



Message Reference



Message Reference

Note

Before using this information and the product it supports, read the information in "Notices" on page 53.

Edition Notice

This edition applies to version 8, release 4, modification 2 of IBM OmniFind Yahoo! Edition (product number 5724-R21) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Contents

ibm.com and related resources.	1	Parser messages (IQQP)	37
How to send your comments	1	REST API messages (IQQR)	41
Contacting IBM	1	Search messages (IQQS)	43
Messages	3	Service messages (IQQW)	45
Administration messages (IQQA)	5	Anchor text search messages (IQQX)	47
Crawler messages (IQQC)	7	Notices	53
Database messages (IQQD)	17	Notices	53
General messages (IQQG)	21	Trademarks	55
Index messages (IQQI)	31		
Migration messages (IQQM)	35		

ibm.com and related resources

Product support and documentation are available from [ibm.com](http://www.ibm.com).

Support and assistance

Product support is available on the Web. Click Support from the product Web site at:

OmniFind Yahoo! Edition

<http://www.ibm.com/software/data/enterprise-search/omnifind-yahoo/support.html>

PDF publications

You can view the PDF files online using the Adobe Acrobat Reader for your operating system. If you do not have the Acrobat Reader installed, you can download it from the Adobe Web site at <http://www.adobe.com>.

See the following PDF publications Web sites:

Product	Web site address
IBM OmniFind Discovery Edition	http://www-1.ibm.com/support/docview.wss?rs=3035&uid=swg27008552
IBM OmniFind Enterprise Edition	http://www-1.ibm.com/support/docview.wss?rs=63&uid=swg27007911
IBM OmniFind Yahoo! Edition	http://www.ibm.com/support/docview.wss?rs=3193&uid=swg27010191

How to send your comments

Your feedback is important in helping to provide the most accurate and highest quality information.

Send your comments by using the online reader comment form at https://www14.software.ibm.com/webapp/iwm/web/signup.do?lang=en_US&source=swg-rcf.

Contacting IBM

To contact IBM customer service in the United States or Canada, call 1-800-IBM-SERV (1-800-426-7378).

To learn about available service options, call one of the following numbers:

- In the United States: 1-888-426-4343
- In Canada: 1-800-465-9600

For more information about how to contact IBM, see the Contact IBM Web site at <http://www.ibm.com/contact/us/>.

Messages

You can view additional information about the search engine messages, such as why an error might have occurred and how to resolve the problem.

Many of the search engine messages appear in a chain of other messages. For example, you might see an error about a crawler not starting. However, the reason for this problem might be due to several other issues. In the following sample message chain, the last message provides the root cause of the problem:

IQQA1234E: The document <http://www.example.org/records/document.pdf> cannot be indexed.

IQQA1235E: The crawler cannot crawl URL <http://www.example.org/records/>

IQQA1236E: The URL <http://www.example.org> is password protected and cannot be crawled.

To see more information about how to resolve the problem, click the linked message ID (for example, [IQQA1236E](#)) from the System Logs window in the administration console.

Administration messages (IQQA)

Administration messages describe general problems that might occur when you use the administration console.

IQQA0002E The collection with the name "*collection_name*" cannot be created.

Explanation:

The collection cannot be created.

User response:

Check the system log for information about why the collection could not be created.

IQQA0010E You must enter a collection name.

Explanation:

The collection name field is empty.

User response:

Enter a name for the collection and ensure that the name does not include any of the following invalid characters: \ . / : * ? " < > |

IQQA0011E The collection name contains invalid characters.

Explanation:

The collection name field contains one of the following invalid characters: \ . / : * ? " < > |

User response:

Enter a valid collection name that does not contain any of the invalid characters.

IQQA0012E The collection name already exists.

Explanation:

The collection name that you specified already exists.

User response:

Enter a different collection name.

IQQA0020E The Web address is not a valid URL. Enter a valid Web address (URL), for example, <http://www.example.org>.

Explanation:

The starting Web address contains invalid characters.

User response:

Enter a valid Web address that begins with a valid prefix, such as <http://> or <https://>.

IQQA0022E Enter a starting Web address.

Explanation:

The list of starting URLs is empty.

User response:

Specify at least one URL for where the crawler is to begin crawling.

IQQA0134E A problem occurred when communicating to the specified host name: "*host_name*" and port: "*port_number*".

Explanation:

A problem occurred when communicating to the specified *host_name* and *port_number*. The server might be down or an incorrect name was specified.

User response:

Check that the host name and the port are valid and that the specified server is up and listening to the specified port.

IQQA1803E The collection could not be re-created. Stop the search engine server and manually remove the *directory_name* subdirectory. When you restart the server, the collection will be re-created.

Explanation:

The process for re-creating the index encountered an error.

User response:

Stop the search engine server and manually remove the *directory_name* subdirectory. When you restart the server, the index will be re-created.

IQQA2200E Document tracking is not available when search is disabled for the collection.

Explanation:

Document tracking function is not available when search is disabled for the collection.

User response:

Enable search to use the document tracking function.

IQQA2201E There is an error in searching the collection for document tracking.

Explanation:

There is an error in searching the index for document tracking.

User response:

Correct the error and retry document tracking.

IQQA2202E • IQQA2204E

IQQA2202E Cannot free up resources in document tracking.

Explanation:

There is a problem with freeing up resources.

User response:

This is an internal error and no user action is required.

IQQA2203E Document tracking code invalid.

Explanation:

Invalid document tracking code.

User response:

This is an internal error and no user action is required.

IQQA2204E Cannot load error information from the index.

Explanation:

Cannot load document error information from the index.

User response:

This is an internal error and no user action is required.

Crawler messages (IQQC)

Crawler messages describe problems that relate to crawling, managing crawl spaces, and general crawler functions.

IQQC3005I The *crawler_name* crawler for *crawlspace_name* with *crawl_mode* mode started successfully.

Explanation:

The crawler process for the specified crawl space started successfully.

User response:

No action is required.

IQQC3006I The *crawler_name* crawler for *crawlspace_name* is crawling.

Explanation:

The crawler process for the specified crawl space already started.

User response:

No action is required.

IQQC3007I The *crawler_name* crawler for *crawlspace_name* stopped successfully.

Explanation:

The crawler process for the specified crawl space stopped successfully.

User response:

No action is required.

IQQC3011E The scheduled crawl for the *crawler_name* crawler for *crawlspace_name* with *crawl_mode* mode cannot be started.

Explanation:

The scheduled crawl for the specified crawl space cannot be started by the scheduler. A likely cause is that the crawl space does not exist.

User response:

Use the administration console to configure the crawl space for the specified crawler.

IQQC3017E An I/O error occurred when loading the configuration file. The crawler configuration file is "*crawler_configuration_filename*".

Explanation:

An I/O error occurred when the system attempted to read a crawler configuration file.

User response:

Ensure that the crawler configuration file exists and that the file is readable.

IQQC3019E The crawler configuration file cannot be created. The crawler configuration file is "*crawler_configuration_filename*".

Explanation:

The system cannot create the crawler configuration file.

User response:

Ensure that the crawler configuration file can be created. Confirm the permissions for the directory and that same name does not exist as a directory.

IQQC3020E A duplicate configuration ID was detected in the crawler configuration file. The invalid configuration ID is "*duplicate_configuration_id*".

Explanation:

A duplicate configuration ID was detected in the crawler configuration file.

User response:

Ensure that each configuration has a unique configuration ID in the crawler configuration file.

IQQC3021E The following errors occurred when loading the crawler configuration: *error_message*

Explanation:

An error occurred when loading the crawler configuration.

User response:

See the associated error messages for more information and then take the appropriate actions.

IQQC3022W The crawler manager encountered an error when building required parameters for the *crawler_type* crawler type.

Explanation:

The crawler manager failed to start a crawler for the specified crawler type.

User response:

Check the system log for any severe errors.

IQQC3023E The following errors occurred when saving the crawler configuration:
error_message

Explanation:

An error occurred when saving the crawler configuration.

User response:

See the associated error messages for more information and then take the appropriate actions.

IQQC3024E An invalid value was detected in the crawler configuration file. The name of parameter is "*parameter_name*" and the value is "*parameter_value*".

Explanation:

The system cannot read the crawler configuration file because an invalid value is detected.

User response:

Correct the invalid parameter value in the crawler configuration file.

IQQC3025W A meaningless parameter value was detected in the crawler configuration file. It will be ignored. The name of parameter is "*parameter_name*" and the value is "*parameter_value*".

Explanation:

A meaningless parameter value is detected, and it will be ignored.

User response:

Check the crawler configuration file for the specified parameter and value.

IQQC3500E The connection to the internal database failed. The database directory is *database_directory*.

Explanation:

The system cannot connect to the internal database.

User response:

Ensure that the parent directory of the database directory is accessible and writable. If the directory already exists, remove it manually and restart the crawler.

IQQC3510W The crawler truncated the document content because its size was larger than the system limit, *size_limit* bytes.
Document ID: *document_ID*.

Explanation:

Some of the document content cannot be indexed because the size of the crawled document is too large.

User response:

No action is required.

IQQC3511W The crawler cannot extract or crawl the archive file *document_ID*. Document ID: *document_ID*.

Explanation:

The crawler cannot crawl the archive file *document_ID* because the archive file is not in an expected format and the crawler cannot extract it.

User response:

Verify that the file specified by the document ID is correct and that it is a supported archive file type such as ZIP, TAR, or GZIP. Also, verify that the file has the correct extension.

IQQC3512W The crawler cannot extract the archive entry *entry_name* from the archive file *document_ID*.

Explanation:

The crawler cannot crawl the archive file *document_ID* because archive entry *entry_name* in the archive file is in a malformed format. The crawler cannot extract this malformed file from the archive file.

User response:

Verify that the file specified by the document ID is correct and that it is a supported archive file type such as ZIP, TAR, or GZIP. Also, verify that the file has the correct extension.

IQQC3513W The archive file *document_ID* cannot be closed.

Explanation:

The crawler encountered an error when releasing the resources used to process an archive file after crawling the archive entry *document_ID*.

User response:

Verify that the archive file specified by the document ID was crawled correctly. Supported archive file types are ZIP, TAR or GZIP. You can check the document status by clicking Manage System --> Check Document Status in the administration console. You can also view crawled or uncrawled Web sites by clicking Crawl Web Sites --> Monitor Crawler.

IQQC3515W The ACL normalization could not be processed. ACL entry: *original_ACL*.

Explanation:

The ACL will be processed without normalization because it could not be normalized by the specified crawler plug-in.

User response:

Verify that the ACL entries are correct in the target data source or that the specified crawler plug-in normalizes correctly.

IQQC3520E The crawler plug-in *plugin_name* cannot be created.

Explanation:
The system cannot create the specified crawler plug-in.

User response:
See the system log for information about the error that occurred when creating the crawler plug-in.

IQQC3521E The crawler plug-in path *plugin_directory* was not found.

Explanation:
The system cannot be started correctly because the specified plug-in directory path was not found.

User response:
Verify that the specified directory path exists.

IQQC3522W The crawler plug-in in *plugin_package* cannot be loaded.

Explanation:
The crawler plug-in in the specified package cannot be loaded because it is in an unexpected format.

User response:
See the system log for information about the error that occurred when creating the crawler plug-in.

IQQC3523E The crawler received an external error message "*external_message*".

Explanation:
The crawler received an external error message.

User response:
Check the error message and correct the problem accordingly.

IQQC3524E The crawler received an external exception.

Explanation:
The crawler received an external exception.

User response:
Check the error message and exception and correct the problem accordingly.

IQQC3525E The document *document_ID* was not found.

Explanation:
The specified document *document_ID* was not found.

User response:
Verify that the specified document ID is correct.

IQQC3526E An error occurred when connecting to the external server.

Explanation:
The crawler cannot connect to the external server.

User response:
Verify that the external server is available.

IQQC3528E The crawl space *crawl_space_id* cannot be removed.

Explanation:
The specified crawl space *crawl_space_id* cannot be removed.

User response:
A possible cause is that the crawler for the crawl space is active. Stop the crawler, if it is running, and try to remove the crawl space again.

IQQC3529E The crawler *crawler_name* cannot be removed because the crawler is running.

Explanation:
The specified crawler *crawler_name* cannot be removed because the crawler is running.

User response:
Stop the crawler and try to remove the crawler again.

IQQC3530E The class path *class_path* is not valid.

Explanation:
The specified class path *class_path* is not valid.

User response:
Specify a valid class path.

IQQC3531E The class path *class_path* cannot be loaded.

Explanation:
The specified class path *class_path* cannot be loaded.

User response:
Verify that the path identified by the class path has read permission.

IQQC3532E The user-defined class *plugin_class_name* of the crawler plug-in cannot be created. (Class path = *plugin_class_path*).

Explanation:
The user-defined class derived from the CrawlerPlugin class cannot be created.

User response:
Verify that the class name and the class path were set correctly.

IQQC3533E The error occurred in the `init()` method of CrawlerPlugin class *plugin_classname*.

Explanation:

The `init()` method of the user-defined class did not work correctly.

User response:

Verify that the user-defined class is set up correctly.

IQQC3534E The error occurred in the `updateDocument()` method of CrawlerPlugin class *plugin_classname*.

Explanation:

The `updateDocument()` method of the user-defined class did not work correctly.

User response:

Verify that the user-defined class is set up correctly.

IQQC3535E The error occurred in the `term()` method of CrawlerPlugin class *plugin_classname*.

Explanation:

The `term()` method of the user-defined class did not work correctly.

User response:

Verify that the user-defined class is set up correctly.

IQQC3536E The status information of crawled documents stored at *directory_path* cannot be accessed.

Explanation:

The system cannot access the status information of crawled documents stored at the specified directory.

User response:

Ensure that the directory is accessible and writable.

IQQC3802E Collection *collection_id* was not found.

Explanation:

The specified collection *collection_id* was not found.

User response:

Verify that the collection was created. You can use the administration console to see a list of all collections.

IQQC3803E No security domains were found from the configured crawled data sources.

Explanation:

This is an internal error. No security domains were found from the configured crawled data sources.

User response:

Contact IBM Software Support.

IQQC3900E The crawl space *crawl_space_id* was not found in the configuration.

Explanation:

The specified crawl space *crawl_space_id* was not found.

User response:

Verify that the crawl space was configured correctly.

IQQC3901E The specified URI *uri* in the crawl space *crawl_space_id* was not found.

Explanation:

The specified URI *uri* in the crawl space *crawl_space_id* was not found or the URI is not in the correct URI format.

User response:

Verify how the URI is defined in the crawler's configuration.

IQQC3902E The specified index *collection_name* was not found.

Explanation:

The specified collection was not found.

User response:

Verify that the specified collection exists. You can use the administration console to see a list of collections.

IQQC4200E The JDBC driver class *jdbc_driver_class* could not be loaded.

Explanation:

The JDBC driver could not be loaded.

User response:

Verify that the class path to use the specified JDBC driver is correct.

IQQC4201E Database *database_url* was not found.

Explanation:

The Database crawler cannot find the specified database.

User response:

Verify that the database exists.

IQQC4202E A user ID, password, or both are incorrect. The connection to *database_url* cannot be established.

Explanation:

The Database crawler configuration file contains an incorrect user ID or password.

User response:

Ensure that the user ID and password in the crawler configuration file are current and correct.

IQQC4203E The table or view *table_name* was not found.

Explanation:

The Database crawler cannot find the table or view.

User response:

Use the administration console to reconfigure the Database crawler and verify that the table or view exists.

IQQC4204E The field or column definition is not valid.

Explanation:

The column definition that is configured to be crawled does not match the current column definition on the target table.

User response:

Use the administration console to reconfigure the Database crawler and ensure that the column definitions are correct.

IQQC4205E An SQL syntax error occurred. Database: *database_url*. SQL: *sql_statement*.

Explanation:

The SQL statement for selecting the rows to crawl was incorrect. The Database crawler configuration file might contain an incorrect WHERE clause.

User response:

Use the administration console to reconfigure the Database crawler and ensure that the condition for selecting rows is correct.

IQQC4206E An unsupported data type was found. Database: *database_url*. Table: *table_name*. Column: *column_name*. Type: *data_type*.

Explanation:

The Database crawler configuration file contains an unsupported data type column.

User response:

Use the administration console to reconfigure the Database crawler and ensure that the column definitions are correct.

IQQC4207E The column type of the field that was specified to detect updates is not supported. Database: *database_url*. Table: *table_name*. Column: *column_name*. Type: *data_type*.

Explanation:

The column type of the field that indicates whether a row has been updated is not supported. The supported type is TIMESTAMP.

User response:

Use the administration console to reconfigure the Database crawler and ensure that the column used to detect updates is the supported data type.

IQQC4208W A row in table *table_name* on database *database_url* was ignored because a null key was found in the column *column_name*.

Explanation:

The Database crawler ignored a row because null data was found in the column specified as a unique key column.

User response:

To crawl the ignored row, update the column to a non-null value.

IQQC4209E A database error occurred. Database: *database_url*. SQLCODE: *sql_code*. SQLSTATE: *sql_state*.

Explanation:

One or more errors occurred when the database was being accessed.

User response:

See the log files in INSTALL_ROOT/log for more information about where the problem occurred.

IQQC4210W A document *document_id* was ignored to crawl because a column *column_name* for the document stores data that the specified JDBC driver cannot fetch.

Explanation:

The Database crawler ignored a row because a column for the document stores data that the specified JDBC driver cannot fetch.

User response:

Verify that the codepage of the data and the codepage of the database match. To crawl the ignored row, update the column to a valid value that can be fetched by the specified JDBC driver.

IQQC4502E The *file_name* file cannot be opened. The file might be in used by another program.

Explanation:

The file might be used by another program. The file was not crawled.

User response:

Stop the other program that is using the file that the crawler is trying to access and restart the crawler.

IQQC4504E The temporary file was not created at *temporary_directory*.

Explanation:

The file system crawler cannot create the temporary file that is needed to crawl a directory that has more than 10 000 files or directories.

User response:

You might not have enough disk space. Check or increase the free disk space and restart the crawler. To restart the crawler, go to the Dashboard and click Start Crawling Directories.

IQQC4505E The temporary file *file_name* cannot be loaded.

Explanation:

The File system crawler cannot read the temporary file that is needed to crawl a directory that has more than 10 000 files or directories.

User response:

You might not have enough disk space. Check or increase the free disk space and restart the crawler. To restart the crawler, go to the Dashboard and click Start Crawling Directories.

IQQC4506E The temporary file *file_name* cannot be stored.

Explanation:

The File system crawler cannot write to the temporary file that is needed to crawl a directory that has more than 10 000 files or directories.

User response:

You might not have enough disk space. Check or increase the free disk space and restart the crawler. To restart the crawler, go to the Dashboard and click Start Crawling Directories.

IQQC4513E The Windows API *windows_api_name* failed. (Error Code = *error_code*). The reason is *windows_native_message*.

Explanation:

The user validation failed.

User response:

Review the Windows error message and exception and correct the problem accordingly.

IQQC4514E The File system crawler failed to get the access control list for *file_name*. (Error Code = *error_code*.) The reason is *windows_native_message*.

Explanation:

The File system crawler failed to get the access control list for a file or directory.

User response:

Review the Windows error message and exception and correct the problem accordingly.

IQQC4515E The File system crawler failed to connect to the Windows network folder *share_folder_name*. (Error Code = *error_code*). The reason is *windows_native_message*.

Explanation:

The File system crawler was unable to connect to the Windows network folder.

User response:

Review the Windows error message and exception and correct the problem accordingly.

IQQC4516E The computer name *computer_name* of the user account *user_account* is not correct.

Explanation:

The computer name is not correct.

User response:

Specify the correct computer name *computer_name* for the user account *user_account*.

IQQC4803E The database driver *JDBC_driver_class* cannot be installed.

Explanation:

The database driver cannot be installed.

User response:

Verify that the file *derby.jar* is in the class path and can be read. If you cannot resolve the problem, you might need to reinstall the product.

IQQC4806E The crawler received an out of memory error. Try restarting the crawler from the Dashboard.

Explanation:

The crawler received an out of memory error. However, you should be able to restart the crawler.

User response:

Go to the Dashboard in the administration console and restart the Web crawler.

IQQC4807E The robots.txt file cannot be retrieved, and the site cannot be crawled.

Explanation:

The Web site cannot be crawled because the Web crawler cannot retrieve the robots.txt file.

User response:

Check your network connection.

IQQC4810E The table *table_name* cannot be opened.

Explanation:

The metadata table in the internal database cannot be opened.

User response:

Remove all of the Web sites and add them again.

IQQC4812E The URL count could not be synchronized with the database.

Explanation:

The URL count cannot be synchronized. The URL limit will be set to the number of documents that are crawled in this session.

User response:

Restart the Web crawler.

IQQC4813E A Web crawler thread *thread_ID* was terminated.

Explanation:

A problem caused a Web crawler thread to terminate.

User response:

Restart the Web crawler.

IQQC4814E The contents of the documents at URL *URL* cannot be indexed.

Explanation:

The contents of the documents cannot be indexed.

User response:

No action is required.

IQQC4815E The system cannot find the list of URLs to crawl.

Explanation:

The system cannot find the list of URLs to crawl.

User response:

To make the list of URLs to crawl available, restart the Web crawler.

IQQC4903W A document from *URL* cannot be retrieved.

Explanation:

The document cannot be retrieved. For example, the server might be too busy at this time.

User response:

No action is required.

IQQC4904W The HTTP request cannot be generated.

Explanation:

The HTTP request cannot be generated.

User response:

Verify that the prefetch filter is configured properly for the Web crawler.

IQQC4905W The configuration changes for crawler *crawler_name* cannot be applied.

Explanation:

The crawler configuration cannot be updated.

User response:

Restart the crawler so that the configuration data can be read again and applied.

IQQC4910W The IP address or addresses of *host_name* cannot be retrieved from the DNS server.

Explanation:

The IP address cannot be retrieved from the Domain Name Server (DNS) server. The DNS lookup failed.

User response:

Verify that the host name and configuration of the host computer in DNS is correct.

IQQC4911W The HTTP response header cannot be parsed.

Explanation:

The HTTP response header cannot be parsed. For example, a nonstandard HTTP server returned an invalid header, or the HTTP server is not responding correctly.

User response:

No action is required.

IQQC4912W The HTTP form-based authentication for URL *URL* cannot be processed.

Explanation:

The form-based authentication request cannot be processed.

User response:

Check the Web crawler's configuration and verify that the settings for form-based authentication are correct.

IQQC4914W An invalid cookie entry *cookie_name="cookie_value"* was found at *URL*.

Explanation:

A Web server responded with invalid session information.

User response:

No action is required.

IQQC4917W A new host name entry *rule_definition* cannot be created in the database.

Explanation:

An invalid host name rule was ignored. This feature is not available yet.

User response:

Verify that the host name rule was configured correctly.

IQQC4918W The robots.txt file for *host_name* cannot be loaded.

Explanation:

The robots.txt file cannot be loaded from the database. The robots.txt file will be temporarily disallowed for all Web pages.

User response:

To try to load the robots.txt file again, restart the Web crawler.

IQQC4919W The Web crawler status might not be accurate. Restart the Web crawler.

Explanation:

The Web crawler status might not be accurate. An error occurred when the system tried to report the Web crawler status.

User response:

To reset the Web crawler's status, restart the Web crawler.

IQQC4922W The content at *URL* cannot be parsed.

Explanation:

The encoding of the page cannot be detected. Therefore, the Web crawler cannot parse the page to extract links to other pages. This message is typically shown when binary content has a text suffix.

User response:

No action is required.

IQQC4926W The soft error page cannot be detected.

Explanation:

The soft error page cannot be detected.

User response:

Check the Web crawler's configuration and verify that the information specified for the soft error page is correct.

IQQC4927W An SSL connection to *URL* cannot be made.

Explanation:

An SSL connection cannot be made. If the certification that is used by the Web server is incorrect or expired, this message is logged.

User response:

Add the certification to the Java Virtual Machine (JVM) or change the certification mode to SELF or ALL. If the certification is invalid, no action is required.

IQQC4928W The system is unable to count rows by *SQL_statement*.

Explanation:

The monitor might not be correct.

User response:

Restart the crawler.

IQQC4935W An invalid user name and password were specified for the proxy server *proxy_server:port_number*. The required credential is *proxy-authorization_HTTP_response*, which is in the HTTP response header.

Explanation:

The user name and password for the proxy server are not valid.

User response:

Specify a user name and password that can access the proxy server.

IQQC4936W Some files under the internal database directory "*database_path*" could not be removed.

Explanation:

The system was unable to remove files in the specified database path.

User response:

Manually remove the files in the specified database path.

IQQC5002I The database operation timed out. The SQL statement is *SQL_statement*.

Explanation:

A database operation timed out. The system might be too busy.

User response:

Restart the Web crawler.

IQQC5003I An IP address *IP_address* for host name *host_name* was disallowed because it was excluded.

Explanation:

An IP address for the host name was disallowed by an exclude rule.

User response:

Edit the list of excluded Web sites and remove the Web site that you want to crawl. If a Web site appears in the list of sites to be excluded, it will not be crawled.

IQQC5006I The crawl space *Web_site_host_name* was removed.

Explanation:

A crawler rule excludes the Web site.

User response:

Edit the list of excluded Web sites and remove the Web site that you want to crawl. If a Web site appears in the list of sites to be excluded, it will not be crawled.

IQQC5008I The Web page *source_URL* cannot be redirected to *redirected_URL*.

Explanation:

The Web page cannot be redirected. The redirected URL is in the wrong format.

User response:

No action is required.

IQQC5022I An unsupported cookie version was found.

Explanation:

Set-cookie2 is not a cookie version that is supported by the Web crawler.

User response:

No action is required.

IQQC8000E The Windows security process cannot be started. The security component will not be available.

Explanation:

The Windows security process cannot be started.

User response:

See the SystemX.log in the log directory for information about errors that occurred when creating the Windows security component.

IQQC8001E The Windows security process has stopped. The return code of the process is: *return code of the process*.

Explanation:

An error occurred when the Windows security process was created in the system.

User response:

See the other associated messages for more information. Then, restart the system.

Database messages (IQQD)

Database messages describe problems that might occur with DB2® searches.

IQQD0002E An error occurred when serializing a message for the collection *collection_ID* for the action *action_name*.

Explanation:

An error occurred when serializing a message to the client.

User response:

No action is required.

IQQD0005E The collection *collection_ID* is closed.

Explanation:

The collection is in a closed state.

User response:

Open the collection before adding documents to it.

IQQD0006E Collection *collection_ID* does not exist.

Explanation:

The collection does not exist.

User response:

Create the collection before trying to use it.

IQQD0008E Directory *directory_path* does not exist.

Explanation:

The specified directory does not exist.

User response:

No action is required.

IQQD0009E File *file_path* does not exist.

Explanation:

The specified file does not exist.

User response:

No action is required.

IQQD0020E The query length is greater than 4096 characters.

Explanation:

The server received a query that is greater than 4096 characters.

User response:

Reduce the query to fewer than 4096 characters and run the query again.

IQQD0021E The query is null.

Explanation:

The query is null.

User response:

Run the query with valid query terms.

IQQD0022E The query contains only white space characters.

Explanation:

The query contains white space characters and no searchable query terms.

User response:

Run the query with valid query terms.

IQQD0023E An I/O error occurred in the search runtime.

Explanation:

During query processing, an I/O exception occurred in the search runtime.

User response:

Contact IBM Software Support.

IQQD0025E The directory is already used by the server *server_name*.

Explanation:

A server is using the specified directory.

User response:

Shut down the server before you run the configuration tool.

IQQD0027E This action type is not supported.

Explanation:

This action type is not supported.

User response:

No action is required.

IQQD0028E A write error occurred when sending data to the client.

Explanation:

A write error occurred when sending data to the client.

User response:

No action is required.

IQQD0029E A required command option is missing.

Explanation:

A required command option for the configuration tool was omitted.

User response:

Run the tool again and specify the correct command option.

IQQD0030E A required command argument *argument* is missing.

Explanation:

A required command argument was omitted.

User response:

Run the tool again and specify the correct command argument.

IQQD0031E A required argument is missing.

Explanation:

A required argument was omitted.

User response:

Run the tool again with the required argument.

IQQD0033E Configuration file *file_name* cannot be renamed. Ensure that the disk or directory is not full.

Explanation:

The configuration file could not be renamed.

User response:

Ensure that the disk or directory is not full and run the tool again.

IQQD0034E The port that was specified is already in use.

Explanation:

The specified port number is not free.

User response:

Run the tool again and specify a port that is not already in use.

IQQD0036E An instance of the search server is running and needs to be shut down.

Explanation:

An instance of the search server is running and needs to be shut down.

User response:

Shut down the search server and then run the tool again.

IQQD0037E Heap size *size* is not a valid JVM parameter.

Explanation:

The specified heap size parameter is not a valid JVM parameter.

User response:

Run the tool again with a valid JVM heap size parameter.

IQQD0038E Installation source *directory_name* is not a directory.

Explanation:

The specified installation source is not a directory.

User response:

Provide a valid installation source and run the tool again.

IQQD0039W Port number *port_number* is invalid.

Explanation:

The specified port number is invalid.

User response:

Provide a valid port number and run the tool again.

IQQD0040E The client specified the wrong authentication token.

Explanation:

The client specified the wrong authentication token.

User response:

Specify the correct authentication token and retry the operation.

IQQD0041E The directory *directory_name* could not be created.

Explanation:

The directory could not be created.

User response:

Ensure that the disk or directory is not full and that you have the correct permissions. Then run the tool again.

IQQD0041W The maximum document size parameter does not exist in file *file_name*.

Explanation:

The maximum document size parameter does not exist.

User response:

Ensure that the maximum document size parameter exists in the file and run the tool again.

IQQD0047E A runtime exception occurred: *error_code*.

Explanation:

A runtime exception occurred.

User response:

Try to run the tool again with the correct parameters.

IQQD0048E An invalid value for an argument was passed: *argument_value*.

Explanation:

An invalid value for an argument was passed.

User response:

Try to run the tool again with a valid argument.

IQQD0049E A "not OK" response was received from server *server_name*.

Explanation:

A "not OK" response was received from the server.

User response:

Restart the search server and try to run the tool again.

IQQD0050E The configuration manager could not be instantiated.

Explanation:

The configuration manager could not be instantiated.

User response:

Try to run the tool again with valid parameters.

IQQD0052W A previous shutdown request is in progress.

Explanation:

A shutdown action was previously started and is still in progress.

User response:

No action is required.

IQQD0053E The shutdown request could not be executed successfully.

Explanation:

The shutdown request was unable to run.

User response:

Forcefully stop the server JVM.

IQQD0054E An error occurred when retrieving values from file *file_path*.

Explanation:

Values could not be retrieved from the file.

User response:

Verify that the specified file exists and that it is not corrupt.

IQQD0055E The search server is stopped. It must be started for the tool to run.

Explanation:

The search server is shut down and it must be running before you can use this tool.

User response:

Start the search server and run the tool again.

IQQD0056E An error occurred when starting the server at port *port_number*.

Explanation:

The server could not be started at the specified port.

User response:

Ensure that port number is not in use.

IQQD0057E Log level *level* is not a valid parameter value.

Explanation:

The specified log level parameter is not a valid parameter.

User response:

Run the configuration tool again with a valid log level parameter.

IQQD0058I

Explanation:

NA

User response:

NA

IQQD0059I

Explanation:

NA

User response:

NA

IQQD0060E The key file *key_file* does not exist.

Explanation:

The key file does not exist.

User response:

Please generate the key file and run the tool again.

IQQD0060W Concurrent administration actions are not allowed on the same collection.

Explanation:

A previous administration task is in progress.

User response:

Run the task after the previous task is finished.

IQQD0061E • IQQD0063I

IQQD0061E The authentication file *authentication_file* does not exist.

Explanation:

The authentication file does not exist.

User response:

Please make sure that the authentication file exists and run the tool again.

IQQD0062E No token was found.

Explanation:

No token was found.

User response:

Use the configuration tool to generate the token.

IQQD0063I The Text Search Server is being started.

Explanation:

The Text Search Server is being started.

User response:

None

General messages (IQQG)

General messages describe conditions and problems that might occur with various search engine components, including problems that might occur when you use administrative command line tools.

IQQG0003E The input and output files must be different files. Correct the appropriate file setting and resubmit the request.
Input File: *input_file* **Output File:** *output_file*.

Explanation:

The same file was used for both input and output, and the files must be different.

User response:

Resubmit the request with the correct input file and output file.

IQQG0007E The *argument_value* argument is not valid.

Explanation:

An invalid argument was used.

User response:

See the other associated messages for more information. Specify a valid argument and try again.

IQQG0008E The *argument_value* argument is missing.

Explanation:

The missing argument is required.

User response:

See the other associated messages for more information. Add the missing argument and try again.

IQQG0009E The argument *argument* has an invalid value of *argument_value*.

Explanation:

The argument value is invalid for the specified argument.

User response:

See the other associated messages for more information. Correct the invalid argument value and try again.

IQQG0011E The argument count of *actual_value* is invalid. A count of *expected_value* is expected.

Explanation:

The number of arguments specified is invalid.

User response:

Enter the correct number of arguments and try again.

IQQG0012E The tool failed to overwrite property *propertyToOverwrite* with value *propertyToOverwriteValue* for file *file*.

Explanation:

Overwriting the *propertyToOverwrite* property failed.

User response:

Review the error and fix the problem accordingly.

IQQG0013E Generation of the encryption key storage at location *keystore_path* failed.

Explanation:

Generation of the keystore at the specified keystore path failed.

User response:

Verify the location of the keystore.

IQQG0014E The specified port combination is invalid: *admin_http(admin_http_port)*, *admin_https(admin_https_port)*, *search_http(search_http_port)*, *search_https(search_https_port)*.

Explanation:

The specified port configuration is invalid.

User response:

Review the error and fix the problem accordingly.

IQQG0019I *informational_message*

Explanation:

An external informational message that is not localized (translated) was encountered.

User response:

No action is required.

IQQG0020E *error_message*

Explanation:

An external error message that is not localized (translated) was encountered.

User response:

Check the specified error message for suggestions on how to solve the problem.

IQQG0024E A servlet request [*servlet_request*] with response [*servlet_response*] unexpectedly failed.

Explanation:

An error unexpectedly happened within a servlet.

User response:

See the other associated messages for more information.

IQQG0026E The configuration file *file_path* has an error.

Explanation:

The file has an error.

User response:

If the file was edited, restore it back to the original version.

IQQG0028E An object with name *cached_object* already exists in cache *cache_name*.

Explanation:

The named object cannot be added to the cache because an object with that name is already in the cache. The names of cached objects must be unique.

User response:

Contact IBM Software Support.

IQQG0029E The object cannot be added into cache *cache_name* with an invalid name of *invalid_value*.

Explanation:

The object cannot be added to the cache because the object has an invalid name.

User response:

Contact IBM Software Support.

IQQG0030E The cache loader for cache *cache_name* is null. The cached object insertion failed.

Explanation:

The provided cache loader is null. A non-null value for the cache loader must be provided to the cache.

User response:

Contact IBM Software Support.

IQQG0032E The following files in collection *collection_name* could not be deleted: \n *file_list*.

Explanation:

The files were not deleted when the collection was removed.

User response:

Shut down the product and manually delete the files.

IQQG0037W The collection *collection_name* does not exist.

Explanation:

The collection name that you entered does not exist.

User response:

Specify the name of an existing collection.

IQQG0038E The collection cannot be created because another collection has the same name *collection_name*.

Explanation:

Each collection name must be unique.

User response:

Specify a different collection name.

IQQG0039E The search engine installation directory *installation_directory* does not exist.

Explanation:

The search engine installation directory does not exist. The directory is specified by the *installPath* element in the global configuration file (*config.xml*) that is created when the product is started.

User response:

Ensure that the *installPath* element points to the installation directory.

IQQG0040E The config directory *config_directory* does not exist.

Explanation:

The directory called *config* is specified by the *configPath* element in the global configuration file (*config.xml*) that is created when the product is started.

User response:

Ensure that the *configPath* element points to the *config* directory. The *config* directory must contain a subdirectory called "collections" and a file called "jetty.xml."

IQQG0041E The installation directory *installation_directory* is missing the following files: *file_names*.

Explanation:

The installation directory is missing some files. This directory is specified by the *installPath* element in the global configuration file (*config.xml*) that is created when the product is started.

User response:

The configuration might be pointing to the wrong directory. Ensure that the *installPath* element points to the installation directory.

IQQG0042E The configuration directory *config_directory* is missing the following files: *file_names*.

Explanation:
The directory called "config" is missing some files. This directory is specified by the configPath element in the global configuration file (config.xml) that is created when the product is started.

User response:
The configuration might be pointing to the wrong directory. Ensure that the configPath element points to the config directory. The config directory must contain a subdirectory called "collections" and a file called "jetty.xml."

IQQG0045E The global configuration file *global_configuration_file* does not exist.

Explanation:
The specified global configuration file does not exist.

User response:
Specify the fully qualified name of the global configuration file. The default file is config.xml in the config subdirectory.

IQQG0046I The index is currently processing documents in the queue. Current document count is *queued_documents_number*.

Explanation:
The system is waiting for the index to process the remaining documents.

User response:
No action is required. The system will shut down after the index finishes processing the queued documents, or if there is no progress.

IQQG0049I The HTTP listener is stopping.

Explanation:
The HTTP listener is stopping.

User response:
No action is required.

IQQG0051I The index processing is stopping.

Explanation:
The index processing is stopping.

User response:
No action is required.

IQQG0052I Index processing is stopped.

Explanation:
Index processing is stopped.

User response:
No action is required.

IQQG0053E The system is missing the following file: *file_path*.

Explanation:
The system is missing a file that was present during installation.

User response:
Re-install the product to restore the file.

IQQG0054W The system cannot create the temporary directory *temporary_directory*. The default directory *directory_name* will be used.

Explanation:
The system cannot create the temporary directory. The system will continue running by using the other specified directory.

User response:
Ensure that the temporary directory exists and has the appropriate write permissions. The temporary directory is specified by either the tempDirectory element in the global configuration file (the default file is config.xml in the config subdirectory), or by the system temporary directory if the configuration file element is not specified.

IQQG0055E The data buffer cache was removed.

Explanation:
A request was made to read the cached data that was already removed.

User response:
Contact IBM Software Support.

IQQG0056E The data buffer cache cannot be read.

Explanation:
A request was made to read the cache data before it is available.

User response:
Contact IBM Software Support.

IQQG0057W The crawl space specified by ID *crawlspace_ID* does not exist.

Explanation:
An attempt was made to remove a crawl space that does not exist.

User response:
Specify a crawl space ID that exists.

IQQG0058E The file *file_path* for crawl space ID *crawlspace_ID* cannot be deleted.

Explanation:

The file was not deleted even though the crawl space was removed.

User response:

Shut down the search engine system and manually delete the file.

IQQG0060E The crawl space cannot be created because the crawl space ID *crawlspace_ID* already exists.

Explanation:

The crawl space ID already exists.

User response:

Specify a different crawl space ID.

IQQG0064E The crawl space *crawlspace_ID* cannot be updated because it does not exist.

Explanation:

The crawl space cannot be updated because the crawl space was removed or never existed.

User response:

Re-create the crawl space if needed. You must re-specify the start URLs and any user-defined Web crawling rules.

IQQG0065E The collection *collection_name* cannot be updated because it does not exist.

Explanation:

The collection cannot be updated because the collection was removed or never existed.

User response:

Re-create the collection if needed.

IQQG0067W The system settings cannot be restored from the file *file_path*.

Explanation:

The settings cannot be restored. Therefore, the settings reset to their default values.

User response:

Reset the settings in the administration console.

IQQG0069I Web crawling was started for collection *collection_name*.

Explanation:

The Web crawler was started.

User response:

No action is required.

IQQG0070I Web crawling was stopped for collection *collection_name*.

Explanation:

The Web crawler was stopped.

User response:

No action is required.

IQQG0071W The system cannot save information that indicates whether crawlers are active when the system is shut down.

Explanation:

When the system is shut down, information about crawling activity is saved. However, the system cannot save information that indicates whether crawlers for an collection were active when the system was shut down.

User response:

See the other associated messages for more information. When you restart the system, the collections with active crawlers after the system starts might not match the collections that had active crawlers when the system was shut down. After you restart the system, open the administration console and start or stop crawling as needed.

IQQG0073E The component cannot be removed for collection *collection_name*.

Explanation:

A request was made to delete a component of the collection. However, the component could not be removed.

User response:

See the other associated messages for more information. After you resolve the problem, restart the system. After you restart the system, all pending removal requests are processed.

IQQG0074E The system could not delete the following files: *file_paths*.

Explanation:

The system could not remove the files.

User response:

Manually remove the specified files.

IQQG0075E The collection *collection_name* could not be cleared.

Explanation:

The system could not clear the collection.

User response:

See the other associated messages for more information. After you resolve the problem, restart the system. During a restart, all pending clear operations are processed.

IQQG0077E The data directory *file_path* cannot be created for collection *collection_name*.

Explanation:

When a component is added to a collection, the system must create a data directory. However, the data directory could not be created.

User response:

See the other associated messages for more information. Try again after those problems are fixed.

IQQG0083W The system could not delete the following files when removing collection *collection_name: file_paths*

Explanation:

The collection was removed, but the removal operation could not remove the listed files.

User response:

Manually remove the files that are listed in the message.

IQQG0086E The system cannot initialize the error event notification service. The system will continue to start, but event notifications in the administration console are unavailable.

Explanation:

The event manager failed to initialize. The system will still run, but the event notifications in the administration console are unavailable.

User response:

See the other associated messages for more information. After you fix the problem, restart the system.

IQQG0088I The shutdown request is being sent: *URL*.

Explanation:

This message provides progress information that shows the status of the shutdown request.

User response:

No action is required.

IQQG0089I The shutdown request was sent successfully with a response code of *response_code*.

Explanation:

The shutdown request was sent successfully. A response code of 200 is normal.

User response:

No action is required.

IQQG0090E The shutdown request failed.

Explanation:

The shutdown request failed. The server might not be running at the specified port or is already stopped. A connection that is refused means that the server is not running at the specified port.

User response:

See the other associated messages for more information.

IQQG0091I The system trace started. The trace files are in directory *directory_name*.

Explanation:

The trace started, and it is writing to the directory that is specified in the message.

User response:

No action is required.

IQQG0092W The system received an error when stopping a crawler at shutdown.

Explanation:

When the crawler service was stopped, an error occurred.

User response:

No action is required. The system will continue to shut down.

IQQG0103E The directory name *directory_name* contains an invalid character *invalid_character*.

Explanation:

The file system cannot create a directory that contains the specified character.

User response:

Specify a name that does not contain the invalid character.

IQQG0104E The directory name *directory_name* is not valid.

Explanation:

The file system cannot create a directory with the specified name.

User response:

Specify a directory name that is valid for your operating system.

IQQG0105E The directory *directory_name* cannot be created.

Explanation:

The file system cannot create a directory with the specified name.

User response:

Verify that the file system has available disk space. You can also try to specify a different name.

IQQG0107E The encryption key *file_path* could not be loaded.

Explanation:

The encryption key cannot be loaded from the specified file.

User response:

If the encryption key file was modified, restore it to its original state. A new encryption key can be generated by deleting this file, but any saved passwords cannot be decrypted.

IQQG0112I Collection *collection_name* is defined for *web_site_name* or *file_directory*.

Explanation:

The collection was successfully defined.

User response:

No action is required.

IQQG0113E The original password did not match the existing password.

Explanation:

The attempt to change the password failed because the original password given and the existing password do not match. Note that passwords are case sensitive.

User response:

Correct the password and resubmit the request.

IQQG0114E The operation cannot be completed because the system is shutting down.

Explanation:

The operation failed because the system is processing a shutdown request.

User response:

Try the action again after the system is restarted.

IQQG0115E Startup failed because port *port_number* is already being used. Ensure that another instance of the product is not already running and that another process is not using this port. To use a different port, change the "Port" property in the *configuration_file* file.

Explanation:

The system cannot start because it cannot use the port that is specified in the configuration file.

User response:

Verify that the port is available. You can use a different port by modifying the Port property of the specified configuration file.

IQQG0116E The total number of indexed documents *number_of_documents* exceeds the allowable limit of *number_of_documents_limit* documents.

Explanation:

The license agreement allows for the product to index only a predefined number of documents.

User response:

Remove some entries from the Web sites or directories that are being crawled.

IQQG0118I The cache for collection *collection_name* was created.

Explanation:

The cache creation processing for the specified collection finished successfully.

User response:

No action is required.

IQQG0119E The following files could not be deleted: \n *file_list*.

Explanation:

The files could not be deleted.

User response:

Shut down the product and manually delete the files.

IQQG0120E The configuration specified by *configuration_file* is already used by a running server.

Explanation:

The server could not be started because there is another server that is using the same configuration files. Each instance of the server must have its own set of configuration files.

User response:

Stop the existing running instance before you restart another instance for the same configuration files.

IQQG0122E The server could not be started with command *command_string*.

Explanation:

The system failed to start after issuing the command as shown.

User response:

Check the log file startupErrors.html for details about this error. If this file does not exist, try running the specified command from the command line to see any error messages issued by the Java Virtual Machine (JVM).

IQQG0123E The administration console is starting.

Explanation:

The system is attempting to open a Web browser to access the administration console.

User response:

No action is required.

IQQG0124E The server is running. Go to `http://localhost:port_number/admin` to access the administration console.

Explanation:

An attempt was made to start the system when it was already running. Open the administration console to access the system.

User response:

To administer the system, access the specified address in a Web browser.

IQQG0125E An error occurred during system startup. See `log_file` for more information.

Explanation:

The system failed to start successfully.

User response:

Check the specified log file for more information about this error.

IQQG0126E The system shutdown is complete.

Explanation:

The system was stopped successfully.

User response:

No action is required.

IQQG0127E `product_name` is not running.

Explanation:

An attempt was made to stop `product_name`, but the system was not running.

User response:

No action is required.

IQQG0128E Environment variable `LD_ASSUME_KERNEL` is currently set, which can cause problems when running `product_name`. No value should be specified for this variable.

Explanation:

`product_name` was started on a Linux system with environment variable `LD_ASSUME_KERNEL` set, which can cause problems.

User response:

Delete the value that is set for this variable and restart `product_name` to avoid potential problems.

IQQG0130I Sending `action_crawler_type` crawler request to: `destination`

Explanation:

The specified request is being sent to IBM OmniFind Yahoo! Edition.

User response:

No action is required.

IQQG0133E Status: the `action_crawler_type` request failed with the following errors:
`error_message`

Explanation:

The request sent to the server generated the specified errors.

User response:

Take appropriate actions according to the associated error messages.

IQQG0134I Status: the `action_crawler_type` request completed successfully.

Explanation:

The server successfully processed the crawler request.

User response:

No action is required.

IQQG0139E A file could not be created in temporary directory `directory`. Ensure that the program can create files in that directory.

Explanation:

The server could not create a file in the directory that was given as the directory for temporary files.

User response:

Ensure that the server has authority to create files in that directory and that the disk is not full.

IQQG0140E The system could not load the configuration file `configuration_file`.

Explanation:

The system could not load a required configuration file. The file might not exist or it might be corrupted.

User response:

Check the installation log file for additional messages about this error.

IQQG0141E The configuration key `configuration_key` for component `component_id` has a non-Boolean value of `value`.

Explanation:

The configuration key was expected to be a Boolean value, but it has a non-Boolean value.

User response:

Ensure that the configuration key has a valid Boolean value. Valid Boolean values are "true", "yes", "on", "1", "false", "no", "off", "0".

IQQG0142E The configuration key *configuration_key* for component *component_id* has a non-integer value of *value*.

Explanation:

The configuration key was expected to be an integer, but it has a non-integer value.

User response:

Ensure that the configuration key has a valid integer value.

IQQG0143E An error occurred when child processes were being initialized.

Explanation:

An error occurred when child processes required by the system were generated.

User response:

See the other associated messages for more information. Then, restart the system.

IQQG0144E No shared child processes are available in the system.

Explanation:

An attempt was made to retrieve a shared child process, but none are available.

User response:

The system might be too busy. Restart the system.

IQQG0145E An error occurred when a new child process was created.

Explanation:

An error occurred when a new child process was being created in the system.

User response:

See the other associated messages for more information. Then, restart the system.

IQQG0146E The child process stopped with the following return code:
process_return_code.

Explanation:

An error occurred when a new child process was being created in the system.

User response:

See the other associated messages for more information. Then, restart the system.

IQQG0147E An error occurred when communicating with a child process.

Explanation:

An error occurred when communicating with a child process in the system. For example, the system might be too busy.

User response:

See the other associated messages for more information. Then, restart the system.

IQQG0148E A child process in the system went into an unexpected state: *process_state*.

Explanation:

A child process in the system went into an unexpected state. For example, the system might be too busy.

User response:

See the other associated messages for more information. Then, restart the system.

IQQG0149E The system cannot create the directory *directory_name*.

Explanation:

The system cannot create the specified directory. The directory was specified in a configuration file.

User response:

See the other associated error messages for more information. Ensure that the program has permission to create the directories and that the disk is not full.

IQQG0150E The system could not determine which release is installed. The missing configuration element is *configuration_key*.

Explanation:

The system is unable to resolve the "release" configuration element to determine the release type.

User response:

Ensure that the configuration key has a valid value in the properties file. The default file that the system reads is configPath/releaseinfo/release.properties. Ensure that this file is readable and is not corrupt.

IQQG0151E The system is configured with an invalid release type: *release_type*.

Explanation:

The system is configured with a value for the release element which is not valid.

User response:

Ensure that the release element has a valid value in the properties file. The default file that the system reads is configPath/releaseinfo/release.properties. Ensure that this file is not corrupt.

IQQG0152E The data file *file_path* does not exist.

Explanation:

The file that is buffering the data of a document on disk does not exist.

User response:

Check the file name and make sure that there is no problem with writing to the file.

IQQG0153E The document *document_uri* was ignored.

Explanation:

The document was ignored when the system was restarted.

User response:

See the other associated error messages for more information. The document needs to be recrawled. Modify the document, and the crawler will include it during the next crawl.

IQQG0154E The document queue could not be saved to file *file_path*. The following documents need to be recrawled:
document_list

Explanation:

The document queue could not be saved.

User response:

See the other associated error messages for more information. The documents listed in the message will need to be recrawled. Modify the documents, and the crawler will include them during the next crawl.

IQQG0155E The document queue could not be loaded from file *file_path*.

Explanation:

The document queue could not be restored from disk.

User response:

See the other associated error messages for more information. The documents that were in the queue are discarded, and the system starts with an empty queue.

IQQG0156E Collection *collection_name* is not available because it is in the *state* state.

Explanation:

The collection cannot be returned because it is in the specified state.

User response:

Wait for the current activity to finish and then try the action again.

IQQG0163W During the last shutdown, Windows Services terminated the server before shutdown could be completed.

Explanation:

The server was not able to complete the shutdown in the amount of time allowed by Windows services.

User response:

Increase the amount of time Windows allows for services to shut down. To do this, increase the value stored in the registry key

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\WaitToKillServiceTimeout

IQQG0164W Windows Services is set to allow *Windows_Services_shutdown_time* milliseconds to shut down, but the server requires *estimated_shutdown_time* milliseconds.

Explanation:

The time that Windows Services allows a program to shut down is too low.

User response:

Increase the amount of time Windows allows for services to shut down. To do this, increase the value stored in the registry key

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\WaitToKillServiceTimeout

IQQG0165E The rename of collection *collection_name* failed.

Explanation:

The collection was not able to be renamed due to an error.

User response:

See the other associated messages for more information.

IQQG0166E Object *existing_name* could not be renamed to *new_name*.

Explanation:

The object was not able to be renamed.

User response:

Ensure that no program is accessing the specified directory and that the file is not open.

IQQG0167E The configuration key *configuration_key* for component *component_id* has a non-Long value of *value*.

Explanation:

IQQG0169E • IQQG0177E

The configuration key was expected to be a Long, but it has a non-Long value.

User response:

Ensure that the configuration key has a valid Long value.

IQQG0169E An attempt to update the *file_path* configuration file failed before the changes could be applied.

Explanation:

To preserve the integrity of configuration files, the system writes updates to a temporary location before putting the changes into effect. A problem occurred before the configuration updates could be applied.

User response:

Ensure that no program is accessing the specified file and that the file is not open.

IQQG0170E The collection *collection_name* could not be updated because it was updated after this copy of the configuration was retrieved.

Explanation:

The collection cannot be updated because some other task updated the configuration after this version of the configuration was retrieved.

User response:

Retrieve the configuration and make the changes again.

IQQG0171E The document pipeline extension class encountered an error when processing collection *collection_name*.

Explanation:

The document pipeline extension routine encountered an error.

User response:

See the attached stack trace and correct the problem.

IQQG0172E The system cannot create the file *file_name*.

Explanation:

The system cannot create the specified file.

User response:

See the other associated error messages for more information. Ensure that the program has permission to create files, and that the disk is not full.

IQQG0173E The system cannot lock the file *file_name*.

Explanation:

The system cannot lock the specified file.

User response:

See the other associated error messages for more information.

IQQG0175I To take advantage of new features in OmniFind Yahoo! Edition, you must recrawl all previously crawled documents. To start recrawling, click Collections and start a full recrawl for each crawler.

Explanation:

The system needed to reindex data to enable the new features in this release.

User response:

Go to the Collections tab in the administration console and start a full recrawl of the appropriate crawlers. If you have sent documents via the programming API, then those documents must also be resent.

IQQG0176I The system has detected that a configuration change was made to collection *collection_name* that requires previously crawled data to be crawled again. Determine the source of the affected data (Web, File System, and so on) and start a recrawl for the respective crawler.

Explanation:

The system needed to reindex data because of a change to the structure of the collection.

User response:

Go to the Collections tab in the administration console and start the appropriate crawlers. If you have sent documents via the programming api, then those documents must also be resent.

IQQG0177E The locale string *locale_string* is not valid.

Explanation:

The locale string is not valid.

User response:

Please provide a valid 5 character locale string.

Index messages (IQQI)

Index messages describe problems that are specific to building and administering indexes.

IQQI0008E The document *document_URL* cannot be inserted.

Explanation:

The document was waiting to be inserted in the document queue. However, the process was interrupted by a system event.

User response:

Resubmit the document.

IQQI0010E The document with URL *document_URL* cannot be created due to an internal error.

Explanation:

The document cannot be created due to an internal error.

User response:

Contact IBM Software Support.

IQQI0011E Documents cannot be processed because the system is shutting down.

Explanation:

No documents can be processed because the system is shutting down.

User response:

Retry the operation after the system is restarted.

IQQI0012W The value for the processing interval of anchor text is not a number. The default value will be used instead.

Explanation:

The default configuration for the processing interval of anchor text is not a number. The default value will be used instead.

User response:

Check the anchorText_properties.xml file for the MaxAnchorTextProcessingTimeInMillis value.

IQQI0013E The index files for collection *collection_name* cannot be closed.

Explanation:

The index files cannot be closed.

User response:

See the other associated messages for more information.

IQQI0014E The documents cannot be processed for collection *collection_name*.

Explanation:

The documents cannot be processed for the collection.

User response:

See the other associated messages for more information.

IQQI0016W The default value for *attribute_value* in file *file_name* for collection *collection_name* cannot be used.

Explanation:

The specified attribute value setting cannot be used.

User response:

Update the setting to a valid value.

IQQI0017W Documents cannot be removed from the index for collection *collection_name*.

Explanation:

The system encountered an error when removing documents from the index after all of the rules for crawling Web sites or data sources were removed from a crawler's configuration. The system attempted to remove all documents from the crawler instead of removing them one at a time.

User response:

No action is required.

IQQI0018I The system cannot retrieve statistical information for collection *collection_name*.

Explanation:

The system encountered an error while trying to retrieve statistical information for the collection.

User response:

No action is required because failure to gather these statistics does not affect normal operations.

IQQI0019E The system encountered a problem when indexing documents.

Explanation:

The documents cannot be indexed.

User response:

Check the system log for any severe errors.

IQQI0020E The attempt to add document category *category_name* failed. Reason: *reason*.

Explanation:

The category could not be added because an I/O error occurred.

User response:

Check to see whether the disk is full and check the system log for any severe errors.

IQQI0021E The retrieval of multi-faceted category ordinal *ordinal_hash* failed. Reason: *reason*.

Explanation:

Internal multi-faceted taxonomy information could not be accessed.

User response:

Check the system log for any severe errors.

IQQI0022E The loading of multi-faceted category information from location *path_to_index* failed. Reason: *reason*.

Explanation:

Internal multi-faceted taxonomy information could not be loaded.

User response:

Check the system log for any severe errors.

IQQI0023E An OrdinalPath value can include only non-negative numbers.

Explanation:

An internal error occurred.

User response:

Contact IBM Software Support.

IQQI0024E The taxonomy index is missing one of its essential files: *path_and_filename*.

Explanation:

A critical taxonomy file, *path_and_filename*, is missing.

User response:

Verify that the path is correct and that the index has been built. Check the system log for any severe errors.

IQQI0025E The taxonomy index file *file* metadata is corrupt. (*read_metadata* was found, which should be *valid_metadata*.)

Explanation:

The index file *file* was not found.

User response:

Verify that the path is correct and that the index has been built. Check the system log for any severe errors.

IQQI0026E Taxonomy index directory *index_directory* is missing.

Explanation:

The taxonomy index directory *index_directory* was not found.

User response:

Verify that the path is correct and that the index has been built. Check the system log for any severe errors.

IQQI0027E An internal taxonomy index error occurred: *error*.

Explanation:

An unexpected error occurred.

User response:

Contact IBM Software Support.

IQQI0028E The taxonomy index could not open one of its essential files: *path_and_filename*.

Explanation:

A critical taxonomy file is missing.

User response:

Verify that the path for this file is correct and that the index has been built at least one time. Check the system log for any severe errors.

IQQI0029E The taxonomy index could not read the delimiter from an internal label to category id file.

Explanation:

A critical taxonomy file is corrupt or the file system is full and could not be written.

User response:

Verify that the path for this file is correct and that the index has been built at least one time. Check the system log for any severe errors.

IQQI0030E The taxonomy index failed to copy to the new generation directory *gen_path*.

Explanation:

The taxonomy index was not copied to the new generation directory.

User response:

Check the system log for any severe errors. On Windows, check that there are no sharing violations such as open files in the new directory.

IQQI0031E The taxonomy index copy function is missing one of its essential files: *path_and_filename*.

Explanation:

A critical taxonomy file, *path_and_filename*, was missing during the copy phase to a new generation directory.

User response:

Verify that the path is correct and present on your file system. Check the system log for any severe errors.

IQQI0032E An I/O error occurred when adding category *category_label* to the taxonomy index. Reason: *I/O Exception string*.

Explanation:

When adding a new category to the taxonomy index, an I/O error was encountered: *I/O Exception string*.

User response:

Check the system log for any severe errors.

IQQI0033E An I/O error occurred when closing the taxonomy index. Reason: *I/O Exception string*.

Explanation:

When closing the taxonomy index, an I/O error occurred. This problem might occur if disk or hardware problems exist, or if the disk has become full.

User response:

Check the file system for disk errors or disk full conditions. Check the system log for any severe errors.

IQQI0034E Initiating an index rebuild from the cache failed for collection *Collection name*.

Explanation:

An error occurred when initiating an index rebuild from the cache.

User response:

Check the system log for any severe errors.

IQQI0035E The cache for collection *Collection name* is not enabled.

Explanation:

When initiating an index rebuild from the cache, it was discovered that cache is not enabled for the collection.

User response:

Initiate a forced recrawl instead of an index rebuild from the cache.

IQQI0036E The cache for collection *Collection name* cannot be opened.

Explanation:

While rebuilding the index from the cache, an attempt to open the cache for reading failed.

User response:

Check the system log for any severe errors.

IQQI0037E The cache for collection *Collection name* cannot be read.

Explanation:

While rebuilding the index from the cache, an attempt to read a document from the cache failed.

User response:

Check the system log for any severe errors.

IQQI0038E The cache document for URI *Document URI* does not contain the meta data.

Explanation:

When initiating an index rebuild from the cache, it was discovered that at least one document in the cache does not contain meta data. The most likely reason for this that the collection was created with a previous version of OmniFind and was not migrated.

User response:

Initiate a forced recrawl instead of an index rebuild from the cache.

IQQI0039E The rebuild marker cannot be inserted into the index.

Explanation:

When initiating an index rebuild from the cache, the rebuild marker could not be inserted into the index.

User response:

Check the system log for any severe errors.

IQQI0040E The rebuild marker cannot be deleted from the index.

Explanation:

When terminating an index rebuild from the cache, the rebuild marker could not be removed from the index.

User response:

No action is required.

IQQI0041E Terminating the index rebuild from the cache failed for collection *Collection name*.

Explanation:

An error occurred when terminating an index rebuild from the cache.

User response:

Check the system log for any severe errors.

IQQI0042E The document number *Document number* cannot be read from the text index.

Explanation:

While rebuilding the index from the cache, a document could not be read from the text index.

User response:

IQQI0043E • IQQI0047I

Check the system log for any severe errors.

IQQI0043E The document with URI *Document URI* cannot be read from the cache.

Explanation:

While rebuilding the index from the cache, an attempt to read a document from the cache failed.

User response:

Check the system log for any severe errors.

IQQI0044E The document with URI *Document URI* is not in the cache.

Explanation:

While rebuilding the index from the cache, a document was found that is not in the cache.

User response:

No action is required.

IQQI0045E The index for collection *Collection name* cannot be opened.

Explanation:

While rebuilding the index from the cache, an attempt to open the text index for reading failed.

User response:

Check the system log for any severe errors.

IQQI0046E The index rebuild from the cache failed for collection *Collection name*.

Explanation:

An error occurred while rebuilding the index from the cache.

User response:

Initiate a forced recrawl instead of an index rebuild from the cache.

IQQI0047I The index rebuild from the cache finished successfully for collection *Collection name*.

Explanation:

Rebuilding the index from the cache was successful.

User response:

No action is required.

Migration messages (IQQM)

Migration messages provide usage guidelines and troubleshooting information for migration and upgrade activities.

IQQM0001I The configuration migration is starting at *configuration_file*.

Explanation:

The upgrade process started.

User response:

No action is required.

IQQM0004E The upgrade process failed to complete an upgrade task.

Explanation:

The upgrade process was unable to complete an upgrade task and continued with the next task. The upgrade program migrated as much data as possible.

User response:

See the migration.0.log file in the INSTALL_ROOT/log directory and correct any errors. You can then rerun the upgrade program, which is migrate.bat or migrate.sh in the INSTALL_ROOT/bin directory.

IQQM0007E The configuration file *configuration_file* is already in use.

Explanation:

The upgrade program could not start because a configuration file is being used by another process.

User response:

Stop the running instance of the search engine and then restart the upgrade program.

IQQM0008E An error occurred when starting the upgrade process for configuration *configuration_file* and logging to *log_path*. Ensure that the configuration file is valid and that the log path is a writable directory with available space.

Explanation:

The upgrade process encountered an error when trying to start.

User response:

Ensure that the specified configuration file is valid and that the log path is a writable directory with available space.

IQQM0010E The upgrade program was unable to migrate file *file_name*.

Explanation:

The upgrade process was unable to migrate a file. The upgrade program will continue with the next task.

User response:

See the migration.0.log file in the INSTALL_ROOT/log directory and correct any errors. You can then rerun the upgrade program, which is migrate.bat or migrate.sh in the INSTALL_ROOT/bin directory.

IQQM0011E The upgrade program did not finish successfully. See the migration log at *log_directory* for more information.

Explanation:

The upgrade process ended after migrating as much data as possible.

User response:

See the specified log directory for the migration log and correct any errors. You can then rerun the upgrade program, which is migrate.bat or migrate.sh in the INSTALL_ROOT/bin directory.

IQQM0012E The upgrade program did not finish successfully.

Explanation:

The upgrade process ended after migrating as much data as possible.

User response:

See the migration.0.log file in the INSTALL_ROOT/log directory and correct any errors. You can then rerun the upgrade program, which is migrate.bat or migrate.sh in the INSTALL_ROOT/bin directory.

IQQM0016E The directory *directory_name* could not be created.

Explanation:

The upgrade program was not able to create the directory.

User response:

Manually create the directory. You can then rerun the upgrade program, which is migrate.bat or migrate.sh in the INSTALL_ROOT/bin directory.

IQQM0017E The file *source_file_name* could not be moved to *target_file_name*.

Explanation:

The upgrade program was not able to move the source file to the target location.

IQQM0017E

User response:

Manually move the file to the target location. You can then rerun the upgrade program, which is migrate.bat or migrate.sh in the INSTALL_ROOT/bin directory.

Parser messages (IQQP)

Parser messages describe problems that might occur when documents are parsed and tokenized.

IQQP0001E The parser component executable file that is specified by *parser_component* cannot be found. The parser component will not be available.

Explanation:

The system cannot find the parser component.

User response:

Check the path in the error message to verify that the directory with the parser component executable file exists. Check the permissions of the file and directory and ensure that the file is accessible by the ID that runs the program. Check the specification section for the parser component in the global configuration file for a path override.

IQQP0002E The parser component cannot be started. The parser component will not be available.

Explanation:

The parser component cannot be started.

User response:

See the system log for the errors about starting the parser component.

IQQP0006E The parser cannot read the parser configuration file.

Explanation:

The configuration file for the parser cannot be read.

User response:

Verify that the configuration file for the parser exists. Check the permissions of the file and directory and ensure that the file is accessible. See the other associated messages for more information.

IQQP0008W The parser does not support the document *document_ID*. The document will not be indexed.

Explanation:

The document is not a supported document type. This document will not be indexed.

User response:

No action is required. See the help for information about supported document types.

IQQP0009W The parser cannot parse the document *document_ID*. The document will not be indexed.

Explanation:

The document cannot be parsed because it is corrupted or malformed. The parser tried to correct the problem but failed. This document will not be indexed.

User response:

If you want to index the document, ensure that it is not corrupted or malformed. Then, crawl it again.

IQQP0010W The parser encountered an incorrect byte sequence during character conversion for the document *document_ID*. The document will not be indexed.

Explanation:

A character conversion error occurred when parsing the document. The document might contain an incorrect byte sequence with the specified character set. This document will not be indexed.

User response:

Verify that the document does not contain an incorrect byte sequence with the specified character set. For example, if a document is encoded with SJIS, but it declares UTF-8 in the document content, the document will have a byte sequence that cannot be decoded.

IQQP0012W The document *document_ID* exceeds the limit of the size of the document in text format. The indexed document will be truncated.

Explanation:

The length of the extracted characters from the document exceeds the limit of the length of the document in text format. This document will be indexed, but it will be truncated.

User response:

No action is required.

IQQP2600E The parser cannot open a session for the parser component.

Explanation:

The parser cannot open a session for the parser component because the parser is not enabled for binary documents.

User response:

Enable the parser component for binary documents. To do this, set the `StellentEnabled` parameter to true in the `INSTALL_ROOT/config/releaseinfo/release_XXX.properties` file (where `XXX` represents the edition of OmniFind installed in your system).

IQQP2601E The parser component cannot be started. The parser component will not be available.

Explanation:

The parser component cannot be started.

User response:

See the system log for errors about starting the parser component.

IQQP2602E The parser component cannot be stopped successfully.

Explanation:

The parser component cannot be stopped successfully.

User response:

See the system log for errors about stopping the parser component.

IQQP2603W The parser component encountered an error during text extraction from crawled documents. The return code from text extraction is `retcode_text_extraction`.

Explanation:

The parser component encountered an error during text extraction from a crawled document.

User response:

No action is required. The document can not be processed by text extraction in the parser component.

IQQP5001E The collection with the name `collection_name` does not exist.

Explanation:

No configuration for the collection was found. The collection does not exist.

User response:

You can use the administration console to see existing collection names.

IQQP5002E The system cannot retrieve a tokenizer for collection `collection_name`.

Explanation:

No free tokenizers are available for the collection, and a timeout error occurred when requesting the tokenizer.

User response:

Change the setting for the timeout value or the number of tokenizers for the collection.

IQQP5003I The document does not contain stored tokens.

Explanation:

The specified document does not contain stored tokens. No field map exists to be restored. This is probably because the document is an error document.

User response:

No action is required.

IQQP6000E The tokenizer cannot be initialized with the UIMA descriptor `UIMA_descriptor` and data directory `UIMA_datapath`.

Explanation:

The tokenizer cannot initialize the common analysis structure (CAS) tokenizer with the specified UIMA descriptor and data directory.

User response:

Verify that the specified UIMA descriptor file and data directory are correct. Also, ensure that the specified UIMA descriptor is well formed.

IQQP6001E The tokenizer cannot process the common analysis structure (CAS).

Explanation:

The document text cannot be tokenized and it cannot be indexed.

User response:

Check the system log for errors about processing the common analysis structure (CAS).

IQQP7000W The metadata plug-in directory `metadata_plugin_directory` could not be processed and will not be used. Reason: `system_error_message`.

Explanation:

The specified metadata plug-in directory could not be processed and will not be used.

User response:

Verify that the specified metadata plug-in directory is correct and well formed.

IQQP7001W The JAR file `jar_file` could not be processed and will be skipped. Reason: `system_error_message`.

Explanation:

The JAR file could not be processed and will be skipped.

User response:

Verify that the JAR file is correct and well formed.

IQQP7002W The CLASS file *class_file* could not be processed and will be skipped. Reason: *system_error_message*.

Explanation:

The CLASS file could not be processed and will be skipped.

User response:

Verify that the CLASS file is correct and well formed.

IQQP7003W Multiple classes that implement the MetadataPlugin interface were found: *list_of_classes*. Only the first class (*class_name*) will be used.

Explanation:

Multiple classes that implement the MetadataPlugin interface were found. Only the first class will be used.

User response:

Verify that the first plug-in class is the correct one to use. Remove other plug-in classes from the plug-in directory.

IQQP7004W The metadata plug-in class *metadata_plugin_class_name* could not be instantiated and will not be used. Reason: *system_error_message*.

Explanation:

The specified metadata plug-in class could not be instantiated and will not be used.

User response:

Verify that the specified plug-in class is correct, well formed, and correctly compiled.

IQQP7005W The init() method of the metadata plug-in class *metadata_plugin_class_name* returned false. The plug-in will not be used.

Explanation:

The init() method of the specified metadata plug-in class returned false. The plug-in will not be used.

User response:

Verify that the init() method of the specified metadata plug-in class is correct.

IQQP7006W An error occurred when running the init() method of the metadata plug-in class *metadata_plugin_class_name* (Error: *system_error_message*). The plug-in will not be used.

Explanation:

An error occurred when running the init() method of the specified metadata plug-in class. The plug-in will not be used.

User response:

Verify that the init() method of the specified metadata plug-in class is correct.

IQQP7007I The metadata plug-in class *metadata_plugin_class_name* will be used.

Explanation:

The specified metadata plug-in class will be used.

User response:

No action is required.

IQQP7008W The destroy() method of the metadata plug-in class *metadata_plugin_class_name* returned false.

Explanation:

The destroy() method of the specified metadata plug-in class returned false.

User response:

Verify that the destroy() method of the specified metadata plug-in class is correct.

IQQP7009W An error occurred when running the destroy() method of the metadata plug-in class *metadata_plugin_class_name* (Error: *system_error_message*).

Explanation:

An error occurred when running the destroy() method of the specified metadata plug-in class.

User response:

Verify that the destroy() method of the specified metadata plug-in class is correct.

IQQP7010W An error occurred when running the execute() method of the metadata plug-in class *metadata_plugin_class_name* while processing document *document_URI* (Error: *system_error_message*). All metadata field and value changes will be ignored.

Explanation:

An error occurred when running the execute() method of the specified metadata plug-in class while processing the specified document. All metadata field and value changes will be ignored.

User response:

Verify that the execute() method of the specified metadata plug-in class is correct.

IQQP9000E The normalizer cannot be initialized with the specified resource *resource_path*.

Explanation:

The normalizer cannot be initialized. The indexed text will not be normalized.

User response:

IQQP9000E

Verify that the specified resource for the normalizer is correct. See the other associated messages for more information.

REST API messages (IQQR)

REST API messages provide usage and troubleshooting information for the application programming interfaces.

IQQR0003E The collection service for adding and removing documents and updating indexes cannot be found.

Explanation:

The collection service for adding and removing documents and updating indexes cannot be found.

User response:

See the other associated messages for more information. If you cannot determine the cause of the problem, contact IBM Software Support.

IQQR0004E The document with ID *document_ID* cannot be added to the *collection_name* collection.

Explanation:

The document with ID *document_ID* cannot be added to the collection.

User response:

Verify that the document content is valid. If the document is XML or HTML, ensure that the XML or HTML is well formed. After you correct the problem, resubmit the document by using the API that was used before. If the problem reoccurs, check the system log files through the administration console for more information about errors that are related to adding documents.

IQQR0007E The *collection_name* collection cannot be created.

Explanation:

The *collection_name* collection cannot be created.

User response:

Ensure that the index parameter value that is specified in the create index request is valid. The value cannot contain any of the following characters: \ " * : ? < > | . If the value does contain any of these characters, modify the value so that it does not contain any of the characters and then resubmit the request. If the value is valid, check the system log files through the administration console for errors about creating the collection.

IQQR0008E The *collection_name* collection cannot be deleted.

Explanation:

The collection cannot be deleted.

User response:

See the other associated messages for more information. Also, check the system log files through the administration console. If you cannot determine the cause of the problem, follow these steps:

1. Stop the search system.
2. Manually delete the index directory in the `INSTALL_ROOT/package/config/collections` directory.
3. Restart the search system.

IQQR0012E The index parameter value *collection_name* in the request does not exist in the system.

Explanation:

The request specified a collection name that does not exist in the search system.

User response:

Ensure that the collection name in the request is spelled correctly.

IQQR0022E The requested shutdown action is not allowed.

Explanation:

You do not have the proper permissions to shut down the system.

User response:

Ensure that you have the proper permissions for shutting down the system.

IQQR0023E The search response for the query "*query*" on collection *collection_name* could not be created.

Explanation:

The query was processed, but the server could not return the results.

User response:

Try sending the request again.

IQQR0024E The requested action *crawl_action* failed for crawler type *crawler_type* on collection *collection_name*.

Explanation:

IQQR0026E • IQQR0035E

The requested crawler action on the specified crawler type could not be processed successfully for the collection.

User response:

Verify that the crawler type exists for the specified collection.

IQQR0026E The object type *type* is not supported.

Explanation:

The request specified an object type that is not supported.

User response:

See the help for information about supported object types and resubmit the request.

IQQR0027E The parameter *parameter_name* is required when parameter *parameter_name* is set to *parameter_value*.

Explanation:

The request needs to add a required parameter.

User response:

See the help for information about the correct values and resubmit the request.

IQQR0028E The configuration object type *object_type* could not be retrieved.

Explanation:

The object could not be retrieved from the server.

User response:

Ensure that the object type is a valid type.

IQQR0029E The search request for the secure collection *collection_name* contains invalid credentials.

Explanation:

The search request for the specified secure collection does not contain the proper credentials.

User response:

Ensure that the credentials exist in the search request and that the XML syntax is not malformed. See the API documentation for details about providing credentials with a search request.

IQQR0030E The search request for the secure collection *collection_name* does not contain user credentials.

Explanation:

The search request for the specified secure collection is missing required credential information.

User response:

Ensure that the credentials exist in the search request. See the API documentation for details about providing credentials with a search request.

IQQR0031E The request to retrieve the cached document *cache_document* in collection *collection_name* could not be processed.

Explanation:

The server could not retrieve the cached document. The cached document might no longer be available.

User response:

You can try to retrieve the original document by submitting the document URI through your browser or from your client application.

IQQR0032E The configuration object type *object_type* could not be refreshed.

Explanation:

The server could not refresh the copy of an object in memory from the image on disk.

User response:

Stop and restart the server.

IQQR0033E The request contains an invalid directory value for collection *collection_name* and root directory *root_directory*.

Explanation:

An invalid directory value was specified in the request.

User response:

Check the XML in the request body and ensure that the specified directories are valid. Ensure that the directory values are properly escaped and that the specified directory exists.

IQQR0034E Permission is denied for the specified request. Check the specified API password.

Explanation:

The API password specified in the request is invalid.

User response:

Ensure that the API password specified matches the API password configured by the search administrator.

IQQR0035E The directory *root_directory* to be added for crawling already exists in collection *collection_name*.

Explanation:

The request specifies a directory that already exists.

User response:

Ensure that the directory you want to add to the collection is correctly specified in the request.

Search messages (IQQS)

Search messages describe general problems that might occur when you search a collection.

IQQS0004E The reader for index *index_path* cannot be created.

Explanation:

The reader for the index cannot be created. Either the index is not accessible, or there is an error in the index configuration.

User response:

Ensure that the index is readable and that it exists in the specified directory.

IQQS0013E The spelling checker named "*name*" cannot be created.

Explanation:

The spelling checker cannot be created.

User response:

Ensure that the dictionary with the specified name exists. If it does not exist, you will not have spelling suggestions for that name.

IQQS0015E The query log dictionaries cannot be created because the *query_log_file_path* log file is invalid.

Explanation:

The dictionaries cannot be created because the specified query log file is invalid.

User response:

Ensure that the query log file exists and that there is permission to read from that file.

IQQS0017W Updated spelling suggestion dictionaries from the *query_log_file_path* query log file cannot be created.

Explanation:

There was a problem trying to create the dictionaries from the *query_log_file_path* query log file.

User response:

See the other associated messages for more information. Older, previously generated spelling suggestion dictionaries will be used until the problem is solved and newer dictionaries can be generated.

IQQS0034E An internal server error occurred. If this error persists, contact your system administrator.

Explanation:

An internal server error occurred.

User response:

Contact your system administrator.

IQQS0074E The *collection_name* collection is not enabled for search.

Explanation:

An attempt was made to obtain a searchable object for the collection, but the collection is not enabled for search.

User response:

No action is required. You can try to search again after the search administrator enables the collection for search.

IQQS0077E The query cannot be processed because it contains no valid search terms.

Explanation:

The query cannot be processed because it contained no valid search terms. This might occur if the query contained only stop words or punctuation that was ignored by the search engine. (A stop word is a word that is commonly used, such as the, an, or and.)

User response:

Rewrite the query so that it contains at least one valid search term.

IQQS0215E The query cannot be processed because the search engine's per-day query limit has been reached.

Explanation:

The maximum number of queries that can be processed per day was reached.

User response:

Contact the search administrator.

Service messages (IQQW)

Service messages provide usage and troubleshooting information for installing and removing the search engine as a Windows® or Linux® service.

IQQW0001I Service *service_name* was installed successfully.

Explanation:

The application was successfully installed as a Windows service.

User response:

No action is required.

IQQW0002E The installation of service *service_name* failed. Verify that you have authority to create Windows services and that this application is not already installed as a service.

Explanation:

The application was unable to install a Windows service.

User response:

Ensure that you have administrator authority and are able to create services. Also verify that the executable file is not already installed as a service.

IQQW0003E The installation of service *service_name* failed. Verify that the user name and password values correspond with a valid Windows account.

Explanation:

The application was unable to install a Windows Service.

User response:

Check the user name and password values to make sure that they are valid for this Windows system.

IQQW0009E The service could not be removed. Verify that the service is installed and ensure that you have authority to delete services.

Explanation:

A request to remove the Windows service failed.

User response:

Check that the service is installed and verify that the user account has administrator privileges.

Anchor text search messages (IQQX)

These messages describe problems that might occur during anchor text processing.

IQQX0001E Anchor text processing for collection *collection_name* cannot be initialized.

Explanation:

The search engine cannot start anchor text processing for the collection that is identified in the message. Anchor text for this collection will not be indexed until the problem is fixed and the anchor text processor can be started.

User response:

See the other associated messages for more information.

IQQX0002E The anchor text command *command* for collection *collection_name* failed because of previous errors.

Explanation:

A command that affects anchor text processing for a collection failed because the anchor text processor for that collection was in an invalid state due to previous errors. The command that failed and the collection are identified in the message.

User response:

Check the log files for previous messages that refer to anchor text processing for the collection. The original problem might have happened during initialization.

IQQX0003E The directory *directory* does not exist and cannot be created.

Explanation:

The directory named in the message is needed for file storage, but that directory does not exist, and it cannot be created.

User response:

Verify that the user that is currently logged in has permission to create files and directories at the specified location, that the file system has free space available, and that the directory name is valid for the file system.

IQQX0007E The path name *directory* is not a directory.

Explanation:

The file system path name in the message is supposed to identify a directory, but it does not. (It probably identifies an existing file, instead.)

User response:

The search engine needs a directory name for anchor text processing. If you want the directory to be at the

location specified in the message and the file currently at that location is not needed, rename or move the file. If you want to leave the existing file or other entity in place, specify a different directory name.

IQQX0008E The search engine does not have write permission for path name *path_name*.

Explanation:

The search engine does not have write permission for the path that is specified in the message.

User response:

Grant the user that is currently logged in write permission at the specified location, or specify a different location.

IQQX0009E Anchor text operation *operation* in directory *directory* failed.

Explanation:

The search engine was unable to perform the indicated operation on an anchor text store in the directory that is specified in the message.

User response:

See the other associated messages for more information.

IQQX0010W Anchor text processing failed for document *URL* in collection *collection_name*.

Explanation:

The search engine was unable to update anchor text for the document and collection that are identified in the message.

User response:

See the other associated messages for more information.

IQQX0011W Anchor text cannot be inserted for referrer *referring_document*, target *target_document*.

Explanation:

The search engine was unable to record new anchor text found in the referring document that refers to the target document.

User response:

See the other associated messages for more information.

IQQX0012W The anchor text that refers to document *target_document* cannot be retrieved.

Explanation:

The search engine was unable to retrieve anchor text referring to the target document.

User response:

See the other associated messages for more information.

IQQX0013W The anchor text operation *command* for collection *collection_name* failed.

Explanation:

An operation related to anchor text processing failed. The operation that failed and the collection affected are identified in this message.

User response:

See the other associated messages for more information.

IQQX0015W The search engine was unable to iterate over anchor text entries for referring document *referring_document*.

Explanation:

The search engine was unable to iterate over old anchor text entries from the referring document.

User response:

You might need to recrawl the document that is identified in the message to update its anchor text and recrawl the target documents that it refers to.

IQQX0016W The anchor text for document *target_URL* cannot be deleted from referring document *referring_URL*.

Explanation:

The search engine was unable to delete anchor text from the referring document that refer to the target document. This might cause the target document to be returned among search results for terms that no longer appear in any referring document.

User response:

You might need to recrawl the target document that is identified in the message to update its anchor text and recrawl the target documents that it refers to.

IQQX0017E The database driver class *class_name* cannot be loaded.

Explanation:

The database driver class cannot be loaded from the class path of the application.

User response:

Check the installation logs and configuration to verify that all required Java archive (JAR) files exist. Ensure that the configuration files exist and that they are not corrupted.

IQQX0018E The database connection URL *URL* cannot be constructed.

Explanation:

The search engine was unable to construct a URL for connecting to the anchor text store. This might be because of an invalid path for the store directory.

User response:

Check the configured path name for the index directory. Verify that the file system is accessible.

IQQX0019E The search engine was unable to connect to the anchor text store *URL*.

Explanation:

The search engine was unable to connect to the anchor text store at the location identified in the message. This might be because of missing or corrupted files or because the search engine does not have read or write permission in the indicated directory.

User response:

See the other associated messages for more information. Ensure that the required files are not missing or corrupted.

IQQX0020E The anchor text store *URL* cannot be initialized.

Explanation:

The search engine was unable to begin using the anchor text store. Anchor text processing will not occur for the collection.

User response:

See the other associated messages for more information.

IQQX0021W The anchor text for referrer *referring_URL*, *target target_URL* cannot be updated.

Explanation:

The search engine was unable to update the anchor text from the referring document, which describes the target document. The target document can sometimes be incorrectly returned or not returned as a search result.

User response:

See the other associated messages for more information.

IQQX0022W The search engine was unable to iterate over anchor text entries from document *referring_URL*.

Explanation:

The search engine was unable to begin iterating over the anchor text entries that belong to the referring document.

User response:

See the other associated messages for more information.

IQQX0023W The directory *directory* and all of its files and subdirectories cannot be deleted.

Explanation:

A directory tree cannot be deleted.

User response:

See the other associated messages for more information. You might need to delete the files manually.

IQQX0024W Anchor text references to document *deleted_URL* cannot be deleted.

Explanation:

The search engine was unable to delete anchor text references to the target document (URL). The URL was deleted from the index, and there should be no anchor text references to it, but those references might still exist.

User response:

See the other associated messages for more information. There might be problems with the underlying store implementation (not enough disk space, for example). You might need to recrawl the collection to remove anchor text references to or from deleted documents.

IQQX0025W The search engine cannot retrieve anchor text references to document *target_document* in collection *collection_name*.

Explanation:

The search engine was unable to retrieve anchor text references to the target document in the collection named in the message.

User response:

See the other associated messages for more information.

IQQX0026W Anchor text references to document *deleted_URL* in collection *collection_name* cannot be deleted.

Explanation:

The search engine was unable to delete anchor text references to the URL in the collection. The URL was deleted from the index, and there should be no anchor text references to it, but those references might still exist.

User response:

See the other associated messages for more information. There might be problems with the underlying store implementation (not enough disk space, for example). You might need to recrawl the collection to remove anchor text references to or from deleted documents.

IQQX0027W The anchor text for document *target_URL* in collection *collection_name* cannot be asynchronously updated.

Explanation:

The search engine was unable to update anchor text references in the document and collection identified in the message. Anchor text for the named document might be corrupted, but other documents are not affected.

User response:

See the other associated messages for more information. There might be problems with the underlying store implementation (not enough disk space, for example). You might need to recrawl the collection to remove anchor text references to the affected document.

IQQX0028W The anchor text in collection *collection_name* cannot be asynchronously updated.

Explanation:

The search engine was unable to update anchor text references in the collection that is identified in the message. Anchor text updates for some documents in the collection might be delayed.

User response:

See the other associated messages for more information. There might be problems with the underlying store implementation (not enough disk space, for example). You might need to recrawl the indexed documents to remove anchor text references to the affected documents.

IQQX0030W The value *parameter_value* of configuration parameter *parameter_name* in file *file_name* is invalid.

Explanation:

The value of the configuration parameter cannot be used. Processing will continue by using a default value that you cannot modify. To use the specified parameter to control anchor text processing, you must use a value that is the correct type and in the permitted range.

User response:

Ensure that the file is not corrupted. Then, fix the incorrect value.

IQQX0031W Anchor text references from crawl space *crawl_space* cannot be deleted.

Explanation:

The search engine was unable to delete anchor text references originating in the identified crawl space, which was removed from the collection.

User response:

See the other associated messages for more information. There might be problems with the underlying store (not enough disk space, for example). You might need to

recrawl the collection to remove anchor text references to or from deleted documents.

IQQX0032I The anchor text store has been shut down.

Explanation:

Anchor text processing was requested, but is not currently available because the search engine is shutting down.

User response:

No action is required.

IQQX0033E Comparisons can be applied only to attributes, not to tags.

Explanation:

An XML search query term compared a tag element to a value. Only attributes can be compared to values.

User response:

Use the contains or excludes operator instead.

IQQX0034E There is an error in the query string at position *error_position*.

Explanation:

An XML search query term does not conform to the supported grammar. The error is at the indicated character.

User response:

Rewrite the query.

IQQX0035E There is an error in the query string at position *error_position*. Token type *expected_token_type* was expected; type *observed_token_type* was found.

Explanation:

An XML search query term does not conform to the supported grammar. The error is at the indicated character.

User response:

Rewrite the query.

IQQX0036E The query contains a number written in an unsupported format.

Explanation:

An XML search query term contains a number whose format is not recognized by the parser.

User response:

Rewrite the query.

IQQX0037E Free text in the XML search query term could not be parsed.

Explanation:

An XML search query term contains free text that could not be parsed.

User response:

Rewrite the query.

IQQX0038E An XML search query term could not be parsed because of an unexpected *unsupported_element*.

Explanation:

An XML search query term could not be parsed because of an unsupported term or an exception.

User response:

Rewrite the query.

IQQX0039W Collection *collection_name* cannot be backed up or restored because backup and restore are disabled.

Explanation:

Backup and restore have been disabled, possibly because the system is shutting down.

User response:

No action is required.

IQQX0040W Collection *collection_name* cannot be backed up or restored because there is already a backup or restore in progress.

Explanation:

A backup or restore was requested for the specified collection, but there is already a backup or restore in progress, and only one such operation at a time is permitted.

User response:

Wait until the backup or restore in progress has finished, then try again.

IQQX0041W An error occurred when shutting down the backup or restore that was in progress on collection *collection_name*.

Explanation:

An exception occurred when stopping the backup or restore on the indicated collection.

User response:

See the other associated messages for more information.

IQQX0042W The background task cannot begin *new_state* because it is currently *current_state*.

Explanation:

An operation (for example: configure, start, stop) was attempted on a background task, but the task was not in a proper state for that operation, due to earlier errors.

User response:

See the other associated messages for more information.

IQQX0043W The required property *property_name* is not defined in the configuration.

Explanation:

The named property is required for backup or restore, but it is not defined in the specified configuration.

User response:

Find the correct value for the property, and add it to the configuration.

IQQX0044W An error occurred during backup or restore of collection *collection_name*.

Explanation:

An exception occurred, which caused the backup or restore of the indicated collection to be stopped before completion.

User response:

See the other associated messages for more information, and retry the backup or restore.

IQQX0045W Collection *collection_name* cannot be restored because the backup volume is missing or empty.

Explanation:

A collection cannot be restored unless a nonempty backup volume exists.

User response:

Verify that the collection name is correct and that a backup volume exists, and retry the restore.

IQQX0046E Collection *collection_name* file *file_name* segment *segment_number* could not be backed up.

Explanation:

One of the segments of the named file was not written to the backup volume. The backup is invalid.

User response:

Verify that the persistent store has disk space, and is reachable, and retry the backup.

IQQX0047E Collection *collection_name* file *file_name* checksum could not be recorded.

Explanation:

The checksum of the named file was not written to the backup volume. The backup is invalid.

User response:

Verify that the persistent store has disk space, and is reachable, and retry the backup.

IQQX0048E Collection *collection_name* file *file_name* could not be deleted from the backup volume.

Explanation:

The named file was not deleted from the backup volume. The backup is invalid.

User response:

Verify that the persistent store has disk space, and is reachable, and retry the backup.

IQQX0049E An error occurred when decrypting the backup and restore password.

Explanation:

The password supplied for backup or restore could not be decrypted.

User response:

See the other associated messages for more information. Verify that the password is correct.

IQQX0050E An error occurred while starting a backup or restore of collection *collection_name*.

Explanation:

A backup or restore operation could not be started because of an error in the configuration.

User response:

See the other associated messages for more information. Verify that all configuration values are correct.

IQQX0051E The XML search query included a path containing only wildcard elements.

Explanation:

An XML search query included a path containing only wildcard (*) tag or attribute names; such a path is not supported.

User response:

Rewrite the query.

IQQX0052E The XML search query applied a predicate to a wildcard tag or attribute name.

Explanation:

An XML search query included a comparison or text search on a wildcard tag or attribute.

User response:

Rewrite the query to specify a tag or attribute name for every predicate.

IQQX0053E

IQQX0053E The XML search query specified an element as the child of an attribute.

Explanation:

XML attributes cannot have descendants.

User response:

Rewrite the query to avoid specifying descendants of attributes.

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