VERSION 3
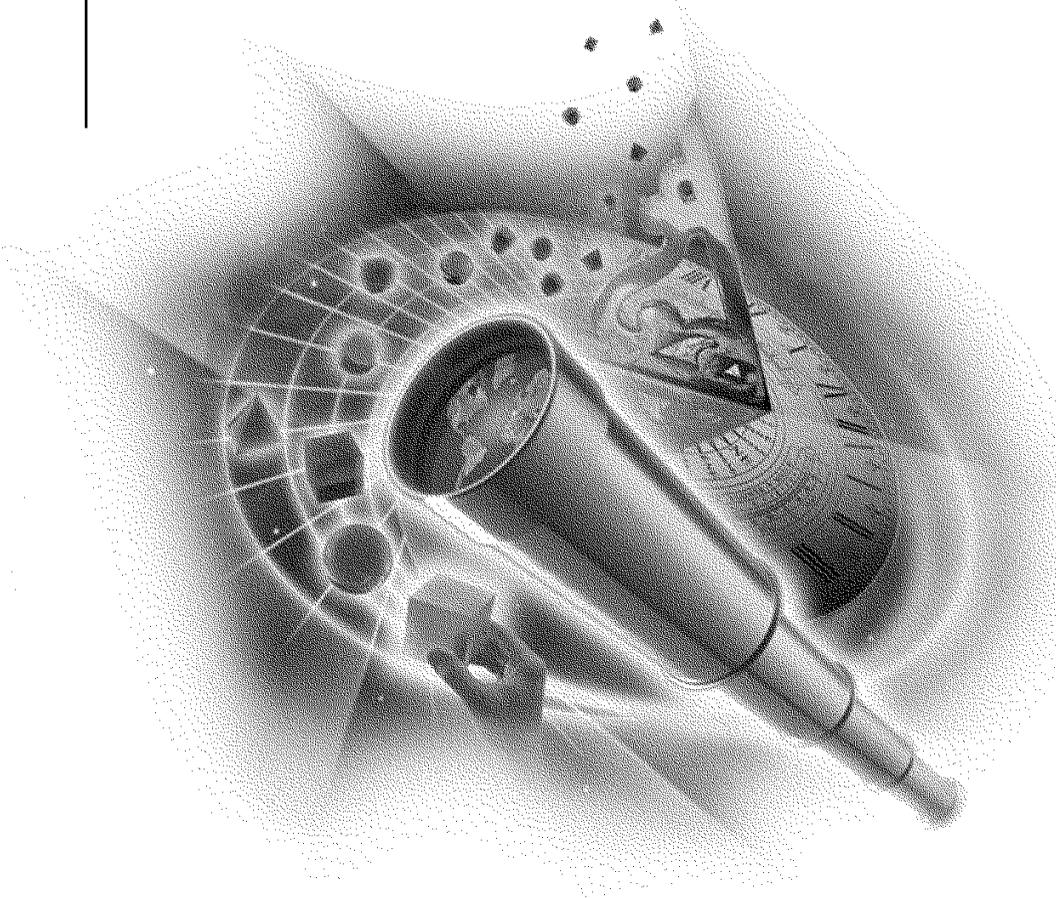
Troubleshooting

ZENworks™ for Desktops

POLICY-BASED MANAGEMENT POWERED BY NDS® eDIRECTORY™

Novell®

Contents

About This Guide

This Troubleshooting guide includes troubleshooting strategies for problems that may occur as you use ZENworks™ for Desktops 3 (ZfD3) in your production environment.

The guide currently contains troubleshooting strategies that you can apply for the following ZfD3 components:

As administrators gain experience using ZfD3, some unusual or previously untested implementation scenarios and undocumented product limitations will surface. We will gather this feedback from Novell customers and add it to this Troubleshooting guide as it becomes practical to do so.

If you are reading this as a printed documentation customer, we recommend that you visit the ZENworks for Desktops documentation Web site (http://www.novell.com/documentation/lg/zfd3/docui/index.html) for the most current troubleshooting information.

1 Automatic Workstation Import

Automatic Workstation Import

The following sections provide troubleshooting information for ZENworks™ for Desktops (ZfD) Automatic Workstation Import:

- "A new Workstation object was created because the original object could not be found" on page 7
- "Registration of Gateway clients fails" on page 8
- "In Remote Management, the IPX address of the target workstation is not registering properly with NDS" on page 8
- "Automatic Workstation Import does not work immediately after installation of ZfD" on page 8
- "Computer name changes are not being updated in the Workstation object" on page 9

A new Workstation object was created because the original object could not be found

Problem: When I either rename or move a Workstation object in Windows* 2000 or Windows NT*, the next time the workstation registers a new object gets created, instead of registering with the original object that I renamed or moved.

Possible Cause: Insufficient rights.

Explanation: The Workstation Import policy must have rights to the containers involved in renaming or moving a Workstation object.

Action: When you move or rename a Workstation object using Windows NT/2000, make sure the Workstation Import policy has rights in both the source and

destination containers. This is most easily accomplished by adding these containers to the Containers list in the Workstation Import policy.

Registration of Gateway clients fails

Explanation: The Workstation Import policy can be configured so that no user information is required. This allows workstation registration to occur without user login. However, IP–IP or IPX–IP Gateway clients require an NDS® user login before connection is allowed.

Until a connection is made, all DNS lookups will fail because TCP/IP has been removed from the Name Provider list and has been replaced by the Gateway. Even a machine's own HOSTS file will not be used.

The result is that a workstation registration for a Gateway client will fail because user login did not occur.

Action: Do not import Gateway clients using a Workstation Import policy that is configured without user information. Instead, for Gateway clients, configure the Workstation Import policy so that user login will need to occur.

In Remote Management, the IPX address of the target workstation is not registering properly with NDS

Explanation: The Novell® Client™ workstation registration uses an API to obtain IPX addresses which are unreliable in an IP-only environment. Because other ZfD features require pure IP (such as Workstation Imaging and Automatic Workstation Import), and because Remote Control relies on the network address information in the Workstation object's properties, we recommend using IP for Remote Management.

Action: Do not install ZfD in an IPX-only environment. Prefer to use IP when doing Remote Management.

Automatic Workstation Import does not work immediately after installation of ZfD

Problem: I installed ZfD from a Windows 95/98 workstation to an NDS for NT server. Automatic Workstation Import would not immediately work.

Explanation: Windows 95/98 does not support the APIs used to install or start a remote service.

Note that this problem does not exist if you install from a Windows NT/2000 client or to a NetWare® server.

Action: To install to an NDS for NT server, use a Windows NT or Windows 2000 workstation.

If you must install to an NDS for NT server using a Windows 95/98 workstation, reboot the server twice to get the import or removal service to run (once to finish the installation and once to start the service).

Computer name changes are not being updated in the Workstation object

Problem: If the computer name of a machine is used as part of the NDS workstation name in the Workstation Import policy, changes on the machine to the computer name are not automatically updated in the Workstation object's name. This will cause workstation registration to use an incorrect computer name to register the workstation.

However, the Workstation object that did not get its name updated will still be a valid object for ZfD. All ZfD components will still be able to access and use that object.

Possible Cause: Windows deals with computer names in a way that causes this problem. Consider the following scenario:

 ◆ An image is placed on a machine so that the computer name and Workstation object name in the image are not the same as the computer name and Workstation object name stored in the image-safe data.

 ◆ The machine is booted and the image-safe data agent runs. This includes a call into Windows to set the computer name to the name stored in the image-safe data, if a computer name was stored there. This also restores the Workstation object information into the registry. If no Workstation object is found in the image-safe data, then the Workstation object information in the registry is deleted.

 ◆ The Workstation Registration agent runs. If the Workstation object in the registry is nonexistent, or if the agent cannot find the Workstation object in the tree, then the agent will request a new Workstation object from the Workstation Import server.

This leaves the tree with two Workstation objects for the workstation—one that it recognizes (the newer object) and one that is still valid to ZfD but is now orphaned.

Explanation: Some background on the two agents will explain why this scenario causes a problem. ZfD imaging delivers the image-safe data agent (ZISWIN.EXE) back to the Windows environment to facilitate the restoration of some vital configuration information following imaging operations. Another purpose of the agent is to pre-configure new machines with IP, workgroup, and computer name information.

Properly installed, ZISWin runs during the Windows start-up process, but

does not run early enough in the process that it can change the computer name of the machine before Windows reads and caches that name in memory. Therefore, although ZISWin has changed the computer name, until the machine is rebooted any request to Windows for the computer name will return the older name.

The Workstation Registration agent is a component of the Workstation Manager Scheduler, which runs as an NT service. The Scheduler is loaded shortly after ZISWin has run. In the case where ZISWin has changed the computer name, when the registration agent runs and asks Windows for the computer name, Windows gives the agent the older name.

In the scenario where the computer already has a workstation object, or in the case where the computer name is not part of the name specified by the Workstation Import policy, then this should not cause any problems.

However, if this computer does not yet have a Workstation object and the Workstation Import policy specifies that the computer name should be used as part of the Workstation object's name, the import process will create a Workstation object using the older computer name. This could quickly become confusing in ConsoleOne when all workstations would have similar names with only the MAC address to distinguish between them.

Action: There are two possible actions:

- ◆ Browse for the Workstation object in ConsoleOne and rename it to its original name. The ZfD workstation registration process guarantees that the workstation will be able to find itself in the tree after it has been renamed.

- ◆ After a machine has booted with the new computer name effective:

  1) Run UNREG32.EXE on the workstation to erase the machine's knowledge of its NDS Workstation object.

  2) Determine the current Workstation object for that machine > browse for the object > delete the object.

     Alternatively, you could use the Automatic Workstation Removal policy to automatically remove the orphaned workstation at a scheduled time.

  3) Re-register the workstation using one of the following methods:

     - ◆ Run WSREG32.EXE on the workstation

     - ◆ Reboot the workstation

     - ◆ Allow the Workstation Manager Scheduler to re-register the workstation at its scheduled time

This will cause the workstation to be associated with only one valid Workstation object and not leave an orphaned Workstation object in the tree.

2 Workstation Management

Workstation Management

The following sections provide troubleshooting information for ZENworks™ for Desktops (ZfD) Workstation Management:

Installation errors occurred, such as the password not being set for the Inventory Service object

Problem: After installing ZfD, some of the following errors may occur:

- The message "Unable to set password ... inventory installation skipped" was displayed in the installation summary
- The public key attribute was not created in the Inventory Service object

Explanation: Object creation errors can occur if an outdated Novell® Client™ is running on the workstation that is used to perform the ZfD installation.

Action: To install ZfD, only use a workstation that is running the client that was shipped on the *ZENworks for Desktops Companion* CD (or later).

The Client Config policy does not work

Problem: The Client Config policy will not push down when the default package impersonation is set to Interactive User.

Explanation: The Client Config policy only works when it is set to System Impersonation.

3 **Workstation Imaging**

The following section provides solutions to problems you might encounter when using ZENworks for Desktops (ZfD) Workstation Imaging services.

Possible Imaging Problems

The following sections provide solutions to specific problems you might encounter when using ZfD Workstation Imaging services.

General Troubleshooting Tips

Explanation:	If you get an error when using a ZfD imaging server to perform an imaging operation, first try the action below.
Action:	Check the bottom of the Imaging Server Log (ZIMGLOG.XML) file for information on the imaging operation that you just performed. This file is explained in Imaging Utilities and Options in Workstation Imaging in *Administration*.
Explanation:	If the problem has something to do with resolution of your imaging policies in NDS and you aren't sure what hardware data has been detected on your computer and used in policy resolution, try either of the actions below.
Action:	Boot the computer with a ZfD imaging device in manual mode and type **img i** at the Linux prompt. This shows the hardware data that was detected for your computer.
Action:	Retry the auto-imaging operation from the Linux prompt by typing **img a**. This displays messages explaining what the imaging engine is actually doing in the process.
Explanation:	If the above actions don't solve your problem, try the actions below.
Action:	Check the specific troubleshooting sections that follow in this documentation.
Action:	Check the Imaging Error Messages section in *Error Messages*. Some of the less obvious error messages are documented there.
Action:	Check the ZENworks Cool Solutions (http://www.novell.com/coolsolutions/zenworks/) Web site. Additional troubleshooting tools and information are posted there from time to time.

Image Is Created on or Restored from the Wrong Server

Possible Cause:	When performing a manual imaging operation, you might have specified two different imaging servers on the command line. Creating or restoring an image from one server by contacting another (referring) server is supported only in auto-imaging mode (by NDS policy), not in manual (command-line) mode.
	For example, if XYZ_SERVER is at 137.65.95.127 and ABC_SERVER is at

137.65.95.126, then the following operation will not work as expected:

```
img mp 137.65.95.126 //xyz_server/sys/imgs/dellnt4.zmg
```

Rather than creating the image on XYZ_SERVER, this creates the image on ABC_SERVER if the /sys/imgs path exists on that server. If the path doesn't exist, you get an invalid path error.

Action: Specify the same server in both the *IPaddress* parameter and in the *filepath* parameter. For example, in the scenario above, to create the image on XYZ_SERVER, you must issue the following command:

```
img mp 137.65.95.127 //xyz_server/sys/imgs/dellnt4.zmg
```

Image Is Restored to the Wrong Partition

Explanation: By default, the ZfD imaging engine restores an image to the lowest available partition slot number that has sufficient space to receive the image.

Action: To ensure that an image (or a particular part of an image) is restored to a specific partition slot number, use the optional **a:p** parameter on the **img r** command. For details, see Restore Mode in Imaging Engine (img Command) in Imaging Utilities and Options in Workstation Imaging in *Administration*.

Near-Duplicate Workstation Object Is Created After Imaging

Explanation: If you are using ZfD Automatic Workstation Import or Workstation Management to register workstations as Workstation objects in your NDS tree and you use the default naming process for creating the Workstation objects (Computer name plus MAC address), you might see a near-duplicate Workstation object name created for a workstation after it has received a new image.

Possible Cause: The reason for this is that the workstation is being registered using the Computer name that is embedded in the new image that was just laid down. The imaging agent does restore the original Computer name (or a new, policy-defined Computer name if the workstation is brand new) to the workstation's registry. However, because Windows caches the Computer name before the imaging agent runs, and because the Workstation Manager agent runs shortly after the imaging agent runs, Workstation Manager queries Windows for the Computer name and gets back the Computer name that Windows has cached, which is the one embedded in the image that was just laid down. This results in the workstation being registered in NDS as a Workstation object with the same Computer name as the workstation from which the image was taken, but with a different MAC address.

Action: There is currently no automatic fix for this problem. You can manually rename the Workstation object in ConsoleOne (this won't cause any problems), or you can delete the new Workstation object and let another one be created automatically later (when the changes made by the imaging agent have been propagated to Windows).

Image Doesn't Fill the Entire Hard Disk

Explanation: When you take an image of a smaller hard disk and lay it down on a larger hard disk, by default the extra space on the larger hard disk is left unpartitioned.

Action: To work around this problem, when laying down the image, do it manually (from the Linux command line) and use the optional **a:p** parameter as the last argument. This parameter is described in Imaging Engine (img Command) in Imaging Utilities and Options in Workstation Imaging in *Administration*. You can't do this in auto-imaging mode.

1 Boot the target computer with an imaging device and type **manual** at the boot prompt when the initial menu appears. Insert the second diskette if you are prompted for it.

2 At the Linux prompt, type **img d** to see the current partitions.

3 Remove all the partitions using the **img pd** command.

For example, to remove partition 1, type **img pd1**.

4 Create and activate the new (empty) partitions needed to hold the new image that you will lay down. Use the **img pc** and **img pa** commands.

For example, to create and activate a single NTFS partition of the entire hard disk, type **img pc1 ntfs** followed by **img pa1**.

5 Lay down the new (smaller) image using the **img r** command with the **a:p** parameter.

For example, if the new (smaller) image is stored on an imaging server and it contains only one partition, you could fill the entire NTFS partition on the workstation with the smaller image as follows:

img rp 137.65.95.127 //imgsrv/sys/img/small.zmg a1:p1

6 After the image has been laid down, remove the boot device if needed, type **lilo.s**, and reboot the workstation.

Can't Boot a Workstation from the Imaging CD

Possible Cause: The workstation that you are trying to boot might have a CD drive that doesn't support multisession CDs. The ZfD imaging CD is a multisession CD because adding the SETTINGS.TXT file (and any other files) to the CD makes it so.

Action: The workstation must have a CD drive that supports multisession CDs. In our testing, we successfully booted an HP vectra VL, a Compaq Prosignia, and a Dell Optiplex, but some other workstations failed, including an IBM PC 300PL, a Dell Dimension XPS T450, and an IBM clone with an Intel motherboard. If you can't use a CD as the imaging boot device, use diskettes.

Error Installing Imaging (Linux) Partition from Diskettes

Possible Cause: You might have proceeded without inserting the proper diskette when prompted.

Action: Reinstall the Linux partition, making sure to pay careful attention to which diskette is being asked for at the prompts. For step-by-step instructions, see Enabling a Workstation for Unattended Imaging Operations in Testing Basic Imaging Operations in Workstation Imaging in *Getting Started*.

Input/Output Error Installing Imaging (Linux) Partition from CD

Explanation: Certain input/output errors can appear when creating the Linux partition if you boot the workstation from a ZfD imaging CD. Examples of the error messages include:

```
/bin/cp: /bin/loadkeys: Input/output error

/bin/cp: /bin/gunzip: Input/output error
```

Action: No action is required. You can ignore these error messages, as the Linux partition is still created successfully.

Can't Boot a Workstation from the Imaging Diskettes

Possible Cause: The workstation that you are trying to boot might have a USB diskette drive, which is not supported.

Action: There is no workaround for this problem at present. The workstation must have a supported drive to be booted from the imaging diskettes.

Workstation Doesn't Boot with the Requested Keyboard Language

Possible Cause: If your imaging boot device is configured to boot with support for a non-English keyboard and to allow manual rebooting of the workstation after

imaging, when you use the boot device to install the imaging (Linux) partition on a workstation, the keyboard language support isn't loaded until you manually reboot the workstation.

Action: Manually reboot the workstation. The correct language support should load for the keyboard.

Workstation Reboots Continuously

Possible Cause: The last base image that was laid down on the workstation might be corrupt or might have become corrupt during download from the network.

Action: Boot the workstation from the ZfD imaging diskettes or CD and try laying down the image again. If this doesn't work, retake the image and try laying it down again.

Can't Launch the Imaging Boot Disk Creator (ZIMGBOOT.EXE) Utility from ConsoleOne

Possible Cause: You might be running ConsoleOne from a local installation or from a server that doesn't have the ZfD Imaging software installed.

Action: Run ConsoleOne from a ZfD imaging server, or copy the ZIMGBOOT.EXE file from the imaging server (ZENWORKS\IMAGING) to a folder that's in your Windows PATH.

How Do I Exit the Linux Screen Saver Without Disturbing My Imaging Operation?

Explanation: After about five minutes without user input, Linux enters a screen-saving mode where the screen goes blank.

Action: Press Ctrl, Shift, or Alt to exit the screen saver without disturbing your current imaging operation.

I Need to Create a ZfD Imaging Partition Larger than 2 GB

Explanation: When you create imaging boot diskettes using the Imaging Boot Disk Creator (ZIMGBOOT.EXE) utility, the largest size you can specify for the ZfD imaging (Linux) partition is 2 GB (2048 MB).

Action: After creating the imaging boot diskettes, edit the SETTINGS.TXT file on the second diskette and increase the value of the PARTITIONSIZE parameter as needed. For example, the following sets it to 4 GB (4096 MB):

```
PARTITIONSIZE=4096
```

I Need to Clear the Image-Safe Data from a Workstation

Explanation: You might need to do this for any number of reasons, such as if the image-safe area gets corrupted or populated with the wrong data (from an NDS policy, for example), or if you register the workstation as a different object in NDS.

Action: To clear the image-safe data, you need to enter a certain key in the Windows registry and reboot the workstation. Here's one way to do this:

1 Use a text editor to create a file with the following contents:

```
REGEDIT4

[HKEY_LOCAL_MACHINE\SOFTWARE\Novell\ZENworks]

"ZISWIN Clear"="1"
```

2 Save the file.

3 Run the file you just created by double-clicking it.

This enters the above key in the Windows registry.

4 Reboot the workstation.

This causes the ZfD imaging agent to run, and in so doing to clear out the workstation's image-safe data.

4 **Workstation Inventory**

Workstation Inventory

This section covers the following:

- ◆ Troubleshooting inventory installation problems

  Is the installation of Workstation Inventory successful?
  Is the database installed properly on the database server?

- ◆ Troubleshooting Inventory database problems

  Out of memory problems.
  Sybase displays messages for tables that do not have primary keys or have keys that are not indexed.
  Unable to start the database. Displays "Assertion failed message"

- ◆ Troubleshooting inventory scanning problems

  Workstation Inventory does not show up in the Workstation Scheduler.
  Unable to launch the Scanner on the workstation.
  Unable to load the Inventory Services on the server.
  Unable to scan Windows 95/98 workstations that are attached to a Windows NT/2000 server.
  At times, the server utilization may reach 100%.

- ◆ Troubleshooting display of inventory information

  Different Last Scan date display in Minimal Information page and Query Results window.

- ◆ Troubleshooting Inventory report problems

  Inventory reports designed for landscape mode do not print properly.

◆ Troubleshooting XML status report problems

Unable to view the inventory status reports (XMl format) in languages other than English.

Is the installation of Workstation Inventory successful?

Action: Ensure that there were no errors after file copy during the installation.

Action: Ensure that the Inventory Service object is created. In NDS, check the container of the NCP Server object should contain the Inventory Service object (ZenInvService)

Action: Ensure that the Scan directory (SCANDIR) is created on the server.

Is the database installed properly on the database server?

Action: On NetWare server, ensure that the database startup screen is displayed on the server.

Action: On Windows NT/2000 server, ensure that the Sybase service is shown in the list of services.

Out of memory problems.

Explanation: When the Inventory database maintained in Oracle* is mounted on NetWare® and Windows NT* and Windows* 2000 servers and the Out of Memory message is displayed, there is insufficient memory to run the inventory schema.

Action: We recommend a minimum of 256 MB RAM at the Root Server.

If the memory problems are not resolved, fine-tune the following variables in the INIT.ORA file located in the ZENWORKS\DATABASE directory on the server. The file contains the following memory structure sizing variables:

◆ SHARED_POOL_SIZE

◆ DB_BLOCK_BUFFERS

◆ LOG_BUFFERS

Reduce the SHARED_POOL_SIZE value and increase the value of the other variables. Down and restart the server using the MGMTDBO.NCF or the MGMTDBO.BAT file.

If the Inventory database is in Sybase* on NetWare servers, modify the parameters in the MGMTDBS.NCF file. See Sybase Database Startup

Sybase displays messages for tables that do not have primary keys or have keys that are not indexed.

Explanation: These messages indicate that accessing certain tables may result in performance degradation.

Action: Ignore these messages while using ZfD because these tables are not accessed.

Unable to start the database. Displays "Assertion failed message".

Possible Cause: The database was up at the time of database server abend.

Possible Cause: The database server was switched off without shutting down the database.

Action: Restore the database using a recent backup. See Backing Up the Inventory Database (Sybase) for more information.

Action: If you do not have a database backup copy or the database copy cannot be restored, follow these instructions:

1 Take a backup of the MGMTDBS.NCF file located in SYS:\SYSTEM directory.

2 Modify the MGMTDBS.NCF file.

    2a Insert the `-f` parameter after the `DBSRV7` parameter.

    2b Delete the path to other databases such as NAL.DB. Do not delete the MGMTDB path.

    2c Save the changes.

3 Stop the database. At the database server on NetWare server, type **q**.

If the database is not unloaded, type **unload dbsrv7**.

4 Rename the MGMTDB.LOG transaction log file in the ZENWORKS\DATABASE directory.

5 Load the database. At the database server console, type **mgmtdbs.ncf**.

The database will start in recovery mode, displaying the messages "Recovery complete" and "Database server stopped".

6 Delete the existing MGMTDBS.NCF and rename the backup copy of the file to MGMTDBS.NCF.

7 Load the database. At the database serve console, type **mgmtdbs.ncf**.

Workstation Inventory does not show up in the Workstation Scheduler.

Action: Do the following:

1. Check whether the correct Novell Client is installed on the workstation.

2. Check whether the workstation is imported properly. From the desktop menu, right-click the Workstation Manager - Display NDS Information. The Workstation object and the tree should be displayed. Alternatively, verify using the Registry Key.: HKEY-local machine\software\novell\\workstation manager\identification.

3. Check whether the Inventory policies are configured and associated to the workstation or to the container of the workstation.

4. After importing the workstation, if the Scanner cannot be launched, restart the workstation.

Unable to launch the Scanner on the workstation.

Action: Do the following:

1. Ensure that the root of the tree on which you have installed Workstation Inventory is trustee of the SYS:\PUBLIC directory of the inventory server on NetWare servers. On Windows NT/2000 servers, ensure that the SYS Share directory exists.

2. Check whether the Inventory policies are configured and associated to the workstation or to the container of the workstation.

3. Check whether the scan is scheduled in the Workstation Inventory Scheduler.

4. Check whether the ZENWORKS directory on SYS: volume is shared and that users (Everyone users) have special access for Windows NT/2000 servers.

5. On NetWare servers, the PUBLIC\ZENWORKS should have Create rights.

Unable to load the Inventory Services on the server.

Action: Ensure that the Inventory policies are configured for the server, based on the role of the server. See Setting Up Servers for Workstation Inventory in Workstation Inventory in *Getting Started*.

Action: Ensure that the database is up and running on the database server.

Action: After configuring the policies, ensure that after sufficient time the object are synchronized. In a tree with a large number of objects and partitions, wait for some time.

Unable to scan Windows 95/98 workstations that are attached to a Windows NT/2000 server.

Action: If you have configured the inventory server that is a Windows NT/2000 server and there are Windows 95/98 workstations that will send their scan data to that Windows NT/2000 server, you must do the following for the scanners to collect data:

- If there are NDS users who are also Windows NT/2000 Domain Users, ensure that the users logged in are valid users of the Windows NT/2000 domain in the existing Share created by ZfD.

- If there are users logged in to a different domain, ensure that the users are Trusted users of the domain in the existing Share created by ZfD.

- If there are NDS users who are not users of any Windows NT/2000 domain, ensure that the users do not log in to NDS during workstation startup. However, these users can log in to NDS later.

- If there are users who do not login in to any Windows NT/2000 domain, or in to NDS, however these users log in to their local workstation with username and password, ensure that the user name and password are also part of the Windows NT/2000 domain.

At times, the server utilization may reach up to 100%.

Possible Cause: The server is processing a large number of scan files to be stored in the Inventory database.

Possible Cause: The server sends huge compressed scan files (.ZIP files) across the WAN link.

Possible Cause: The server is generating reports for a large number of workstations.

Explanation: Processing of the scan files and sending huge .ZIP files across WAN link happens only during the initial phase of inventory deployment. Report generation is done at a very low frequency, maybe once in a quarter or a year, The administrator should be aware of this high utilization.

Different Last Scan Date display in Minimal Information page and Query Results window.

Explanation: The last scan date reflects the time of the scan in the minimal information stored in the NDS® Workstation object. This information is also displayed while querying the inventory database from ConsoleOne™. It is possible that the database update is in process while the minimal information in the Workstation object is already updated.

Inventory reports designed for landscape mode do not print properly.

Explanation: The following inventory reports do not print properly from ConsoleOne 1.2c:

- ◆ General Workstation Inventory Report
- ◆ Asset Management Report
- ◆ Hardware Inventory Report
- ◆ Networking Information Report
- ◆ Software Inventory Report
- ◆ Software Inventory Report for the Entire Site

To print these reports, you must export the report to an Adobe Acrobat* .PDF file (click File > Export Report > Export as PDF). In Adobe Acrobat Reader, open the .PDF file and print the report, making sure that print orientation is set to Landscape mode.

Unable to view the inventory status reports (XML format) in languages other than English.

Explanation: To view the status of the inventory components, open the status log file, INVENTORYLOG.XML, in any third-party XML browser.

If there are no browsers that support viewing XML documents in languages other than English, create a comma separated value (.CSV) file and view the .CSV in any third-party CSV viewer such as Microsoft Excel. The CSV file will contain the same contents as the INVENTORYLOG.XML file.

To create the .CSV file:

1. Edit the INVENTORYXMLLOG.INI file located on the inventory server (SYS:\PUBLIC\ZENWORKS\WMINV\LOG)

   a. Insert the following parameter in the file:
      `WRITE_TO_TEXT_FILE`.

2. Save the changes.

3. Restart the inventory server.

View the .CSV file to ensure that the file contains the status logs for the inventory components.