

# RMFT Event Viewer Messages

Software Version 2.4.3

March 6, 2011

March 6, 2011  
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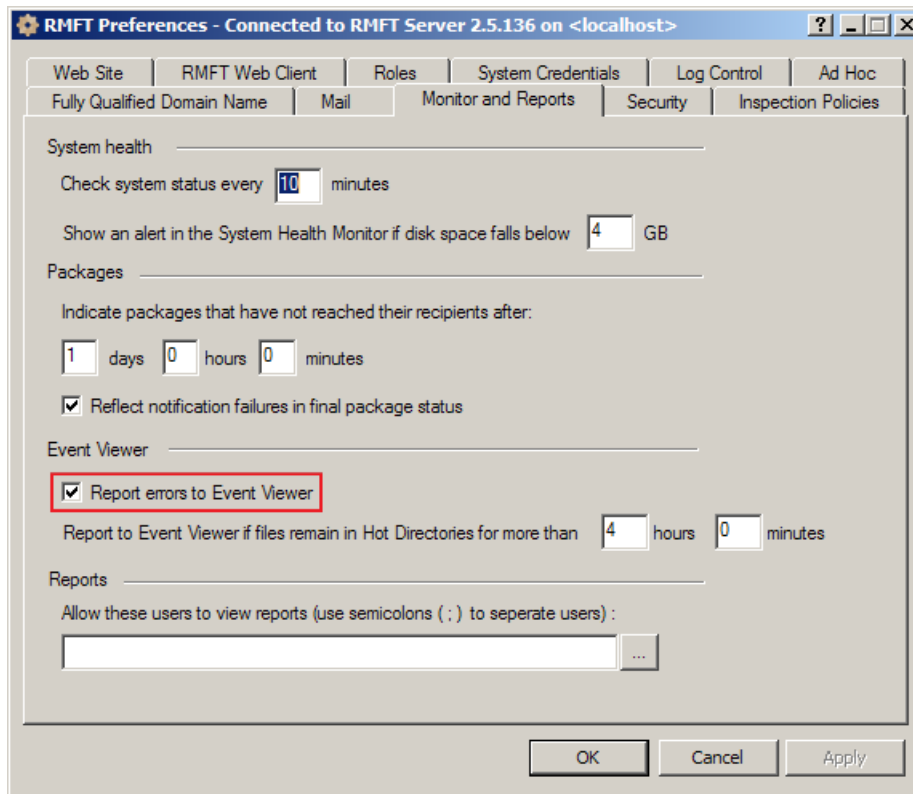
## Introduction

During normal operation, RMFT Server reports certain events to Windows Event Viewer. The following document provides a list of events that RMFT reports to Windows Event viewer and suggests ways to resolve them where applicable.

Type	Date	Time	Source	Category	Event	User
 Error	11/4/2010	3:16:14 PM	RepliWeb RMFT	Sorting	6100	N/A
 Error	11/4/2010	3:16:03 PM	RepliWeb RMFT	Delivery	6200	N/A
 Error	11/4/2010	3:14:57 PM	RepliWeb RMFT	Delivery	6200	N/A

**Figure 1: RMFT Sorting and Delivery Errors Reported to Windows Event Viewer**

To ensure that all transfer-related errors are reported to Event Viewer, open the **Site Preferences** dialog box and verify that the **Report errors to Event Viewer** check box is selected. Events that are not transfer related (such as Backup and Restore events) are always written to Event Viewer regardless of whether or not the check box is selected.



## Transfer Events

### Pull Failure

<b>Description</b>	RMFT Pull Job Did Not Finish Successfully
<b>Event ID</b>	6300
<b>Type</b>	Error/Warning
<b>Summary</b>	A Pull Job is a job that pulls files from a specified host.
<b>Causes</b>	<p>Possible reasons for Pull Job failure are as follows:</p> <ul style="list-style-type: none"> <li>▪ Incorrect configuration (e.g. user name and password are incorrect).</li> <li>▪ Source folder does not exist.</li> <li>▪ Source folder does not have read permission.</li> <li>▪ Unable to establish a connection with the source host.</li> </ul>
<b>Resolution</b>	To find the exact cause of failure, locate the Job in the Active/Completed Jobs pane and refer to its log file.

### Sorting Failure

<b>Description</b>	RMFT Sorting Job Did Not Finish Successfully
<b>Event ID</b>	6100
<b>Type</b>	Error/Warning
<b>Summary</b>	<p>The Sorting Job performs various tasks including:</p> <ul style="list-style-type: none"> <li>▪ Validating the package structure</li> <li>▪ Verifying digitally signed packages</li> <li>▪ Distributing the package to recipient inboxes.</li> <li>▪ Packaging files pulled from hosts</li> <li>▪ Delivering packages to users via e-mail.</li> <li>▪ Running inspection policies</li> <li>▪ Running the Delivery Job (to hosts)</li> </ul>
<b>Causes</b>	The Sorting Job may not finish successfully if it fails to perform any of its tasks and/or if one of its child job fails.
<b>Resolution</b>	Locate the Sorting Job in the Active/Completed Jobs pane and refer to its log file to find the exact cause of the failure. It may not be the parent Sorting Job that failed, but one of its child jobs. If this is the case, refer to the child job's log file.

## Delivery Failure

<b>Description</b>	RMFT Delivery Job Did Not Finish Successfully
<b>Event ID</b>	6200
<b>Type</b>	Error/Warning
<b>Summary</b>	The Delivery Job transfers files to designated hosts.
<b>Causes</b>	<p>Possible reasons for a Delivery Job failure are as follows:</p> <ul style="list-style-type: none"> <li>▪ Incorrect configuration (e.g. user name and password are incorrect).</li> <li>▪ Target folder does not exist.</li> <li>▪ Target folder does not have write permission.</li> <li>▪ Unable to establish a connection with the target host.</li> </ul>
<b>Resolution</b>	To find the exact cause of failure, locate the Job in the Active/Completed Jobs pane and refer to its log file.

## Hot Directory Failure

<b>Description</b>	RMFT FEST Files Were Not Taken From The Hot Directory
<b>Event ID</b>	2015
<b>Type</b>	Warning
<b>Summary</b>	The RMFT FEST Server service is responsible for automatically picking up files dropped into predefined "Hot Directories". Hot Directories can be configured using "SMB - Hot Folder" protocol and may reside on RMFT Server or on a remote host.
<b>Causes</b>	The files or file types may be excluded by one or more Pull Filters e.g. the "File Specification" or "File List" filters. (A Pull Filter may have been configured for the SMB Hot Folder protocol).
<b>Resolution</b>	Check that the files are not excluded by a Pull Filters.

## Scheduler Events

### Scanning Paused

<b>Description</b>	Scheduler Scanning Has Been Paused
<b>Event ID</b>	8101
<b>Type</b>	Warning
<b>Summary</b>	No new jobs will be started until the scan is resumed.
<b>Causes</b>	Scanning is paused during an Upgrade operation or a Restore job.
<b>Resolution</b>	If the scanning was not resumed automatically (event 8102), restart the Scheduler service.

### Scanning Resumed

<b>Description</b>	Scheduler Scanning Has Been Resumed
<b>Event ID</b>	8102
<b>Type</b>	Information
<b>Summary</b>	N/A
<b>Causes</b>	<ul style="list-style-type: none"> <li>▪ Upgrade finished</li> <li>▪ Restore job finished</li> </ul>
<b>Resolution</b>	N/A

## Load Control Events

### Heavy Load Control Activated

<b>Description</b>	Heavy Load Control Has Been Active For <Number> Minute(s)
<b>Event ID</b>	8103
<b>Type</b>	Warning
<b>Summary</b>	The message indicates that RMFT's Heavy Load Mechanism has been active for the last <number> minutes. RMFT's Heavy Load Mechanism prevents the RMFT Server machine from exhausting all of its resources during times of heavy load.
<b>Causes</b>	Any of the following: <ul style="list-style-type: none"> <li>▪ Sudden influx of files</li> <li>▪ Low disk space</li> <li>▪ Inability to communicate with the RMFT database for an extended period.</li> </ul>
<b>Resolution</b>	Open RMFT Manager. The system health icon in the right lower corner should indicate a warning or error. Click the icon to open the Health Monitor. Check if there are any disk space or database connection issues. If there is insufficient disk space, either free up some disk space or change the minimum disk space setting ( <b>Manage</b> → <b>Preferences</b> → <b>Monitor and Reports</b> ). If there is a database connectivity issue, refer the problem to your network/database administrators (the RMFT Health Monitor may be able to provide a specific error code that can help resolve the issue). If there are no disk space or database issues, then there are too many RMFT processes running at the same time. Check the RMFT Package Monitor and Active/Completed Job View to see if there is a significant increase in the number of packages/jobs. If so, determine whether the jobs are accumulating because they are failing or because there was a one-time surge of files. If the former, check the package/job logs for details. If the latter, either wait for the one-time surge to end, or abort unnecessary packages.

## Heavy Load Control Deactivated

<b>Description</b>	RMFT Server Has Deactivated Heavy Load Control And Resumed Normal Processing
<b>Event ID</b>	8104
<b>Type</b>	Information
<b>Summary</b>	The message indicates that the Heavy Load Mechanism has been automatically deactivated (as it is no longer required).
<b>Causes</b>	N/A
<b>Resolution</b>	N/A

## DMZ Events

### DMZ Synchronization Failure

<b>Description</b>	RMFT DMZ Front-End Synchronization Process Failed
<b>Event ID</b>	6600
<b>Type</b>	Error
<b>Summary</b>	The DMZ Synchronization process is responsible for synchronizing the databases of the internal and DMZ RMFT Servers.
<b>Causes</b>	Synchronization failure may be caused by a loss of connection to the DMZ RMFT Server.
<b>Resolution</b>	Check that the internal RMFT Server machine is able to establish a connection with the DMZ RMFT Server machine. Also check that the RMFT GQS Service is running and that the credentials for accessing the DMZ RMFT Server are correct.

## Inspection Policy Events

### Failed to Run

<b>Description</b>	RMFT Inspection Policy Failed To Run
<b>Event ID</b>	6701
<b>Type</b>	Warning

<b>Summary</b>	RMFT inspection policies can be configured to inspect every package uploaded to RMFT Server and/or only packages uploaded by specific users, hosts and groups. Depending on the inspection policy, packages can be inspected for viruses, content type, and so on.
<b>Causes</b>	The exact cause of the failure is written in the log file of the package Inspection Policies and the package's Audit Trail tab. Possible causes include: <ul style="list-style-type: none"> <li>▪ A mistake in the inspection policy configuration.</li> <li>▪ Missing inspection policy file.</li> <li>▪ Coding error in the inspection policy file.</li> </ul>
<b>Resolution</b>	Check that the inspection policy file resides in the specified location. Check that the configuration is correct in the Inspection Policy General tab (typos, correct path, correct file type specified). Lastly, check for coding errors in the inspection policy file.

## Rejected Package

<b>Description</b>	RMFT Inspection Policy Rejected Package
<b>Event ID</b>	6700
<b>Type</b>	Error
<b>Summary</b>	RMFT inspection policies can be configured to inspect every package uploaded to RMFT Server and/or only packages uploaded by specific users, hosts or groups. Depending on the inspection policy, packages can be inspected for viruses, content type, and so on.
<b>Causes</b>	A package is rejected if it does not meet the inspection policy's acceptance conditions. For example, if an inspection policy that scans packages for viruses finds a virus, it will reject the package.
<b>Resolution</b>	Find out why the package was rejected and ask the sender to resend the package after making sure that it meets the inspection policy's acceptance criteria.

## Backup and Restore Events

### Backup Failure

<b>Description</b>	RMFT Backup Ended With Failure
<b>Event ID</b>	6400
<b>Type</b>	Error/Warning/Information
<b>Summary</b>	RMFT Server can be configured to perform immediate or scheduled backups of settings and packages.
<b>Causes</b>	<p>The exact cause of the failure is written in the backup job's log file. There may be two separate backup jobs - Settings Backup or Packages and Settings Backup, depending on the backup configuration. Backup failure may be caused by the following reasons:</p> <ul style="list-style-type: none"> <li>▪ Incorrect configuration</li> <li>▪ Incorrect network access share credentials (when the backup target resides on a shared network resource)</li> <li>▪ Target directory does not exist</li> <li>▪ Target directory does not have write permissions</li> </ul>
<b>Resolution</b>	Check the job's log file and correct the settings/permissions as required.

### Backup Success

<b>Description</b>	RMFT Backup Ended With Success
<b>Event ID</b>	6400
<b>Type</b>	N/A
<b>Summary</b>	RMFT Server can be configured to perform immediate or scheduled backups of settings and packages.
<b>Causes</b>	N/A
<b>Resolution</b>	N/A

## Restore Failure

<b>Description</b>	RMFT Restore Ended with Failure
<b>Event ID</b>	6500
<b>Type</b>	Error/Warning/Information
<b>Summary</b>	The restore of backed up items to RMFT Server ended in failure.
<b>Causes</b>	<p>The exact cause of the failure is written in the restore job's log file. Restore failure may be caused by the following reasons:</p> <ul style="list-style-type: none"> <li>▪ Incorrect network access share credentials (when the backup target resides on a shared network resource).</li> <li>▪ Backup directory does not exist.</li> <li>▪ Backup directory does not have read permissions.</li> </ul>
<b>Resolution</b>	Check the job's log file and correct the settings/permissions as required.

## Restore Success

<b>Description</b>	RMFT Restore Ended with Success
<b>Event ID</b>	6500
<b>Type</b>	Error/Warning/Information
<b>Summary</b>	The restoration of backed up items to RMFT Server ended successfully.
<b>Causes</b>	N/A
<b>Resolution</b>	N/A