temporary problem. It is updated automatically at your next logon to `VALUE_0` or `VALUE_1`.**

**Explanation:** The Windows password that you have

updated is included in your Wallet on your next logon.

**User response:** No action is required.

---

**CTGAN0051E The user name field cannot be empty.**

**Explanation:** A value is required for the user name field. This field cannot be empty.

**User response:** Specify a value for the user name field.

---

**CTGAN0052E The password field cannot be empty.**

**Explanation:** A value is required for the password field. This field cannot be empty.

**User response:** Specify a value for the password field.

---

**CTGAN0053E Your password entries do not match.**

**Explanation:** The passwords that you specified in the password and confirm password field do not match.

**User response:** Specify the correct password.

---

**CTGAN0054E The display name cannot be empty. Enter a valid display name.**

**Explanation:** A value is required for the display name field. This field cannot be empty.

**User response:** Specify a valid display name.

---

**CTGAN0055E You cannot access the page directly.**

**Explanation:** You are attempting to access a page directly. This page can be accessed only through the application.

**User response:** Log on to the application and access the page through the application.

---

**CTGAN0056E You must specify your recovery code.**

**Explanation:** Answer the secret questions.

**User response:** Answer the secret questions to register yourself.

---

**CTGAN0057E Your browser does not support this method to view passwords.**

**Explanation:** See message.

**User response:** See the IMS Server logs for details.

---

**CTGAN0058E There are no application passwords to be edited.**

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0059E** Select the application that requires an edited password.

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0060E** You can edit only one application password at a time. Select an application.

**Explanation:** The password can be edited only after you select the application.

**User response:** Select the password of the application that must be edited.

---

**CTGAN0061E** There are no application user names to be deleted.

**Explanation:** You are attempting to delete the application user name. However, there are no user names to be deleted.

**User response:** See the IMS Server logs for details.

---

**CTGAN0063E** The *VALUE\_0* you entered is not valid. Try again or contact your Helpdesk.

**Explanation:** The value you have provided is not valid anymore.

**User response:** Try again or contact your Helpdesk.

---

**CTGAN0064E** The *VALUE\_0/VALUE\_1* you entered is not valid. Try again or contact your Helpdesk.

**Explanation:** The values you have specified are not valid anymore.

**User response:** Try again or contact your Helpdesk.

---

**CTGAN0065E** The *VALUE\_0* you entered is no longer valid. Try again or contact the help desk.

**Explanation:** You have entered a value that is not valid anymore.

**User response:** Try again to enter the value or contact your Helpdesk.

---

**CTGAN0066E** The *VALUE\_0/VALUE\_1* you entered is no longer valid. Try again or contact your Helpdesk.

**Explanation:** The values you have specified are not valid anymore.

**User response:** Provide the values again or contact your Helpdesk.

---



---

**CTGAN0067E** The password cannot be reset due to a temporary problem. However, you can use *VALUE\_0* and the new password you just entered to log on. *VALUE\_1* completes the password reset automatically at the next logon.

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0068E** The password cannot be reset due to a temporary problem. Try again later. If the problem persists, contact your Helpdesk.

**Explanation:** This error message is displayed because of several reasons.

**User response:** Try again later or contact your Helpdesk.

---

**CTGAN0069E** The authorization code you entered is not valid. Try again.

**Explanation:** You have entered an authorization code that is not valid.

**User response:** Try to enter the authorization code again or contact Helpdesk to request for a new authorization code.

---

**CTGAN0071E** SSO Site cannot be added: *VALUE\_0*

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0072E** Enter a valid logon page URL.

**Explanation:** The logon page URL that you have specified is not valid.

**User response:** Specify a valid logon page URL.

---

**CTGAN0073E** The secret you entered is not valid. Try again.

**Explanation:** The secret you have entered is not valid.

**User response:** Enter a valid secret. See the *IBM Security Access Manager for Enterprise Single Sign-On User Guide* for more information about setting secrets.

---

**CTGAN0074E** An error occurred when verifying user secret.

**Explanation:** There is an error when verifying the user secret. This error is generated because of several reasons.

**User response:** Provide the user secret again.

---

---

**CTGAN0075E The Authentication Service ID cannot be empty. Enter a valid ID.**

**Explanation:** A value is required for the Authentication Service ID field. This field cannot be empty.

**User response:** Provide a valid Authentication Service ID.

---

**CTGAN0076E Application ID cannot be empty. Enter a valid ID.**

**Explanation:** A value is required for the Application ID field. This field cannot be empty.

**User response:** Provide a valid Application ID.

---

**CTGAN0077E There was an error obtaining your current email address.**

**Explanation:** This error message is displayed when the email address you have entered is not in a valid format.

**User response:** Specify the email address again.

---

**CTGAN0078E There was an error while obtaining your current mobile phone number.**

**Explanation:** This error message is displayed because of several reasons.

**User response:** Provide your mobile number again.

---

**CTGAN0079E The default user name for the auto-logon cannot be set.**

**Explanation:** This error message is displayed because of several reasons.

**User response:** Set another username as a default for auto-logon.

---

**CTGAN0080E The default user name for the auto-logon cannot be deleted.**

**Explanation:** You are attempting to delete the default user name for auto-logon. The default user name for auto-logon cannot be deleted.

**User response:** Set another user name as default user name before you delete this user name.

---

**CTGAN0081E Deleting the application user name failed. Try again.**

**Explanation:** Cannot delete the application user name.

**User response:** See the log files or try again to delete the application user name.

---



---

**CTGAN0082E Updating the user name for auto-logon failed. Try again.**

**Explanation:** This error message is displayed because of several reasons.

**User response:** See the log files or try again to update the user name for auto-logon.

---

**CTGAN0083E The AccessProfile cannot be updated in the IMS Server. Error Message: <error number>**

**Explanation:** See message.

**User response:** See message.

---

**CTGAN0084E The <value> you entered is not valid. Try again or contact your Helpdesk.**

**Explanation:** This error message indicates that the value you have entered is not valid.

**User response:** Enter a valid value. Contact your Helpdesk.

---

**CTGAN0085E The ISAM ESSO password cannot be empty.**

**Explanation:** A value is required for the ISAM ESSO password field. This field cannot be empty.

**User response:** Specify the ISAM ESSO password.

---

**CTGAN0091E The secret answer cannot be empty.**

**Explanation:** A value is required for the secret answer field. This field cannot be empty.

**User response:** Specify a value for the secret answer field.

---

**CTGAN0092E Your OTP token cannot be reset.**

**Explanation:** This error message is displayed because of several reasons.

**User response:** Contact your Helpdesk.

---

**CTGAN0093E Try again. If the problem persists, contact your Helpdesk.**

**Explanation:** This error message is displayed because of several reasons.

**User response:** Contact your Helpdesk.

---

**CTGAN0094E You have not been assigned any OTP Tokens. Contact your Helpdesk.**

**Explanation:** This error message is displayed because of several reasons.

**User response:** Contact your Helpdesk.

---

---

**CTGAN0095E** If you do not receive a *VALUE\_0*, click the appropriate link below to get another *VALUE\_1* in your registered *VALUE\_2* or *VALUE\_3*.

**Explanation:** This message is displayed to initiate the IMS Server to send the OTP to the registered mobile device.

**User response:** Click the appropriate link to receive another OTP. See the log file for more details or contact your Helpdesk.

---

**CTGAN0096E** *VALUE\_0* cannot synchronize AccessProfiles and system policies with the IMS Server. (Error Message : *<error number>*)

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**CTGAN0097E** Try again. If the problem persists, contact your Helpdesk.

**Explanation:** This error message is displayed because of several reasons.

**User response:** See the log file for more details or contact your Helpdesk.

---

**CTGAN0099E** User name cannot contain ".

**Explanation:** Quotes (") is a special character that cannot be used in a user name.

**User response:** Provide a user name without the quotes (") character.

---

**CTGAN0100E** The email address you entered is not valid.

**Explanation:** The email address you entered is not valid.

**User response:** Specify a valid email address.

---

**CTGAN0101E** Please enter your comments.

**Explanation:** You are required to enter comments in this field.

**User response:** Provide your comments.

---

**CTGAN0102E** Unable to verify your credentials because ISAM ESSO server cannot connect to enterprise directory.

**Explanation:** Your credentials cannot be verified. The IMS Server cannot connect to the enterprise directory.

**User response:** See the connection between the IMS Server and the enterprise directory.



---

## Chapter 3. AccessAgent-related messages

These messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of AccessAgent-related issues.

This section provides information about the following error messages:

- “RFID-related Messages”
- “Password-related Messages”
- “Smartcard related Messages” on page 37
- “Fingerprint-related Messages” on page 37
- “Installer-related messages” on page 39

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### RFID-related Messages

The following messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of RFID related issues.

---

<b>Message</b>	<b>AccessAgent is unable to contact the IMS Server. Try again later.</b>
----------------	--

**Explanation:** This message is displayed because of several reasons.

**User response:** Try again later or contact your Helpdesk.

**Explanation:** See message.

**User response:** Use a different card. If the problem persists, contact your Helpdesk.

---

<b>Message</b>	<b>Either your user name and RFID do not match or you do not have privileges to login to your ISAM ESSO Wallet.</b>
----------------	---

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

<b>Message</b>	<b>The RFID card you have cannot be registered with the IMS server. The card might have been registered to some other user. Contact your Helpdesk.</b>
----------------	--

**Explanation:** See message.

**User response:** Use a different card. If the problem persists, contact your Helpdesk.

---

<b>Message</b>	<b>Your RFID card cannot be registered with the IMS server. The card might be registered to some other user. Use another card.</b>
----------------	--

---

### Password-related Messages

The following messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of password-related issues.

---

<b>Message</b>	<b>Your ISAM ESSO Wallet has been locked because there have been too many unsuccessful attempts to enter its password. Log on to Windows selecting Go to Windows to log on.</b>
----------------	---

**Explanation:** See message.

**User response:** See message.

---

<b>Message</b>	<b>Either your authorization code or password is not correct. Enter the right credentials and try again. If the problem persists, contact your Helpdesk.</b>
----------------	--

**Explanation:** See message.

**User response:** Contact your Helpdesk.



## Message

---

**Message**      The password you entered does not match the one in your Wallet. Before you try again, see the Caps Lock key. Ensure that the letters are entered in the correct case.

**Explanation:** See message.

**User response:** See message.

---

**Message**      Your Wallet has been locked due to too many unsuccessful attempts to enter its password. Click Reset password option to reset it or contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      There is a problem logging you on to the computer because either your Wallet cannot be accessed or your Windows password cannot be retrieved or verified. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      Enter the password for your Wallet to store your Windows user account information:

**Explanation:** See message.

**User response:** See message.

---

**Message**      There have been too many unsuccessful attempts to enter the password or recovery code. You need to get a new authorization code from your Helpdesk and try again.

**Explanation:** See message.

**User response:** See message.

---

**Message**      You have already registered a ISAM ESSO Wallet and cannot register another Wallet. Log on using your password. If you cannot remember your password, use the Reset password option or log on to Windows yourself.

**Explanation:** See message.

**User response:** See message.

---

---

**Message**      Unable to verify the user name and password that you provided. Check your computer's network connectivity, and then try to enter your user name and password again. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** See message.

---

**Message**      You must be connected to the IMS Server to change the password of your ISAM ESSO Wallet. Check network connections settings and try again.

**Explanation:** See message.

**User response:** See message.

---

**Message**      The old password you entered does not match the one in your Wallet. Before you try again, See the Caps Lock key, and make sure that letters are entered in the correct case.

**Explanation:** See message.

**User response:** See message.

---

## Smartcard related Messages

The following messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of smartcard related issues.

**Message** You cannot register your smart card since IMS server is not available. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

**Message** The system cannot read the smart card. Remove the smart card and insert it again. If the problem persists, contact your Administrator.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

**Message** The IMS server you are using does not support smart card login. Contact your Helpdesk

**Explanation:** See message.

**User response:** Contact your Helpdesk.

**Message** The smart card certificate cannot be authenticated. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

**Message** Multiple smart cards are detected. AccessAgent can read only one smart card at a time to proceed with the smart card logon.

**Explanation:** See message.

**User response:** Tap only one smart card on the card reader.

**Message** The system cannot read the smart card. Make sure that the support for smart card is properly configured. Contact your Administrator.

**Explanation:** See message.

**User response:** Contact your Administrator.

**Message** Login failed. Make sure that the support for smart card is properly configured. Contact your Administrator.

**Explanation:** See message.

**User response:** Contact your Administrator.

**Message** Your smart card was previously registered using a different certificate. Remove your card and try again. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

**Message** AccessAgent needs to read your hybrid smart card. Remove the card and tap it on the reader before inserting it.

**Explanation:** See message.

**User response:** See message.

**Message** Your smart card was not registered correctly. Contact your Administrator to revoke the smart card from IMS Server and register the card again

**Explanation:** See message.

**User response:** Contact your Administrator.

## Fingerprint-related Messages

The following messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of fingerprint-related issues.

**Messages** You need an Administrator privilege for this computer to perform this operation. Contact your Administrator for assistance

**Explanation:** You do not have Administrator

privileges on this computer to perform this operation.

**User response:** Contact your Administrator.

## Message

---

**Message** Your fingerprint is required for identity verification. Use a computer with a fingerprint reader to recover your Software Key.

**Explanation:** See message.

**User response:** See message.

---

**Message** There is no fingerprint reader present currently. You need fingerprint authentication to log in to your Software Key.

**Explanation:** See message.

**User response:** See message.

---

**Message** There was error reading your fingerprint from the reader. Make sure that you use the same finger throughout the process. Try again.

**Explanation:** This error is displayed if different fingers are used for successive scans during the fingerprint registration process.

**User response:** Use the same finger during registration.

---

**Message** Your fingerprint does not match with the one stored in your Software Key. Try again.

**Explanation:** See message.

**User response:** Use the registered finger to log on.

---

**Message** The finger you are using is not registered to you. You require fingerprint authentication to unlock this machine.

**Explanation:** See message.

**User response:** Use the registered finger to log on.

---

**Message** Ensure that you have entered the correct user name and tapped the correct finger.

**Explanation:** See message.

**User response:** See message.

---

**Message** Either your user name and fingerprint do not match or you do not have privileges to log in to your ISAM ESSO Wallet.

**Explanation:** See message.

**User response:** Contact your Administrator.

---

---

**Message** Your Wallet has been locked because of too many unsuccessful attempts to log in using fingerprint. Contact your Helpdesk.

**Explanation:** See message

**User response:** Contact your Helpdesk.

---

**Message** You need to register a fingerprint to sign up with AccessAgent. However, AccessAgent is unable to detect a fingerprint reader. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Connect your fingerprint reader again or contact your Helpdesk.

---

**Message** Your fingerprint registered earlier cannot be identified and will be replaced with the new one. Use your *<finger name>* to log on from now on.

**Explanation:** See message.

**User response:** Use the newly registered finger to log on.

---

**Message** AccessAgent is unable to detect a fingerprint reader. If you have a reader plugged in, unplug it and plug it back again.

**Explanation:** See message.

**User response:** Unplug the reader and plug it back again.

---

**Message** You have already registered the *<number of fingers>* finger(s) that you are allowed. Do you want to delete one?

**Explanation:** See message.

**User response:** Click **Yes** to delete the finger print that you have scanned earlier.

---

**Message** AccessAgent was unable to delete your fingerprint. Try again. If this problem persists, contact the Administrator.

**Explanation:** See message.

**User response:** Contact Administrator.

---

**Message** You can only delete an already registered fingerprint.

**Explanation:** See message.

**User response:** See the log files.

---

---

**Message**      **Your fingerprint does not match any of those stored on server. Click retry to try a different user name and fingerprint or register a new finger.**

**Explanation:** See message.

**User response:** Click **Retry** to try a different user name and fingerprint or register a new finger.

---

## Installer-related messages

The following messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of installer-related issues.

---

**Message**      **You need an Administrator privilege for this computer to perform this operation. Contact your Administrator for assistance**

**Explanation:** You do not have Administrator privileges on this computer to perform this operation.

**User response:** Contact your Administrator.

---

**Message**      **setStringValue for previous GINA dll failed**

**Explanation:** Unable to write into the registry during GINA update.

**User response:** Verify if you have Administrator privileges when installing AccessAgent on this computer.

---

**Message**      **setStringValue for GinaDLL failed**

**Explanation:** AccessAgent failed to write into registry during GINA update.

**User response:** Check whether any other software is preventing the installer from writing into the registry. Check if you have Administrator privileges to install AccessAgent.

---

**Message**      **SetStringValue for PrevGINA failed**

**Explanation:** Unable to write into the registry during GINA update.

**User response:** Verify if you have Administrator privileges when installing AccessAgent on this computer.

---

**Message**      **SetStringValue for engina.dll failed**

**Explanation:** AccessAgent cannot write into registry during GINA update.

**User response:** Verify if you have Administrator privileges when installing AccessAgent on this computer.

---

**Message**      **The setup is exiting because installation of a required driver [Smart card reader] failed. Failed Operation: Pre-installation.**

**Explanation:** See message.

**User response:** Install the driver for the smart card reader. Run the setup again.

---

**Message**      **Your system has not been modified. To complete installation at another time, run setup again.**

**Explanation:** This message indicates that the installation has not modified any files on your computer. The installation has failed.

**User response:** Run the setup again at a later time.

---

**Message**      **The setup is exiting because installation of a required driver [Smart card reader] failed.**

**Explanation:** See message.

**User response:** Exit the current installation. Install the driver for the smart card reader. Run the setup again.

---

**Message**      **Sorry, this OS is currently not supported in this release. Windows 2000 with Service pack 3, or Windows XP is required, along with Internet Explorer 6.0 or above.**

**Explanation:** See message.

**User response:** Do not install AccessAgent on the machine.

---

**Message**      **The setup cannot progress because it requires Windows XP service pack 1 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?**

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

## Message

---

**Message** The setup cannot progress because it requires Internet Explorer 5.0 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

**Message** The setup cannot progress because it requires Windows XP service pack 1 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

**Message** The setup cannot progress because it requires Internet Explorer 5.0 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

**Message** The setup cannot progress because it requires Windows 2000 service pack 3 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

**Message** The setup cannot progress because it requires Internet Explorer 5.0 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

**Message** If you intend to use a Software Key or the black colored USB key, click **Yes** to continue. If you are going to use a blue or green colored USB Key you need Service Pack 3 which is currently not installed on your machine. To download the pack go to <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

**Message** The setup cannot progress because it requires Windows 2000 service pack 3 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your browser before the setup exits.

---

**Message** The setup cannot progress because it requires Internet Explorer 5.0 or above to be installed on your computer. Start the setup again after upgrading your machine. You can download the required files from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click **Yes** to open the URL in your

browser before the setup exits.

---

**Message**      The installer is unable to find a IMS Server on its own. Your system administrator should have provided you with server's location. Enter the server location and click OK.

**Explanation:** See message.

**User response:** Enter a valid IMS Server name. If required, contact your Administrator.

---

**Message**      The setup cannot progress because a required dependency 'Windows High Encryption pack' is missing on your computer. Run the setup again after installing this dependency. This dependency can be installed from <url>. You will need to run the setup again after installing the dependencies. Would you like the setup to open the URL in your browser before it exits?

**Explanation:** See message.

**User response:** Click Yes to open the URL in your browser before the setup exits.

---

**Message**      The installer was unable to find an IMS Server at the location you provided. Check it again, or contact your helpdesk.

**Explanation:** See message.

**User response:** Verify the IMS Server location that you provided or contact your Helpdesk.

---

**Message**      An error occurred while applying security settings. <user or group> is not a valid user or group. This problem is caused due to the package, or a problem connecting to a domain controller on the network. Check your network connection and click Retry, or Cancel to end the installation. Unable to locate the user's SID, system error <error number>.

**Explanation:** See message.

**User response:** See message.

---

**Message**      Cannot install AccessAgent because the Windows Scripting Host on this computer is not installed or is corrupted. Contact your Administrator for assistance.

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**Message**      This is a x86 version of AccesAgent, install x64 version of AccessAgent instead.

**Explanation:** This AccessAgent version is not suitable for your operating system.

**User response:** Use the x64 version of the AccessAgent installer.

---

**Message**      Cannot install AccessAgent because the Windows Scripting Host on this computer is disabled. Contact your Administrator.

**Explanation:** Windows Scripting Host is required for installing AccessAgent.

**User response:** Enable Windows Scripting Host on this computer.





---

## Chapter 4. Observer-related messages

The following messages are generated by IBM Security Access Manager for Enterprise Single Sign-On because of Observer-related issues.

---

**Message**      **A component of AccessAgent [Sync.exe] may be compromised. Contact your administrator.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**Message**      **AccessAgent is unable to verify your Wallet password at the moment. Try again later.**

**Explanation:** See message.

**User response:** Try again later.

---

**Message**      **The password you entered does not match your Wallet password. Before you try again, see the Caps Lock key, and make sure that letters are entered in the correct case.**

**Explanation:** See message.

**User response:** See message.

---

**Message**      **AccessAgent is unable to carry out de-provisioning on this machine. Contact your Helpdesk.**

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      **AccessAgent is unable to de-provision <user name> for the <application name>. Contact your Helpdesk.**

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      **AccessAgent is unable to de-provision <user name> on the IMS Server. Contact your Helpdesk.**

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      **AccessAgent is unable to de-provision <user name> for <application name> because this user does not exist for the application.**

**Explanation:** See message.

**User response:** Check whether the user name is entered correctly.

---

**Message**      **AccessAgent is unable to de-provision <user name> for <application name> because de-provisioning is not supported for this server.**

**Explanation:** See message.

**User response:** Check with your application Administrator on how to deprovision a user.

---

**Message**      **AccessAgent is unable to de-provision <user name> for <application name> on this server as the IMS server does not have access privilege to de-provision an account.**

**Explanation:** See message.

**User response:** Contact your Administrator to request for appropriate privileges to access the IMS Server.

---

**Message**      **User <user name> has been de-provisioned on the IMS server.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**Message**      **AccessAgent is unable to generate an OTP ActiveCode. Contact your Helpdesk.**

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      **The new passwords you have entered do not match. Enter the same password in both fields.**

**Explanation:** See message.

**User response:** Enter the same password in both password fields.

---

**Message**      **AccessAgent is unable to provision <user name> because a password has not been created for the user. Reprovision the user.**

## Message

**Explanation:** See message.

**User response:** Provision the user again.

---

**Message**      **AccessAgent is unable to carry out provisioning on this machine. Contact your Helpdesk.**

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      **AccessAgent is unable to provision <user name> for the IMS Server. Contact your Helpdesk.**

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      **AccessAgent is unable to provision <user name> for <application name>. Contact your Helpdesk.**

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message**      **AccessAgent is unable to provision <user name> for <application name>. Reprovision the user.**

**Explanation:** See message.

**User response:** Provision the user again.

---

**Message**      **The user name <user name> exists on the IMS Server. You cannot provision the same user twice. Use another user name.**

**Explanation:** See message.

**User response:** Use another user name.

---

**Message**      **The user name <user name> exists for <application name>. You cannot provision the same user for an application twice. Use another user name.**

**Explanation:** See message.

**User response:** Use another user name.

---

**Message**      **AccessAgent is unable to provision <user name> because the user ID does not meet the password policy requirements for <application name>. Ensure that the application password policies are consistent, and then reprovision the user.**

**Explanation:** See message.

**User response:** Provision the user again.

---

**Message**      **AccessAgent is unable to provision <user name> because the user password does not meet the password policy requirements for <application name>. Ensure that the application password policies are consistent, and then reprovision the user.**

**Explanation:** See message.

**User response:** Provision the user again.

---

**Message**      **AccessAgent is unable to provision <user name> for <application name> because the value of the user attribute on the Active Directory Server is not valid. Contact your Administrator.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**Message**      **AccessAgent is unable to provision <user name> for <application name> because of incompatible user attribute settings on the Active Directory Server. Contact your Administrator.**

**Explanation:** See message.

**User response:** Contact your Administrator.

---

**Message**      **AccessAgent is unable to provision <user name> for <application name> because provisioning is not supported for this server.**

**Explanation:** See message.

**User response:** Provision the user again.

---

**Message**      **AccessAgent is unable to provision <user name> for <application name> on this server as the IMS server does not have access privilege to provision an account.**

**Explanation:** See message.

**User response:** Contact the Administrator.

---

**Message**      **Do you want the password you entered for <user name> to be stored and entered when you log on to <application name>?**

**Explanation:** See message.

**User response:** Click **Yes** to store the password for the <user name> when you log on to <application name>.

---

**Message** Do you want the password you entered to be stored and entered when you log on to <application name>?

**Explanation:** See message.

**User response:** Click **Yes** to store the password for the <user name>.

---

**Message** Do you want the password you entered for <user name> to be stored and entered when you log on to this application?

**Explanation:** See message.

**User response:** Click **Yes** to store the password for the <user name>.

---

**Message** You have a different password stored for the user name <user name> on <application name> in your Wallet. Do you want to replace it with the one you just entered?

**Explanation:** See message.

**User response:** Click **Yes** to replace the old password with the new password on the Wallet.

---

**Message** You have a different password stored for the user name <user name> on this application in your Wallet. Do you want to replace it with the one you just entered?

**Explanation:** See message.

**User response:** Click **Yes** to replace the old password with the new password on the Wallet.

---

**Message** The password does not match your Wallet password. Before you try again, see the Caps Lock key, and make sure that letters are entered in the correct case.

**Explanation:** See message.

**User response:** See message.

---

**Message** Your Wallet has been locked due to too many unsuccessful attempts to enter its password. Log out and log on to try again.

**Explanation:** See message.

**User response:** Log off and log on to try again.

---

**Message** AccessAgent is unable to verify your Wallet password at the moment. Try again later.

**Explanation:** See message.

**User response:** Log off and log on to try again.

---

**Message** AccessAgent is unable to add a user. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** AccessAgent is unable to display application settings. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** AccessAgent is unable to delete the user account. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** AccessAgent is unable to edit password. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** AccessAgent is unable to change the password entry option. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** You do not have sufficient access privileges to view password. Contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** Unable to export your application passwords because you do not have the access privilege to save a file in this folder. Select an alternative folder. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

## Message

**User response:** Contact your Helpdesk.

---

**Message** Unable to export your application passwords because your destination drive might not have sufficient space for the exported file. Free some disk space, and try again. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** Unable to export your application passwords because some unexpected error occurs. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** Unable to export your application passwords because some unexpected error occurs (error code is *<error number>*). If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** AccessAgent is unable to refresh your wallet display. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** AccessAgent is unable to change the password entry option. If the problem persists, contact your Helpdesk.

**Explanation:** See message.

**User response:** Contact your Helpdesk.

---

**Message** You cannot add any more user account for *<application name>* because you reached the authorized limit. To add an account, delete some of the existing accounts.

**Explanation:** See message.

**User response:** Delete some of the existing accounts.

---

**Message** The file name is not complete. Enter a complete path and file name.

**Explanation:** See message.

**User response:** Enter the complete file path and file name.

---

**Message** Unable to export your application passwords because the file name is not valid.

**Explanation:** See message.

**User response:** Check whether the specified path or file name is valid. Check whether you have permission to create or write to the file or folder. Check whether the file is marked as read-only.

---

**Message** Unable to verify Wallet password.

**Explanation:** See message.

**User response:** Make sure that the password is correct.

---

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